

TOWN OF PARRY SOUND
EMERGENCY RESPONSE PLAN
2008



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Updated June 2008

TOWN OF PARRY SOUND EMERGENCY RESPONSE PLAN

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TOWN OF PARRY SOUND EMERGENCY RESPONSE PLAN

PART A: INTRODUCTION

Emergencies are defined as situations or impending situations caused by forces of nature, accident or an intentional act that constitutes a danger of major proportions to life and property.

They affect public safety, meaning the health, welfare and property, as well as the environment and economic health of the Town of Parry Sound.

The population of the Town of Parry Sound is 6,500 residents.

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

The Town of Parry Sound Emergency Services Division developed this emergency response plan. Every official, municipal department and agency must be prepared to carry out assigned responsibilities in an emergency. The response plan has been prepared to provide key officials, agencies and departments of the Town of Parry Sound important emergency response information related to:

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

In addition, it is important that residents, businesses and interested visitors be aware of its provisions. Copies of the Town of Parry Sound Emergency Response Plan may be viewed at the Town Hall. For more information, please contact:

**Community Emergency Management Co-ordinator
Emergency Services Department
Town of Parry Sound
(705) 746-2262 Fire Hall
746-2101 Town Hall
746-4858 E.M.S. Office**

PART B: AIM

The aim of this Plan is to make provision for the extra ordinary arrangements and measures that may have to be taken to protect the health, safety, welfare, environment and economic health of the residents, businesses and visitors of the Town of Parry Sound when faced with an emergency.

It enables a centralized, controlled and co-ordinated response to emergencies in the Town of Parry Sound, and meets the legislated requirements of the Emergency Management Act.

For further details, please contact the Community Emergency Management Co-ordinator.

PART C: AUTHORITY

The Emergency Management Act (EMA) is the legal authority for this Emergency Response Plan in Ontario.

The EMA states that:

“Every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan.” [Section 3 (1)]

“The head of council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area.” [Section 4 (1)]

Enabled by the Emergency Management Act, this Emergency Response Plan and its' elements have been:

- Issued under the authority of Town of Parry Sound By-law #2004-4669; and**
- Filed with Emergency Management Ontario, Ministry of Public Safety and Security.**

a) Definition of an Emergency

The Emergency Management Act defines an emergency as:

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

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

b) Action Prior to Declaration

When an emergency exists but has not yet been declared to exist, community employees may take such action(s) under this Emergency Response Plan as may be required to protect property and the health, safety and welfare of the Town of Parry Sound.

PART D: EMERGENCY NOTIFICATION PROCEDURES

- 1. Upon receipt of a warning of a real or potential emergency, the responding department will immediately contact the Parry Sound Fire Dispatch Agency service, to request that the notification system be activated.**
- 2. Upon receipt of the warning, the Parry Sound Fire Dispatch Agency will notify Director of Emergency Services and Fire Chief.**
- 3. Upon being notified, it is the responsibility of all CCG (Community Control Group) officials to notify their staff and volunteer organizations.**
- 4. Where a threat of an impending emergency exists, the CCG will be notified and placed on standby.**

a) Requests for Assistance

Assistance may be requested from other municipalities or appropriate agencies and organizations. The request shall not be deemed to be a request that the agency assume authority and control of the emergency. A list of Mutual Aid agreements can be found in the appendix. A list of agencies can be found in the Vital Services Directory.

Assistance may also be requested from the Province of Ontario at anytime without any loss of control or authority. A request for assistance should be made by contacting Emergency Management Ontario. (416-314-0472, Duty office fax 416-314-6220)

The Emergency notification contact list, including contact numbers for requesting assistance, is attached as Annex A and B.

b) A Declared Community Emergency

The Mayor or Deputy Mayor as provided in By-law #2004-4674 of the Town of Parry Sound, pursuant to Section 242 of the Municipal Act S. O., 2001, as the Head of Council, is responsible for declaring an emergency. This decision is usually made in consultation with other members of the CCG.

