

EMERGENCY MANAGEMENT PLAN

THE CORPORATION OF THE TOWN OF GODERICH

OCTOBER 4, 2021

Table of Contents

EMERGENCY MANAGEMENT PLAN	1
EXECUTIVE SUMMARY	5
Introduction	5
Aim	5
Scope	5
Background	5
Authority	6
Short Title	6
DEFINITIONS AND RELEVANT TERMS	6
TOWN STAFF	6
1. Mayor	6
2. Chief Administrative Officer	6
3. Director of Operations	6
4. Clerk/Planning Coordinator	6
5. Treasurer	6
6. Chief Building Official	7
7. Community Emergency Management Coordinator (CEMC)	7
EMERGENCY STAFF	7
1. Fire Chief	7
2. EARTH Power Line Supervisor	7
3. OPP Detachment Commander	7
4. Emergency Operations Control Group	7
5. Emergency Site Manager	7
6. Social Services Liaison	7
7. Solicitor	7
8. Emergency Information Officer	7
9. The Citizen Inquiry Supervisor	7
10. Transportation Coordinator	7
11. Mutual Aid Coordinator (Fire)	7
OTHER TERMS	8
1. Emergency Area	8
2. Inner Perimeter	8
3. Media Information Centre	8
4. Outer Perimeter	8
5. Reception/Evacuation Centre	8

6. Recovery	8
7. Triage	8
8. Citizen Inquiry Service	8
9. Emergency Operations Centre	8
PART I – INTRODUCTION, AIM, ALERTING SYSTEM, OPERATIONS CENTRE	9
1. Introduction	9
2. Aim	9
3. Alerting System	10
Diagram 1 – Alerting System	11
4. Emergency Operations Control Group	12
5. Emergency Operations Centre	12
6. Emergency Re-Fuelling Centre	15
7. Resident Evacuation	16
8. Evacuation Advisory	16
9. Notification	16
10. Inspection and Demolition	16
11. Financial Compensation	16
12. Employee Remuneration	17
13. Damage Claims	17
14. Liability for Actions	17
15. Right of Action	17
PART II – DECLARATION OF AN EMERGENCY	18
1. Action Prior to Declaration	18
2. Municipal Emergency	18
3. County-Wide Declaration	18
PART III – TERMINATION OF EMERGENCY	19
1. Municipal Emergency	19
PART IV – REQUEST FOR PROVINCIAL ASSISTANCE	19
1. Request for Provincial Assistance	19
PART V – CONCEPT OF OPERATIONS	20
1. Set-up and Operation	20
2. EOC Operations Cycle	21
PART VI - RESPONSIBILITIES	22
1. Emergency Operations Control Group	22
Diagram 2 – The Emergency Area	25
2. Mayor	26
3. Chief Administrative Officer (CAO)	26

4. Community Emergency Management Coordinator (CEMC)	27
5. Fire Chief	28
6. Treasurer	28
7. OPP Detachment Commander	29
8. Director of Operations	30
9. Chief Building Official	31
10. Emergency Information Officer (EIO)	31
11. EARTH Power Line Supervisor	32
12. Social Services Liaison (Huron County Social Services Department)	33
13. Emergency Medical Services (Huron County EMS)	34
14. Medical Officer of Health, Huron County Health Unit	34
15. Social Services Administrator	36
16. Emergency Site Manager	36
PART VI – EMERGENCY SUPPORT AND ADVISORY STAFF	38
1. Emergency Support and Advisory Staff	38
PART VII – MEDIA AND PUBLIC RELATIONS	43
1. Emergency Information Officer (EIO)	43
2. Media Coordination	45
3. Citizen Inquiry Supervisor	45
PART VIII – OTHER LOCAL AGENCIES, SERVICES AND DEPARTMENTS	46
1. Maitland Valley Conservation Authority	46
2. Ontario Provincial Police	46
3. Avon Maitland District Board and Huron-Perth Catholic District School Board	47
4. Hospital Administrator	47
5. Assisting People with a Disability/Special Needs	48
PART XI - PLAN MAINTENANCE, REVISION, TESTING & INTERNAL PROCEDURES	50
1. Plan Maintenance and Revision	50
2. Testing of the Plan	51
3. Internal Procedure	51

EXECUTIVE SUMMARY

Introduction

This Plan has been prepared in order to provide key officials, agencies, municipal departments and the Emergency Operations Control Group with general guidelines on handling emergency situations where a controlled and coordinated response by the Town is warranted. For specific types of situations such as Pandemic Flu Outbreaks, supplements to this Emergency Plan exist and will be adhered to by members of the Emergency Operations Control Group.

Aim

The Emergency Management Plan (the Plan) offers a standardized municipal response to a crisis situation, rather than identifying countermeasures to all conceivable emergencies. The Plan therefore outlines a process for municipal authorities to (1) assess the severity of an incident and (2) determine an appropriate response strategy.

Scope

In order to establish an effective municipal response to an emergency, the Plan includes mechanisms to:

- a) Coordinate a prompt and organized response by emergency services;
- b) Ensure the unimpeded access of emergency vehicles;
- c) Establish methods to organize the evacuation of endangered residents;
- d) Ensure that proper medical treatment is available for casualties;
- e) Eliminate all sources of danger to residents and property; and
- f) Coordinate suitable accommodation for evacuees, casualties and emergency response personnel.

Background

Provincial legislation entitled *Emergency Management and Civil Protection Act*, R.S.O 1990, Chapter E.9, as amended, and Regulation 380/04 is the primary authority enabling municipalities to develop their own Emergency Plan. Amendments to the Plan require formal Council approval. Formal Council approval is not required for the following:

- a) Minor editorial changes such as text including page numbering;
- b) Section numbering;
- c) Changes to Provincial Statute references; and
- d) General references.

An **EMERGENCY** is defined 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.**

In order to protect residents, visitors, and businesses, the Town of Goderich requires the capability to conduct a coordinated and integrated emergency response should it be necessary. This capability is over and above the normal procedures used by emergency services during day-to-day operations.

The Town of Goderich Management Program Committee has developed this Emergency Response Plan in accordance with current Emergency Management doctrine, guidelines and procedures. Every official, municipal department and agency must be prepared to carry out assigned responsibility in an emergency. All departments and agencies shall prepare plans and procedures, and conduct training that enables them to undertake their assigned roles and responsibilities under this plan.

In addition, it is important that residents, businesses and interested visitors be aware of its provisions. Copies of the Town of Goderich Emergency Management Plan may be viewed at the Town Hall, 57 West Street or on their website – <https://www.goderich.ca/en/my-goderich/emergency-services.aspx>. For further information on the Town of Goderich Emergency Services, please contact the Community Emergency Management Coordinator at 519.524.8344.

Authority

The Legislation which is short titled *The Emergency Management and Civil Protection Act*, R.S.O. 1990, Chapter E.9 as well as Regulation 380/04 states the “Head of Council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he/she considers necessary and are not contrary to law to implement the Emergency Management Plan of the municipality and to protect the property, health, safety and welfare of the inhabitants of the emergency area.”

Short Title

The Town of Goderich Emergency Management Plan may be cited as the Emergency Plan.

DEFINITIONS AND RELEVANT TERMS

TOWN STAFF

It is recognized that each position has an alternate should the person designated not be available.

1. **Mayor**
2. **Chief Administrative Officer**
3. **Director of Operations**
4. **Administrative Assistant to the CAO and Clerk/Planning Coordinator** – His/her position can also include the activation of the Internal Alerting System;
5. **Treasurer**

6. **Clerk/Planning Coordinator**
7. **Chief Building Official**
8. **Community Emergency Management Coordinator (CEMC)** – Designated by the Town of Goderich under By-Law No. 49 of 2019. The CEMC acts as a resource to the Emergency Operations Control Group and updates the Emergency Management Plan on an annual basis.

EMERGENCY STAFF

It is recognized that each position has an alternate should the person designated not be available.

1. **Fire Chief;**
2. **ERTH Power Line Supervisor;**
3. **OPP Detachment Commander;**
4. **Emergency Operations Control Group** – Group of individuals directing those services necessary to mitigating the effects of the emergency. The names and contact numbers for the Emergency Operations Control Group are listed in Appendix A. The Chief Administrative Officer is responsible for coordinating the operations within the Emergency Operations Centre;
5. **Emergency Site Manager** – Appointed by the Emergency Operations Control Group to ensure the agencies responding to the site of the emergency are coordinated in their response. The Emergency Site Manager communicates directly with the Mayor and the Chief Administrative Officer at the Emergency Operations Control Group;
6. **Social Services Liaison** – Responsible for working with Huron County Social Services, as required
7. **Solicitor** – Contracted by the Town of Goderich;
8. **Emergency Information Officer** – The Emergency Information Officer (EIO) is the senior member of the emergency information team and directly manages all emergency information related activities during an emergency;
9. **The Citizen Inquiry Supervisor** – During an emergency, the Emergency Operations Control Group may assign the duty of the Citizen Inquiry Supervisor. The Citizen Inquiry Supervisor is responsible for the establishment of a Citizen Inquiry Service and liaises frequently with the Emergency Information Officer;
10. **Transportation Coordinator** – During an emergency, the Transportation Coordinator will be appointed by the Emergency Operations Control Group; and
11. **Mutual Aid Coordinator (Fire).**

OTHER TERMS

1. **Emergency Area** – The area in which the emergency exists.
2. **Inner Perimeter** – A restricted area in the immediate vicinity of the emergency site as established by the On-Site Commanders (Police/Fire/EMS). Access to the inner perimeter is restricted to those essential emergency personnel actively involved in the occurrence.
3. **Media Information Centre** – The location at or near the Emergency Operations Centre from which the media may gather for updated media releases and press conferences. The location is the MacKay Centre at 10 Nelson St E, or an alternative location determined by the Emergency Information Officer.
4. **Outer Perimeter** – The geographic area surrounding the inner perimeter. This area will serve as a coordination and assembly point for essential emergency personnel. Access to the outer perimeter is restricted to essential emergency personnel as determined by the Emergency Site Manager.
5. **Reception/Evacuation Centre** – A Reception/Evacuation Centre is a facility used to register and/or provide care/shelter to persons displaced by the emergency. The primary Evacuation Centre is the Columbus Centre on 390 Parsons Court, 519.524.1832.
6. **Recovery** – The Recovery Phase begins immediately following an emergency, with efforts to restore minimum services to the stricken area and continues with long-term efforts to return the community to normal. Immediate recovery activities include assessing damage, clearing debris, restoring food supplies, shelter and utilities. Long-term recovery activities include rebuilding and redeveloping the community and implementing mitigation programs.
7. **Triage** – The sorting and allocation of treatment/transport to patients or victims according to a system of priorities designed to maximize the number of survivors.
8. **Citizen Inquiry Service** – A service established by the Citizen Inquiry Supervisor to respond to and redirect inquiries and reports from the public.
9. **Emergency Operations Centre** – The location from which the Emergency Operations Control Group operates. For brevity, the Emergency Operations Centre is referred to as the EOC.

