



City of Pembroke Emergency Response Plan

Part One: Introduction

Emergencies are defined as situation or impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise. They affect public safety, meaning the health, welfare and property, as well as the environment and economic health of the City of Pembroke.

In order to protect residents, businesses and visitors, the City of Pembroke requires a coordinated emergency response by a number of agencies under the direction of the **Municipal Emergency Control Group (MECG)**. These are distinct arrangements and procedures from the normal, day-to-day operations carried out by emergency services.

Every official, municipal department and agency must be prepared to carry out assigned responsibilities in an emergency. The response plan has been prepared to provide key officials, agencies and departments of the City of Pembroke with important emergency response information related to:

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

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

Chief, Scott Selle, **Community Emergency Management Coordinator**
Fire Department
City of Pembroke
613-735-6821 Ext.1214



Part Two: Aim

The aim of this plan is to provide for the extraordinary arrangements, measures and resources that may have to be taken to protect the health, safety, welfare, environment and economic health of the residents, businesses and visitors of the City of Pembroke when faced with an emergency.

It enables a centralized, controlled and coordinated response to emergencies in the City of Pembroke, and meets the legislated requirements of the **Emergency Management and Civil Protection Act**.

Emergencies can occur within the City of Pembroke, and examples include:

- Environmental
 - Floods
 - Snowstorms/blizzards
 - Water emergencies
 - Ice/sleet storms
- Structural
 - Explosions
 - Fires
 - Dam failure
 - Major infrastructure collapse
- Hazardous Materials
 - Hazardous materials transportation accidents
- Health
 - Infectious diseases
 - Water quality

For further details, please contact the **Community Emergency Management Coordinator**.



Part Three: Authority

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

The **EMCPA** states that:

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

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

- Issued under the authority of The Corporation of the City of Pembroke By-law 2023-75; and
- Filed with Emergency Management Ontario.

Definition of an Emergency

The **EMCPA** defines an emergency as:

“An emergency means 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.”

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

Action Prior to Declaration

When an emergency exists but has not yet been declared to exist, municipal employees may take such action(s) under this emergency response plan as may be required to protect lives and property in the City of Pembroke. See **Annex H** for checklist in Consideration of a Declaration of an Emergency.\



Part Four: Emergency Notification Procedures

Only a member of the **Municipal Emergency Control Group (MECG)** may initiate the notification procedure.

The contact phone numbers and addresses of the **MECG** members (and their alternates) are contained in **Annex A**.

When a member of the **MECG** receives a warning of a real or potential emergency, that member will immediately contact the CAO and it will be decided by the CAO whether to initiate the notification of the **MECG**. The member initiating the call must provide pertinent details (e.g. – a time and place for the **MECG** to meet) as part of the notification procedure. Sample in **Annex A** is the recommended format.

If deemed appropriate, the individual **MECG** members may initiate their own internal notification procedures of their staff and volunteer organizations.

Where a threat of an impending emergency exists, any member of the **MECG** may initiate the notification procedure and place **MECG** members on standby.

The CAO and **CEMC** must record the date and time **MECG** members were contacted.

Requests for Assistance

Assistance may be requested from the County of Renfrew at any time by contacting the County's **Community Emergency Management Coordinator (CEMC)**. 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. A request for assistance should be made by contacting Emergency Management Ontario.

The Emergency Call Out/Resource List, including contact numbers for requesting assistance, is attached as **Annex A**.



A Declared Community Emergency

The Mayor or Acting Mayor of the City of Pembroke, as the Head of Council, is responsible for declaring an emergency. This decision is usually made in consultation with other members of the **MECG**.

Upon declaring an emergency, the Mayor will notify:

- **The Municipal Emergency Control Group (MECG);**
- Emergency Management Ontario;
- City Council;
- County Warden, as appropriate;
- Public;
- Neighbouring community officials, as required;
- Local Member of the Provincial Parliament (MPP);
- Local Member of Parliament (MP).

A community emergency may be terminated at any time by:

- Mayor or Acting Mayor; or
- City Council; or
- Premier of Ontario.

