

THE CORPORATION OF THE TOWN OF TILLSONBURG
BY-LAW # 2022-083 Town of Tillsonburg Emergency Response Program

A by-law to establish an emergency management program for the protection of public safety, health, the environment, critical infrastructure and property, and to promote economic stability and a disaster-resilient community.

WHEREAS the Province of Ontario has passed the *Emergency Management and Civil Protection Act, R.S.O., 1990, Chapter E.9*, as amended (hereinafter "Act") an Act which requires the development and implementation of an emergency management program by the Council of a municipality AND;

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

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

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

WHEREAS the Act authorizes employees of a community to respond to an emergency in accordance with the Emergency Response Program (ERP) where an emergency exists but has not yet been declared to exist AND;

WHEREAS the Act requires that every municipality shall have an Emergency Management Program Committee (EMPC), composed of the Emergency Management Program Coordinator (CEMC), senior municipal officials appointed by Council, such members of Council as may be appointed by Council, municipal employees who are responsible for emergency management functions and may include other persons representing organizations and industry and Council shall appoint one of the members of the program committee to be the chair of the committee AND;

WHEREAS the Act provides that the municipality has a right of action to recover monies expended or costs incurred in the implementation of an emergency plan or in connection with an emergency against the person who caused the emergency AND;

NOW THEREFORE BE IT RESOLVED THAT, the Council of The Corporations of the Town of Tillsonburg HEREBY ENACT THE FOLLOWING:

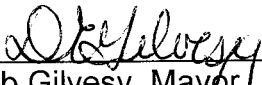
- 1) **THAT** the Town of Tillsonburg Emergency Response Program, attached hereto as Appendix "A" of this By-law be and is hereby adopted;

- 2) **THAT** the Emergency Management Plan and Program be developed and implemented in accordance with the regulatory standards published by Emergency Management Ontario in accordance with international best practices;
- 3) **THAT** the Head of Council, Chief Administrative Officer, Community Emergency Management Coordinator, Communications Officer, Director of Operations and Development, Director of Recreation, Culture and Parks, Director of Corporate Services & Clerk, Director of Emergency Services / Fire Chief, Executive Assistant to CAO/Mayor, Development Commissioner, Director of Finance & Treasurer, General Manager of Hydro Operations, be hereby appointed as members of the Emergency Management Program Committee (EMPC);
- 4) **THAT** the CAO and CEMC be hereby appointed as co-chairs of the Emergency Management Program Committee (EMPC);
- 5) **THAT** the Head of Council, Chief Administrative Officer, Community Emergency Management Coordinator, Communications Officer, Director of Operations and Development, Director of Recreation, Culture and Parks, Director of Corporate Services / Clerk, Director of Emergency Services / Fire Chief, Executive Assistant to CAO/Mayor, Development Commissioner, Director of Finance / Treasurer, General Manager of Hydro Operations, be hereby appointed as members of the Municipal Emergency Control Group (MECG);
- 6) **THAT** the municipality's Community Emergency Management Coordinator (CEMC) be hereby appointed as the Community Emergency Management Program Coordinator for The Corporation of the Town of Tillsonburg;
- 7) **THAT** the municipality's Communications Officer is hereby appointed as the Emergency Information Officer (EIO) for The Corporation of the Town of Tillsonburg;
- 8) **THAT** the Emergency Management Program Committee will review the emergency management program annually, ensure training of employees on their functions through practical exercises and to recommend material changes to the program to Council for approval as required;
- 9) **THAT** the Head of Council or designated alternate, as provided in the plan, be hereby empowered to declare or terminate an emergency;
- 10) **THAT** certain appointed officials or their designated alternates, as provided in the municipality's approved Emergency Response Plan are empowered to cause an emergency notification to be issued to members of the Municipal Emergency Control Group and respond to an emergency in accordance with the Emergency Response Plan where an emergency exists but has not yet been declared to exist;
- 11) **THAT** Council authorizes staff to make revisions to the schedules, appendices and minor administrative or housekeeping changes to the Emergency Response Plan; however, the Emergency Response Plan itself shall be revised only by By-law;
- 12) **THAT** the By-law Number 3139 A By-law to Provide an Emergency Management Program in the town of Tillsonburg be hereby repealed.


13) **AND THAT** this By-law # 2022-083 Town of Tillsonburg Emergency Response Program shall come into full force and effect on the date of final passing thereof.

READ a first, second, and third time, and passed in Council, this 12th day of December 2022.

THE CORPORATION OF THE TOWN OF TILLSONBURG



Deb Gilvesy, Mayor



Kyle Pratt, Clerk



Town of Tillsonburg Emergency Response Program (2022)



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1. Introduction

The Town of Tillsonburg Emergency Management Program establishes a framework for responding to a number of risks the Town faces. Developed with key officials, agencies and departments, it is a guideline that outlines collective and individual roles and responsibilities in responding to and recovering from an emergency.

The Emergency Management Program document describes the framework on how the Town of Tillsonburg will respond to, recover from and mitigate the impact of an emergency. It describes the legal authorities, concept of operations and functional roles and responsibilities.

1.1 Purpose

The purpose of the Town of Tillsonburg Emergency Management Program during an emergency is to facilitate the effective co-ordination of human and physical resources, services and activities necessary to:

- Protect and preserve life and property;
- Minimize and/or mitigate the effects of the emergency on the residents and physical infrastructure of the Town of Tillsonburg; and
- Quickly and efficiently enable the recovery and restoration of normal services.

It also makes provisions for the efficient administration, coordination, and implementation of extraordinary arrangements and response measures taken by the Town of Tillsonburg to protect the health, safety, and welfare of the residents of the Town of Tillsonburg during any emergency by:

- Identifying the governance structure for emergency response within the Town of Tillsonburg;
- Identifying roles and responsibilities required in mitigating, preparing for, responding to and recovering from emergencies and disasters;
- Identifying standard response goals for emergency response operations and decision making; and
- Providing for a coordinated response by the municipality and partner agencies in managing emergencies.

1.2 Aim

As per the *Emergency Management and Civil Protection Act* (EMPCA), the Town of Tillsonburg has formulated an Emergency Management Program (ERP) which is adopted by Council by By-law 2022-083.

1.3 Public Access to the Emergency Response Program

The Town of Tillsonburg Emergency Management Program is available on the Town's website (www.tillsonburg.ca). The public may also request to access the Program through the Town's Clerk's Office.

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Supporting Plans do not form part of the ERP as they may be confidential and/or provide information that may require frequent updating, be of a technical nature, or contain sensitive or personal information which could pose a security threat or violate privacy legislation if released.

1.4 Definition of an Emergency

Emergencies are distinct from the normal daily operations carried out by municipal first response agencies and Town departments.

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

‘A situation or impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.

1.5 Legal Authorities

The legislation under which the municipality and its employees are authorized to respond to an emergency, in addition to each agencies’ respective legislative authorities, are:

- The Emergency Management and Civil Protection Act, R. S. O. 1990, c.E.9, as amended (the “Act”)
- Ontario Regulation 380/04 under the Act
- The Town of Tillsonburg Emergency Management Program By-Law 2022-083

The Act requires municipalities to develop, implement, and maintain an emergency management program, and adopt it through a by-law. An emergency management program must consist of:

- An emergency Program;
- Training programs and exercises for employees of municipalities and other persons with respect to the provision of required services and procedures to be followed in emergency response and recovery activities;
- Public education on risks to public safety and on public preparedness for emergencies; and
- Any other element required for municipalities in standards of emergency management programs that may be developed by the Minister of the Solicitor General.

Ontario Regulation 380/04 under the Act describes emergency management standards for municipal emergency management programs. There are a number of required elements including:

- Designation of a Community Emergency Management Coordinator (CEMC) to coordinate the development and implementation of the Municipality’s Emergency Management Program;
- Appointment of an Emergency Management Program Committee (EMPC) to annually review the municipality’s Emergency Management Program and make recommendations to Council for its revision, if necessary;
- Appointment of a Municipal Emergency Control Group (MECG) to direct the municipality’s response in an emergency, including implementation of the municipality’s Emergency Response Program;

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- Implementation of an Emergency Operations Centre (EOC) with appropriate technology communications systems;
- Designation of an Emergency Information Officer to act as the municipality’s primary contact for the media and public during an emergency; and
- Formulation of an Emergency Management Program that assigns duties to employees by position and sets out the procedures to notify the MCEG of an emergency.

The Town of Tillsonburg Emergency Management Program By-law approves the enactment of the Town of Tillsonburg Emergency Management Program and other requirements for the Town’s Emergency Management Program.

The Senior Official for the Town’s Emergency Management Program Committee is the CAO or designated alternate.

The Town of Tillsonburg has Emergency Mutual Aid Agreements, adopted by bylaw, with other municipalities and are listed in Schedule “A” to Tillsonburg Emergency Response Program.

1.6 Council Approval

Where significant portions of the Town of Tillsonburg Emergency Management Program are revised, Council is required to adopt the revised Program by by-law.

1.7 Emergency Management Program Committee (EMPC)

The Emergency Management Program Committee as required by the Act consists of the following Council appointed personnel and includes the appointment of the chair of the committee:

- Mayor
- Chief Administrative Officer
- Community Emergency Management Coordinator
- Communications Officer
- Director of Operations and Development
- Director of Recreation, Culture and Parks
- Director of Corporate Services / Clerk
- Director of Emergency Services / Fire Chief
- Executive Assistant to CAO/Mayor
- Development Commissioner
- Director of Finance / Treasurer
- General Manager of Hydro Operations

This committee reviews the emergency management program and plan annually, ensures training is provided to employees on their functions, recommends changes to the program as deemed appropriate and refers recommendations to Council for further review and approval.