Upon declaring an emergency, the Mayor will notify:

- **Emergency Management Ontario, Ministry of Public Safety and Security;**
- **Town Council;**
- **Public;**
- **Neighbouring Community Officials, as required;**
- **Local Member of the Provincial Parliament (MPP);**
- **Local Member of Parliament (MP).**

A community emergency may be terminated at any time by:

- **Mayor or Deputy Mayor; or**
- **Town Council; or**
- **Premier of Ontario.**

When terminating an emergency, the Mayor will notify:

- **Emergency Management Ontario, Ministry of Public Safety and Security;**
- **Town Council;**
- **Public;**
- **Neighbouring Community Officials, as required;**
- **Local Member of the Provincial Parliament (MPP);**
- **Local Member of Parliament (MP).**

PART E: EMERGENCY COMMUNITY CONTROL GROUP

a) Emergency Operations Centre

The CCG will report to the Emergency Operations Centre located at the Parry Sound Fire Hall, 4 Church Street. In the event this operation centre cannot be used, then the alternate location will be the Parry Sound Power Office at 125 William Street.

b) Community Control Group (CCG)

The emergency response will be directed and controlled by the Community Control Group (CCG) - a group of officials who are responsible for co-ordinating the provision of the essential services necessary to minimize the effects of an emergency on the community.

The CCG consists of the following officials:

- Mayor of the Town of PARRY SOUND, or alternate;
- Chief Administrative Officer, or alternate;
- Emergency Management Co-ordinator, or alternate;
- Ontario Provincial Police Representative,
- Fire Chief, or alternate;
- Public Works Representative,
- Medical Officer of Health, or alternate;
- Social Services Representative,
- Emergency Medical Services (EMS), or alternate;
- Parry Sound Power Representative;
- Emergency Information Co-ordinator;
- Telecommunications / Technical Co-ordinator;
- * West Parry Sound Health Centre Representative;
- Additional personnel called or added to the CCG may include:
 - Emergency Management Ontario Representative;
 - Liaison staff from provincial or federal ministries;
 - Any other officials, experts or representatives from the public or private sector as deemed necessary by the CCG.

The CCG may function with only a limited number of persons depending upon the emergency. While the CCG may not require the presence of all the people listed as members of the control group, all members of the CCG must be notified.

c) Operating Cycle

Members of the CCG will gather at regular intervals to inform each other of actions taken and problems encountered. The Chief Administrative Officer (CAO) will establish the frequency of meetings and agenda items. Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities. The CAO's Assistant will maintain status board and maps and which will be prominently displayed and kept up to date.

d) Community Control Group Responsibilities

The members of the Community Control Group (CCG) will be responsible for the following actions or decisions:

- **Calling out and mobilizing their emergency service, agency and equipment;**
- **Co-ordinating and directing their service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;**
- **Determining if the location and composition of the CCG are appropriate;**
- **Advising the Mayor as to whether the declaration of an emergency is recommended;**
- **Advising the Mayor on the need to designate all or part of the town as an emergency area;**
- **Ensuring that an Emergency Site Manager (ESM) is appointed;**
- **Ensuring support to the ESM by offering equipment, staff and resources, as required;**
- **Recommending, co-ordinating and/or overseeing the evacuation of inhabitants considered to be in danger;**
- **Discontinuing utilities or services provided by public or private concerns, i.e. hydro, water, gas, closing down a shopping plaza/mall;**
- **Arranging for services and equipment from local agencies not under community control i.e. private contractors, industry, volunteer agencies, service clubs;**
- **Notifying, requesting assistance from and/or liaison with various levels of government and any public or private agencies not under community control, as considered necessary;**
- **Determining if additional volunteers are required and if appeals for volunteers are warranted;**
- **Determining if additional transport is required for evacuation or transport of persons and/or supplies;**
- **Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Co-ordinator and Citizen Inquiry Supervisor, for dissemination to the media and public;**
- **Determining the need to establish advisory groups and/or sub-committees/working groups for any aspect of the emergency including recovery;**
- **Authorizing expenditures of money required dealing with the emergency;**
- **Notifying the service, agency or group under their direction, of the termination of the emergency;**
- **Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the Chief Administrative Officer within one week of the termination of the emergency, as required;**
- **Participating in the debriefing following the emergency.**