PART I – INTRODUCTION, AIM, ALERTING SYSTEM, OPERATIONS CENTRE

1. Introduction

- a. Emergencies are defined as situations, or the threat of impending situations, abnormally affecting the lives and property of our society which, by their nature or magnitude, require a coordinated response by a number of agencies, both governmental and private, under the direction of the appropriate elected officials, as distinct from routine operations carried out by agencies as normal day to day procedures, e.g. firefighting, police activities, normal hospital routines, emergency medical services routines.
- b. While most peacetime emergencies could occur within the geographical area of responsibility of the Town of Goderich, those most likely to occur are tornadoes, hurricanes, blizzards, epidemics, transportation accidents involving hazardous material, toxic or flammable gas leaks, electric power blackouts, building or structural collapse, uncontrollable fires, explosions, breakdown in flow of essential services/supplies, or any combination thereof.
- c. County of Huron Assistance – Assistance may be requested from the County of Huron at any time by contacting the County Warden or the County CAO. The request shall not be deemed to be a request that the County assume authority and control of the emergency. Assistance may also be requested from the Province of Ontario at any time without any loss of control or authority. Any request for assistance should be made by contacting Emergency Management Ontario.

2. Aim

The aim of this Emergency Plan is to outline how the Town of Goderich will coordinate and organize its resources in an effort to mitigate a large scale emergency to provide the earliest possible response to:

- a. Protect and preserve life and property;
- b. Minimize the effects of the emergency on the Town of Goderich;
- c. Restore essential services; and
- d. Assist local municipalities as requested.

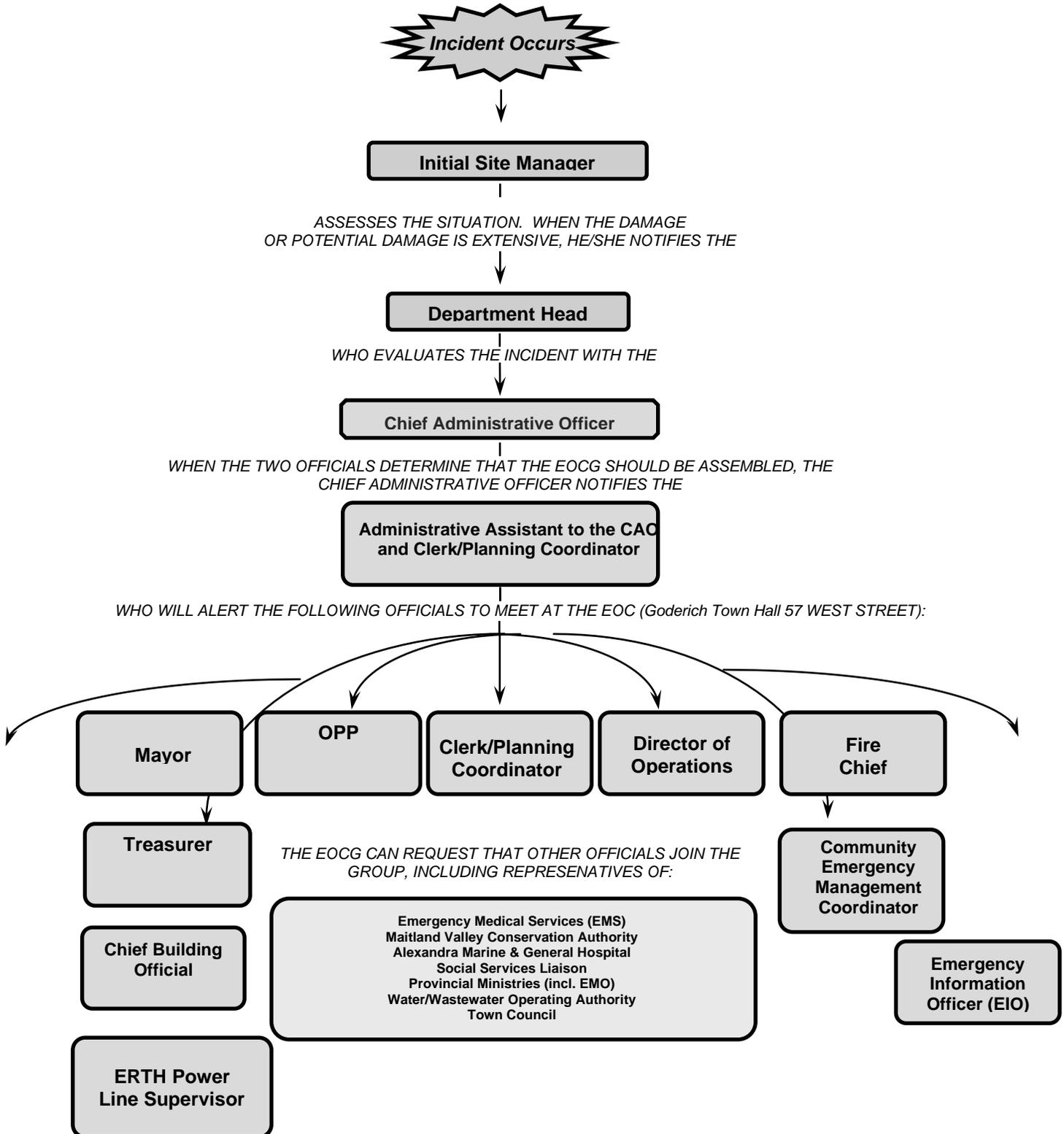
This plan does not intend to identify counter measures for all conceivable crisis situations, but rather develop a standard procedure from which Town authorities can monitor the incident, obtain additional support, and direct a controlled response.

3. Alerting System

- a. The Department Head will confer with the Chief Administrative officer (CAO), or alternate, on the event. If the two officials determine that a municipal emergency has occurred, or is imminent, the CAO will notify the Administrative Assistant to the CAO and Clerk/Planning Coordinator or alternate who will direct members of the Town of Goderich Emergency Operations Control Group (EOCG) to assemble at the Emergency Operations Centre (EOC).
- b. The Community Emergency Management Coordinator (CEMC) is responsible for notifying the Provincial Ministries, as required. The emergency alert will (1) apprise group members of the situation and (2) notify them to congregate at the designated Emergency Operations Centre (EOC). If a group member is unavailable or unable to fulfill his/her duties, a designated alternate will be notified. If this individual is also unavailable, the remaining members of the Operations Control Group will designate a suitable alternate.
- c. The Town Alerting System is illustrated in the following diagram:

Diagram 1 – Alerting System

ALERTING SYSTEM



4. Emergency Operations Control Group

- a. The Emergency Operations Control Group is comprised of persons holding the following positions, or their designate:
 - i. Mayor (Chair);
 - ii. Chief Administrative Officer (CAO);
 - iii. Treasurer;
 - iv. Clerk/Planning Coordinator;
 - v. Community Emergency Management Coordinator (CEMC);
 - vi. OPP Detachment Coordinator;
 - vii. Director of Operations;
 - viii. Fire Chief;
 - ix. EARTH Power Line Supervisor;
 - x. Chief Building Official;
 - xi. Administrative Assistant to the CAO and Clerk/Planning Coordinator;
 - xii. Emergency Information Officer (EIO); and

- b. Additional personnel called or added to the Emergency Operations Control Group may include:
 - i. Alexandra Marine & General Hospital;
 - ii. Huron County Emergency Medical Services (EMS);
 - iii. Social Services Liaison
 - iv. Water/Wastewater Operating Authority;
 - v. Community Care Access Centre for Huron;
 - vi. Maitland Valley Conservation Authority;
 - vii. Provincial Ministries, including Emergency Management Ontario;
 - viii. Town Council;
 - ix. Solicitor;
 - x. Telecommunications Coordinator; and
 - xi. Any other agency possessing expert knowledge on the emergency situation.

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

5. Emergency Operations Centre

- a. **Introduction and Usage of the Emergency Operations Centre**
 - i. In the event of an emergency, an Emergency Operations Centre (EOC) will be established at Goderich Town Hall, 57 West St, or alternate site. The Emergency Operations Control Group, and all other support and advisory staff/groups required will congregate and work together at the

Emergency Operations Centre to make decisions, share information and provide support, as required, to mitigate the effects of the emergency.

The Chief Administrative Officer is responsible for the coordination of all operations within the Emergency Operations Centre.

- ii. The Emergency Operations Centre will consist of:
 - A meeting room for the Emergency Operations Control Group - **second floor of the Town Hall addition;**
 - A Communications Room - **Front Office of the Town Hall;**
 - Rooms for Emergency Support and Advisory Staff/Groups - **Mensetung Room;** and
 - A Media Information Centre and Press Conference Area – **MacKay Centre for Seniors.**

b. Location

The primary location of the Emergency Operations Centre (EOC) is the Goderich Town Hall, 57 West St. If a situation arises where this site is inappropriate, the Emergency Site Manager or the Mayor will determine a suitable location for the EOC.

c. Features of the Goderich Town Hall

- i. The building has a permanent natural gas generator that will operate the new addition to the building.
- ii. The building is primarily heated with a ground water system supported by natural gas, with some electric baseboard heating. If the heat source failed from lack of natural gas supply heating, the Town Hall has three 4 kW generators, which could supply some portable electric heat.
- iii. The building is supplied with water and sewage from the Town of Goderich.
- iv. In the event of a town-wide power outage, the municipality has backup generators at the Water Treatment and Sewage Treatment facilities able to supply water and sewage to the whole community.

d. Emergency Operations Control Group Meeting Room

- v. The Emergency Operations Centre is in a secure and quiet meeting room.
- vi. To promote an effective emergency meeting, this room is equipped with:
 - Map(s) of suitable scale, depicting up-to-date information related to the emergency, both digital and paper copies;

- A Smart Board depicting up-to-date status information on the emergency;
 - A recording device and tapes suitable for recording Emergency Operations Control Group meetings;
 - Computer;
 - Printer;
 - Fax machine;
 - Real time clock;
 - Telephone(s) and Chargers for Cell Phone(s);
 - Battery Operated AM Radio(s);
 - Battery Operated Flashlight(s);
 - Extra Batteries;
 - 2 Way Radio(s);
 - First Aid Kit(s)
 - Comfort Bag(s) – includes toothbrushes, toothpaste, blankets, wash clothes, towels, soap, gloves (non-latex) etc.;
 - Staple Food Items – water, granola bars, canned goods, crackers, etc.;
 - Paper Cups, Plates and Plastic Utensils;
 - Can Opener;
 - Fluorescent Safety Vest(s);
 - Hard Hat(s)
- i. While the Emergency Operations Control Group (EOCG) is engaged in meetings, the Town’s administrative clerks will be available to take messages and convey the same to the EOCG. Therefore, the Communication Room (Front Office) is in a separate location, however is in close proximity to the Emergency Operations Control Group room.
- ii. To be effective, the Communication Room is the Town Hall’s Front Office area, and this area is equipped with:
- Map(s) of suitable scale depicting up-to-date information related to the emergency, both digital and paper copies.
 - A visual board depicting up-to-date information on the emergency.
 - A chronological log of all significant communications and events related to the emergency.
 - Sufficient outgoing telephone lines for all communicators and the Communications Manager. In the event that there is not enough telephone lines available, the use of Blackberries with chargers and/or back-up generators and portable radios will be considered.
- vi. Each emergency or support service, with two-way radio communication equipment, will utilize this equipment in the Communication Room (Front Office). Each member of the Emergency Operations Control Group will designate at least one or two persons, depending on the nature and scope of the emergency, to handle incoming and outgoing communications or assistance as otherwise required.