1.8 Municipal Emergency Control Group (MECG)

In the event of an emergency, the following personnel appointed by Council shall act as the Municipal Emergency Control Group as defined by Ontario Regulation 380/04 under the Act to manage the Town's emergency response:

- Mayor
- Chief Administrative Officer
- Community Emergency Management Coordinator
- Communications Officer
- Director of Operations and Development
- Director of Recreation, Culture and Parks
- Director of Corporate Services / Clerk
- Director of Emergency Services / Fire Chief
- Executive Assistant to CAO/Mayor
- Development Commissioner
- Director of Finance / Treasurer
- General Manager of Hydro Operations

1.9 Ad Hoc Committee Members

Ad Hoc members to the Emergency Management Program Committee or Municipal Emergency Control Group may include;

- Oxford County Community Emergency Management Coordinator
- Ontario Provincial Police Detachment Commander or Designate
- Chief of Oxford County Paramedic Services or Designate
- Southwest Public Health Medical Officer of Health or Designate
- Oxford County Human Services Representative
- Emergency Management Ontario Representative
- Tillsonburg District Memorial Hospital Representative
- Long Point Regional Conservation Authority Representative
- Railway Representative
- Other Subject Matter Experts as required

1.10 Community Emergency Management Coordinator (CEMC)

The Municipal employee designated as the Community Emergency Management Program Coordinator (CEMPC) is the Municipality's Community Emergency Management Coordinator (CEMC).

1.11 Emergency Information Officer (EIO)

The municipal employee designated as the Emergency Information Officer is the Municipality's Communications Officer.

1.12 Department and Support Agency Emergency Procedures

Personnel in-charge (I/C) of each Municipal Department, Division and Section as well as each Support Agency involved with this Program shall ensure that emergency response procedures or guidelines (i.e. Departmental Emergency Plan) outlining how it will fulfill its own internal responsibilities under this Program during an emergency, are prepared, reviewed annually and practiced as determined by the personnel in-charge.

Personnel in-charge of each Municipal Department, Division and Section as well as each Support Agency shall ensure that their staff has sufficient knowledge, skills, training and understanding of the Emergency Management Program to perform their respective duties in an emergency and that their contact information is kept current for call-out purposes.

2. Hazard Identification & Risk Assessment & Critical Infrastructure

In developing its emergency management program, every municipality shall identify and assess the various hazards and risks to public safety that could give rise to emergencies and identify the facilities and other elements of the infrastructure that are at risk of being affected by emergencies.

2.1 Hazard Identification and Risk Assessment (HIRA)

The Emergency Management Program Committee utilizes a Hazard Identification and Risk Assessment (HIRA) Tool, designed by the Province of Ontario, to assess which hazards pose the greatest risk in terms of how likely they are to occur and how great their potential impact may be. However, it is not intended to be used as a prediction tool to determine which hazard will cause the next emergency. The HIRA groups the risks into three categories: Natural; Human Caused; and Technological and Infrastructure Disruptions.

The EMPC uses HIRA in their planning to determine which risks are most likely to occur in order to devise appropriate public education, focused training programs and exercises for the municipality.

The Town’s HIRA ranking is listed in Schedule “D” to the Emergency Management Program which shall be reviewed annually by the EMPC to ensure relevance for emergency planning.

2.2 Critical Infrastructure (CI)

Every municipality must identify the facilities and infrastructure which could be impacted by an emergency and which could have serious impacts on the residents of their municipality, on the local economy as well as the municipality’s ability to deliver services. The facilities and infrastructure identified in a municipality’s critical infrastructure list do not necessarily need to be owned or operated by the municipality, nor be located within the municipality.

The Emergency Management Program Committee shall develop, maintain and annually review their Critical Infrastructure List. Public access to the Municipality’s Critical Infrastructure List listed in Schedule “E” is restricted as set out in the Act and section 1.3 of the Town’s Emergency Response Program.

3. Concept of Operations

First responders and Town's departments manage many emergencies that occur on a day-to-day basis. As the magnitude of an emergency increases, so will the requirement for additional support from within the Town. The Town may elect to call upon neighbouring municipalities to provide assistance. The Town may also call upon the provincial government to provide supplemental financial and / or physical resources necessary to deal with the overall impacts of the public emergency.

The Town's Emergency Management Program adopts the principles of an existing Incident Management System (IMS). IMS can be used in any size or type of emergency to manage response personnel, facilities and equipment. IMS principles include the use of common terminology, modular organization, integrated communications, unified command structure, action planning, manageable span-of-control, pre-designated facilities and comprehensive resource management. The basic functional modules of the IMS (Command, Operations, Planning, Logistics and Finance & Administration) can be expanded or contracted to meet requirements as an event progresses.

There are multiple response parts to any emergency situation within the Town of Tillsonburg which are as follow:

3.1 Site Response

The emergency responders at the site or sites of the emergency provide strategic and tactical response to the emergency as they attempt to mitigate its effects and bring the emergency under control. Site command assumes the responsibility to lead the municipality's response to the emergency and receives support from the MCEG/EOC command staff.

3.2 Corporate Response and Minimal (Essential) Services

The Emergency Operations Centre (EOC) is a virtual or physical location, with appropriate technology and telecommunications infrastructure to ensure effective communication, where the leadership (MCEG) of the Town of Tillsonburg can gather to collectively and collaboratively support emergency response, and manage the consequences of an emergency. The EOC or virtual EOC is utilized, where necessary, to centralize and coordinate efforts occurring at the site(s). The MCEG operating in the EOC or virtually is responsible for business continuity within the municipality and for supporting the site command's response to the emergency.

3.3 Minimal/Essential Services

Listed below are the minimal (essential) services that the municipality shall strive maintain throughout an emergency. Each department will follow their Business Continuity (scale back) plans ensuring that essential services identified are maintained during an emergency.

- a. Wastewater Services
- b. Water Treatment and Distribution
- c. Paramedic Services
- d. Police Services (OPP)
- e. Fire Services

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- f. Electrical Distribution (Tillsonburg Hydro Inc.)
- g. Natural Gas Distribution (Enbridge)
- h. Snow Clearing
- i. Solid Waste Collection and Disposal
- j. Cemeteries
- k. IT Services
- l. Finance
- m. Legal
- n. Human Resources
- o. Clerks and Council Support
- p. Social Services (Oxford County)
- q. Fleet
- r. Transit
- s. Corporate Communications and Public Relations
- t. Forestry Services
- u. Road and Bridge Safety Services (activities to maintain safe vehicle movement)
- v. Flood Control Services
- w. By-law Enforcement
- x. Construction and Building Inspection Services

While all services provided by the Municipality are important to its residents, the identified services are considered to be essential and must be provided during an emergency to ensure the continued health, safety, and wellbeing of the residents of the municipality.

3.4 Policy Group

The Policy Group is led by the Head of Council (HOC) in their assigned role and authority during an emergency or the Mayor and comprised of members of Council sitting as Town Council at any regular or special meeting called during an emergency situation.

The Policy Group may be established to receive information or reports during an emergency situation, and to provide any necessary policy direction to the Municipal Emergency Control Group (MECG). The Act and Emergency Management Program have assigned responsibility for management of emergency situations, so the Policy Group does not have responsibility for emergency management during an emergency situation. The HOC has the authority to declare or terminate an emergency.

3.5 Head of Council (HOC)

The Mayor or Deputy Mayor Acting Mayor as the HOC during an emergency. The HOC has all the powers set out in the Act and Emergency Management Program for purposes of an emergency situation and/or declared emergency. The HOC will receive training to ensure they understand their role during an emergency.

3.6 Councillors Role (When not acting in the Policy Group role)

The main responsibilities of Councillor are to:

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- Assist relaying approved information to area residents;
- Attend community or evacuee meetings;
- Reassure constituents;
- Support actions taking place in the community;
- Liaise back through Mayor concerns from constituents; and
- Follow leadership and requests of the Mayor

Councillors will receive training to ensure they understand their role and responsibilities during an emergency.

3.7 Municipal Emergency Control Group (MECG)

The Municipal Emergency Control Group (MECG) is responsible for supporting the site command staff and the management of business continuity for the unaffected portions of the municipality. The MECG is also responsible for:

- Notifying response agencies and coordinating the activities of the various departments and organizations which are needed to effectively respond to and recover from the emergency;
- Providing support to the Incident Commander and site personnel;
- Collecting situational awareness information and prioritizing, evaluating, summarizing it, as well as disseminating and displaying it;
- Establishing priorities based on all the information gathered and developing EOC Incident Action Plans;
- Obtaining, coordinating and managing payment of any additional resources (both personnel and equipment) needed to support the emergency;
- Liaising with Site Command to establish the geographic boundaries of the emergency;
- Coordinating all internal and external information including communicating emergency information to the general public; and
- Maintaining the day-to-day activities of the community outside of the emergency area.

The MECG is listed in Section 1.8 and performs the following IMS functions, as required:

- EOC Commander
- EOC Coordinator (CEMC)
- Emergency Information Officer (EIO)
- Liaison Officer
- Safety Officer
- Operations Section Chief & key branch coordinators
- Planning Section Chief
- Logistics Section Chief
- Finance and Admin Section Chief

MECG members may be required to perform multiple IMS functions depending on situational needs and available staffing.