When terminating an emergency, the Mayor will notify:

- **The Municipal Emergency Control Group (MECG);**
- Emergency Management Ontario;
- City Council;
- County Warden, as appropriate;
- Public;
- Neighbouring community officials, as required;
- Local Member of the Provincial Parliament (MPP);
- Local Member of Parliament (MP).



Part Five: Emergency Community Control Group

Emergency Operations Center (EOC)

The location of the City of Pembroke's primary and alternate **Emergency Operations Centres** are detailed in **Annex C**.

Municipal Emergency Control Group (MECG)

The emergency response will be directed and controlled by the **Municipal Emergency Control Group (MECG)** - a group of officials who are responsible for coordinating the provision of the essential services necessary to minimize the effects of an emergency on the community. The **MECG** consists of the following officials:

- Mayor of the City of Pembroke, or alternate;
- Chief Administrative Officer, or alternate, who becomes the EOC Commander;
- **Community Emergency Management Coordinator (CEMC)**, or alternate
- Upper Ottawa Valley OPP Detachment Commander, or alternate;
- Fire Chief, or alternate;
- Director of Operations, or alternate;
- Director of Parks & Recreation, or alternate;
- Treasurer, or alternative;
- Director of Planning, or alternative
- **Emergency Information Officer**, or alternate;
- Clerk
- System Administrator/Information Technology
- Additional personnel called or added to the **MECG** may include:
 - Medical Officer of Health, or alternate;
 - Chief Building Official;
 - Human Resources Coordinator;
 - Manager of Operations
 - Roads and Fleet Supervisor
 - Utilities Supervisor
 - President of Ottawa River Power Corporation;
 - Emergency Medical Services Director, or alternate;
 - County of Renfrew Director of Social Services, or alternate;
 - Red Cross representative; and



- Emergency Management Ontario representative.

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

Planning Cycle

Members of the **MECG** will gather at regular intervals to inform each other of actions taken and problems encountered. The EOC Commander will establish the frequency of meetings and agenda items. Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities. The Clerk will maintain status boards and maps which will be prominently displayed and kept up to date as well as keeping detailed notes. Planning Cycles and Operational Periods are described in Annex Q.

Municipal Emergency Control Group Responsibilities

The members of the **Municipal Emergency Control Group (MECG)** will be responsible for the following actions or decisions:

- Implementing the Emergency Plan in whole or in part to respond to an impending, potential or existing emergency;
- Coordination and direction of community resources used to mitigate the effects of an emergency;
- Ensuring the composition of the **MECG** is in line with the IMS structure used within the Province of Ontario and is appropriate to mitigate the effects of a given emergency situation, by determining which, if any ad-hoc members are required;
- Coordinating and directing the functions of their assigned Section under the IMS structure
- Collaborate with other Section Chiefs to ensure services and actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
- Advising the Mayor as to whether the declaration or termination of an emergency is recommended (EOC Commander);
- Advising the Mayor on the need to designate all or part of the city as an emergency area (Planning/Operations);
- Advising the Mayor regarding request for assistance from the Province and the Federal Government (Planning);

- Ensuring that an **Emergency Site Manager (ESM)** is appointed (Planning/Operations);
- Ensuring support to the **ESM** by offering equipment, staff and resources, as required (Planning/Operations/Logistics);
- Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger (Planning/Operations/Logistics);
- Discontinuing utilities or services provided by public or private concerns, i.e. hydro, water, gas, closing businesses (Planning/Operations);
- Arranging for services and equipment from local agencies not under community control, i.e. private contractors, industry, volunteer agencies, service clubs (Logistics/Finance);
- Notifying, requesting assistance from and/or liaising with various levels of government and any public or private agencies not under community control, as considered necessary (Command & Command Staff/Planning/Operations/Logistics);
- Determining if volunteers are required and if appeals for volunteers are warranted (Operations/Planning/Logistics/Finance Admin);
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the **Emergency Information Officer** for dissemination to the media and public (All Sectors);
- Determining the need to establish advisory groups and/or sub-committees/working groups for any aspect of the emergency including recovery (Command);
- Authorizing expenditure of money required to deal with the emergency (Command/Finance Admin);
- Notifying the service, agency or group under their direction, of the termination of the emergency (All Sectors);
- Each member shall ensure a scribe is available to assist in documentation and production of required log.
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the EOC Commander within one week of the termination of the emergency, as required (All Sectors);
- Participating in the debriefing following the emergency. (All Sectors)

Standard IMS Organizational Structure is outlined in Annex V.