PART F: EMERGENCY RESPONSE SYSTEM

a) The individual responsibilities of the Community Control Group:

1. Mayor or Deputy Mayor

The Mayor or Deputy Mayor is responsible for:

- **Providing overall leadership in responding to an emergency;**
- **Declaring an emergency within the designated area;**
- **Declaring that the emergency has terminated (Note: Council may also terminate the emergency);**
- **Notifying the Emergency Management Ontario, Ministry of Public Safety and Security, the public, neighbouring community officials (as required), Local Member of the Provincial Parliament (MPP), and Local Member of Parliament (MP) of the declaration of the emergency, and termination of the emergency;**
- **Ensuring the Members of Council are advised of the declaration and termination of an emergency, and are kept informed of the emergency situation.**

2. Chief Administrative Officer

The Chief Administrative Officer for the Town of Parry Sound is responsible for:

- **Activating the emergency notification system through the Parry Sound Fire Dispatch Service;**
- **Ensuring liaison with the Ontario Provincial Police regarding security arrangements for the EOC;**
- **As the Operations Officer, co-ordinating all operations within the Emergency Operations Centre, including the scheduling of regular meetings;**
- **Advising the Mayor on policies and procedures, as appropriate;**
- **Approving, in conjunction with the Mayor, major announcements and media releases prepared by the Emergency Information Co-ordinator, in consultation with the CCG;**
- **Ensuring that a communication link is established between the CCG and the Emergency Site Manager (ESM);**
- **Calling out additional Town staff to provide assistance, as required.**
- **Activating and arranging the Emergency Operations Centre;**
- **Ensuring that security is in place for the EOC and registration of CCG member**
- **Ensuring that all members of the CCG have necessary plans, resources, supplies, maps, and equipment;**
- **Ensuring the Scheduling of CCG personnel/alternates by shifts, to include adequate time for briefing and hand-over to alternates.**

3. Ontario Provincial Police

The O.P.P. are responsible for:

- **Notifying necessary emergency and community services, as required;**
- **Establishing a Site Command Post with communications to the EOC;**
- **Depending on the nature of the emergency, assign the Site Manager and inform the CCG;**
- **Establishing an ongoing communications link with the senior police official at the scene of the emergency;**
- **Establishing the inner perimeter within the emergency area;**
- **Establishing the outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to all but essential emergency personnel;**
- **Providing traffic control staff to facilitate the movement of emergency vehicles;**
- **Alerting persons endangered by the emergency and co-ordinating evacuation procedures;**
- **Ensuring the protection of life and property and the provision of law and order;**
- **Providing police service in EOC, evacuee centres, morgues, and other facilities, as required;**
- **Notifying the coroner of fatalities;**
- **Ensuring liaison with other community, provincial and federal police agencies, as required;**
- **Providing an Emergency Site Manager, if required.**

4. Fire Chief

The Fire Chief is responsible for:

- **Activating the emergency notification system through the Parry Sound Fire Dispatch Service;**
- **Providing the CCG with information and advice on firefighting and rescue matters;**
- **Depending on the nature of the emergency, assigning the Site Manager and informing the CCG;**
- **Establishing an ongoing communications link with the senior fire official at the scene of the emergency;**
- **Informing the Mutual Aid Fire Co-ordinators and/or initiating Mutual Aid arrangements for the provision of additional firefighters and equipment, if needed;**
- **Determining if additional or special equipment is needed and recommending possible sources of supply, e.g., breathing apparatus, protective clothing;**
- **Providing assistance to other community departments and agencies and being prepared to take charge of or contribute to non fire fighting operations if necessary, e.g., rescue, first aid, casualty collection, evacuation;**
- **Providing an Emergency Site Manager, if required.**

5. Public Works Representative

The Public Works Representative is responsible for:

- **Providing the CCG with information and advice on engineering and public works matters;**
- **Depending on the nature of the emergency, assigning the Site Manager and informing the CCG;**
- **Establishing an ongoing communications link with the senior public works official at the scene of the emergency;**
- **Ensuring liaison with the Public Works Representative from the neighbouring community(s) to ensure a co-ordinated response;**
- **Ensuring provision of engineering assistance;**
- **Ensuring construction, maintenance and repair of Town roads;**
- **Ensuring the maintenance of sanitary sewage and water systems;**
- **Providing equipment for emergency pumping operations;**
- **Ensuring liaison with the Fire Chief concerning emergency water supplies for fire fighting purposes;**
- **Providing emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health;**
- **Discontinuing any public works service to any resident, as required, and restoring these services when appropriate;**
- **Ensuring liaison with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions;**
- **Providing public works vehicles and equipment as required by any other emergency services;**
- **Co-ordinating the acquisition, distribution and scheduling of various modes of transport (i.e. public transit, school buses, trains, boats, and trucks) for the purpose of transporting persons and/or supplies, as required, by members of the CCG and the support and advisory staff.;**
- **Procuring staff to assist, as required;**
- **Ensuring that a record is maintained of drivers and operators involved;**
- **Ensuring liaison with the appropriate authority regarding flood control, conservation and environmental matters and being prepared to take preventative action.**

6. Medical Officer of Health

The Medical Officer of Health is responsible for:

- **Co-ordinates public health services with various Community Control Group Members and related agencies in the Emergency Operations Centre;**
- **Provides advice to the public and local health care professionals on matters which may adversely affect public health within North Bay Parry Sound District (e.g. toxic spills, water quality)**
- **Liaises with Ontario Ministry of Health Public Health Branch and area Medical Officers of Health as required to augment and co-ordinate a public health response as required;**
- **Co-Ordinates the surveillance and response to communicable disease-related emergencies or anticipated epidemics according to Ministry of Health directives;**
- **Ensures the co-ordination of vaccine/antiviral storage, handling and distribution across North Bay Parry Sound District;**
- **Initiates and implements mass vaccination clinics during outbreaks of disease within affected municipalities in North Bay Parry Sound District;**
- **Liaises with Director of Public Utilities or alternate within affected municipalities to ensure the provision of potable water, community sanitation, maintenance and sanitary facilities;**
- **Provides inspection of evacuation centres, makes recommendations and initiates remedial action in areas of accommodation standards related to:**
 - **over crowding, sewage and waste disposal,**
 - **monitoring of water supply, air quality sanitation**
 - **food handling, storage, preparation, distribution and service**
- **Liaises with local social service agencies on areas of mutual concern regarding evacuation centres related to public health information;**
- **Advises on or orders any necessary evacuation, isolation or quarantine measures;**
- **Provides instruction and health information through public service announcements and information network;**
- **Issues orders if necessary, to mitigate or eliminate health hazards as per the Health Protection and Promotion Act;**
- **In the event of mass casualties, the Health Unit will monitor the situation to ensure early and sanitary disposition of human remains in order to minimize the spread of disease;**
- **Liaises with the District Coroner to co-ordinate the activities of the mortuary within the community and provide assistance when necessary.**

7. Senior Social Services Representative

The Senior Social Services Representative is responsible to co-ordinate with Red Cross, the Town of Parry Sound Leisure Services Co-Coordinator and local Churches to:

- **Ensuring the well-being of residents who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration and inquiries and personal services; (The Red Cross will play a major role in this function.)**
- **Supervising the opening and operation of temporary and/or long-term evacuee centres, and ensuring they are adequately staffed; (The Town Leisure Services Co-ordinator (April Heitman) will play a major role in this function.)**
- **Ensuring liaison with appropriate agencies in respect to the pre-designation of evacuee centres which can be opened on short notice; (Public Health has a computerized master list of potential sites.)**
- **Liaison with the Medical Officer of Health on areas of mutual concern regarding operations in evacuee centres;**
- **Ensuring that a representative of the Near North Board of Education and/or Separate School Board is/are notified when facilities are required as evacuee reception centres, and that staff and volunteers utilizing the school facilities take direction from the Board representative(s) with respect to their maintenance, use and operation;**
- **Ensuring liaison with Not for Profit Housing and Home for the Aged as required;**
- **Ensuring liaison with community support agencies (e.g. St. John's Ambulance, Canadian Red Cross, Churches).**