e. Communications Manager – EOC Communications Room (Front Office)

- i. A Communications Manager will be designated by the Chief Administrative Officer to coordinate activities and communications within the Communication Room (Front Office). The Communications Manager and an Assistant will be selected at the time of the emergency with preference given to an experienced Police Communicator, a member of a Fire Department not directly involved with the incident, or a municipal employee with emergency planning experience, as available.
- ii. The Communications Manager is responsible for:
 - Providing the Chief Administrative Officer with reports on the emergency situation and any other pertinent information at regular intervals, or as requested.
 - Providing assistance to the communicators in relation to communication equipment problems, where possible and practical.
 - Coordinating and prioritizing the flow of messages linked with the Communication Room (Front Office) and the Emergency Operations Control Group, and other desired groups or locations.
 - Maintenance of a chronological log of significant communications and events.
 - Maintenance of a situation or status board.
 - Maintenance of a map(s) containing vital information relative to the emergency, both digital and paper copies.
 - Making arrangements to obtain private sector communications equipment and facilities, if traditional systems are inoperative.
 - Activating the emergency notification system of the local Amateur Radio Emergency Services, if appropriate – see Appendix D – Additional Support.

6. Emergency Re-Fuelling Centre

In certain situations, fuel may not be available at the normal re-fuelling centres, i.e. service stations. The Town has designated an Emergency Re-Fuelling Centre where an extra supply of regular gasoline, clear diesel and coloured diesel fuel is stored. Other organizations and emergency vehicles may be given permission to access this fuel supply if necessary. Appendix P identifies the location of the Emergency Re-Fuelling Centre and a list of those organizations which have requested permission to access this supply, if no other sources are available.

7. Resident Evacuation

In certain situations, the evacuation of homes and businesses is a necessary precaution to protect the community. Evacuations should be undertaken in a quick and controlled manner, in an effort to ensure residents are not directly threatened by a crisis.

8. Evacuation Advisory

The Mayor, in consultation with the Emergency Operations Control Group, will request the Police to evacuate residents from any area endangered by a crisis – see Appendix O – Evacuation Advisory. In situations where there is a fire-related emergency or a chemical spill, it may be more appropriate for the Emergency Operations Control Group to direct the Fire Department to undertake the evacuation. If citizens are immediately threatened, the Police Site Commander or Fire Department Site Commander at the site will issue an evacuation order.

9. Notification

The Police or Fire Departments will be responsible for notifying all individuals directly threatened by the incident. Depending upon the circumstances, residents will be advised to (1) leave the area, or (2) assemble at an Emergency Reception/Evacuation Centre for registration and shelter provision. The Emergency Site Manager at the emergency site will update the Emergency Operations Control Group on evacuation proceedings, as well as providing an estimate on the number of residents being relocated.

10. Inspection and Demolition

Municipal Building Officials are responsible for the inspection of buildings damaged by the disaster prior to their reoccupation. Any decision to demolish unsafe structures should be made in consultation with qualified authorities, including the municipal engineering service.

11. Financial Compensation

All individuals and agencies assisting in disaster relief operations may be compensated by the affected municipality. Invoices related to emergency response operations should be forwarded to the Town Treasurer, who will prepare a damage report for Town Council. In these situations, the Town of Goderich will work in conjunction with these municipalities to determine an appropriate cost sharing arrangement as outlined in the Mutual Assistance Agreement – By-Law No. 8 of 2007.

The Province of Ontario offers the Municipal Disaster Recovery Assistance is a claims-based program which, when activated by the Province, offers financial assistance to qualifying municipalities that have sustained significant extraordinary costs as a result of a natural disaster, such as a tornado or severe flooding. For the purpose of the Municipal Disaster

Recovery Assistance, a disaster is defined as a sudden, unexpected, extraordinary, natural event that results in eligible municipal costs at least equal to three per cent of a municipality's Own Purpose Taxation Levy. To apply for the Municipal Disaster Recovery Assistance, the municipal council adopts a resolution requesting assistance under the program. Within 120 calendar days from the date of the onset of the disaster, the municipality is required to submit the council resolution requesting assistance along with an initial claim and supporting documentation.

12. Employee Remuneration

As indicated in the *Workplace Safety and Insurance Act*, S.O. 1997, all employees of the Town of Goderich involved in emergency activities will receive earnings equivalent to their regular employment.

13. Damage Claims

The Ontario government also offers a separate program, Disaster Recovery Assistance for Ontarians, to assist homeowners, residential tenants, small owner-operated businesses, farmers and not-for-profit organizations affected by a natural disaster. The Minister of Municipal Affairs and Housing may activate this program in the event of a natural disaster. Disaster Recovery Assistance for Ontarians is administered by the province and a municipal request is not required to activate the program.

14. Liability for Actions

The *Emergency Management and Civil Protection Act*, R.S.O. 1990, Chapter E.9, as amended, states that no employee or registered volunteer of the Town will be held responsible for actions taken or omitted during an emergency, granted these individuals were acting in good faith. In contrast, the Corporation of the Town of Goderich can be held liable for any actions taken or omitted during an emergency.

15. Right of Action

The *Emergency Management and Civil Protection Act*, R.S.O. 1990, Chapter E.9, as amended, 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, and for the purposes of this section, "municipality" includes a local board of a municipality and a local services board.

PART II – DECLARATION OF AN EMERGENCY

1. Action Prior to Declaration

When an emergency exists, but has not yet been declared to exist, Town employees may take such action(s) under this Emergency Plan as is necessary to protect the health, safety and welfare of the Town and its inhabitants. The subordinate plans, attached as Annexes to this document, may also be implemented, in whole or in part, in the absence of a formal declaration.

2. Municipal Emergency

- a. The Mayor is responsible for declaring that an emergency exists within the boundaries of the municipality. This decision is made in consultation with other members of the Emergency Operations Control Group. The CEMC will prepare Appendix L: Declaration of an Emergency, and require signatures of the Mayor, Chief Administrative Officer and CEMC. The signed Emergency Declaration form can be forwarded to Emergency Management Ontario via fax 416.314.0474 or e-mail peocdo01@ontario.ca;
- b. Upon such declaration, the Mayor, CEMC or designate:
 - i. Notifies the Ministry of Community Safety & Correctional Services, Provincial Emergency Operations Centre (PEOC)/Emergency Management Ontario Duty Officer available 24/7 at **416.314.0472 or e-mail to peocdo01@ontario.ca**;
 - ii. Notifies the County Chief Administrative Officer – see Appendix D;
 - iii. Notifies the Town of Goderich Council – see Appendix A;
 - iv. Informs the public, the media and neighbouring municipalities of the declaration and of an emergency – see Appendix N – News Release Form;
 - v. Notifies the Member of Provincial Parliament (MPP) and the Member of Parliament (MP) for Huron-Bruce – Appendix F and G.
- c. Where a threat of an impending emergency exists, any member of the EOCG may initiate the notification procedure and place EOCG members on standby.

3. County-Wide Declaration

As the County of Huron is comprised of a number of individual municipalities, each with its own Emergency Response Plan, the declaration of a state of local emergency at the County level would only occur in certain instances which would include but not be limited to the following:

- a. A general health issue identified by the Medical Officer of Health that may affect the entire County;

- b. A general situation, such as severe weather which affects a majority of the County;
- c. At the request of one or more local municipalities which have already declared a state of local emergency;
- d. In situations, where the County was requested to support local emergency plans and mitigation measures.
- e. At the request of the Province of Ontario.

PART III – TERMINATION OF EMERGENCY

1. Municipal Emergency

- a. A municipal emergency may be declared terminated – see Appendix M – Termination of an Emergency, by:
 - i. The Mayor or designate; or
 - ii. The Premier of Ontario.
- b. Upon termination of a municipal emergency:
 - i. The Mayor or designate notifies the Ministry of Community Safety & Correctional Services, Provincial Emergency Operations Centre (PEOC)/Emergency Management Ontario Duty Officer available 24/7 at **416.314.0472 or e-mail to peocdo01@ontario.ca**;
 - ii. The Mayor ensures notification of termination to public, media, and local municipal officials is completed;
 - iii. The Mayor, CEMC or designate ensures notification is provided to the Member of Provincial Parliament (MPP) and the Member of Parliament (MP) for Huron-Bruce – Appendix F and G.

PART IV – REQUEST FOR PROVINCIAL ASSISTANCE

1. Request for Provincial Assistance

- a. Under certain circumstances, departments or agencies responding in accordance with the Town of Goderich Emergency Plan, may be required to request assistance of a Ministry(s) or Agency(s) of the Province of Ontario. The requesting of said services shall **NOT** be deemed to be a request that the Government of the Province of Ontario assume authority and control of the emergency.
- b. When the resources of the Town of Goderich and local municipalities are deemed insufficient, **THEN** the Mayor or alternate may request assistance from the Province of Ontario.

- c. During an emergency, assistance may be requested by contacting the Ministry of Community Safety & Correctional Services, Provincial Emergency Operations Centre (PEOC)/Emergency Management Ontario Duty Officer available 24/7 at **416.314.0472** or e-mail **peocdo1@ontario.ca**. PEOC/Emergency Management Ontario can coordinate assistance from a number of provincial agencies and the Federal Government. If required, PEOC/Emergency Management Ontario will send a Field Officer to the Town of Goderich to provide provincial liaison services.
- d. Under the *Emergency Management and Civil Protection Act*, R.S.O. 1990, Chapter E.9, as amended, and Regulation 380/04, the Premier of Ontario **MAY**:
 - i. Upon receiving such a request, declare that an emergency exists throughout Ontario or in any part thereof and may take such action and make such orders as he/she considers necessary and are not contrary to law; and
 - ii. Exercise any power or perform any duty conferred upon a Minister of the Crown or a Crown employee by or under an Act of Legislature; and
 - iii. Where a declaration is made and the emergency area or any part thereof is within the jurisdiction of a municipality, the Premier of Ontario may, where he/she considers it necessary, direct and control the administration, facilities and equipment of the municipality to ensure the provision of necessary services in the emergency area, and without restricting the generality of the foregoing, the exercise by the municipality of its power and duties in the emergency area, whether under an Emergency Plan or otherwise is subject to the direction and control of the Premier; and
 - iv. Require any municipality to provide such assistance as he/she considers necessary to an emergency area or any part thereof that is **NOT** within the jurisdiction of the municipality, and may direct and control the provision of such assistance.