Part Six: Emergency Response System

The individual responsibilities of the Municipal Emergency Control Group (MECG):

Mayor

The Mayor or alternate will perform the following responsibilities:

- Providing overall leadership in responding to an emergency;
- Declaring an emergency and terminating an emergency;
- Request assistance from neighbouring municipalities and/or from senior levels of government, when required;
- Contact Member of Parliament and Member of Provincial Parliament regarding declaration and termination of emergency;
- Declaring that the emergency has terminated;
- Notifying Emergency Management Ontario of the declaration of emergency and termination of the emergency;
- Ensuring the members of Council are advised of the declaration and termination of the emergency and are kept informed of the emergency situation; and
- Maintain a personal log.

Chief Administrative Office / EOC Commander

The Chief Administrative Officer becomes the **EOC Commander** for the City of Pembroke and is responsible for:

- Chairing the **MECG**;
- Activating the emergency notification system;
- Report to EOC and assume role of EOC Commander
- Ensuring liaison with the Upper Ottawa Valley OPP Detachment Commander regarding security arrangements for the **EOC**;
- As the **EOC Commander**, coordinating all operations within the **Emergency Operations Center**, including the scheduling of Planning Cycle meetings; See Annex J for 6 Components of a **MECG** Meeting;
- Assigning Section Chiefs to fill the roles outlined in the IMS Organization Chart
- Assigning staff to fill the roles of Command Staff within the IMS Organizational Chart
- Advising the Mayor on policies and procedures, as appropriate;

- Approving, in conjunction with the Mayor, major announcements and media releases prepared by the **Emergency Information Officer**, in consultation with the **MECG**;
- Ensuring that a communication link is established between the **MECG** and the **Emergency Site Manager (ESM)**;
- Calling out additional city staff to provide assistance, as required;
- Maintain a master record of all major decisions, expenditures, actions and instructions issued; and
- Maintain a personal log.

Upper Ottawa Valley OPP Detachment Commander

The Upper Ottawa Valley OPP Detachment Commander is responsible for:

- Activating the emergency notification system through the Chief Administrative Officer;
- Report to EOC and assume role assigned, working as or under Section Chief
- Notifying necessary emergency and community services, as required;
- Establishing a site command post with communications to the **EOC**;
- Depending on the nature of the emergency, assign the Site Manager and inform the **MECG**;
- Establishing an ongoing communications link with the senior police official(s) at the scene of the emergency;
- Establishing the inner perimeter within the emergency area;
- Establishing the outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to all but essential emergency personnel;
- Providing traffic control staff to facilitate the movement of emergency vehicles;
- Alerting persons endangered by the emergency and coordinating evacuation procedures;
- Ensuring liaison with the **CEMC** and Red Cross regarding the establishment and operation of evacuation and reception centres;
- Ensuring the protection of life and property and the provision of law and order;
- Providing police service in **EOC**, evacuee centres, morgues, and other facilities, as required;
- Notifying the coroner of fatalities;



- Ensuring liaison with other community, provincial and federal police agencies, as required;
- Providing an **Emergency Site Manager**, if required; and
- Maintain a personal log.

