

Schedule "A" to Chapter 385 - Emergency Response Plan



The City of Orillia

Emergency Response Plan

January 2022

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1 INTRODUCTION

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

Emergencies can affect the health and safety of residents and visitors, property, the environment, and the economic viability of the City of Orillia.

The City of Orillia has an approximate population of 33,411 residents. The population can increase with the influx of seasonal residents, tourists, and students.

To protect residents, businesses and visitors, the City of Orillia requires a coordinated emergency response by several agencies, which are supported by the Emergency Control Group (ECG). These are distinct arrangements and procedures that can differ from the normal, day-to-day operations carried out by emergency services.

The City of Orillia Community Emergency Management Program Committee has developed this Emergency Response Plan. Every official, municipal department and agency must be prepared to carry out assigned responsibilities in an emergency. The response plan has been prepared to provide key officials, agencies and departments of the City of Orillia important emergency response information related to:

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

In addition, it is important that residents, businesses and interested visitors be aware of its provisions. Copies of the City of Orillia Emergency Response Plan may be viewed at Orillia Fire Station #1 and the Orillia Public Library. For more information, please contact:

Community Emergency Management Coordinator
Michael Clark, Fire Chief
City of Orillia Fire Department

“The effectiveness of any system depends upon how well those who are part of that system understand it”

1.1 Purpose

The purpose of this plan is to make provision for the extraordinary arrangements and measures that may have to be taken to protect the health, safety, welfare, environment and economic sustainability of the residents, businesses and visitors of the City of Orillia when faced with an emergency. An all-hazards approach is taken to address a wide-range of emergencies that can affect the community. Risk-specific response procedures have also been developed to address those hazards which pose the greatest threat to the community.

The plan enables a centralized, controlled and coordinated response to emergencies in the City of Orillia. This will ensure avoiding duplication of efforts and maintaining strong communications with responders and community stakeholders.

1.2 Scope

This plan covers the responsibilities of municipal staff and other delegates who are designated members of the Emergency Management Program Committee, Emergency Control Group and Emergency Support Group. It is focused on command level decisions rather than site-level operations by which emergency response agencies will assume control.

1.3 Mission

Our mission is to ensure the health, safety and welfare of life, property and the environment by instilling resiliency and preparedness in the City of Orillia.

1.4 Compliance

This plan and its appendices meet the legislative requirements set forth by the *Emergency Management and Civil Protection Act, 2006 (EMCPA)* and *Ontario Regulation 380/04*. An annual review of the emergency management program will ensure compliance with all requirements and that the city remains due diligent in its goal of creating a more resilient community.

1.5 Legislative Authority

The Emergency Management and Civil Protection Act, R.S.O. 1990, c. E.9 is the legal authority for this emergency response plan.

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, R.S.O. 1990, c. E.9*, this emergency response plan and its elements have been:

- Issued under the authority of the *City of Orillia Municipal Code, Chapter 385*; and
- Filed with Emergency Management Ontario, Ministry of Community Safety and Correctional Services.

2 EMERGENCY DEFINED

The *EMCPA* defines an emergency 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.”

2.1 Types of Hazards

2.1.1 Natural Hazards

Natural hazards are unexpected or uncontrollable natural events which affect a group of people by disrupting their activities and potentially causing loss of life. Examples include:

- Agriculture and Food Emergencies
- Drought/Low Water
- Earthquakes
- Erosion
- Extreme Heat/Cold
- Flooding (Storm Surges, River Flooding, Lakes Flooding)
- Fog
- Forest Fires (Wildfire)
- Hailstorms
- Human Health Emergencies and Epidemics
- Hurricanes/Tropical Storms
- Ice/Sleet Storms
- Land Subsidence
- Landslides
- Lightning Storms
- Snowstorms and Blizzards
- Tornadoes
- Water Quality Emergencies
- Windstorms

2.1.2 Technological Hazards

Technological hazards refer to a wide range of conditions emanating from the manufacture, transportation, and the use of modern technology and substances such as chemicals, explosives, flammables, and radioactive materials. Examples include:

- Building/Structural Collapse
- Critical Infrastructure Failures

- Dam Failures
- Energy Emergencies (Supply)
- Explosions/Fires
- Hazardous Materials – Fixed Site Incident
- Hazardous Materials – Transportation Incident (road, rail, air, marine)
- Nuclear Facility Emergencies
- Oil, Natural Gas Emergencies
- Radiological Emergencies
- Space Object Crash
- Storage/Distribution Systems
- Transportation Emergencies (Air, Marine, Rail, Road)

2.1.3 Human-Caused Hazards

Human-caused hazards are threats having an element of human intent, negligence, or error or involving a failure of a system. Examples include:

- Civil Disorders
- Sabotage
- Special Events
- Terrorism
- War and International Emergencies

3 Community Risk Profile

Pursuant to the *EMCPA (s.2.1)*, each municipality is required to complete a Community Risk Profile. A community-wide Hazard Identification and Risk Assessment (HIRA) has been completed to comply.