4. Implementation of the Emergency Response Program

This Emergency Management Program can be implemented as soon as an emergency occurs, or is expected to occur, which is considered to be of such magnitude as to warrant its implementation. An official declaration of an "Emergency" does not have to be made for this Program to be implemented to protect the lives and property of the inhabitants of the Town of Tillsonburg.

The Emergency Management Program authorizes employees of the Town of Tillsonburg to respond to an emergency where an emergency exists or appears imminent, but has not yet been declared and take such action(s) as may be necessary to protect the lives and property of the inhabitants of the Town of Tillsonburg.

Any of the Municipal Emergency Control Group members outlined in Section 4 shall have the training and authority to effectively activate the EOC when they determine the activation of the EOC is necessary in consultation with the CEMC. MCECG members may receive an initial warning of a potential emergency and/or arrive first at the scene of an emergency and determine the circumstances of the emergency, require the support of the EOC.

The CEMC will be trained to utilize the emergency response messaging system to notify/alert the members listed in section 4.1. In the event of a failure of the messaging system, CEMC members will contact the Town of Tillsonburg Fire Rescue Services Communications Centre (Dispatch) to activate the EOC via the hardcopy back-up telephone list and have personnel assemble at the appropriate EOC location.

4.1 Town of Tillsonburg EOC Notification System - (Fan Out)

All members of the MCECG listed in Section 1.8 or their alternates if acting in place of the MCECG member in consultation with the CEMC may implement the Emergency Management Program through the municipality's emergency response messaging system.

4.2 Town of Tillsonburg Emergency Operations Centre (EOC)

There are primary, alternate and virtual EOC locations designated as EOC's. In the event of implementation of the Program for a declared or undeclared emergency, EOC personnel will be notified to attend virtually or assemble at one of the designated confidential EOC locations.

4.3 Escalation of Emergencies in the Municipality

All Town departments and emergency service providers have agreed to use the following four emergency management response levels as a guide to be used before, during and following emergencies. Each level signifies the variation of the impact to the community caused by an emergency.

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Response Level	Actions	Criteria	Examples
Normal Operations	Normal response by operating departments and responders.	Routine operations	Small car accident, isolated flooding, small power outage, house fire
Level 1: Local MCEG monitoring level	Key members of the Municipal Emergency Control Group (MCEG) notified. MCEG monitors situation and may communicate via teleconference or other electronic means.	Incident contained to one area of the municipality. Minor impact to citizens and environment Contained within inner perimeter Minor impact on resources	Apartment fire with displacements, contained hazmat, boil water advisory, active threat from person(s), helicopter crash
Level 2: Partial notification/ activation local MCEG	MCEG notified and on standby, key members of MCEG may convene in the EOC. Provincial Emergency Operations Centre (PEOC) may be notified. MCEG monitors situation and may communicate via teleconference or other electronic means.	Incident contained within one area of the municipality. Significant impact to citizens, property and environment Significant media attention Significant demand on resources May affect multiple buildings	Chemical spill, multiple fire locations, multiple suspects/active threat on the move, municipal-wide boil water advisory, isolated communicable disease outbreak
Level 3: Full activation local MCEG	MCEG convened in EOC. May require emergency declaration. PEOC notified.	Incident contained within one Municipality Possible activation reception/evacuation centre(s) Major impact to citizens, property and/or environment Major media and/or public interest Major demand on resources Multiple buildings/incidents	Ice storm, tornado, chemical spill, commercial airliner crash, train derailment, large propane explosion, pipeline leakage, potable water emergency, epidemic, terrorism, large scale flood
Level 4: Municipal Emergency	MCEG convened in EOC. May require emergency declaration. PEOC notified	Exceeds Municipal resources / capabilities. May affect the entire municipality or multiple portions of the municipality. Possible activation reception /evacuation centre(s) Major impact to citizens, property and/or environment Major media and/or public Impact to facility or service	Level 3 examples that Impact more than one area of the Municipality; or Is contained within one area of the Municipality but has major municipal-wide impact; or Impacts Municipal services

5. Declaration and Termination of an Emergency

5.1 Prior to Declaration

When an emergency exists, but has not yet been declared, the Town of Tillsonburg employees and first responders may take such action(s) under the authority of this Emergency Management Program necessary to protect lives and property.

5.2 Declaration of an Emergency

The Mayor or Deputy Mayor, acting as Head of the Council, is responsible for declaring that an emergency exists within the boundaries of the Town of Tillsonburg. In declaring an emergency, the Head of Council will identify the geographical boundaries of the emergency area. The decision whether to declare an emergency and the designation of geographical boundaries of the emergency area will be made in consultation with the MCEG and with reference to the provincial checklist (Schedule "G") for declaring and terminating an emergency.

The MCEG will ensure that all personnel and Supporting Agencies concerned are advised of the declaration of the emergency.

Upon declaration of an emergency in the Town of Tillsonburg the Mayor shall notify:

- a. The Solicitor General and Office of Fire Marshal and Emergency Management (OFMEM) by email or fax, through the Provincial Emergency Operations Centre (PEOC) using the form in Schedule "G" and;
- b. Members of Town of Tillsonburg Council.

The following may also be notified of a declaration of emergency:

- a. Local Member(s) of Provincial Parliament (MPPs);
- b. Local Member(s) of Federal Parliament (MPs);
- c. Local media;
- d. The public; and
- e. Heads of Council for neighbouring municipalities that may be impacted by the event or called upon for assistance.

5.3 Termination of an Emergency

When it has been determined by the MCEG, after referring to the Province of Ontario's checklist (Schedule "G") for declaring and terminating an emergency, that the emergency should be terminated, the Mayor and/or Council will make an official termination of declared emergency in writing (Schedule "H").

The Premier of Ontario may also terminate an emergency at any time.

The EOC Commander will ensure that all personnel and Supporting Agencies concerned are advised of the termination of the emergency.

Upon termination of an emergency in the Town of Tillsonburg the Mayor shall notify:

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- a. Solicitor General and Office of Fire Marshal and Emergency Management (OFMEM) by email or fax, through the Provincial Emergency Operations Centre (PEOC); and
- b. Members of Town of Tillsonburg Council.

The following may also be notified of a termination of emergency:

- a. Local Member(s) of Provincial Parliament (MPPs);
- b. Local Member(s) of Federal Parliament (MPs);
- c. Local media;
- d. The public; and,
- e. Heads of Council for neighbouring municipalities that may be impacted by the event or called upon for assistance.

6. Requests for Assistance

It is possible that assistance from other levels of government, or external partner agencies with specialized knowledge or expertise, may be required by the Town of Tillsonburg to help successfully respond to an emergency situation.

Depending on the nature of the emergency and the assistance required, these agencies may be requested to attend the emergency site(s) and/or EOC to provide assistance, or provide information and advice to the MCEG through the Liaison Officer or EOC Coordinator.

6.1 Requesting Neighbouring Jurisdiction Support

When the resources of the Town of Tillsonburg are at capacity or there is a need for support from neighbouring municipal jurisdictions and with approval from the EOC Commander, the MCEG Liaison Officer or EOC Coordinator may request assistance by contacting the appropriate authorities in those municipal jurisdictions. (See Section 1.5 of the ERP for Mutual Aid Agreements)

When the resources of the Town of Tillsonburg are at capacity or there is a need for support from private or Non-Government Organizations (NGO), and with approval from the EOC Commander, the EOC Commander may authorize an MCEG member to make the request for assistance by contacting the appropriate representatives for those organizations. A listing of the MOU's with volunteer based organizations is contained in Schedule “B” of the ERP.

6.2 Requesting Provincial Assistance

Where provincial assistance is required, which is outside of the normal departmental or service working agreements, the request will be made to Office of the Fire Marshal and or Emergency Management through the Provincial Emergency Operations Centre (PEOC).

6.3 Requesting Federal Assistance

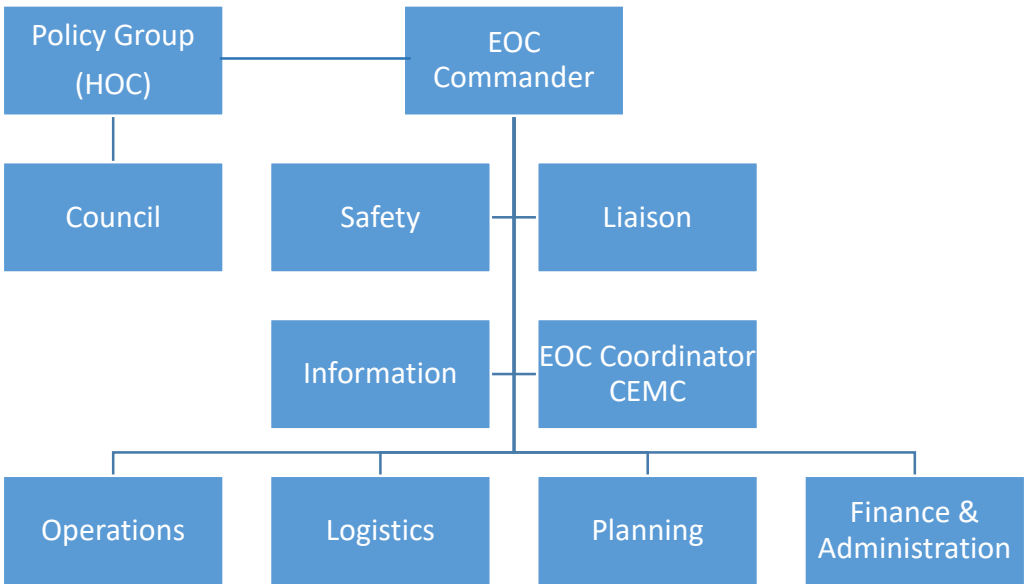
Requests for personnel or resources from the Federal Government are requested through the Provincial Emergency Operations Centre who in turn liaises with the Federal Government Operations Centre.