Fire Chief

The Fire Chief is responsible for:

- Activating the emergency notification system through the Chief Administrative Officer;
- Report to EOC and assume role assigned, working as or under Section Chief
- Providing the **MECG** with information and advice on firefighting and rescue matters;
- Depending on the nature of the emergency, assign the Site Manager and inform the **MECG**;
- Establishing an ongoing communications link with the senior fire official(s) at the scene of the emergency;
- Informing the Mutual Aid Fire Coordinators and/or initiating mutual aid arrangements for the provision of additional firefighters and equipment, if needed;
- Determining if additional or special equipment is needed and recommending possible sources of supply, e.g., breathing apparatus, protective clothing;
- Providing assistance to other community departments and agencies and being prepared to take charge of or contribute to non-fire fighting operations if necessary, e.g., rescue, first aid, casualty collection, evacuation;
- Providing an **Emergency Site Manager**, if required; and
- Maintain a personal log.

Director of Operations

The Director of Operations is responsible for:

- Activating the emergency notification system through the Chief Administrative Officer;
- Report to EOC and assume role assigned, working as or under Section Chief
- Providing the **MECG** with information and advice on engineering and Operation Department matters;

- Depending on the nature of the emergency, assign the Site Manager and inform the **MECG**;
- Establishing an ongoing communications link with the senior Operations Department official(s) at the scene of the emergency;
- Ensuring liaison with the public works representative from the neighbouring community(s) to ensure a coordinated response;
- Ensuring provision of engineering assistance;
- Ensuring construction, maintenance and repair of city roads;
- Ensuring the maintenance of sanitary sewage and water systems;
- Providing equipment for emergency pumping operations;
- Ensuring liaison with the Fire Chief concerning emergency water supplies for fire fighting purposes;
- Providing emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health;
- Discontinuing any Operations Department service to any resident, as required, and restoring these services when appropriate;
- Ensuring liaison with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions;
- Providing Operations Department vehicles and equipment as required by any other emergency services;
- Ensuring liaison with the Ministry of Natural Resources and Forestry regarding flood control, conservation and environmental matters and being prepared to take preventative action;
- The Operations Department will organize and register volunteers during an emergency.
- Coordinating the acquisition, distribution and scheduling of various modes of transportation (ie. public transit, school buses, boats and trucks) for the purposes of transporting persons and/or supplies, as required, by members of the **MECG** and the Support and Advisory Staff; and
- Maintain a personal log.

Medical Officer of Health

The Medical Officer of Health is responsible for:

- Acting as a coordinating link for all emergency health services at the **MECG**;

- Work with the Liaison Officer within the Command Staff to coordinate and collaborate with EOC Command
- Ensuring liaison with the Ontario Ministry of Health and the Ministry of Long Term Care;
- Depending on the nature of the emergency, assign the Site Manager and inform the **MECG**;
- Establishing an ongoing communications link with the senior health official(s) at the scene of the emergency;
- Ensuring liaison with the ambulance service representatives;
- Providing advice on any matters, which may adversely affect public health;
- Providing authoritative instructions on health and safety matters to the public through coordination and collaboration with **Emergency Information Officer**;
- Coordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health and the Ministry of Long Term Care policies;
- Ensuring coordination of care of bed-ridden citizens and other individuals requiring assistance at home and in evacuee centres during an emergency;
- Ensuring liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources through the Logistics Section Chief;
- Ensuring coordination, with the Planning Section Chief, of all efforts to prevent and control the spread of disease during an emergency;
- Notifying the Planning/Logistics Sections of the need for potable water supplies and sanitation facilities;
- Ensuring liaison with Logistics Section and Social Services Representative on areas of mutual concern regarding health services in evacuee centres; and
- Maintain a personal log.

Public Health Inspectors

In the event of an emergency or nuclear disaster, public health inspectors would ensure the following under the Health Protection and Promotion Act:

- Work with the Liaison Officer within the Command Staff to coordinate and collaborate with EOC Command
- Safe, adequate supply of water for drinking and sanitary purposes;

- Safe disposal of garbage and refuse and sewage;
- Inspection of food facilities at reception and evacuation centres;
- Transportation of samples to laboratories and provision of sampling materials;
- Adequate disposal of corpses and carcasses;
- Adequate response to health and environmental related complaints at the centres;
- Adequate response to communicable disease reports including rabies and gastro-intestinal outbreaks at the centres and affected areas;
- Enforce isolation areas when required;
- Approve housing facilities required for evacuees or the homeless.
- These tasks and responsibilities shall be coordinated with the appropriate Section Chiefs of the MECG.