The Emergency Management Program Committee has conducted a HIRA based on the criteria and methodology outlined by EMO. **Appendix I** includes the complete HIRA with hazard rankings and justifications based on the area's history and identified risk factors.

3.1 Critical Infrastructure

Critical Infrastructure refers to processes, systems, facilities, technologies, networks, assets and services vital to the health, safety, security and economic well-being of the citizens of Orillia and the effective functioning of government. These can include both privately and publicly owned services. It also includes utilities such as energy and telecommunications networks. Interruption of these services can occur briefly or for prolonged periods. It is essential that these services are identified based on priority to ensure such services remain active or without little downtime during an emergency. **Appendix J** contains the list of Critical Infrastructure services and entities.

4 COMMUNITY EMERGENCY MANAGEMENT COORDINATOR(S)

Pursuant to *Ontario Regulation 380/04*, every municipality is required to designate an employee or member of council as the Emergency Management Program Coordinator. The position henceforth shall be referred to as the Community Emergency Management Coordinator (CEMC).

Pursuant to the regulation, the CEMC(s):

“shall coordinate the development and implementation of the municipality’s emergency management program with the municipality and shall coordinate the municipality’s emergency management program in so far as possible with the emergency management programs of other municipalities, or ministries of the Ontario government and of organization outside government that are involved in emergency management.” O. Reg. 380/04. S. 10(3).

The Orillia Fire Chief has been designated as the CEMC. The Deputy Fire Chief has been designated alternate CEMC. Pursuant to the regulation, the CEMCs:

“shall complete the training that is required by the Chief, Emergency Management Ontario.” O. Reg. 380/04. S. 10(2).

4.1 CEMC Responsibilities

The CEMC or Alternate’s responsibilities include:

- Make the necessary revisions and additions to the Emergency Management Program and Emergency Response Plan.
- Activate and arrange the Emergency Operations Centre (EOC).
- Ensure that all members of the Emergency Control Group (ECG) have necessary plans, resources, supplies, maps, and equipment.
- Provide advice and clarifications about the implementation details of the Emergency Response Plan.
- Liaise with community support agencies (e.g., Salvation Army, Red Cross).
- Address any items that may result from the activation of the Emergency Response Plan and keep ECG informed of implementation needs.
- Maintain records and logs for the purpose of the debriefings and post-emergency reporting.

5 EMERGENCY MANAGEMENT PROGRAM COMMITTEE

Pursuant to *Ontario Regulation 380/04*, each municipality is required to establish an Emergency Management Program Committee (EMPC). The committee is composed of the following positions:

- Chief Administrative Officer
- Mayor
- Fire Chief/CEMC
- General Manager of Development Services and Engineering
- General Manager of Environment and Infrastructure Services
- General Manager Corporate Services

Pursuant to *Ontario Regulation 380/04*, the EMPC has the following responsibilities:

5.1 EMPC Responsibilities

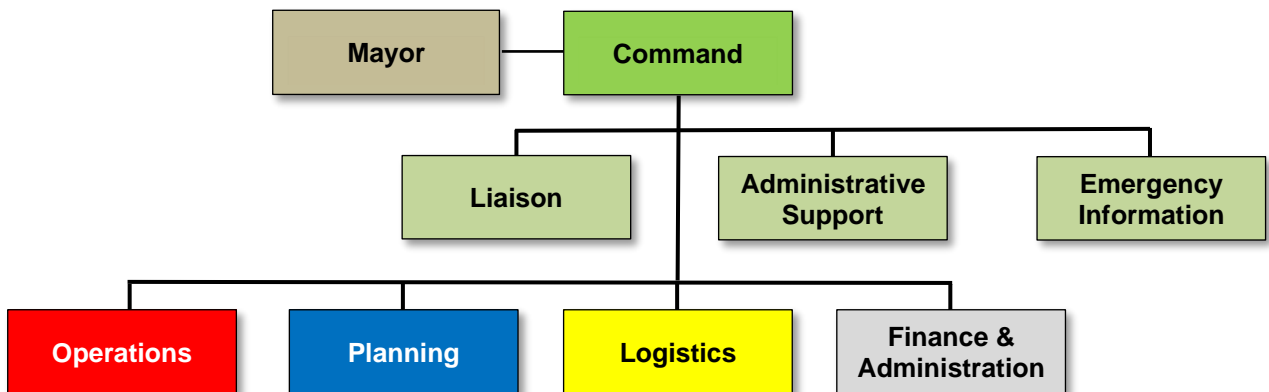
- a) The committee shall advise the council on the development and implementation of the municipality's emergency management program.
- b) The committee shall conduct an annual review of the municipality's emergency management program, make the necessary revisions to its materials, and inform the Council of changes if necessary.

