
Emergency Quick Reference Guide

- ⇒ Upon the arrival of three or more members, the Community Control Group (CCG) may initiate its function.
- ⇒ Should the Reeve and Deputy Reeve be unavailable, the Head of Council position will be filled by a council member and determined in the order elected.
- ⇒ Ensure that all Community departments have been notified and either activated or placed on standby. Each CCG member is responsible for their own department.
- ⇒ The Reeve must inform the Province of Ontario that the Township of Montague has declared an emergency, and specify the nature of the emergency situation. The provision of a return contact number is required for communications purposes. The call is made to the Emergency Management Ontario.

The number to use for this purpose is **(416) 314-0472**.
- ⇒ Turn to individual responsibilities within the plan. Provide input and assistance as required.
- ⇒ Each member of the CCG will report and respond to immediate needs in accordance with the Operations Cycle format.

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Appendix A

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Appendix B

Vital Services Directory

Appendices (continued)

Appendix C

Local Resources Directory

Appendix D

Emergency Management Act, 2003

Appendix E

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Appendix F

Hazard Identification & Risk Assessment

Appendix G

Critical Infrastructure Identification

Appendix H

EOC Log's & Message Forms

Appendix I

Declaration of Emergency Checklist

Appendix J

Declaration of Emergency

Appendix K

Termination of Emergency

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EOC Layout & Set-up Guide

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Guide to Emergency Media Relations

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Township of Montague - Municipal Profile

Appendix O

Glossary of Terms

Introduction

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

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

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

Aim

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

Authority

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

This Emergency Plan is schedule “A” of By-law No. 2813-2004 which is the local authority for this plan and related activities. A copy of the By-law itself is contained within “Appendix E” of this Emergency Plan.

Freedom of Information and Protection of Privacy

Any personal information collected under the authority of this Plan shall be used solely for the purpose of planning, preparing and conducting response to emergencies as defined with the Emergency Management Act, and the release of information under this Plan shall be made in conformity with the Municipal Freedom of Information and Protection of Privacy Act.

Plan Maintenance

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

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

The notification system will be tested annually.

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

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

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

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

The Community Emergency Management Coordinator may update, correct or amend information contained within the appendices of this emergency plan on an as required basis.

Distribution List

Position/Location	Number of Copies
Reeve	1
Administrator	1
OPP	1
Fire Chief	1
CEMC	1 *
EMS / Ambulance	1
Fire Dispatch	1 *
Public Works Manager	1
Medical Officer of Health	1
Treasurer	1
Director of Social Services	1
Public Information Officer	1
Emergency Management Ontario	2 *
Emergency Operations Centre	14 *

(* = complete copy of plan with Annexes)

Emergency Response Plan Amendments

Amendment No.	Date of Amendment	Date Entered	Entered by
No. 1	June 17 th , 2008	Sept. 24 th , 2008	Katie Valentin
No. 2	November 15 th , 2011	November 16 th , 2011	Shirley Szulhan
No. 3	January 17, 2012	January 23, 2012	Shirley Szulhan
No. 4	September 12, 2012	September 12, 2012	Shirley Szulhan
No. 5	October 17, 2013	October 17, 2013	Shirley Szulhan
No.6	June 9, 2015	June 9, 2015	Shirley Szulhan
No. 7	November 18, 2015	November 18, 2015	Shirley Szulhan
No. 8	Fall, 2016	September 22, 2016	Shirley Szulhan
No. 9	June, 2017	June 2017	Shirley Szulhan
No. 10	Nov 2017	Nov 2017	Shirley Szulhan
No. 11	Dec 2018	Jan 2019	Shirley Szulhan
No. 12	October 2019	October 2019	Miles Greer

Part 2 Emergency Operations and Procedures

2.0 Community Control Group (CCG) – Membership & Implementation

The Community Control Group is the group that is responsible for the direction and control of the overall emergency response within the community. The CCG ensures the provision of the essential services necessary to minimize the effects of an emergency on the community.

The Community Control Group is made up of the following members;

Reeve (*or alternate*)
Administrator (*or alternate*)
OPP representative
Fire Chief (*or alternate*)
EMS/Ambulance
Public Works Manager (*or alternate*)
CEMC (*or alternate*)
Medical Officer of Health (*or alternate*)
Director of Social Services (*or alternate*)
Treasurer
Public Information Officer

IMPLEMENTATION:

Any member of the Community Control Group may request, through the Fire Chief, that the Emergency Plan be implemented.

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

The Fire Chief will immediately notify Fire Dispatch who will ensure all members of the Control Group are contacted. Notification lists and procedures are located in Appendix A.