6.4 Support Agency Composition

When requested by the MCEG, Support Agencies work in support of the EOC and site and include but are not limited to the agencies listed in Schedule “C”. Support agency representatives may be invited to attend MCEG or site meetings as required.

7. Incident Management System

The Town’s Emergency Management Program adopts the principles of the Incident Management System (IMS). Based on five key functions that must occur during any emergency situation, IMS can be used for any size or type of emergency to manage response personnel, facilities, and equipment. Principles of the Incident Management System include the use of common terminology, modular organization, integrated communications, unified command structure, action planning, manageable span of control, and comprehensive resource management.



7.1 Incident Commander (Site)

The Incident Commander at site is a trained member from the lead agency for the emergency response and is responsible for and/or has the authority to:

- Establish a Unified Command structure for the purpose of information sharing, establishing objectives regarding emergency site management and prioritizing resources where applicable between the responding agency Incident Commanders;
- Designate an emergency site media coordinator to liaise with EIO;
- Implement the strategy established by the MCEG at the emergency site(s), if required;

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- d. Ensure that responding agencies make available the human and material resources that are required at the emergency site;
- e. Maintain a communication link with the MCEG for the flow of information regarding the management of the emergency site;
- f. Maintain a record of events, decisions made and actions taken as Incident Commander;
- g. Participate in a debriefing with MCEG regarding the emergency, if required; and
- h. Assist the CEMC in creating an after action report on the emergency.

Unified Command

The Unified Command system is a method used to carry out site command in which agencies responding to an incident will share responsibility. This may be necessary when incidents meet the following criteria:

- Multiple jurisdictions are involved,
- A single jurisdiction with multiple responding agencies sharing responsibility, or
- Multiple jurisdictions with multiagency involvement

If a Unified Command is needed, agency commanders representing agencies or jurisdictions that share responsibility for the incident may manage the response from a single command post or alternatively County or Municipal officials may be invited to the EOC as a member of the MCEG to coordinate efforts. Under a Unified Command, a single, coordinated incident action plan will direct all activities.

7.2 Response Goals

The following response goals are applied to all emergency situations. In order of priority they are:

1. Provide for the health and safety of all responders.
2. Save lives.
3. Reduce suffering.
4. Protect public health.
5. Protect critical infrastructure.
6. Protect property.
7. Protect the environment.
8. Reduce economic and social losses.

7.3 Incident Management System Functions

7.3.1 Head of Council (Mayor or Deputy Mayor)

Responsibilities of the Head of Council include:

- Requesting County and/or Municipal level assistance.
- Declaration of an emergency.
- Termination of a declared emergency.

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- Acting as an official spokesperson.
- Ensuring members of Council are notified and regularly updated of the emergency.
- Notifying the Mayors of adjoining municipalities of the emergency if required and providing any status reports.
- Leading the Policy Group

7.3.2 Policy Group (Council Members when sitting as Council)

Responsibilities of Councillors include:

- Receive information or reports during an emergency situation
- Provide any necessary overall policy direction to the MCEG
- Changing/amending bylaws or policies.
- Termination of a declared emergency through the MCEG
- Assist in relaying approved information to area residents;
- Attend community or evacuee meetings;
- Reassure constituents;
- Support actions taking place in the community;
- Liaise back through Mayor concerns from constituents; and
- Follow leadership and requests of the Mayor.

7.3.3 Municipal Emergency Control Group (MECG)

The primary responsibility of the MECG in an emergency is to support the emergency response activities of the site command and to ensure business continuity for the municipality. It is also the responsibility of the MECG to ensure that response priorities set out in section 7.2 are established, and that planning and response activities are coordinated, both within the EOC (i.e. between sections) and between sites and other EOCs.

The Municipal Emergency Control Group performs the following IMS positions:

- EOC Commander
- EOC Coordinator
- Emergency Information Officer
- Safety Officer (EOC)
- Liaison Officer
- Operations Section Chief
- Planning Section Chief
- Logistics Section Chief
- Finance and Administration Section Chief

7.3.4 Emergency Operations Centre Commander - (EOC) Commander

- Overall authority and responsibility for the activities of the EOC.

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- Sets out priorities and objectives in conjunction with the MCEG members for each operational period and ensures they are carried out.
- Liaises with the Policy Group (Head of Council) and advise whether or not a declaration and termination of an emergency is recommended.
- Ensures Council is updated
- Designates the geographical boundaries of the emergency area.
- Authorizes the extraordinary expenditure of municipal funds during the emergency.
- Confirms the adequacy of the expenditure limits as identified in the purchasing by-law.
- Approves emergency information releases.
- Establishes procedures to be taken for the safety or evacuation of persons in an emergency area in partnership with other agencies as needed.
- Determines what agencies or experts are required in the EOC.
- Determines which Command staff positions are required and ensures they are filled as soon as possible.
 - EOC Coordinator
 - Emergency Information Officer
 - Liaison Officer
 - Safety Officer
- Determines what General Staff positions are needed, assigns Section Chiefs as appropriate and ensures adequate staffing in sections as required.
 - Operations Chief
 - Planning Chief
 - Logistics Chief
 - Finance and Administration Chief

7.3.5 EOC Coordinator (CEMC)

- Ensures that the EOC is setup and operational
- Assist the EOC Commander in determining EOC staffing levels
- Provides EOC staff guidance and support regarding their roles and responsibilities
- Serves as an advisor to the EOC Commander and Section Chief's as needed, providing information and guidance related to the internal functions of the EOC and ensure compliance with existing emergency plans and procedures
- Assists the Liaison Officer with the coordination of agencies and/or departments within the EOC.
- Provides input on the strategic direction and advice to the MCEG regarding emergency management issues
- Liaises with the neighbouring CEMCs, Office of Fire Marshal and Emergency Management, Provincial Emergency Operations Centre (PEOC) and other provincial and federal representatives and agencies as required.
- In conjunction with the EOC Commander, facilitates a debriefing with the EOC personnel and other appropriate agencies or organizations and prepares an After Action Report on the emergency.

7.3.6 Emergency Information Officer (EIO)

- Establishes and maintains media contacts.
- Ensures the Emergency Communications Team members have the training, skills and equipment required for the preparation of media releases and that pre-incident media releases are prepared for the events listed in Section 2 HIRA to enhance emergency timely communications to staff, council and the public in emergencies.
- Ensures the preparation of incident news releases; coordinating interviews, news conferences, media briefings and internal staff updates.
- Develops public information materials; providing messaging for use by Customer Service Centre, Emergency Communications Team and EOC staff.
- Establishes communications strategies for internal and external purposes.
- Monitors media and information sources.
- Liaises and coordinates messages with Site Media Officers and Emergency Communications Team.
- Ensures public safety information is provided in accessible formats as required by provincial legislation.
- Establishes a liaison at evacuation/reception centres to ensure the timely and accurate relaying of information to the evacuees.
- Ensures coordinated information messaging and releases with neighbouring jurisdictions and assisting agencies, including the Southwestern Public Health Unit media representatives.

7.3.7 Liaison Officer

- Invites required or requested agencies and stakeholders to the EOC, as identified by the EOC Commander and MCEG and maintains contact when required.
- In coordination with the Emergency Information Officer, assist the EOC Commander in ensuring proper procedures are in place for communicating with the Policy Group.
- Establish and maintain contact with appropriate external agencies (such as: Utilities, Transportation, Volunteer Organizations, Private Sector, etc.) and share situation information, as needed.
- Liaises with the neighbouring Municipal officials, as needed

7.3.8 Safety Officer

- Coordinate and initiate critical incident stress and employee assistance programs
- Provides advice and assistance on matters related to occupational health and safety regulations for EOC personnel.
- Monitors, assesses, and recommends modifications to safety conditions in the EOC and halting unsafe operations, as necessary.
- Liaises and provides advice and support to site Safety Officer regarding health and safety issues for site personnel, as required.

7.3.9 Planning Section Chief

- Collects, processes, evaluates and displays situation information.
- Develops EOC Incident Actions Plans in coordination with other functions.
- Tracks the status of EOC issued resources.

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- Plans for additional resources to ensure the continuity of the Municipal Emergency Control Group during extended operations by liaising with the Logistics Officer.
- Maintains all EOC documentation.
- Conducts advance planning activities and makes recommendation for action.
- Obtains technical experts for the EOC, as required.
- Plans for EOC demobilization of personnel and resources.
- Facilitates the transition to the recovery phase.

7.3.10 Logistics Section Chief

- Provides/acquires requested resources including personnel, facilities, equipment and supplies.
- Liaises with the Social Services Branch Coordinator and Police Branch Coordinator for the selection, operation and maintenance of suitable facilities for Reception Centres and Evacuation Centres.
- Opens and operates the facilities
- Arranges access to technological and telecommunication resources and support.
- Acquires and arranges resources for the transportation of personnel, evacuees and goods.
- Organizes and coordinates volunteers with or without the assistance of Non-Government Organizations
- Provides other support services such as arranging for food and lodging for workers within the EOC and other sites.