Public Health Nurses

In the event of an emergency, public health nurses would ensure the following:

- Work with the Liaison Officer within the Command Staff to coordinate and collaborate with EOC Command
- Conduct general assessment of individuals with respect to prioritization of needs and referral for provision of care;
- Arrange for first aid and nursing/medical care as required;
- Screen for communicable disease/illness;
- Work in collaboration with Environmental Health Inspectors to enforce isolation areas as required;
- Assess medication regime of individuals as appropriate, monitor self-maintenance of regime, and/or arrange for medication/treatment regime for those with chronic or life threatening conditions, e.g. cardiac, diabetic, epileptic, anaphylaxis;
- Arrange for infant care and feeding and prenatal care;
- Provide emotional/spiritual support and referral for ongoing support as required;
- Assist in co-ordination of available services beyond the centres, e.g. nursing homes, children's homes, senior citizens' residences, etc.;
- Carry out health unit program activities as appropriate.
- These tasks and responsibilities shall be coordinated with the appropriate Section Chiefs of the MECG.



County of Renfrew Director of Social Services

The County of Renfrew Director of Social Services will perform the following responsibilities and duties:

- **Pre-Emergency:**
 - Ensure that internal procedures are in place to coordinate the provision of emergency social services to displaced persons following evacuation from the Primary Zone;
 - Designate County Social Services staff to assume the duties for providing social services in the Reception Centre and the Evacuee Centres;
 - Ensure that all personnel with responsibilities under this plan are trained and that appropriate personnel participate in drills and exercises;
 - Develop and regularly update, resource lists for organizations and suppliers of: beds, bedding, towels, personal care items, clothing, infant care items;
 - Ensure that assistance from external organizations (service clubs and associations, Women's Institutes, religious organizations, others as available within the County) and the Ministry of Children, Community and Social Services is available;
 - The City of Pembroke will be responsible to establish a memorandum of understanding with the identified resource agencies and identify their ordering and delivery requirements;
 - The City of Pembroke's Parks and Recreation Department will develop a basic recreation program that would target various groups in the Evacuee Centres (children, youth, adults, seniors). Identify resources that would be necessary for this program;
 - Provide a list of childcare providers and identify to the City of Pembroke the equipment and supplies that would be necessary for this program.
- **Emergency:**
 - Work with the Liaison Officer within the Command Staff to coordinate and collaborate with EOC Command
 - Provide sufficient staff in the Reception and Evacuee Centres to provide social services to evacuees;
 - Provide general information on the operation of the Reception Centre to evacuees and provide appropriate assistance as they move through and out of the Centre;

- Provide information and advice to evacuees at the Evacuee Centre on social service matters such as:
 - Seniors' pension cheques
 - Social assistance cheques
 - Personal liability insurance
 - Banking access/financial support
- Shall assist with the co-ordination, through Logistics Section, of the operation of the following services in Evacuee Centres:
 - Laundry facilities
 - Religious support
 - Recreation programs for various age groups
 - Childcare programs
- Direct all requests for social services' related expenditures, including items such as clothing, beds, bedding, personal care items, infant care needs, to the Social Services representative in the **Emergency Operations Center**, who shall direct requests through the chain of command;
- Receive and distribute clothing in the Reception and Evacuee Centers;
- Provide staff who will be able to address cultural and language needs through a list maintained by the City;
- Social Services will operate under the Logistics Section of the City of Pembroke's EOC and Emergency Plan. Approval of expenditures shall fall within the scope of the applicable policy. During a City Emergency, expenditure approval shall be approved by the EOC Commander
- Provide information and advice to the Social Services representative in the **Emergency Operations Center**, who in turn provides this to Logistics Chief, relating to the provision of social services to evacuees and on social service matters;
- Liaise within each Centre with the Manager of that Centre;
- Liaise with Red Cross, through Logistics, for procurement and distribution of required equipment, supplies and resources;
- Liaise with the Health Services representatives, through the appropriate EOC Section, on issues of mutual concern;
- Request the Social Services representative in the **Emergency Operations Center**, through Logistics, to contact volunteer agencies and the Ministry of Children, Community and Social Services for assistance in the Centers. (Service clubs and



- associations, Women's Institutes, religious organizations, others as available within the County);
- Provide direction within each centre to personnel from volunteer agencies and the Ministry of Children, Community and Social Services who will be assisting with social services; and
- Maintain a personal log.
- These tasks and responsibilities shall be coordinated with the appropriate Section Chiefs of the MECG.