8. Emergency Medical Services (EMS) Representative

The Emergency Medical Services Representative is responsible for:

- **Ensuring emergency medical services at the emergency site;**
- **Depending on the nature of the emergency, assigning the Site Manager and informing the CCG;**
- **Establishing an ongoing communications link with the senior EMS official at the scene of the emergency;**
- **Obtaining EMS from other municipalities for support, if required;**
- **Ensuring triage at the site;**
- **Advising the CCG if other means of transportation is required for large scale response;**
- **Liaising with the Ministry of Health and Long Term Care Central Ambulance Communications Centre to ensure balanced emergency coverage is available at all times throughout the community;**
- **Ensuring liaison with the receiving hospitals;**
- **Ensuring liaison with the West Parry Sound Health Centre;**
- **Ensuring liaison with the Medical Officer of Health, as required.**

9. Community Emergency Management Co-ordinator

The Community Emergency Management Co-ordinator (CEMC) is responsible for:
(Due to the District EMS roles the primary CEMC has, the alternate and Administrative Assistant must be prepared to assist in this role)

- **Providing advice and clarifications about the implementation details of the Emergency Response Plan;**
- **Addressing any action items that may result from the activation of the Emergency Response Plan and keeping CCG informed of implementation needs;**
- **Maintaining the records and logs for the purpose of debriefings and post-emergency reporting that will be prepared in conjunction with the Administrative Assistants;**
- **Ensuring that the operating cycle is met by the CCG and related documentation is maintained and kept for future reference in co-operation with the CAO;**
- * **Ensuring plan is keep up to date.**

10. Parry Sound Power Representative

The Utility Representative is responsible for:

- **Monitoring the status of power outages and customers without services**
- **Providing updates on power outages, as required;**
- **Ensuring liaison with the Public Works Representative;**
- **May provide assistance with accessing generators for essential services, or other temporary power measures.**

b) Support and Advisory Staff

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

1. Town's Administrative Assistants

The Town's Administrative Assistants are responsible for:

(The Emergency Services Administrative Assistant will co-ordinate these activities with the administrative assistants group)

- **Assisting the Chief Administrative Officer, as required;**
- **Ensuring all important decisions made and actions taken by the CCG are recorded;**
- **Ensuring that maps and status boards are kept up to date;**
- **Providing a process for registering CCG members and maintaining a CCG members list;**
- **Notifying the required support and advisory staff of the emergency, and the location of the Emergency Operations Centre;**
- **Initiating the opening, operation and staffing of switchboard at the community offices, as the situation dictates, and ensuring operators are informed of CCG members' telephone numbers in the EOC;**
- **Assuming the responsibilities of the Citizen Inquiry Supervisor;**
- **Arranging for printing of material, as required;**
- **Co-ordinating the provision of clerical staff to assist in the Emergency Operations Centre, as required;**
- **Upon direction by the Mayor, ensuring that all Council are advised of the declaration and termination of the emergency;**
- **Upon direction by the Mayor, arranging special meetings of Council, as required, and advising Members of Council of the time, date, and location of the meetings;**
- **Procuring staff to assist, as required;**
- **Arranging provision of food, supplies, cleaning and garbage removal for the CCG group and EOC site.**

2. Director of Finance

The Director of Finance is responsible for:

- **Providing information and advice on financial matters as they relate to the emergency;**
- **Ensuring liaison, if necessary, with the Treasurers/Directors of Finance of neighbouring communities;**
- **Ensuring that records of expenses are maintained for future claim purposes;**
- **Ensuring the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency;**
- **Contacting legal advisors for the Community Control Group regarding matters that may apply to the actions of the Town of Parry Sound in its response to the emergency, as requested;**
- **Contacting the Town's Insurance Agents to providing advice to the Community Control Group on matters of a insurance nature as they may apply to the actions of the Town of Parry Sound in its response to the emergency, as requested;**
- **Providing and securing of equipment and supplies not owned by the Town of Parry Sound;**
- **Ensuring liaison with purchasing agents of the neighbouring communities, if necessary;**
- **Maintaining and updating a list of all vendors (including 24-hour contact numbers) who may be required to provide supplies and equipment.**

3. Director of Community Development

The Director of Community Development is responsible for:

- **Appointing and Supervising the Citizen Inquiry Supervisor;**
- **Ensuring the Citizen Inquiry Office is operational; (see Part H)**
- **Acting as an alternate to the CAO or other senior Town of Parry Sound Manager and acting in an overall support role.**

4. Human Resources Manager

The Executive Assistant to Corporate Services will act as the Human Resources Manager and is responsible for:

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

5. Telecommunications / Technical Support

The IT employee acts as the Telecommunications / Technical support Co-ordinator and is responsible for:

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

6. Emergency Information Officer

The Town's Economic Development/ Project Manager will act as the Emergency Information Officer during an emergency. The Emergency Information Officer is responsible for the dissemination of news and information to the media for the public. A detailed Emergency Information Plan is included in Part H. The Emergency Information Officer will co-ordinate with the Fire Department Public Education Officer regarding general public emergency information preparedness on an ongoing basis.

7. Other Agencies

In an emergency, many agencies may be required to work with the Community Control Group. Two such agencies are detailed below. Others might include Emergency Management Ontario, Ontario Provincial Police, the Office of the Fire Marshal, industry, volunteer groups, conservation authorities, Canadian Coast Guard and provincial ministries. The Red Cross will play a major role if evacuation centres are needed. The ARES (Telecommunications group) will set up in the Fire Prevention Office next to the EOC if there is a need to use alternate communications.

8. Board of Education and Separate School Board

The Board of Education and the Separate School Board are responsible for:

- Providing any school (as appropriate and available) for use as an evacuation or reception centre and a representative(s) to co-ordinate the maintenance, use and operation of the facilities being utilized as evacuation or reception centres;**
- Ensuring liaison with the municipality as to protective actions to the schools (i.e., implementing school stay in place procedure and implementing the school evacuation procedure.**

9. West Parry Sound Health Centre CEO

The West Parry Sound Health Centre CEO is responsible for:

- Implementing the hospital's emergency plan;**
- Ensuring liaison with the Medical Officer of Health and local EMS representatives with respect to hospital and medical matters, as required;**
- Evaluating requests for the provision of medical site teams/medical triage teams;**
- Ensuring liaison with the Ministry of Health and Long Term Care, as appropriate.**

c) Relationship between CCG and Emergency Site Manager (ESM)

Depending on the nature of the emergency, and once the ESM has been assigned, the CCG relationship with the ESM is to offer support with equipment, staff and other resources, as required. An important function of the CCG is to ensure that an Emergency Site Manager has been appointed.

The CCG will also ensure that the rest of the community maintains municipal services.

d) Relationship between ESM, and command and control structures of emergency responders

The senior representative for each emergency responder (Police, Fire, EMS, Public Works) at the site will consult with the Emergency Site Manager, so as to offer a co-ordinated and effective response. Regular briefings will be held at the site and chaired by the Emergency Site Manager, so as to establish the manner and process by which response to the emergency will be provided.

PART G: EMERGENCY TELECOMMUNICATIONS PLAN

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

The Emergency Telecommunications / Technical Co-ordinator for the Town of Parry Sound is the IT employee. He will co-ordinate with a pre-designated Amateur Radio Operator. The Emergency Telecommunications Co-ordinator is part of the initial Emergency Notification Procedure who in turn will call upon his contacts for further communications support, as required. It will be essential that alternative communication links be setup and maintained for use by the CCG. This important responsibility will be dependant on the telecommunications plan working.