7.3.11 Finance and Administration Section Chief

- Monitors the expenditure process, and response and recovery costs.
- Coordinates claims and compensation.
- Tracks and reports on personnel time.
- Develops service agreements and/or contracts.
- Oversees the purchasing processes.
- Oversees the management of monetary donations

7.4 Operations Section

The Operations Section maintains direct contact with the site(s) and coordinates the overall site support response, in conjunction with other agencies and/or departments. The Operations Section is also responsible for gathering current situation information from the site and sharing it with the Planning Section and other MECG personnel, as appropriate; coordinating resource requests from the site level; and directing deployment of all EOC issued resources to the Incident Commander.

7.4.1 Operations Chief

- Ensures coordination of the Operations function including supervision of the various Branches required to support the emergency event.
- Ensures that operational objectives and assignments identified in EOC Action Plans are carried out effectively.

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- Establishes the appropriate level of Branch and Unit organizations within the Operations Section, continuously monitoring the effectiveness and modifying accordingly.
- Consults with Planning Chief to clearly define areas of responsibility between the Operations and Planning Sections.
- Assists EOC command in determining the emergency boundary area and site vs. EOC responsibilities
- Maintains a communications link between Incident Commanders (sites), and the EOC for the purpose of coordinating the overall response, resource requests and event status information.
- Ensures that the Planning Section is provided with Branch Status Reports and Incident Reports.
- Conducts periodic Operations briefings for the EOC Commander and EOC Management Team, as required or requested.
- Approves special resource requests and/or obtains the EOC Commander's approval of critical and extra-ordinary resources.
- Supervises the Operations Section.

7.4.2 Operations Section Branch Coordinators

Branch Coordinators oversee the operations of a particular municipal department, division, section or outside agency. A Branch Coordinator is responsible for coordinating the activities of their department/agency site personnel and dispatch centre (if one exists). Additional Branch staff may be needed, dependent on the size of the emergency event and the support required. Branch Coordinators may include, but are not limited to:

7.4.2.1 Fire Services Branch Coordinator

- Establishes ongoing communications with Fire Site Commander.
- Provides a site Incident Commander as designated by the MCEG.
- Arranges and coordinates fire suppression, as well as hazardous materials support operations.
- Coordinates fire branch activities with fire site personnel and fire dispatch centre.
- Liaises with the Oxford / Elgin & Norfolk County Fire Coordinators about the emergency and the need for additional resources required.
- Acquires and coordinates all mutual aid fire resources as necessary.
- Ensures an appropriate level of continuous fire protection services to the unaffected part of the municipality in accordance with legal obligations and available resources.
- Advises and provides consultation on the issue of evacuation / shelter in place relative to the number of citizens involved, and/or the size of the geographical area involved, under the jurisdiction of Fire Services.
- Assists in the alerting of persons endangered by the emergency.
- Implements the objectives of the EOC Action Plan assigned to the Fire Branch.
- Completes and maintains Branch Status Reports throughout the emergency.
- Maintains status of unassigned Fire Service resources.
- Provides routine status reports to the Operations Section Chief.

7.4.2.2 Parks and Forestry Branch Coordinator

- Coordinates activities and site personnel within the Parks and Forestry Services Branch.

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- Coordinates parks, forestry, cemeteries and maintenance operations during the emergency, including clearing, storage and disposal of debris on municipally-owned properties.
- Liaises with the Public Works Branch Coordinator to prioritize resources according to the most critical needs of the municipality.
- Coordinates with the Planning Section Chief for mass burials in municipally-owned cemeteries.
- Coordinates with Ministry of Natural Resources and local conservation authorities as required.
- Provides routine status reports to the Operations Section Chief.

7.4.2.3 Public Works Branch Coordinator

- Establishes ongoing communications with Public Works Site Commander.
- Provides a site Incident Commander as designated by the MECG.
- Coordinates Public Works Branch activities with public works site personnel.
- Places all required Public Works employees on appropriate shifts upon being notified of activation of the Program.
- Advises the MECG with information and advice on transportation, engineering, critical infrastructure and public works matters including recovery and rehabilitation of-municipal services, fleet, water, wastewater, environmental operations and levels-of-service.
- Liaises with the Managers of Transportation and Environmental Services and senior public works officials from neighbouring communities to ensure a coordinated response to transportation, engineering, critical infrastructure and public works matters as required.
- Provides assistance to other municipal departments and external organizations and agencies as required.
- Provides equipment in support of emergency site.
- Liaises with utilities and agencies to discontinue, maintain, or restore any engineering service or utility to consumers as required or determined by the MECG.
- Liaises with local community partners to provide special equipment, vehicles and personnel as required.
- Liaises with Ministry of the Environment and other relevant agencies and departments with respect to environment contamination.
- Liaises with local Conservation Authorities with respect to water levels during times of flooding or anticipated flooding.
- Supports traffic control operations as required.
- Surveys all other infrastructure systems, such as roads, bridges, sewer and water systems within the area.
- Ensures an appropriate level of continuous service to the unaffected part of the-municipality in accordance with statutory obligations and available resources.
- Coordinates waste management issues including collection, processing and disposal.
- Coordinates debris removal services as required.
- Arranges, as required, for the Chief Building Official (or alternate) to inspect and take appropriate action for the demolition of unsafe buildings or required remedial actions for unsafe buildings.

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- Provides routine status reports to the Operations Section Chief.
- Coordinates asset management for roads, bridges, water, wastewater and storm water and facilities programs.
- Ensures adequate emergency water supply/pressure for effective fire suppression operations.
- Arranges for the provision of emergency potable water supplies and sanitation facilities in coordination with the Medical Officer of Health and Logistics Section Chief.
- Ensures the clearing of blocked passageways in coordination with the Site Incident Commander, either inside or outside the emergency perimeter.
- Coordinates the removal of rubble for emergency response.

7.4.2.4 Building Inspection Branch Coordinator

- Provides and/or arranges for advice on the structural safety of buildings.
- Identifies and prioritizes damaged structures to be inspected.
- Coordinates building inspection personnel.
- Takes action to ensure the protection of the public including, but not limited to:
 - Upon a completion of an application, issues required building/demolition permits to property owners;
 - Prohibiting the use or occupancy of a building;
 - Order a building to be renovated, repaired or demolished to remove an unsafe condition; and
 - Take measures necessary to terminate the danger where a building is involved.
 - Provides technical expertise regarding the construction of buildings, as required.
 - Provides advice and assistance relating to the enforcement of municipal by-laws and property standards
 - Enforces by-laws by investigating to determine if there is a violation(s) and will take the necessary measures to ensure the violation(s) is corrected (compliance obtained).
 - Responds to citizen complaints and conducts proactive investigations.
 - Provides routine status reports to the Operations Section Chief.

7.4.2.5 Police Services Branch Coordinator

Ensures all necessary emergency services are notified as required.

- When legally required to do so, ensures an investigation is conducted and further ensures all other investigative agencies are notified and provides assistance as needed.
- Ensures a communication link is established between the MCEG/EOC and the OPP On-Scene Command Post.
- Provides trained staff to act as the site media officer and ensure they liaise with the EIO and Incident Commander.
- Provides the MCEG with advice on public safety matters.
- Ensures persons endangered by the emergency are alerted and provides coordination of evacuation procedures and management, including traffic control on evacuation routes.

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- Liaise with the Social Services Branch Coordinator and Logistics Chief regarding the site(s) selected for reception centre(s) and the approximate time of arrival of the first evacuees.
- Ensures a police presence and/or security (via Logistics Section) is provided at the site, EOC, reception centres, holding areas and other facilities, as required.
- When required, assists the Incident Commander (IC) in fulfilling his/her responsibilities.
- Provides routine status reports to the Operations Section Chief.

7.4.2.6 Paramedic Services Branch Coordinator (EMS)

- In conjunction with the IC, assesses the need and the initial request for (special) emergency resources at the emergency site, e.g., multi-patient units, support units, air ambulances, etc., and any other medical resources required.
- Liaise with hospitals for the efficient distribution of casualties through the London Central Ambulance Communication Centre (CACC) Dispatch.
- Notifies and requests assistance of the Ontario Ministry of Health and Long-Term Care, Emergency Health Services Branch through Ontario Health West.
- Liaise with neighbouring Paramedic Services regarding areas of mutual concern which may include coverage issues, distribution of patients to area hospitals and any other issues needed in pre-hospital care.
- In conjunction with the IC, assess the need and initial request for on-site medical teams from hospitals and whether assistance is required from Police or other emergency services in providing transportation to the scene for these medical teams.
- When required, assists the Incident Commander (IC) in fulfilling his/her responsibilities.
- Liaise with the Public Works Branch Coordinator in providing busses for low acuity patients.
- Liaise with the Social Services Branch Coordinator and the Medical Officer of Health (MOH) regarding the evacuation of persons requiring ambulance or other stretcher transportation and assist with the organization.
- Provides routine status reports to the Operations Section Chief.
- Acts as a coordinating link with the LHIN for all health services at the EOC, as appropriate.

Note: Hospitals will not routinely provide on-site triage or medical teams. Medical assistance may be requested to deal with extraordinary instances such as prolonged and extensive entrapment, etc. Emergency Medical Assistance Team (EMAT) may be requested through the Provincial Emergency Operations Centre (PEOC).

7.4.2.7 Public Health Branch Coordinator (Medical Officer of Health)

- Liaise with the Provincial Ministry of Health and Long-Term Care (MOHLTC), Public Health Ontario (PHO), and Ontario Health West as needed.
- Notify the MECG/EOC of potential threats.
- Liaise and coordinate with community health care partners as needed, as part of the Public Health emergency response (e.g., physicians, hospitals, etc.).