County of Renfrew Director of Emergency Medical Services (EMS)

The County of Renfrew Director of Emergency Medical Services (EMS) is responsible for:

- Report to EOC and assume role assigned, working as or under Section Chief
- Providing the **MECG** with information and advice on treatment and transport of casualties;
- Ensuring emergency medical services at the emergency site;
- Depending on the nature of the emergency, assign the Site Manager and inform the **MECG**;
- Establishing an ongoing communications link with the senior EMS official at the scene of the emergency;
- Obtaining EMS from other municipalities for support, if required;
- Ensuring triage at the site;
- Advising the **MECG** if other means of transportation is required for large scale response;
- Ensuring liaison with the receiving hospitals;
- Ensuring liaison with the Medical Officer of Health, police and fire officials during emergency situation, as required and
- Maintain a personal log.
- These tasks and responsibilities shall be coordinated with the appropriate Section Chiefs of the MECG.

Community Emergency Management Coordinator (CEMC) or Alternate

The **Community Emergency Management Coordinator (CEMC)** or Alternate is responsible for:

- Activating and arranging the **Emergency Operations Center**;
- Report to EOC and assume role assigned, working as or under Section Chief

- Ensuring that security is in place for the **EOC** and registration of **MECG** members;
- Ensuring that all members of the **MECG** have necessary plans, resources, supplies, maps, and equipment;
- Providing information, advice and assistance to Section Chiefs of the **MECG** on emergency management programs and principles as well as the implementation details of the **Emergency Response Plan**;
- Supervising the telecommunications personnel (e.g. ARES);
- Ensuring liaison with community support agencies (e.g. St. John Ambulance, Canadian Red Cross);
- Ensuring that the Planning Cycles and Operational Periods are met by the **MECG** and related documentation is maintained and kept for future reference;
- Addressing any action items that may result from the activation of the **Emergency Response Plan** and keep **MECG** informed of implementation needs;
- Maintaining the records and logs for the purpose of the debriefs and post-emergency reporting that will be prepared;
- Maintain a personal log.
- These tasks and responsibilities shall be coordinated with the appropriate Section Chiefs of the **MECG**.

Utility Representative – Ottawa River Power Corporation

The Utility Representative of Ottawa River Power Corporation is responsible for:

- Report to EOC and assume role assigned, working as or under Section Chief
- Providing the **MECG** with information and advice on Ottawa River Power Corporation matters;
- Monitoring the status of power outages and customers without services;
- Providing updates on power outages, as required;
- Ensuring liaison with the Operations Department;
- May provide assistance with accessing generators for essential services, or other temporary power measures; and
- Maintain a personal log.
- These tasks and responsibilities shall be coordinated with the appropriate Section Chiefs of the **MECG**.



Evacuee Services Manager – Red Cross

Reports directly to the Logistics Section Chief during an emergency where evacuation centers will be opened to accommodate evacuees. Responsibilities are to include:

- Upon receiving notification, activate the local Red Cross Emergency Response Plan;
- Assume responsibility for the detailed operations of Evacuation Center Plan, done through coordination and collaboration with the Logistics Section Chief;
- Provide registration and inquiry services, if required;
- Assume responsibility of Emergency Center Manager in the case of a short-term or small-scale incident at own discretion;
- Notify Evacuation Center Manager(s) to immediately assume their roles. Notify those managers to be placed on stand-by;
- Notify appropriate school board representatives(s);
- Provide assistance to Evacuation Center Manager(s) as required, especially provision of required goods and services;
- Liaise with the Medical Officer of Health, about the health and well-being of evacuees situated in Evacuation Centers;
- Appoint personnel to fill vacancies in Evacuation Centers that cannot be filled by volunteer services;
- Liaise with Section Chiefs of **MECG** in order to keep the **MECG** informed of activities in the centers and be kept aware of the status of the emergency and decisions of the central group;
- Liaise with the manager(s) to ensure continuity in operations and the information process – contact on an hourly basis;
- Establish communications with Emergency Evacuation Center(s);
- Liaise with OPP regarding Evacuation Center security;
- Determine what vehicles are available for the possible transport of supplies and materials;
- Maintain a log of all actions or decisions taken;
- Liaise with County of Renfrew Social Services to ensure the provision of assistance to any person or persons in need of food, shelter or clothing as a result of an emergency situation; and
- Maintain a personal log.
- These tasks and responsibilities shall be coordinated with the appropriate Section Chiefs of the **MECG**.



IT Technician

The IT Technician reports to the EOC Command Staff and is responsible for:

- Providing information and advice on IT matters as they relate to the emergency to the EOC Commander and Section Chiefs of the **MECG**;
- Initiating the necessary action to ensure that the City of Pembroke's telephone system functions as effectively as possible;
- Alerting the EOC Commander of an emergency or threat of an emergency that may involve the City's IT resources;
- Opening and maintaining a service log relating to his/her area of responsibility of decisions made and actions taken during the emergency;
- Ensuring the information technology needs of the **EOC** are met (telecommunications, smart board, facsimiles, computers, printers, networks, TV satellite communications, etc.);
- Develop Continuity of Operations Plan by identifying, prioritizing and re-establishing departmental services that have been damaged, reduced or temporarily suspended due to the emergency; and
- Maintain a personal log.
- These tasks and responsibilities shall be coordinated with the appropriate Section Chiefs of the **MECG**.

Director of Parks & Recreation

The Director of Parks and Recreation is responsible for:

- Report to EOC and assume role of Logistics Section Chief
- Providing the Section Chiefs of the **MECG** with information and advice on City facilities and recreation matters;
- Providing resources/equipment for emergency as needed;
- Coordinate/Collaborate with other Section Chiefs of **MECG** and any positions requiring assistance;
- Lead volunteer coordination, if applicable through Red Cross, and lead coordination and organization of sand bagging operations;
- Coordinate and develop a basic recreation program, which would target various groups in the Evacuee Centers (children, youth, adults, seniors). Identify resources that would be necessary for this program;
- Prepare and coordinate City facilities for emergency usage if needed; and
- Maintain a personal log.



- These tasks and responsibilities shall be coordinated with the appropriate Section Chiefs of the **MECG**.

Primary Support Group:

The following staff may be required to provide support, logistics and advice to the Section Chiefs of the **MECG**:

Clerk/Confidential Secretary

The Clerk/Confidential Secretary is responsible for:

- Assisting the EOC Commander, as required;
- Ensuring all important decisions made and actions taken by the **MECG** are recorded;
- Ensuring that maps and status boards are kept up to date;
- Provide a process for registering **MECG** members and maintaining a **MECG** member list;
- Notifying the required support and advisory staff of the emergency, and the location of the **Emergency Operations Center (EOC)**;
- Initiating the opening, operation and staffing of switchboard at the community offices, as the situation dictates, and ensuring operators are informed of **MECG** members' telephone numbers in the **EOC**;
- Arranging for printing of material, as required;
- Coordinating the provision of clerical staff to assist in the **Emergency Operations Center**, as required;
- Upon direction by the Mayor, ensuring that all council are advised of the declaration and termination of declaration of the emergency;
- Upon direction by the Mayor, arranging special meetings of council, as required, and advising members of council of the time, date, and location of the meetings;
- Procuring staff to assist, as required; and
- Maintain a personal log.
- These tasks and responsibilities shall be coordinated with the appropriate Section Chiefs of the **MECG**.