PART V – CONCEPT OF OPERATIONS

1. Set-up and Operation

- a. The CEMC will supervise the set up and ensure operational viability of the EOC within one hour of activation.
- b. Upon arrival at the EOC, each EOCG member/designate will:
 - i. Sign in
 - ii. Check telephone/communications devices
 - iii. Open personal log
 - iv. Contact his or her department and obtain a status report
 - v. Participate in the initial briefing
 - vi. Participate in planning initial response/decision making process

- vii. Pass EOCG decisions on to their departments and/or areas of responsibility
- viii. Continue participation in the EOC Operations Cycle
- c. Upon leaving the EOC, each EOCG member will:
 - i. Conduct a hand over with the person relieving them.
 - ii. Sign out on the location board indicating where they can be reached.
- d. Once the initial response is established, routines are put into place by the CAO. The EOC functions most efficiently on a system known as an Operations Cycle.

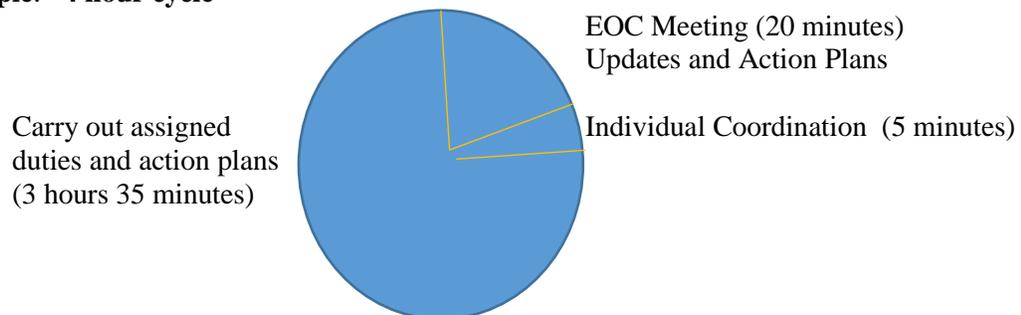
2. EOC Operations Cycle

The Operations Cycle is how the EOCG manages overall emergency operations. EOCG members will come together usually around a planning board or a map at which time they will in turn report their departmental status as well as immediate needs. It is essential that every member, covering each area of responsibility, be heard from during this process. The EOCG is a team, and the actions taken by one, or the lack of action taken by one, may have a significant impact upon operations.

The round table discussion should include problems, questions, resource 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 departments and pass on any relevant information or directives that come of the EOCG meeting. The frequency of meetings is determined by the CAO, 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. The EOCG members use this time to follow up and ensure that decisions are being implemented. During EOCG meetings there should be no interruptions. All phone or radio communications to and from the EOC should occur prior to or after the formal meetings of the EOCG.

Example: 4 hour cycle



PART VI - RESPONSIBILITIES

The following section outlines responsibilities that will be carried out at the discretion of each individual or agency, or at the request of the Emergency Operations Control Group. For all officials responding to emergencies, it is essential that:

- a. All actions are made in good faith and are not contrary to law; and
- b. Precautions are taken to ensure the safety and welfare of any employees or volunteers under their control.

1. Emergency Operations Control Group

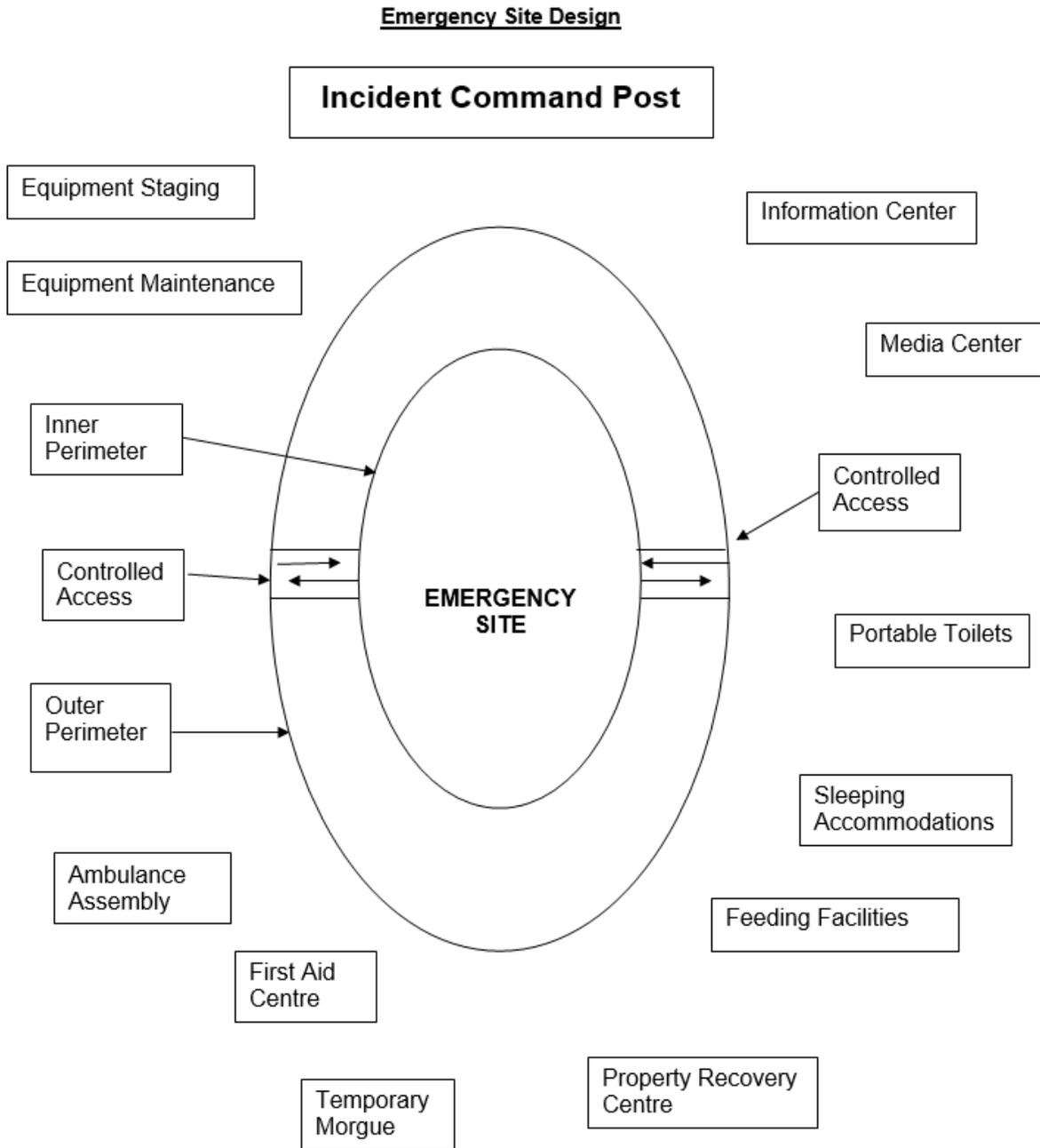
In an emergency situation, the Emergency Operations Control Group acts as the coordinating body for all Town emergency services and are responsible for the following:

- a. Assembling at the Emergency Operations Centre (EOC) at the request of the Emergency Alerting System;
- b. Delegating a suitable alternate for an Emergency Operations Control Group member and their alternate who is absent or unable to act;
- c. Designating an area of the Town as an “Emergency Area” – see Diagram 2. Identifying areas where Town personnel and equipment will be assembled, as required;
- d. Meeting as a group to exchange information, assess the situation and determine the appropriate response procedure;
- e. Requesting resources from any agency or service prior to the Declaration of an Emergency – Appendix L;
- f. Advising the Mayor on the need to declare a town-wide emergency in all, or part, of the town – Appendix L;
- g. Appointing an Emergency Site Manager from the criteria outlined in Part V, Section 16 of this plan;
- h. Appointing an individual possessing experience with the emergency communications network to act as the Town’s Communications Manager - see Part I, Section 5 (e) of this plan;
- i. Advising the Mayor on the need to discontinue any utility or service provided by public or private organizations that directly threatens the welfare of residents or “emergency workers” (e.g. hydro, water, gas);

- j. Notifying, requesting assistance from and/or liaising with various levels of government and any public or private agencies not under Town control as considered necessary;
- k. Arranging for services and equipment from local agencies not under community control i.e., private contractors, industry, volunteer agencies, service clubs;
- l. Advising the Emergency Information Officer to act as the senior member of the emergency information team, and to work with the On-Site Media Coordinator (if required, see Part VI, Section 16 of this plan), in order to release accurate and relevant information on emergency operations to the public;
- m. Determining the need to establish a Media Information Centre and requesting the Emergency Information Officer, or alternate, to manage the facility;
- n. Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger;
- o. Identifying locations where “Emergency Reception/Evacuation Centres” can be established to register volunteers, shelter evacuees and provide medical assistance, as necessary;
- p. Appointing a Volunteer Coordinator, as required;
- q. Providing required support for on-site emergency workers during and post emergency;
- r. Determining if additional volunteers are required and if appeals for volunteers are warranted;
- s. Determining if additional transport is required for evacuation or transport of persons and/or supplies;
- t. Determining the need to replace the lead agency responsible for on-site operations with a department more suitable for emergency recovery activities;
- u. Appointing a lead agency for emergency recovery operations, if the situation has changed and another agency would be more appropriate;
- v. Determining the need to establish advisory group(s) and/or sub-committees;
- w. Appointing an Emergency Site Manager for emergency recovery operations in accordance with this Emergency Plan;
- x. Ensuring that all organizations under its direction are notified when the emergency is terminated – see Appendix M – Termination of an Emergency;
- y. Coordinate and participate in a debriefing session for all emergency workers after the emergency has been terminated;

- z. Authorizing expenditure of monies required to deal with the emergency;
- aa. Prior to the termination of an emergency, the Emergency Operations Control Group will decide on who/how the community will be returned to its pre-emergency state via a Recovery Management Plan – see Appendix S;
- bb. Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the CAO within one week of the termination of the emergency, as required;
- cc. Participating in the debriefing following the emergency;
- dd. Considering application for MDRA and making arrangements as required;
- ee. Provide critical incident stress management services for members of the Emergency Operations Centre and town personnel; and
- ff. Recognize that the trauma suffered by citizens may need to be addressed through coordinating critical incident stress management services at the cost of the citizens.