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- Provides advice and recommendations to the public on matters which affect the health of the community (e.g., boil water advisory, preventive measures for infectious disease outbreaks).
- Coordinates the health response to public health emergencies or emergencies with public health impacts (e.g., infectious disease outbreaks, contamination of the drinking water, etc.), according to Ministry of Health and Long-Term Care direction, the Ontario Public Health Standards, the Health Protection and Promotion Act, and/or other relevant legislation (e.g., Safe Drinking Water Act). The Public Health response would be aligned with the County's emergency response.
- Liaise with the Public Works Branch Coordinator to ensure the safety of drinking water and appropriate sanitation services.
- Liaise with the Social Services Branch Coordinator and provide support specific to reception/evacuation centres, or other temporary lodging sites, in the areas of:
 - environmental health consultation (food, water safety, sanitation and infection control practices)
 - participation in intake of clients at a reception/evacuation centre;
 - infectious disease case management and surveillance; and
 - infectious disease outbreak control
- Provides routine status reports to the Operations Section Chief.

7.4.2.8 Oxford County Human Services Branch Coordinator

- Implements the Emergency Social Services (ESS) Plan that is aimed at providing services to those people displaced as a result of an emergency or disaster.
- Ensures reception centres are established, operated, staffed and closed, with the assistance of Parks and Recreation, Public Health and Police Branches and designated volunteer agencies for the registration, feeding, care, clothing, welfare and shelter of persons using the centres.
- Liaise with the logistics Section Chief with respect to determining the location of the reception centre when using a municipal facility.
- Ensures that property representative(s) is/are notified when a public or private facility(s) is/are required as reception centre(s)
- Determines whether additional reception centres need to be opened.
- Liaise with the Police Branch Coordinator (or designate) and the Logistics Section Chief with respect to the establishment of reception centres, security and other areas of mutual concern.
- Liaise with the Logistics Section Chief and Public Health and Fire Branch Coordinators on areas of mutual concern regarding operations in reception centres when requested by reception centre personnel including:
 - Food safety and water quality
 - General sanitation and health hazards
 - Infection prevention and control
 - Accommodation standards for emergency lodging
 - Assessment of the health risks of the affected community
 - Fire protection

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- Liaise with Public Works and local transportation companies (if needed) for the provision of transportation of evacuees to and from reception centre.
- Oversees the management of donated goods other than monetary donations
- Provides routine status reports to the Operations Section Chief.

7.5 Emergency Management Support Roles

7.5.1 EOC SCRIBES

- Reports to the EOC or Site Command as directed by the Planning Chief or delegate.
- Performs duties as assigned by their Commander, Coordinator, or MECG member, including maintaining event boards, accurate and organized records and logs.
- Ensures a thorough briefing and transfer of information to anyone relieving them of their duties.
- Ensures all records and logs are submitted to the Planning Section Chief at the conclusion of the emergency/event.

7.5.2 Information Technology (IT) & Geographic Information System (GIS)

- Reports to the EOC or Site Command as directed by the Planning Section Chief or designate
- Performs duties as requested by the MECG or Site Command
- Creates a common operating picture through the creation of GIS mapping.
- Provides data estimates relating to the emergency, including affected population and the number of structures or facilities.
- Ensures their equipment and software is in a state of operational readiness.

7.5.3 Municipal Call Centre Coordinator

- Reports to the Emergency Information Officer.
- Manages the Customer Service Centre.
- Ensures tracking of inquires/questions from the public are recorded at the Customer Contact Centre.
- Disseminates approved emergency information and messages to the Customer Contact Centre personnel for public inquiries.

7.5.4 Emergency Communications Team

During an emergency efficient communication with all stakeholders is essential. This will expedite the municipality’s efforts to assist the public in coping with and recovering from a major emergency. The Emergency Communications Team, led by the Emergency Information Officer, is comprised of trained municipal staff and coordinates communications from the municipality and its supporting agencies. The Team provides a direct link from the EOC to media, municipal staff, community leaders, businesses and public, to deliver critical information before an impending emergency (if applicable), during and after a major disaster or public emergency. In the event that a municipal emergency is escalated to a provincial or federal emergency, the highest level of government will be the lead emergency information agency with support from the municipality.

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The Emergency Communications Team is responsible for and not limited to:

- Work with MCEG re internal and external communication.
- Develop communications strategy, key messages, etc. as the situation dictates.
- Notify media, community support agencies, service providers, etc.
- When applicable, arrange for 211 support to get incident-related messages to the public.
- Work in coordination with other agencies and government communication teams.

Media monitoring, including traditional and various social media platforms to ensure concerns from the public are received and accurate information is being relayed to the public. Corrections to inaccurate information are made through the Town of Tillsonburg approved media releases and updates.

8. Emergency Management Program Supporting Documents

This section outlines supporting documents and/or plans to help support the emergency response and recovery issues. A list of supporting plans and critical support documents is outlined in Schedule “F”.

9. Compensation for Losses

The Municipal Disaster Recovery Assistance (MDRA) program may help municipalities address extraordinary emergency response costs and damage to essential property or infrastructure like bridges, roads and public buildings, as a result of a natural disaster.

The Disaster Recovery Assistance for Ontarians (DRAO) program may provide assistance to individuals, small businesses, farmers and not-for-profit organizations that have experienced damage to, or loss of, essential property as a result of a natural disaster.

For further information, visit the website of the Ministry of Municipal Affairs and Housing.

10. Emergency Management Program Review and Maintenance

The Town of Tillsonburg will be maintained and distributed by the Community Emergency Management Coordinator (CEMC) to the public via the Town of Tillsonburg public website.

The Program will be reviewed annually by the Emergency Management Program Committee. The review and recommended revisions will be coordinated by the CEMC.

The Program shall be revised only by By-law; however, revisions to the schedules, appendices and minor administrative or housekeeping changes may be made by the CEMC in consultation with the Emergency Management Program Committee and the Town Clerk.

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It is the responsibility of each person, agency, service or department identified within the Program to notify the CEMC forthwith, of the need for any administrative changes or revisions to the ERP or supporting plans.

The CEMC or designate is responsible for maintaining a current confidential contact list for EOC personnel and Support Agencies.

Each Department and Support Agency involved with this Plan should prepare emergency response procedures or guidelines (i.e. Departmental Emergency Plan) outlining how it will fulfil its own internal responsibilities under this Plan during an emergency.

Each Department and Support Agency should designate a member of its staff to review, revise and maintain its own functional emergency response procedures or guidelines on a periodic basis.

10.1 Exercising of the Emergency Management Program

At least one exercise will be organized and conducted annually by the CEMC and EMPC in order to test the overall effectiveness of the ERP. Recommendations arising from the annual exercise shall be considered by the Emergency Management Program Committee for revisions to the ERP.

10.2 Program Distribution

Electronic or hardcopy of the Emergency Management Program will be provided to EOC personnel, partner organizations and agencies, the Province, and bordering municipalities and regions that may have a role to play in responding to or providing assistance for emergencies in the Town of Tillsonburg.

10.3 Revision History

Rev. No.	Revised by	Revision Date

10.4 Abbreviations

AAR	After Action Report
CACC	Central Ambulance Communication Centre
CAO	Chief Administrative Officer
CEMC	Community Emergency Management Coordinator
CN	Canadian National Railway
CP	Canadian Pacific Railway
CPIPP	Community Pandemic Influenza Preparedness Plan
DRAO	Disaster Recovery Assistance for Ontarians
EIO	Emergency Information Officer
EMCPA	Emergency Management and Civil Protection Act
EMPC	Emergency Management Program Committee
EMO	Emergency Management Ontario
EMS	Oxford County Paramedic Services
EOC	Emergency Operations Centre
GIS	Geographic Information System
HAZMAT	Hazardous Materials
HIRA	Hazard Identification and Risk Assessment
HOC	Head of Council
IAP	Incident Action Plans
IMS	Incident Management System
MDRAO	Municipal Disaster Recovery Assistance for Ontarians
MECG	Municipal Emergency Control Group
MOECP	Ministry of Environment, Conservation and Parks
MOH	Medical Officer of Health
MOHLTC	Ministry of Health and Long-Term Care
MOU	Memorandum of Understanding
MNR	Ministry of Natural Resources and Forestry
MP	Local Members of Federal Parliament
MPP	Local Members of Provincial Parliament
MTO	Ministry of Transportation
OCHS	Oxford County Human Services
OFM	Office of the Fire Marshal
PEOC	Provincial Emergency Operations Centre
RCP	Recreation, Parks & Culture
REACT	Radio Emergency Associated Communications Team
SPCA	Society for the Prevention of Cruelty of Animals



11. SCHEDULE "A" Emergency Mutual Aid and Assistance Agreements

To be added.



12. SCHEDULE “B” List of Volunteer-Based Organizations

To be added.