The Emergency Telecommunications Office will be located adjacent to the EOC. It will be equipped with extra radios, battery back-up, two-way radios with the necessary channels to communicate with Fire, EMS, Mutual Aid, Public Utilities and the Ontario Fire Marshal.

Communications between the EOC and the other responding agencies will be with the support of a runner. All messages are to be written forms and logged.

Should the Town of Parry Sound lose all telephone communications, pre-arranged communications could be obtained from Fire Department Mutual Aid, Operations Department and Ambulance Dispatch radios, which will act as relay to the EOC and the emergency site.

PART H: EMERGENCY INFORMATION PLAN

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

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

- **Emergency Information Officer;**
- **Community Spokesperson; and**
- **Citizen Inquiry Supervisor.**

The local Emergency Information Centre (EIC) will be located in the Parry Sound Town Office, 52 Seguin Street. In the event that this Centre cannot be used, the secondary location will be the Parry Sound Planning Board Office, 4 Church Street.

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

The Citizen Inquiry Section is located in the Parry Sound Town Office, under the supervision of the Director of Community Development. There must be ongoing liaison with the Social Service contacts.

1. Emergency Information Officer

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

- **Establishing a communication link with the Community Spokesperson, the Citizen Inquiry Supervisor and any other media co-ordinator(s) (i.e. provincial, federal, private industry, etc.) involved in the incident, ensuring that all information released to the media and public is timely, full and accurate;**
- **Ensuring that the EIC is set up and staffed and a site EIC, if required;**
- **Ensuring liaison with the CCG to obtain up to date information for media releases, co-ordinate individual interviews and organize press conferences;**
- **Ensuring that the following are advised of the telephone number of the media centre:**
 - **Media;**
 - **Community Control Group;**
 - **Switchboard (Town and Emergency Services);**
 - **Community Spokesperson;**
 - **Police Public Relations Officer;**

- Neighbouring Communities;
- Citizen Inquiry Supervisor;
- Any other appropriate persons, agencies or businesses.
- Providing direction and regular updates to the Citizen Inquiry Supervisor to ensure that the most accurate and up to date information is disseminated to the public;
- Ensuring that the media releases are approved by the Chief Administrative Officer (in consultation with the Mayor) prior to dissemination, and distributing hard copies of the media release to the EIC, the CCG, Citizen Inquiry Supervisor and other key persons handling inquiries from the media;
- Monitoring news coverage, and correcting any erroneous information;
- Maintaining copies of media releases and newspaper articles pertaining to the emergency.

2. Community Spokesperson

The Community Spokesperson will be appointed by the Community Control Group and is responsible for: (The O.P.P. Community Liaison Officer may play this role if requested.)

- Giving interviews on behalf of the Town of Parry Sound;
- Establishing a communication link and regular liaison with the Emergency Information Officer at the EOC;
- Redirecting all inquiries about decisions made by the CCG and about the emergency as a whole, to the Emergency Information Officer;
- Co-ordinating media photograph sessions at the scene when necessary and appropriate;
- Co-ordinating on-scene interviews between the emergency services personnel and the media.

3. Citizen Inquiry Supervisor

The Citizen Inquiry Supervisor is responsible for:

- Establishing a Citizen Inquiry Service, including the appointment of personnel and designation of telephone lines;
- Informing the Emergency Information Officer of the establishment of the Citizen Inquiry Service and designated telephone number(s);
- Informing the affected emergency services, the CCG and Town switchboards of the establishment of the Citizen Inquiry Service and designated telephone numbers;
- Ensuring liaison with the Emergency Information Officer to obtain current information on the emergency;
- Responding to, and redirecting inquiries and reports from the public based upon information from the Emergency Information Officer. (Such information may be related to school closings, access routes or the location of evacuee centres.);

- **Responding to and redirecting inquiries pertaining to the investigation of the emergency, deaths, injuries or matters of personnel involved with or affected by the emergency to the appropriate emergency service;**
- **Responding to and redirecting inquiries pertaining to persons who may be located in evacuation and reception centres to the registration and inquiry telephone number(s);**
- **Procuring staff to assist, as required.**