Diagram 2 – The Emergency Area



2. **Mayor**

In an emergency, the Mayor or designate, subject to By-Law and/or Provincial Legislation, is the Town's primary **decision making authority** and will have the following responsibilities:

- a. Chairing and scheduling all meetings of the Emergency Operations Control Group (EOCG);
- b. Ensuring Town Council is kept informed on the operations and decisions of the EOCG;
- c. Approving, in consultation with the EOCG, major announcements and media releases;
- d. Declaring and terminating an emergency, in accordance with Part II and III of this Plan – see Appendix L & M for appropriate Forms;
- e. Authorizing all EOCG decisions, including:
 - i. Evacuation of persons within the “Emergency Area – Diagram 2” who are judged to be in danger, or whose presence hinders emergency operations;
 - ii. Discontinuation of any service which constitutes a hazard to residents or emergency workers;
 - iii. Appeal for assistance from senior levels of government and any public or private agencies not under municipal control; and
 - iv. Provision of municipal funds for emergency operations.

3. **Chief Administrative Officer (CAO)**

In an emergency, the Chief Administrative Officer or designate and his/her staff will be responsible for the following:

- a. Consulting with the Department head, or delegate, of the first agency responding to the incident, in order to determine the need to initiate the Town of Goderich Emergency Alert System;
- b. Instructing the Administration Assistant to the CAO and Clerk/Planning Coordinator to initiate the Town of Goderich Emergency Alert System;
- c. Acting as the chief advisor to the Mayor and Emergency Operations Control Group on municipal procedures and policies, assisting with media and assisting in Media Relations;

- d. Coordinating all activities of the Emergency Operations Centre, including the provision of support staff and the establishment of a communication link with the initial Site Manager;
- e. Preparing an agenda and providing a secretary for all meetings of the Emergency Operations Control Group;
- f. Ensuring all Emergency Operations Control Group members have briefed their staff on the situation and, if necessary, have requested staff to assist with operations;
- g. Maintaining the usual responsibilities of the Town Hall;
- h. Maintaining a log of all Emergency Operations Control Group activities during the emergency and submitting a summary of the log to Town Council within a month of the emergency termination.

4. Community Emergency Management Coordinator (CEMC)

In an emergency, the Community Emergency Management Coordinator (CEMC) or designate will be responsible for the following:

- a. Act as a resource and advisor to the Mayor, CAO and EOCG especially in regards to emergency procedures;
- b. Ensure that the primary or secondary Emergency Operations Centre sites are stocked and prepared for use;
- c. Providing photo identification cards to Emergency Operations Control Group members, Airport, Custodial, Fire Department, Public Works, Parks, Tourism and Town Hall personnel.
- d. Determining an alternate Emergency Operations Centre, if the Goderich Town Hall is not suitable;
- e. Liaise with EMO representatives either at the local or provincial level;
- f. Notifying support and advisory staff of the emergency situation and the location of the Emergency Operations Centre, as necessary;
- g. Requesting, in consultation with the Emergency Operations Control Group, the assistance of any individual or agency capable of supporting emergency operations;
- h. Ensuring that all members of the Emergency Operations Control Group are supplied with the necessary materials and communication devices to fulfill their emergency response duties;
- i. Supplying individuals and agencies with any information in the Emergency Resources File or the Town Directory that may be of assistance;

- j. Collate all Emergency Operations Control Group activities during the emergency and submitting a summary of the log to Town Council within a month of the emergency termination.

5. **Fire Chief**

In an emergency, the Fire Chief or designate and his/her staff will be responsible for the following:

- a. Consulting with the Chief Administrative Officer on the need to assemble the Emergency Operations Control Group, if the Fire Department is the first agency responding to the incident;
- b. Appointing an Emergency Site Manager, if the Emergency Operations Control Group designates the Fire Department as the lead agency for emergency operations, see Part V, Section 16 of this plan;
- c. Coordinating all activities connected with fire suppression, rescue and extraction operations;
- d. Advising the Emergency Operations Control Group on matters concerning fire suppression and/or prevention in the emergency area;
- e. Coordinating evacuation procedures, if residents are threatened by fire or chemical contamination;
- f. Arranging for additional fire support by notifying the Huron County Fire Coordinator or by requesting assistance from the Fire Marshal of Ontario, when necessary;
- g. Determining if special equipment is required for emergency workers, including breathing apparatus and protective clothing;
- h. Providing assistance and equipment to other municipal departments engaged in large scale, non-firefighting operations (including search and rescue, first aid and pumping operations), as appropriate;
- i. Advising the Emergency Operations Control Group on the availability of volunteer Fire Department staff, if a prolonged emergency situation is expected;
- j. Maintaining the usual responsibilities of the Fire Department.
- k. Preparing a report outlining the Fire Department's emergency response activities and submitting a copy of the document to the Chief Administrative Officer within two weeks following an emergency termination.

6. **Treasurer**

In an emergency, the Treasurer of the Town of Goderich or designate and his/her staff is responsible for:

- a. Providing the Emergency Operations Control Group with information and advice on financial matters, as they relate to the emergency;

- b. Assuming the role of the Purchasing Coordinator or appointing an individual knowledgeable in the acquisition of materials to fulfill this responsibility;
- c. Maintaining a record of all expenditures incurred during crisis relief activities;
- d. Acting as a liaison with Clerk-Treasurers of local municipalities;
- e. Ensuring that all emergency response organizations maintain records of expenses incurred in relief operations;
- f. Preparing a claim of the costs attributed to emergency operations and submitting this document to Town Council;
- g. Maintaining the usual responsibilities of the Treasurer;
- h. Preparing a report outlining the Treasurer's emergency response activities and submitting a copy of the document to the Chief Administrative Officer within two weeks following an emergency termination;
- i. The provision and securing of equipment and supplies not owned by the Town of Goderich, as required by members of the Emergency Operations Control Group and the Emergency Support and Advisory Staff, to mitigate the effects of the emergency;
- j. Should the Treasurer or alternate have concerns with authorization for expenditures that may contravene purchasing by-laws, then contact will be established with the Mayor and Chief Administrative Officer or alternate(s) to resolve the matter;
- k. Liaising with the Provincial officials with respect to the utilization of provincial emergency relief funds if applicable;
- l. Liaising with other agencies involved in fundraising activities to avoid duplication in the raising and utilization of donated funds;
- m. Setting up the necessary mechanisms for receiving, adjusting and paying claims for interim financial assistance or final emergency relief funding; and
- n. Procuring staff to assist, as required.

7. OPP Detachment Commander

In an emergency, the OPP Detachment Commander or designate and his/her staff will have the following responsibilities;

- a. Consulting with the Chief Administrative Officer on the need to assemble the Emergency Operations Control Group, if the OPP is the first agency responding to the incident;
- b. Appointing an Emergency Site Manager, if the Emergency Operations Centre designates the OPP as the lead agency for emergency operations, see Part V, Section 16 of this plan;
- c. Establishing a command post facility at the Emergency Site to restrict access and organize response operations, if appropriate;

- d. Ordering the immediate evacuation of buildings, if residents are threatened by the emergency;
- e. Coordinating evacuation procedures of buildings, if residents are threatened by the emergency;
- f. Maintaining order in the emergency area and safeguarding against the looting of property from casualties, emergency response staff and evacuated buildings;
- g. Notifying the coroner of fatalities and establishing temporary morgues, when required. The location of all bodies will be marked, the fatalities will be tagged and removed to the morgue and the deceased's next of kin will be notified;
- h. Maintaining order within all Emergency Centres, as required;
- i. Arranging for additional OPP support, if necessary;
- j. Maintaining the usual responsibilities and procedures of the OPP; and
- k. Preparing a report outlining the OPP's emergency response activities and submitting a copy of the document to the Chief Administrative Officer within two weeks following an emergency termination.

8. Director of Operations

In an emergency, the Director of Operations or designate and his/her staff will be responsible for the following:

- a. Consulting with the Chief Administrative Officer on the need to assemble the Emergency Operations Control Group, if the Works Department is the first agency responding to the incident;
- b. Appointing an Emergency Site Manager, if the Emergency Operations Control Group designates the Public Works Department as the lead agency for emergency operations, see Part V, Section 16 of this plan;
- c. Ensuring unimpeded road access to the emergency by:
 - Clearing any debris that inhibits vehicle movement;
 - Maintaining roads and bridges in usable condition;
 - Establishing barricades and flashers to better direct traffic;
 - Maintaining snow removal and sanding operations;
 - Undertaking tree removal operations, in cooperation with EARTH Power;
- d. Supplying municipal equipment and vehicles with operators, as requested and available;
- e. Procuring and organizing any resources that might assist emergency operations, such as pumping equipment or sandbags;
- f. Acting as a liaison with senior Public Works officials of neighbouring municipalities, if necessary;

- g. Requesting support from any industrial, engineering or construction company that can assist emergency operations;
- h. Acting as the Municipal Flood Coordinator in a flood-related emergency;
- i. Consulting with the Maitland Valley Conservation Authority on flood management matters;
- j. Arranging for, or conducting, such tests as are necessary to determine the degree of hazard existing in buildings from explosive, flammable or toxic agents;
- k. Advising the Emergency Operations Control Group on the structural safety of all buildings affected by the incident and notifying the group on the need to evacuate residents from any building;
- l. Arranging for the demolition of unsafe structures; and
- m. Maintaining the usual activities of the Public Works Department.

9. Chief Building Official

In an emergency, the Chief Building Official or designate will be responsible for:

- a. If upon inspection of a property that was affected by an incident/emergency, the Chief Building Official (CBO) is satisfied that there is non-conformity with the standards of the Town By-Law to such extent as to pose an immediate danger to the health or safety of any person, the CBO may make an Emergency Order containing particulars of the non-conformity and requiring remedial repairs or other work to be carried out immediately to terminate the danger;
- b. A CBO may enter upon land and into buildings that were affected by an incident/emergency, without a warrant, for the purpose of inspecting a building to determine whether the building is unsafe;
- c. A CBO who finds that a building is unsafe may make an order setting out the reasons why the building is unsafe and the remedial steps necessary to render the building safe and may require the order to be carried out within the time specified in the order;
- d. If an order of a CBO is not complied with within the time specified in it, or where no time is specified, within a reasonable time, the CBO may:
 - i. by order prohibit the use or occupancy of the building; and
 - ii. order the building to be renovated, repaired or demolished to remove the unsafe condition or take such other action as he or she considers necessary for the protection of the public.