13. SCHEDULE “C” List of Support Agencies

- Southwestern Public Health Unit
- Tillsonburg Hydro Inc.
- Hydro One
- Enbridge
- Tillsonburg District Memorial Hospital
- Salvation Army
- Red Cross
- Dodsley Propane / Superior Propane
- Ontario Society for the Prevention of Cruelty to Animals (OSPCA)
- Provincial and Federal Ministries as required, i.e. MOECC, MTO, MNR
- Long Point Regional Conservation Authority (LPRCA)
- Thames Valley District School Board
- London District Catholic School board
- Representatives from any other service organization or agency deemed necessary by the Municipal Emergency Control Group.
- NGO Alliance is contact for agencies listed in chart below

NGO ALLIANCE of ONTARIO CONTINUUM

	PREPAREDNESS	RESPONSE	RECOVERY	REBUILDING
	<ul style="list-style-type: none"> Public messaging as a trusted agent Deliver public education to help communities prepare for disasters Help build resiliency Joint exercises and planning with communities 	<ul style="list-style-type: none"> Registration, Family reunification, Emergency food, clothing and shelter services, medical care and psycho-social support Reception Center and Shelter Management province-wide Coordinate with all levels of government Volunteer management and mobilization 	<ul style="list-style-type: none"> Support to self-recovery (direct aid and community initiatives), shelter and lodging services and support, livelihood and small business support Case management, cash transfer programs, community grant programs and community engagement Donation management Volunteer management 	<ul style="list-style-type: none"> Ongoing Case Management (as required)
	<ul style="list-style-type: none"> Training (internal curriculum & through EMO) Participation in joint exercises Frequent deployment & conditioning Integration in routine response procedures with partner agencies Public messaging as a trusted agent 	<ul style="list-style-type: none"> Mass Feeding Spiritual & Emotional Care CISM Debriefings Clothing Distribution 	<ul style="list-style-type: none"> Feeding (Survivors, Responders and Volunteers) CISM Debriefings (as needed) Clothing Distribution 	
	<ul style="list-style-type: none"> Lighthouse Church & Teams Program Training of Site Leadership Public messaging as a trusted agent 	<ul style="list-style-type: none"> Disaster Assessment Team Deployments Deployment of Leadership Teams and Assets Engagement with Provincial & Regional EM Coordinators Engagement with Municipal EM Coordinators & EGS 	<ul style="list-style-type: none"> Home & Property Clean-Up and Remediation Roof Tarping Mold Abatement (food events) Epidemic Volunteer Management Rapid Response Chaplaincy 	<ul style="list-style-type: none"> Assist Long Term Recovery Organizations to develop definite recovery systems and programs Assist LTRCO with Initial Case Management Information
	<ul style="list-style-type: none"> Public messaging as a trusted agent Create study material 'Preparing for Disaster' 	<ul style="list-style-type: none"> MDS Executive assess disaster situation to determine response needs in collaboration with partner agencies Volunteers with equipment and volunteers 	<ul style="list-style-type: none"> Cleanup and debris removal of residences after floods and windstorms Works in collaboration with partner agencies Recovery assessment & physical & emotional support 	<ul style="list-style-type: none"> Repair and rebuilding of owner-occupied homes after floods, windstorms and fires if owner cannot with own resources Collaboration and nurturing of Long-Term Recovery Orgs. MDS does not supply building supplies
	<ul style="list-style-type: none"> Regional Managers (USA & Canada) meet semi-annually Personnel Resource Management allocations aligned Public messaging as a trusted agent Monthly coordination calls 	<ul style="list-style-type: none"> Regional Managers assess disaster situation (on-site if possible) to determine how World Renew could respond Some capability for Rapid Response: e.g. tree limb removal, muck-out 	<ul style="list-style-type: none"> Volunteer Support for Clean-Up efforts (usually in partnership with SPC or MDS) 	<ul style="list-style-type: none"> Assist in minor or major repairs and home rebuilding Provide community needs assessment Assist Long Term Recovery Organizations to develop definite recovery systems and programs
	<ul style="list-style-type: none"> Internal / External Exercises Public education, training and products to encourage personal self-sufficiency and community resiliency Public messaging as a trusted agent 	<ul style="list-style-type: none"> Evacuation Centre First Aid Medical first response and health care support services Assist with transportation of ill, injured, or vulnerable persons Health-related screening and residential inspections Assist in the evacuation of hospitals and other health care facilities 	<ul style="list-style-type: none"> Assisting in the search for missing or lost persons 	
	<ul style="list-style-type: none"> Public messaging as a trusted agent Provide communities and individuals with awareness and education on being prepared for emergency situations 	<ul style="list-style-type: none"> Deploys a team of professionals to assist with sheltering and evacuating animals 	<ul style="list-style-type: none"> Will assist in the reunification of animals and their owners 	
	<ul style="list-style-type: none"> Public messaging as a trusted agent Personal preparedness workshops for members Church preparedness and safety plans Volunteer training and equipping 	<ul style="list-style-type: none"> In kind donation management Crisis Care (trauma counselling) Volunteer management 	<ul style="list-style-type: none"> In kind donation management Crisis Care (trauma counselling) Volunteer management 	
	<ul style="list-style-type: none"> Hazard Mitigation (Fire/ Flood) Incident Management Training (ICS and IML) Crisis Preparedness Training 	<ul style="list-style-type: none"> Crisis Planning Rapid Damage and Impact Assessment Disaster Mapping Incident Management Assistance Team Spontaneous Volunteer Management (Type 4: Emergent Groups) 	<ul style="list-style-type: none"> Work Order Management Infrastructure Support (Mold Remediation) Debris Removal / Expedient Home Repairs Incident Management Assistance Team 	<ul style="list-style-type: none"> Assist long term recovery organizations.

14. SCHEDULE "D" Hazard Identification Risk Assessment

Hazard / Emergency		Frequency		Severity	RISK	Level of Risk
Tornado	2	Unlikely	8	Major	16	HIGH
Explosion / Fire	5	Certain	5	Moderate	25	HIGH
Snowstorm / Blizzard	5	Certain	5	Moderate	25	HIGH
Transportation Emergency - Air	2	Unlikely	8	Major	16	HIGH
HAZMAT Spill - Fixed Site Incident	4	Likely	5	Moderate	20	HIGH
Freezing Rain / Ice Storm	5	Certain	5	Moderate	25	HIGH
Terrorism / CBRNE	2	Unlikely	8	Major	16	HIGH
Human Health Emergency - Pandemic	4	likely	8	Major	48	HIGH
Human Health Emergency - Epidemic	3	Probable	5	Moderate	15	MEDIUM
Critical Infrastructure Failure	3	Probable	5	Moderate	15	MEDIUM
Cyber Attack	3	Probable	5	Moderate	15	MEDIUM
Flood - Urban	3	Probable	5	Moderate	15	MEDIUM
Transportation Emergency - Rail	3	Probable	5	Moderate	15	MEDIUM
Extreme Temperatures - Cold Wave	3	Probable	5	Moderate	15	MEDIUM
Extreme Temperatures - Heat Wave	3	Probable	5	Moderate	15	MEDIUM
HAZMAT Spill Transportation Incident	3	Probable	5	Moderate	15	MEDIUM
Human Health Emergency - Epidemic	3	Probable	5	Moderate	15	MEDIUM
Oil / Natural Gas Emergency	3	Probable	5	Moderate	15	MEDIUM
Special Event	3	Probable	5	Moderate	15	MEDIUM
Drinking Water Emergency	3	Probable	5	Moderate	15	MEDIUM
Building / Structure Collapse	3	Probable	5	Moderate	15	MEDIUM
Transportation Emergency - Road	3	Likely	5	Moderate	15	MEDIUM
Lightning	5	Certain	2	Minor	10	LOW
Windstorm	5	Certain	2	Minor	10	LOW
Flood - Riverine	3	Probable	2	Minor	6	LOW
Fog	5	Certain	2	Minor	10	LOW
Drought / Low Water	3	Probable	2	Minor	6	LOW
Earthquake	2	Unlikely	5	Moderate	10	LOW
Dam Failure	2	Unlikely	5	Moderate	10	LOW
Drought / Low Water	2	Unlikely	5	Moderate	6	LOW
Earthquake	2	Unlikely	5	Moderate	10	LOW
Energy Emergency (Supply)	2	Unlikely	5	Moderate	10	LOW
Forest / Wildland Fire	3	Probable	2	Minor	6	LOW
Hurricane	2	Unlikely	2	Minor	4	LOW
Land Subsidence	2	Unlikely	4	Minor	8	LOW
Hail	5	Likely	2	Minor	10	LOW
Food Emergency	2	Unlikely	5	Moderate	10	LOW
Erosion	2	Unlikely	2	Minor	4	LOW
Civil Disorder	3	Probable	2	Minor	6	LOW
Geomagnetic Storm	2	Unlikely	4	Moderate	6	LOW
Farm Animal Disease	2	Unlikely	2	Minor	4	LOW



15. SCHEDULE "E" Critical Infrastructure List (CI)

(Omitted intentionally)



16. SCHEDULE “F” Emergency Management Program Support Documents and Plans

(Omitted intentionally)

17. SCHEDULE "G" Emergency Declaration Checklist



Town of Tillsonburg Emergency Declaration Form based on Provincial Emergency Declaration Checklist in Consideration of a Declaration of Emergency

(Note: All references in this document refer to the Emergency Management and Civil Protection Act, R.S.O. 1990, Chapter E.9, as amended 2006)

* This checklist is for use by municipal heads of council considering the declaration of an emergency within their municipality. This checklist is not intended to provide any sort of legal advice – it is merely a reference tool.

An emergency is defined under the *Emergency Management and Civil Protection Act* as "a situation, or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise [Section 1, definition of an emergency].

Under the *Emergency Management and Civil Protection Act*, only the head of council of a municipality (or his or her designate) and the Lieutenant Governor in Council or the Premier have the authority to declare an emergency. The Premier, the head of council, as well as a municipal council, have the authority to terminate an emergency declaration [Sections 4 (1), (2), (4)].

An emergency declaration may extend to all, or any part of the geographical area under the jurisdiction of the municipality [Section 4 (1)].