Emergency Information Officer

The **Emergency Information Officer** will report directly to the EOC Commander during an emergency. Responsibilities are to include:

- Work within the Command Staff to coordinate and collaborate with EOC Command
- Activate a means of providing the public with information during an emergency through:
 - Utilization of all types of media;
 - By means of information centers when media resources are ineffective;
 - Public Inquiry Telephone Line **613-735-6821 ext. 1999**;
- Ensuring set up and staffing of public inquiry line(s);
- All information and messaging being released (ie. media releases, Facebook, Instagram, etc.) shall be approved by the EOC Commander
- Establish and maintain linkages with provincial, county and industry media officials, as appropriate;
- Coordinate interviews and media conferences under the direction of the EOC Commander;
- Prepare self-help information for rapid distribution;
- Keep the public informed for rapid distribution;
- Keep the EOC Commander; Section Chiefs; emergency site personnel updated on relevant information
- Determine communication requirements;
- Arrange for media facilities;
- Provide public relations support at the emergency site(s) if required;
- Gather, process and disseminate information from various emergency services;
- Establish and supervise the **Emergency Operation Center** communications network;
- Monitor media coverage of the emergency;
- Update City's social media outlets;
- Assume the responsibility of supervising citizen inquiries; and
- Maintain a personal log.



City Treasurer

The City Treasurer is responsible for:

- Report to EOC and assume role assigned, working as or under Section Chief. The City Treasurer will normally fill the role of Finance/Admin Section Chief, if that position is required.
- Responsible for the financial and administrative aspects of an incident including tracking personnel time sheets
- Provide financial and administrative expertise at the site
- Providing information and advice on financial matters as they relate to the emergency;
- Ensuring liaison, if necessary, with the Treasurers/Directors of Finance of neighbouring communities;
- Ensuring that records of expenses are maintained for future claim purposes;
- Ensuring the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency;
- Ensuring provision of equipment and supplies not owned by City of Pembroke, if required and coordinated with Logistics;
- Maintaining and updating list of vendors (including 24-hour contact numbers) who may be required to provide supplies and equipment; and
- Maintain a personal log.



Telecommunications (ARES) Coordinator

The Telecommunications Coordinator reports to the **Liaison Officer** and is responsible for:

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

Scribe

The Scribe reports to the EOC Commander and is responsible for:

- Providing an accurate chronological written record of the incident;
- Recording when additional resources are requested;
- Flagging items for follow-up and/or reminder to the EOC Commander or other Section Chiefs within the EOC;
- Managing documents and any information turned over to the EOC Commander or other Section Chiefs within the EOC;
- Numbering pages and using the 24-hour clock; and
- Other duties as assigned.



Relationship between the EOC and Emergency Site Manager (ESM)

Depending on the nature of the emergency, and once the **Emergency Site Manager** has been assigned, the **EOC** relationship with the **Emergency Site Manager** is to offer support with equipment, staff and other resources, as required.

The **EOC** will also ensure that the municipal services are maintained to the rest of the community.

Relationship between the ESM and the command and control structures of emergency responders

The senior representative for each emergency responder (police, fire, EMS, Operations Department) at the site will consult with the **Emergency Site Manager** to offer a coordinated and effective response. Operational Periods and Planning Meetings, mirroring those held within the EOC, will be held at the site and chaired by the **Emergency Site Manager** to establish the manner and process to the emergency.



Part Seven: Emergency Telecommunications Plan

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

The Emergency Telecommunications Coordinator is a pre-designated Amateur Radio Emergency Services (ARES) operator and will work with the Liaison Officer under the EOC Command Structure. The Emergency Telecommunications Coordinator is part of the initial Emergency Notification Procedure who in turn will call upon his or her contacts for further communications support, as required.

The Emergency Telecommunications Office is located in the office adjacent to the **EOC**. It will be equipped by ARES with portable hand radios, battery back-up, two-way radio with the necessary channels to communicate with police, fire, EMS and the Emergency Management Ontario. All messages are to be written on the Amateur Radio Message Forms and logged.