10. Emergency Information Officer (EIO)

In an emergency, the Economic Development Officer as the Emergency Information Officer, or designate will be responsible for:

- a. Consulting with Command, the Head of Council and/or the Chief Administrative Officer (CAO) on:
 - The need for news briefings and conferences;
 - The granting of media interviews;
 - The status of media monitoring;
- b. Recommended responses to media misinformation and rumours;
- c. Supervise content of official statements, announcements and other forms of emergency information/disaster related information;
- d. Consult with members of the Emergency Control Group on:
 - The status of the emergency situation;
 - Any need for resources that could be fulfilled by public calls for assistance through the media or other means;
- e. Apprise the Emergency Control Group members of any significant information received on the Public Inquiry Line;
- f. Direct the activation of the emergency information plan;
- g. Delegate responsibilities and provide direction to the Emergency Information team with respect to production and distribution of informational material, media monitoring, media liaison, etc.;
- h. Respond to inquiries from the news media and the public;
- i. Monitor the news media to detect and correct misinformation and identify emerging trends or issues;
- j. Ensure equipment and personnel are sufficient to meet the emergency information needs;
- k. Coordinate with staff from other organizations or levels of response to ensure that clear and consistent emergency information is issued;
- l. Ensure that a log is kept of media reporting to be transformed into a media coverage summary and assessment component of the final operational evaluation report of public information activities; and
- m. Prepare a final report containing an operational evaluation of Emergency Information services, analysis of media coverage and recommended adjustments to the Emergency Information plan, and submit a copy of the report to the CAO within two (2) weeks following the termination of an emergency.

11. ERTH Power Line Supervisor

In an emergency, the ERTH Power Line Supervisor or designate and his/her staff will be responsible for:

- a. Consulting with the Chief Administrative Officer on the need to assemble the Emergency Operations Control Group, if ERTH Power is the first agency responding to the incident;
- b. Appointing an Emergency Site Manager, if the Emergency Operations Control Group designates ERTH Power as the lead agency for emergency operations, see Part V, Section 16 of this plan;
- c. Arranging for public or private utility suppliers to discontinue any service that endangers residents or emergency operations;
- d. Activating alternate sources of utilities, where necessary and practical;
- e. Prioritizing the restoration of affected services, as dictated by the needs of essential users (such as homes for the aged);
- f. Providing vehicles and personnel to assist in emergency operations, when necessary and available;
- g. Maintaining the usual responsibilities of ERTH Power; and
- h. Preparing a report outlining ERTH Power’s emergency response activities and submitting a copy of the document to the Chief Administrative Officer within two weeks following an emergency termination.

12. Social Services Liaison (Huron County Social Services Department)

In an emergency, the Social Services Liaison will have the following responsibilities:

- a. Ensuring the well-being of residents displaced from their homes by supervising the opening and staffing of temporary Reception/Evacuation and Victim Assistance Centre(s), in coordination with the County Social Services Director, as required;
- b. Requesting the support of voluntary agencies capable of providing emergency lodging, feeding, counselling, clothing and registration services – see Appendix Q – Volunteer Registration Form, as required;
- c. Arranging for the purchase of food and supplies for “emergency workers”, as required;
- d. Discussing with the Emergency Operations Control Group on the need to establish Emergency Reception/Evacuation Centre(s);
- e. Notifying the Emergency Operations Control Group on any supplies necessary at the Emergency Reception/Evacuation Centre(s).
- f. Preparing a report outlining the Social Services Liaison’s emergency response activities and submitting a copy of the document to the Chief Administrative Officer within two weeks following an emergency termination.

13. Emergency Medical Services (Huron County EMS)

In an emergency, the Chief of Emergency Medical Services or designate and his/her staff is responsible for:

- a. Liaising with Police, Fire and other agencies active at the site of the emergency;
- b. Liaising with the Emergency Health Services Branch;
- c. Ensuring triage and treatment at the site of the emergency;
- d. Liaising with the Provincial Central Ambulance Communications Centre for the efficient distribution of casualties;
- e. Assessing 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 site for these medical teams;
- f. Assessing the need and the initial request for special Emergency Health Service resources at the emergency site, i.e. emergency medical services units, support units, paramedics, emergency medical services helicopters, etc. The representative of the EMS is then responsible for forwarding all requests to the Central Ambulance Communications Centre;
- g. In conjunction with the Central Ambulance Communications Centre, providing the main radio and telephone communication link through dispatch among health services and notifying the Emergency Operations Control Group who will notify Emergency Management of Ontario of requests for assistance of the Ontario Ministry of Health, Emergency Health Services Branch;
- h. Liaising through the Administrator of Huron County Social Services/Huron County Health Unit/Community Care Access, for information regarding handicapped or disabled citizens that may reside in an area to be evacuated and may require EMS transportation;
- i. Assisting with the organization and transport of persons in health care facilities, homes for the aged, nursing homes and rest homes, which are to be evacuated, as required;
- j. Ensuring that medical supplies are available at the Emergency Area and the Reception/Evacuation Centre(s); and
- k. When required, assisting the Emergency Site Manager as appointed by the Emergency Operations Control Group in fulfilling their responsibilities.
- l. Preparing a report outlining the Emergency Medical Service's emergency response activities and submitting a copy of the document to the Chief Administrative Officer within two weeks following an emergency termination.

14. Medical Officer of Health, Huron County Health Unit

In an emergency, the Medical Officer of Health or designate and his/her staff will be responsible for the following:

- a. Providing advice to the Emergency Operations Control Group on any matters which may adversely affect public health. This will include, but is not limited to, providing advice on the health and safety aspects of the emergency water supplies, sanitation, shelters, food supplies, mass feeding, garbage and sewage disposal;
- b. Provide representation on the Emergency Operations Control Group, appropriate to the emergency situation;
- c. Assessing the emergency situation and determining its potential impact on public health;
- d. Maintaining the essential services of the Health Unit;
- e. Coordinating the response to public health related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health policies;
- f. Liaising with the Provincial Ministry of Health and Long Term Care, Public Health Branch;
- g. Liaising with other agencies and senior levels of government regarding public health matters related to the emergency situation;
- h. Coordinating all efforts to prevent and control the spread of disease during an emergency. This may include providing leadership and coordinating the response to disease related emergencies or anticipated emergencies such as an influenza pandemic (i.e. act as the lead agency);
- i. Providing authoritative instructions on public health matters to the public through the Emergency Information Officer;
- j. Ensuring liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources;
- k. Coordinating the emergency response activities of the Health Unit's staff;
- l. Participating in a debriefing of the emergency response;
- m. The Health Unit does not have the authority to direct any local health care providers or services. The Health Unit/Medical Officer of Health will not be operationally involved in:
 - The provision of emergency medical services, staff or supplies;
 - The transportation of individuals for medical or other reasons;
 - The establishment or operation of Evacuation Centre(s);
 - Providing or ensuring the provision of potable water, food supplies, etc. for the general public, and/or
 - Providing psychosocial support to members of the public or emergency responders.

15. Social Services Administrator

In an emergency, the Social Services Administrator, or alternate, is responsible for:

- a. Ensuring the well-being of residents who have been displaced from their homes due to an emergency situation by arranging emergency lodging, clothing, feeding, registration and inquiries and personal services due as required;
- b. Supervising the opening and operation of reception or evacuation centres within the municipality, and ensuring they are adequately staffed and maintained;
- c. Liaising and coordination with the Red Cross or other designated volunteer agencies for the ongoing operation of evacuation centres in accordance with the Huron County Social Services Emergency Response Plan;
- d. Liaising with the Huron County Health Unit in areas regarding public health in evacuation centres;
- e. Liaising with police agencies within the County in regard to security at evacuation or reception centres;
- f. Arranging for the emergency purchase of food, clothing, bedding, and supplies that cannot be obtained any other way;
- g. Liaising with school boards or private entities regarding the use of properly equipped facilities for reception and evacuation centers if required. In addition, ensuring that staff and volunteers take direction from the property representative with respect to its operation, use and maintenance;
- h. Coordinating appeals for Volunteers and/or human resources, in conjunction with the Emergency Information Officer, and under the direction of the EOCG.
- i. Ensuring that when Volunteers are requested that the proper Volunteer Registration Forms are completed and a copy is retained for the EOCG;
- j. Ensuring liaison with nursing homes, homes for the aged, and rest homes as required;
- k. Maintaining a personal log of all actions taken and decisions made;

16. Emergency Site Manager

The Emergency Site Manager will be **appointed** by the Emergency Operations Control Group from the lead agency involved in the specific type of emergency (e.g. fire incident/fire management, evacuation/police). Once appointed, this individual will no longer be responsible for the operations or command of their agency. The Emergency Site Manager shall report directly to the Mayor or to Emergency Operations Control Group. Selection of the Emergency Site Manager will take into consideration the following:

- Availability and approval of their agency;

- Training and field experience; and
- Knowledge of responding agencies, responsibilities and resources.

The Emergency Site Manager, upon appointment by the Emergency Operations Control Group, has the authority to:

- a. Call meetings of the responding agency commanders for information sharing, evaluating the situation, prioritizing emergency response, delegating tasks and tactics to the responding groups and determining any extenuating factors which will affect emergency response operations;
- b. Mediate conflicts between agencies and to contact the Mayor or the Emergency Operations Control Group should he/she be unable to resolve the matter;
- c. Request assistance from responding agencies for communications and other emergency site management tools; and
- d. Appoint an On-Site Media Spokesperson, i.e. police officer with media training experience.

The Emergency Site Manager is responsible for:

- a. Ensuring that priorities, tasks and tactics have been established to contain the problem;
- b. In consultation with the responding emergency service agencies, define the inner and outer perimeters;
- c. Ensuring that responding agencies are aware of human and material resources that are available to mitigate the emergency;
- d. Ensuring agencies address the needs of their staff with regards to stress, fatigue, food, shelter and relief;
- e. Maintaining a communication link with the Mayor or the Emergency Operations Control Group for the flow of accurate information and assistance in management of the emergency;
- f. Ensuring that responding agencies meet to update/exchange information and/or re-evaluate on a regular basis;
- g. Monitoring the operation of the site management and make suggestions where appropriate;
- h. Exercising foresight as to future events in the management of the emergency such as resource requirements, weather, lighting, etc.;
- i. Understanding laws and policies at all levels that must be taken into consideration during the management or recovery of the emergency;
- j. Where possible, conserving resources should the emergency heighten or lengthen in time, understanding that outside the Emergency Area the Emergency Operations Control Group is managing the day-to-day operations in our community;

- k. Participating in a debriefing and assisting the Community Emergency Management Coordinator in the preparation of a report on the emergency;
- l. Assessing the existing resources at the Emergency Area and notifying the Emergency Operations Control Group when additional materials, administrative staff and medical services are required;
- m. Maintaining a communication link with the Communications Manager;
- n. Establishing a command post at the Emergency Area, if appropriate; and
- o. Assuming the role of On-Site Media Coordinator, or delegating an official trained in media relations to fulfill this responsibility.

PART VI – EMERGENCY SUPPORT AND ADVISORY STAFF

1. Emergency Support and Advisory Staff

The Emergency Operations Control Group can request the assistance of any other official or agency capable of supporting emergency operations. This section identifies a number of these organizations and outlines what their responsibilities may entail in an emergency.