If the decision is made to declare an emergency, the municipality must notify Emergency Management Ontario (on behalf of the Minister of Community Safety and Correctional Services) as soon as possible [Section 4 (3)]. Although a verbal declaration of emergency is permitted, all declarations should ultimately be made in writing to ensure proper documentation is maintained. Written declarations should be made on municipal letterhead, using the template provided by Emergency Management Ontario, and should be faxed to (416) 314-0474. When declaring an emergency, please notify the Provincial Emergency Operations Centre at 1-866-314-0472.

When considering whether to declare an emergency, a positive response to one or more of the following criteria **may** indicate that a situation, whether actual or anticipated, warrants the declaration of an emergency:

General and Government:

- ☐ **Is the situation an extraordinary event requiring extraordinary measures?**

[Section 4 (1) permits a head of council to "take such action and make such orders as he or she considers necessary and are not contrary to law" during an emergency.]

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- ❑ **Does the situation pose a danger of major proportions to life or property?** [Section 1, definition of an emergency]
- ❑ **Does the situation pose a threat to the provision of essential services (e.g., energy, potable water, sewage treatment/containment, supply of goods or medical care)?** [Some situations may require extraordinary measures be taken or expenditures be made to maintain or restore essential services. A declaration of emergency may allow a head of council to expend funds outside of his or her spending resolutions and/or the regular approval process of the municipality.]
- ❑ **Does the situation threaten social order and the ability to govern?** [Whether due to a loss of infrastructure or social unrest (e.g., a riot), a crisis situation has the potential to threaten a council's ability to govern. In such cases, extraordinary measures may need to be taken. Section 4 (1) provides for extraordinary measures, not contrary to law. Section 55 (1) of the *Police Services Act* provides for the creation of special policing arrangements during an emergency.]
- ❑ **Is the event attracting significant media and/or public interest?** [Experience demonstrates that the media and public often view the declaration of an emergency as a decisive action toward addressing a crisis. It must be made clear that an "emergency" is a legal declaration and does not indicate that the municipality has lost control. An emergency declaration provides an opportunity to highlight action being taken under your municipal emergency response plan.]
- ❑ **Has there been a declaration of emergency by another level of government?** [A declaration of emergency on the part of another level of government (e.g., lower-tier, upper-tier, provincial, federal) may indicate that you should declare an emergency within your municipality. For example, in the event of a widespread disaster affecting numerous lower-tier municipalities within a county, the county will likely need to enact its emergency response plan and should strongly consider the declaration of an emergency. In some cases, however, a declaration of emergency by a higher level of government may provide sufficient authorities to the lower-tier communities involved (e.g., municipalities operating under the authority of a provincial or federal declaration).]

Legal:

- ❑ **Might legal action be taken against municipal employees or councillors related to their actions during the current crisis?** [Section 11 (1) states that "no action or other proceeding lies or shall be instituted against a member of council, an employee of a municipality, an employee of a local services board, an employee of a district social services administration board, a minister of the Crown, a Crown employee or any other individual acting pursuant to this Act or an order made under this Act for any act done in good faith in the exercise or performance or the intended exercise or performance of any power or duty under this Act or an order under this Act or for neglect or default in the good faith exercise or performance of such a power or duty." Section 11 (3), however, states "subsection (1) does not relieve a municipality of liability for the acts or omissions of a member of council or an employee of the municipality...."]
- ❑ **Are volunteers assisting?** [The *Workplace Safety and Insurance Act* provides that persons who assist in connection with a declared emergency are considered "workers" under the Act and are eligible

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for benefits if they become injured or ill as a result of the assistance they are providing. This is in addition to workers already covered by the Act.]

Operational:

- ❑ **Does the situation require a response that exceeds, or threatens to exceed the capabilities of the municipality for either resources or deployment of personnel?** [Section 4 (1) permits 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 plan." Section 13 (3) empowers a municipal council to "make an agreement with the council of any other municipality or with any person for the provision of any personnel, service, equipment or material during an emergency."]
- ❑ **Does the situation create sufficient strain on the municipal response capability that areas within the municipality may be impacted by a lack of services, thereby further endangering life and property outside areas directly affected by the current crisis?** [Some situations may require the creation of special response agreements between the municipality and other jurisdictions, private industry, non-government organizations, etc. Section 13 (3) states that the "council of a municipality may make an agreement with the council of any other municipality or with any person for the provision of personnel, service, equipment or material during an emergency."]
- ❑ **Is it a consideration that the municipal response may be of such duration that additional personnel and resources may be required to maintain the continuity of operations?** [In the event of a large-scale crisis, such as an epidemic or prolonged natural disaster, municipal resources may not be able to sustain an increased operational tempo for more than a few days. This is particularly true if emergency workers are injured or become ill as a result of the crisis. In such a case, the municipality may need to utilize outside emergency response personnel. Section 13 (3) provides for mutual assistance agreements between municipalities.]
- ❑ **Does, or might, the situation require provincial support or resources?** [Provincial response (e.g., air quality monitoring, scientific advice, airlift capabilities, material resources, etc.) may involve numerous ministries and personnel. Activation of the municipal emergency response plan, including the opening of the Emergency Operations Centre and meeting of the Community Control Group, can greatly facilitate multi-agency and multi-government response.]
- ❑ **Does, or might, the situation require assistance from the federal government (e.g., military equipment)?** [Section 13 (2) authorizes the Solicitor General, with the approval of the Lieutenant Governor in Council, to make agreements with the federal government. In Canada, federal emergency assistance is accessed through, and coordinated by, the province. The declaration of an emergency may assist a municipality in obtaining federal assistance.]
- ❑ **Does the situation involve a structural collapse?** [Structural collapses involving the entrapment of persons *may* require the deployment of one or more Heavy Urban Search and Rescue (HUSAR) teams. Ontario has a HUSAR team. This team is specially equipped and trained to rescue persons trapped as a result of a structural collapse. Any municipality in the province can request a HUSAR deployment to a declared emergency. Requests for HUSAR resources should be made through your local mutual aid fire coordinator. Approval for the dispatch of the HUSAR team comes from the Commissioner of Emergency Management.]

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- ❑ **Is the situation a large-scale or complex chemical, biological, radiological, or nuclear (CBRN) incident?** [Response to CBRN incidents requires specialized resources and training. Ontario is developing three CBRN teams to respond to incidents throughout the province. CBRN teams are only dispatched to declared emergencies. Requests for a CBRN deployment should be made through your local mutual aid fire coordinator. Approval for the dispatch of CBRN teams comes from the Commissioner of Emergency Management.]
- ❑ **Does the situation require, or have the potential to require the evacuation and/or shelter of people or animals [livestock] from your municipality?** [Evacuee and reception centres often use volunteers as staff. As noted above, the declaration of an emergency enacts certain parts of the *Workplace Insurance and Safety Act* related to volunteer workers. Secondly, an evacuation or sheltering of citizens has the potential to generate issues pertaining to liability. Section 11 of the *Emergency Management and Civil Protection Act* may provide municipal councillors and employees with certain protections against personal liability.]
- ❑ **Will your municipality be receiving evacuees from another community?** [The issues discussed in the previous bullet may apply equally to municipalities accepting evacuees.]

Economic and Financial:

- ❑ **Does the situation pose a large-scale disruption to routine patterns of transportation, or re-routing of large numbers of people and vehicles?** [The rerouting of people and vehicles poses a potential liability risk. Keeping persons from their homes and delaying commercial traffic are both sensitive issues. Section 11 of the Act may provide certain protection from liability. Section 4 (1) allows for extraordinary measures to be taken, providing they are not contrary to law.]
- ❑ **Is an event likely to have a long term negative impact on a community's economic viability/sustainability, including resulting unemployment, lack of available banking services and restorative measures necessary to re-establish commercial activity?** [The declaration of an emergency may facilitate the ability of the municipality to respond to economic losses.]
- ❑ **Is it possible that a specific person, corporation, or other party has caused the situation?** [Section 12 states that "where money is expended or cost is incurred by a municipality or the Crown in the implementation of an emergency plan or in connection with an emergency, the municipality or the Crown, as the case may be, has a right of action against any person who caused the emergency for the recovery of such money or cost...."]



18. SCHEDULE “H” Declaration of Emergency Form



Town of Tillsonburg Declaration of Emergency Form

Declaration of Municipal Emergency

I _____ hereby declare an
(Mayor or Elected Head of Council)

Emergency in accordance with the Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9, s.4.
(1) Due to the emergency described herein

For the Emergency Area or part thereof described as:

Signed _____

Title _____

This _____ day of _____ 20__ at _____ A.M/PM

In the Municipality of the Corporation of the Town of Tillsonburg

Fax to Provincial Emergency Operations Centre Duty Officer at [REDACTED] and call the PEOC at [REDACTED]
[REDACTED] when completed.



19. SCHEDULE “I” Emergency Termination Form



Town of Tillsonburg Termination of an Emergency Form

Termination of Emergency

I _____ hereby declare that
(Mayor or Elected Head of Council)

the emergency related to _____ is terminated
(State the general description of the declared emergency)

in accordance with the Emergency Management and Civil Protection Act, R.S.O. 1990.

Signed _____

Title _____

This _____ day of _____ 20__ at _____ A.M/PM

In the Municipality of the Corporation of the Town of Tillsonburg

Fax to Provincial Emergency Operations Centre Duty Officer at [REDACTED] when completed.



20. SCHEDULE "J" Confidential Emergency Contact List

(Omitted intentionally)