2.1 Emergency Operations Centre Procedures (EOC)

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

Primary EOC Location:

Municipal Complex - Council Chambers,
6547 Roger Stevens Drive

Alternate EOC Location:

Smiths Falls Emergency Operations Center (EOC)
Smiths Falls Town Hall, 77 Beckwith Street North

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

Upon arrival at the EOC, each Community Control Group member/designate will:

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

Upon leaving the EOC, each Community Control Group member will:

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

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

Operations Cycle**2.2**

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

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

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

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

2.3 Community Control Group (CCG)

The Community Control Group is responsible for the following:

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

2.4 Reeve

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

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

2.5 Administrator / Operations Officer

The Administrator is referred to as the “Operations Officer” for emergency purposes.

The responsibilities of the Operations Officer (*or alternate*) are:

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

2.6 OPP

The Ontario Provincial Police Representative or alternate is responsible for:

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

2.7 Fire Chief

The Fire Chief, or designate, is responsible for:

- a. Activating the emergency notification system.
- b. Providing the Community Control Group with the information and advice on fire fighting and rescue matters.
- c. Establishing an ongoing communications link with the senior fire official at the scene of the emergency.
- d. Initiating Mutual Aid as required.
- e. Determining if additional or specialized equipment is required i.e., protective suits, Chemical, Biological, Radiological, Nuclear team (Haz-Mat), etc.
- f. Coordinating or providing assistance with, rescue, first aid, casualty collection, evacuation etc.
- g. Providing an Emergency Site Manager as required.
- h. Maintaining a personal log.

2.8 EMS / Ambulance

The EMS/Ambulance representative is responsible for:

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

2.9 Public Works Manager

The Township Public Works Manager or alternate is responsible for;

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

2.10 CEMC

The Community Emergency Management Coordinator is responsible for:

- a. Requesting activation of the emergency notification system.
- b. Provide information, advice and assistance to members of the Community Control Group on Emergency Management programs and principles.
- c. Provide direction to Emergency Operations Centre support staff as required in support of the Control Group, and ensure proper set-up and operation of the EOC.
- d. Maintain Emergency Response Plan in accordance with requirements of the Emergency Management Act.
- e. In conjunction with the Administrator, coordinate a post-emergency debriefing and assist in the development of a final report to the Reeve and Council.
- f. Maintaining a personal log.

2.11 Medical Officer of Health

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

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

2.12 Director of Social Services

The Director of Social Services or alternate is responsible for;

- a. Ensuring for the care, feeding and shelter of evacuees.
- b. Management of reception and evacuation centres.
- c. Liaison with the Township Director of Operations regarding use of municipal facilities for evacuation/reception centers.
- d. Liaison with the Medical Officer of Health in areas regarding public health in evacuation centres.
- e. Liaison with the public and separate school boards regarding the use of school facilities for reception and evacuation centers if required.
- f. Liaison with the nursing homes and homes for the aged.
- g. Maintaining a personal log.

2.13 Treasurer

The Treasurer (or alternate) is responsible for:

- a. Documentation of expenditures, accounts payable and receivable.
- b. Advice regarding all financial aspects of an emergency.
- c. Other duties as assigned by Administrator.
- d. Maintaining a personal log.

2.14 Public Information Officer

The Public Information Officer is responsible for:

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

Part 3 Emergency Support

3.0 Administrative Assistant(s)
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The Administrative Assistant(s) is/are responsible for:

- a. Assisting the Administrator and/or CEMC, as required.
- b. Ensuring all important decisions made and actions taken by the Community Control Group are recorded.
- c. Ensuring that maps and status boards are kept up to date.
- d. Notifying any additional support staff required to assist.
- e. Arranging for printing of material, as required.
- f. Coordinating the provision of clerical staff to assist in the Emergency Operations Centre, as required.
- g. Ensuring identification cards are issued to authorized Community Control Group members and Support Staff for access to the Emergency Operations Centre.
- h. Other duties as assigned by the Administrator and/or CEMC.

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

3.2 Clergy Responsibilities

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

3.3 Board of Education - Responsibilities
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- a. Provide schools for reception centers if requested and/or practical.
- b. Provide schools for evacuation centers if requested and/or practical.
- c. Provide access to school facilities in accordance with the agreement regarding access/use of schools by the municipality in the event of an emergency for reception and evacuation facilities.
- d. Provide liaison with the Director of Social Services and the Community Control Group.

3.4 Legal Advisor - Responsibilities

- a. Provide legal opinions and advice to the Community Control Group as required.
- b. Provide legal representation as required.