The following staff, among others, may be required to provide support, logistics and advice to the Emergency Operations Control Group:

- Alexandra Marine & General Hospital
- Solicitor
- Administrative Assistant to the CAO and Clerk/Planning Coordinator
- Transportation Coordinator
- Amateur Radio Emergency Services (ARES)
- Canadian Transport Emergency Centre (CANUTEC)
- Coroner
- Critical Incident Stress (CIS) Support
- Business Liaison
- Spills Action Centre
- Victim Services of Huron County
- Water/Wastewater Operating Authority
- Ontario SPCA
- Samaritan's Purse Canada - Emergency & Disaster Response
- Telecommunications Coordinator
- HASAR (Huron & Area Search & Rescue)
- St. John Ambulance
- Canadian Red Cross
- Mennonite Disaster Service

Upon direction from the Mayor, the Chief Administrative Officer notifies the required Emergency Support and Advisory Staff (and any other required staff) to report to the Emergency Operations Centre.

a. Alexandra Marine & General Hospital

In an emergency, a representative of Alexandra Marine & General Hospital (AMGH) will have the following responsibilities:

- i. Initiating and maintaining communication between Emergency Medical Services at the Emergency Area and other hospitals, public health units, the Ministry of Health and other provincial ministries and agencies, as required;
- ii. Disseminating information to the Mayor and the Emergency Operations Control Group on hospital operations, when available and appropriate;
- iii. Liaise with the Supervisor of Emergency Medical Services, the Medical Officer of Health and the Local Health Integration Network (LHIN) on issues of medical support, as necessary.

b. Solicitor

The Solicitor for the Town of Goderich is responsible for:

- i. The provision of advice to any member of the Emergency Operations Control Group and the Emergency Support and Advisory Staff on matters of a legal nature as they may apply to the actions of the Town of Goderich in its response to the emergency, as requested.

c. Administrative Assistant to the CAO and Clerk/Planning Coordinator

The Administrative Assistant to the CAO and Clerk/Planning Coordinator is responsible for:

- i. Assisting the Chief Administrative officer, as required, including the activation of the Internal Alerting System; and
- ii. Maintaining a log (scribe) outlining decisions made and actions taken by the Emergency Operations Control Group, and submitting a summary of the log to the Chief Administrative Officer within one week of the termination of the emergency, as required.

d. Transportation Coordinator

In the event of an emergency, the Transportation Coordinator will be appointed by the Emergency Operations Control Group and is responsible for:

- i. Coordinating the acquisition, distribution and scheduling of various modes of transport (i.e. public transit, school buses, boats and trucks) for the purpose of transporting persons and/or supplies, as required, by members of the Emergency Operations Control Group and the Emergency Support and Advisory staff;

- ii. Liaising with other Municipal Transportation Coordinators, if necessary;
- iii. Procuring staff to assist, as required; and
- iv. Ensuring that a record is maintained of drivers and operators involved. Where required and when possible, the Volunteer Registration Form (Appendix Q) should be completed and forwarded to the Town of Goderich Treasurer.

e. Amateur Radio Emergency Services (ARES)

When traditional methods of communication are not functioning effectively, the Chief Administrative Officer, or delegate, will request the assistance of a local representative of the Amateur Radio Emergency Services. This individual will attempt to establish a communication link with emergency response organizations via VHF and UHF Ham Radio.

f. Canadian Transport Emergency Centre (CANUTEC)

In a transport-related accident involving dangerous goods, Transport Canada's CANUTEC can provide information on handling these materials. The Emergency Operations Control Group can directly notify CANUTEC, or the Spills Action Centre may request its assistance.

g. Coroner

When an incident has resulted with a fatality, the Regional Coroner must be immediately notified by the senior official at the Emergency Site, or delegate. The Coroner has the authority to take possession of the body or authorizes a qualified official to secure the body. When necessary, the Coroner will also advise the Emergency Operations Control Group on the establishment of a temporary morgue.

h. Critical Incident Stress (CIS) Support

Individuals trained in Critical Incident Stress may be requested by the Social Services Community Liaison Officer to support residents and emergency workers recovering from traumatic experiences.

i. Business Liaison

The Chair of the Board of Directors of the Huron Chamber of Commerce may be requested by the Emergency Operations Control Centre to assist business to continue to operate or relocate as required.

j. Spills Action Centre

When a dangerous spill of pollutants has occurred, the Ministry of Environment and Energy's Spills Action Centre must be contacted. Emergency Management

Ontario's office should be notified as well. The Spills Action Centre will provide advice and investigate the incident.

k. Victim Services of Huron County

Victim Services provide short term emotional support, practical assistance and community referral to victims of crime, trauma and tragic circumstances in partnership with community and emergency services.

l. Water/Wastewater Operating Authority

The Operating Authority will continue to provide service and safe reliable drinking water under the Safe Drinking Water Act and wastewater treatment following Standard Operating Procedures and Contingency Plans as long as possible under the circumstances of an emergency situation. Contingency Plans, back-up systems and back-up power generation is available at the water and wastewater facilities.

The Operating Authority will assist the Town with all water/wastewater related boil water notices, advisories and/or drinking water advisories in conjunction with the Huron County Health Unit.

m. Ontario SPCA

The Ontario SPCA is one of the largest, most responsive animal welfare organizations in the country, providing care and shelter for tens of thousands of animals every year. The Society's programs and services include Emergency Rescue and Treatment and Reuniting Lost Pets with their Owners.

m. Samaritan's Purse

Samaritan's Purse Canada is a nondenominational evangelical Christian organization that has been providing aid to hurting people – victims of war, disease, disaster, poverty, famine and persecution. Samaritan's Purse partners with local churches. Their Emergency Disaster Relief programs provide urgently needed assistance including food, water and temporary shelter. They meet critical needs and give people a chance to rebuild their lives.

n. Telecommunications Coordinator

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

The EOCG may therefore designate an Emergency Telecommunications Coordinator who, in turn, will call upon appropriate contacts for further communications support, as required. An Emergency Telecommunications Office shall be established and shall

be equipped with portable hand radios, battery back-up, two-way radio with the necessary channels to communicate with police, fire, EMS, and the Ontario Fire Marshall.

Should the Town of Goderich lose all telephone communications, pre-arranged communications could be obtained from the local taxi company and the school bus radios, which will act as relay to the EOC and the emergency site.

o. HASAR (Huron & Area Search & Rescue)

HASAR is a not-for-profit search and rescue organization that was created to provide professional civilian volunteer ground based and marine search and rescue. All members are certified in First Aid/CPR are provincially certified searchers and specialists in rescue.

p. St. John Ambulance

St. John Ambulance volunteers are trained in First Aid and CPR and can provide the following services during an emergency or disaster:

- Health care and first aid services in reception centres
- Casualty care at the scene of the event
- Transportation of ill, injured, infirm to reception or medical facilities
- Evacuation
- Elder and child care

q. Canadian Red Cross

Through a network of trained volunteers throughout the country, the Canadian Red Cross can respond to disasters quickly. The Canadian Red Cross provides food, shelter, clothing and essential supplies for up to 72 hours.

r. Mennonite Disaster Service

A volunteer network of churches dedicated to responding to natural and man-made disasters. Their aim is to assist the most vulnerable community members, individuals and families who would not otherwise have the means to recover. The Volunteers provide the skills and labour needed to respond, rebuild, and restore in the wake of a disaster.

2. Mutual Aid and Mutual Assistance

On July 4, 2007, the Town of Goderich entered into a mutual assistance agreement between the following municipalities:

- The County of Huron;
- The Township of Ashfield-Colborne-Wawanosh;
- The Township of North Huron;
- The Municipality of Morris-Turnberry;
- The Municipality of Huron East;
- The Municipality of Central Huron;

- The Municipality of Bluewater;
- The Municipality of South Huron; and
- The Township of Howick.

The Mutual Assistance Agreement provides that the head of council or other delegated official may request assistance and that assistance shall be given at the discretion of each responding municipality. Any cost incurred in connection with the mobilization, movement and deployment of mutual assistance resources will be borne by the municipality receiving the aid.

A copy of the Mutual Assistance Agreement is appended as an annex to this plan.

PART VII – MEDIA AND PUBLIC RELATIONS

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

In order to fulfill these functions during an emergency, the following positions will be responsible for media and public relations:

- a. The Emergency Information Officer (Economic Development Officer); and
- b. The Mayor and Chief Administrative Officer.

Depending on the scope of the emergency, there will likely be a need to establish two Media Information Centres, (1) near the Emergency Area (the On-Site Media Information Centre), and (2) near the Emergency Operations Centre (Media Information Centre). In some cases, however, a joint Media Information Centre may be desirable.

1. Emergency Information Officer (EIO)

The Emergency Information Officer (EIO) is responsible for:

- a. If appropriate, establishing and coordinating an On-Site Media Information Centre, in a safe, appropriate location, at or near the Emergency Area, for the media to assemble;
- b. Establishing a communication link and liaising regularly with the Mayor and Chief Administrative Officer at the Emergency Operations Centre. It is extremely important to ensure that information forwarded to the media from the Mayor and Chief Administrative Officer is consistent and up-to-date;

- c. Redirecting all inquiries regarding decisions made by the Emergency Operations Control Group and the emergency as a whole, to the Mayor and Chief Administrative Officer at the Emergency Operations Centre;
- d. Responding to inquiries from the media **pertaining to the Emergency Area only**;
- e. Advising the following persons and agencies of the location and telephone number(s) (as available) of the On-Site Media Information Centre;
 - i. Emergency Site Manager;
 - ii. Police Media Relations Officer;
 - iii. Emergency Services personnel at site (where possible);
- f. Any other appropriate personnel or agencies;
- g. Controlling and redirecting media to the On-Site Media Information Centre;
- h. Where necessary and appropriate, coordinating media photograph sessions at the Emergency Area;
- i. Designating and coordinating a Media Information Centre for members of the media to assemble for the issuance of accurate media releases and authoritative instructions to the public;
- j. Briefing the Emergency Operations Control Group on how the Media Information Centre will be set up;
- k. Liaising regularly with the Emergency Operations Control Group to obtain the appropriate information for media releases, coordinate individual interviews and organize press conferences;
- l. Establishing telephone number(s) for media inquiries and ensuring that the following are advised accordingly;
 - i. Media;
 - ii. Emergency Operations Control Group; and
 - iii. Any other appropriate persons, agencies or businesses.
- m. Providing direction and regular updates to the public to ensure that the most accurate and up-to-date information is disseminated to the public;
- n. Ensuring that the media releases are approved by the Mayor and Chief Administrative Officer prior to dissemination and distributing hard copies of the media release to the Media Information Centre, the Emergency Operations Control Group, and other key persons handling inquiries from the media;
- o. Monitoring news coverage and correcting any erroneous information; and

- p. Maintaining copies of media releases and newspaper articles pertaining to the emergency.

2. **Media Coordination**

The Mayor and Chief Administrative Officer will endeavour to ensure that all information released to the Emergency Information Officer, which in turn is forwarded to the media and public, is consistent and accurate;

3. **Citizen Inquiry Supervisor**

The Citizen Inquiry Supervisor is responsible for:

- a. Contacting the Community Connection (211) service to set up the establishment of a Citizen Inquiry Service;
- b. Apprising the Emergency Information Officer at the Media Information Centre of the establishment of the Citizen Inquiry Service and that Community Connection (211) will enable anyone in the (519) and (226) area codes to make contact;
- c. Apprising the affected emergency services and the Emergency Operations Control Group of emergency response and recovery services provided by Community Connection (211);
- d. Continually liaising with the Emergency Information Officer to obtain current information on the emergency. Ensure Community Connection (211) is continually provided current information;
- e. Community Connection (211) will be responding to and redirecting inquiries and reports from the public based on information from the Emergency Information Officer or as outlined in Sections (f) and (g) below. Such information may be related to school closings, access routes or the location of Reception/Evacuation Centre(s);
- f. 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;
- g. Responding to and redirecting inquiries pertaining to persons who may be located in Reception/Evacuation Centre(s) to the registration and inquiry telephone number(s) for the Canadian Red Cross. This information should be obtained through Huron County Social Services group and/or the local branch or website for the Red Cross; and
- h. Procuring staff to assist, as required.

PART VIII – OTHER LOCAL AGENCIES, SERVICES AND DEPARTMENTS

1. Maitland Valley Conservation Authority

Should a flood emergency situation develop in the Town of Goderich, not only must the Solicitor General be notified by the Mayor or alternate upon declaration of the emergency, but the local Conservation Authorities and through the Mayor, the Ministry of Natural Resources must also be notified.

The following is taken from the memorandum to all municipalities dated January 19, 1988 concerning “Declaration of Flood Emergencies and Flood Response Plans” from G. Tough, Deputy Minister of Natural Resources and J.D. Takach, Deputy Solicitor General, Ministry of the Solicitor General.

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

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

- a. The Mayor contacts the local Flood Response Coordinator. The local Coordinator is the District Manager of the Ministry of Natural Resources for the area;
- b. If the local Coordinator cannot be contacted, the request for assistance should be routed through the Maitland Valley Conservation Authority (Wroxeter), 519.335.3557. Refer to Maitland Valley Conservation Authority’s Contingency Plans on file at the EARTH Power building and Goderich Town Hall (Building Department and the Emergency Preparedness Coordinator’s office); and
- c. Should you be unable to contact someone in either authority, then a request for assistance should be made through the Provincial Flood Emergency Coordinator. Emergency Management Ontario may also be contacted.

2. Ontario Provincial Police

In the event of an emergency occurring on a Provincial Highway, within the Town of Goderich, the Ontario Provincial Police will be responsible for:

- a. Implementing the **Ontario Provincial Police Emergency Response Services Manual**;
- b. Securing the site of the incident;
- c. Controlling the movement of emergency vehicles to and from the site of the incident;

- d. Preventing looting;
- e. Acting as the Agent of the Chief Coroner, within the terms of the Coroner’s Act;
- f. Maintaining law and order; and
- g. Providing an Ontario Provincial Police representative to participate in the Emergency Operations Control Group, as required.

3. Avon Maitland District Board and Huron-Perth Catholic District School Board

The Avon Maitland District School Board and the Huron-Perth Catholic District School Board are responsible for:

- a. The provision of any school(s)(as appropriate and available) for use as a Reception/Evacuation Centre, as designated by the Social Services Administrator;
- b. Upon being contacted by the Administrator of Huron County Social Services or alternate, providing an Avon Maitland District School Board/Huron-Perth Catholic District School Board representative(s) to coordinate and provide direction with respect to the maintenance, use and operation of the facilities being utilized as Reception/Evacuation Centre(s); and
- c. In the event of an emergency during normal school hours, the Principal (s) of the affected school(s)(until directed otherwise) is/are responsible for:
 - i. Implementing the school “Stay-Put” Emergency Plan; or
 - ii. Implementing the school “Evacuation” Plan, depending on the nature and scope of the emergency.

4. Hospital Administrator

The Hospital Administrator is responsible for:

- a. Within the Town of Goderich, there is one hospital – Alexandra Marine & General Hospital – 519.524.8323;
- b. In a **town-wide** emergency, the Chief Executive Officer and President of the Alexandra Marine & General Hospital is responsible for:
 - i. Coordinating and liaising with their response team and the EOCG;
 - ii. Liaising with the County of Huron Social Services Administrator, Health Unit and the Chief of Emergency Medical Services (EMS) Operations with respect to hospital and medical matters, as required;
 - iii. Evaluating requests for the provision of medical site teams;
 - iv. Liaising with the Ministry of Health, as appropriate; and
 - v. Implementing their Hospital Emergency Plan.

5. Assisting People with a Disability/Special Needs

While disasters and emergencies affect everyone, their impact on people with disabilities/special needs is often compounded by factors such as reliance on electrical power, elevators, accessible transportation and accessible communication – all of which can be compromised in emergency situations.

If the Emergency Operations Control Group has chosen you and your department as the designated lead agency for emergency operations, the following steps will be carried out while **assisting people with a service animal**:

- a. Ask if the person wants your help, and how you may best assist them.
- b. If someone refuses your help, wait for first responders to arrive, unless it is a matter of life or death;
- c. Do not touch the person, their service animal or equipment without their permission, unless it is a matter of life or death;
- d. Follow instructions posted on special needs equipment;
- e. You may be asked to use latex-free gloves to reduce the spread of viral infection or to prevent an allergic reaction to latex;
- f. Ask the person if areas of their body have reduced sensation and if they want you to check those areas for injuries;
- g. Do not try to move someone unless you are trained in proper techniques;
- h. If a person is unconscious or unresponsive do not administer any liquids or food;
- i. If the person has a service animal, it is the animal owner's responsibility to assess whether or not it is safe for the animal to work through the emergency situation;
- j. To make this decision, the service animal owner will need information as to the nature of the hazards they are expected to face and any changes to the physical environment;
- k. If providing sighted assistance, the first responder or caregiver should confirm that the service animal is then **not working**, and is therefore off duty;
- l. Try to ensure that the person's wheelchair is transported with the person;
- m. If this is not possible, employ other evacuation techniques as appropriate, such as use of the evacuation chair, shelter-in-place (if instructed to do so), or lifts and carries by trained personnel; and
- n. Do not push or pull a person's wheelchair without their permission, unless it is a matter of life or death.

Individuals with **non-visible disabilities** may have difficulty performing some tasks even though their condition is not apparent. Non-visible disabilities can include communication, cognitive, sensory, mental health, learning or intellectual disabilities which may impair an individual's response to an emergency. Conditions can include allergies, epilepsy, diabetes, pulmonary or heart disease, and/or dependency on dialysis, different supplies, etc.

If the Emergency Operations Control Group has chosen you and your department as the designated lead agency for emergency operations, the following steps will be carried out while assisting people with a **non-visible disability**:

- a. Allow the person to describe the help they need.
- b. Find effective ways to communicate, such as drawn or written instructions, using landmarks instead of general terms like "go left" or "turn right".
- c. Maintain eye contact when speaking to the person.
- d. Repeat instructions (if needed).
- e. If a person needs to take medication, ask if he/she needs help taking it.

The way that emergency warnings are issued in an emergency is critical to the understanding of instructions and the subsequent response and safety of those with **hearing loss**.

If the Emergency Operations Control Group has chosen you and your department as the designated lead agency for emergency operations, the following steps will be carried out while assisting people with a **hearing impairment**:

- a. Get the person's attention via a visual cue or a gentle touch on their arm. Do not approach the person from behind.
- b. Face the person, make eye contact when speaking to them as they may rely on lip reading and communicate in close proximity.
- c. Speak clearly and naturally. Do not shout or speak unnaturally slowly.
- d. Try to rephrase, rather than repeating yourself.
- e. Use gestures to help illustrate your meaning.
- f. If there is time, it may be helpful to write a message.
- g. Hearing aids amplify sounds and can create a physical shock to the user, so do not make loud noises.
- h. Note that some people may be deaf-blind.

A person who is **blind or has reduced vision** may have difficulty reading signs or moving through unfamiliar environments during an emergency. They may feel lost and/or dependent on others for guidance.

If the Emergency Operations Control Group has chosen you and your department as the designated lead agency for emergency operations, the following steps will be carried out while assisting people with a **vision disability**:

- a. For people who are deaf-blind, draw an "X" on their back with your finger to let them know you can help them.

- b. To communicate with someone who is deaf-blind, trace letters in their hand with your finger.
- c. To guide a person, keep half a step ahead, offer them your arm and walk at their pace.
- d. Do not shout at a person who is blind or has reduced vision. Speak clearly and provide specific directions.
- e. Provide advance warning of upcoming stairs, major obstacles or changes in direction.
- f. Watch for obstacles that the person could walk into.
- g. Never grab a person with vision loss, unless it is a matter of life or death.
- h. Do not assume that the person cannot see you.
- i. Avoid the term "over there"; describe positions such as, "to your right / left / straight ahead / behind you", or by using the clock face positions (i.e., the exit is at 12 o'clock).
- j. If the person has a service animal on duty, ask them where you should walk to avoid distracting the animal. Do not separate the service animal from its owner.

Seniors, especially those with special needs, should be informed of what to do in an emergency.

If the Emergency Operations Control Group has chosen you and your department as the designated lead agency for emergency operations, the following steps will be carried out while assisting **seniors with a disability/special needs**:

- a. Check with neighbours to find out if there are seniors who would need your help during an emergency;
- b. Always speak calmly and provide assurance that you are there to help. Avoid shouting or speaking unnaturally slowly;
- c. Let the person tell you how you can help; and
- d. Follow instructions posted on special needs equipment and/or assistive devices.

PART XI - PLAN MAINTENANCE, REVISION, TESTING & INTERNAL PROCEDURES

1. Plan Maintenance and Revision

The Town of Goderich Emergency Plan will be maintained and distributed by the Community Emergency Management Coordinator (CEMC).

- a. This Plan will be reviewed annually and, where necessary, revised by a meeting(s) of the Emergency Operations Control Group. This will be coordinated by the CEMC;

- b. The Emergency Plan shall be only revised by By-Law or by resolution of Town Council. However, minor administrative changes may be made by the CEMC and the Emergency Operations Control Group; and
- c. It is the responsibility of each person, agency, service or department named within this Emergency Plan to notify the CEMC and Emergency Operations Control Group forthwith of any revisions to the Appendices or administrative changes.

2. **Testing of the Plan**

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

3. **Internal Procedure**

Each department/service involved with this Emergency Plan shall prepare functional emergency procedures or guidelines outlining how it will fulfill its responsibilities during an emergency and provide adequate training to staff.

Each department/service shall designate a member of its staff to maintain and revise its own emergency procedures or guidelines.