In addition to the aforementioned responsibilities, the EMPC will also review the emergency management program after any event in which a partial or full activation of the emergency plan is initiated, an emergency is declared and terminated or any changes to legislation that must be immediately addressed.

6 EMERGENCY CONTROL GROUP

Pursuant to *Ontario Regulation 380/04*, each municipality is required to establish an Emergency Control Group (ECG). The group is composed of the following positions:

- Mayor
- Command
- Liaison Officer
- Administrative Support
- Emergency Information Officer
- Operations Section Chief
- Planning Section Chief
- Logistics Section Chief
- Finance and Administration Section Chief



6.1 ECG Responsibilities

The members of the Emergency Control Group (ECG) are responsible for the following actions or decisions:

- Call out and mobilize their emergency services, agencies and/or equipment.
- Coordinate and support their services and ensure that any actions necessary for responding to the emergency are taken, provided they are not contrary to law.
- Determine if the location and composition of the ECG are appropriate.
- Recommend the declaration of an emergency to the Mayor.
- Designate all or part of the City as an emergency area.
- Order, coordinate and/or oversee the evacuation of inhabitants considered to be in danger.
- Discontinue utilities or services provided by public or private concerns, i.e., hydro, water, gas, closing a shopping plaza/mall.
- Arrange for services and equipment from local agencies i.e., private contractors,

industry, volunteer agencies, service clubs.

- Notify, request assistance from and/or liaise with various levels of government and any public or private agencies, as necessary.
- Determine if volunteers are required and if appeals for volunteers are warranted.
- Determine if additional transport is required for evacuation or transport of persons and/or supplies.
- Ensure that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Officer for dissemination to the media and public.
- Determine the need to establish advisory groups and sub-committees.
- Authorize expenditure of funds required to respond to and recover from an emergency as related to their role as department heads and/or their responsibilities as outlined by this plan.
- Recommend to the Chief Administrative Officer and City Treasurer the expenditure of funds required to respond to and recover from an emergency that exceed \$10,000.
- Notify the section, unit, or group under their direction, of the termination of the emergency.
- Participate in the debriefing following the emergency.
- Consider application for Ontario Disaster Recovery Assistance Plan (ODRAP) and arrange as required by the Ministry of Municipal Affairs and Housing.

6.2 Individual Responsibilities of ECG Members

While some staff will typically take certain dedicated roles, the selection of particular staff may be adapted relative to the circumstances. All members of the ECG are responsible for maintaining a personal log of all action taken.

6.2.1 Command

The Chief Administrative Officer is the designated as Command and has the following responsibilities:

- Establish the business/work cycle in the EOC.
- Schedule and chair all meetings of the ECG, ensuring logs are being completed.
- Ensure liaison with the O.P.P. Detachment Commander regarding security arrangements for the EOC.
- Advise the Mayor on policies and procedures, as appropriate.
- Approve, in conjunction with the Mayor and site incident commander, major announcements and media releases prepared by the Emergency Information Officer.
- Approve expenditure of funds required to respond to and recover from an emergency that exceed \$10,000.
- Establish a communication link between the ECG and the site incident commander.
- Call for additional city staff to assist, as required.

- Upon termination of an emergency, the CAO will submit a post-incident analysis to Council within 30 days.

6.2.2 Mayor

The Mayor is the community spokesperson and has the following responsibilities:

- Declare a state of emergency within the City.
- Request assistance from neighbouring municipalities, Simcoe County, and/or to the Provincial Government via Emergency Management Ontario.
- Declare that the emergency has terminated. Note: A vote of Council may also terminate the emergency.
- Advise members of Council of the declaration and termination of an emergency and ensure that they are kept informed of the emergency.
- Act as the community spokesperson for the City of Orillia concerning media inquiries and public meetings.
- Liaise with the Emergency Information Officer and approve outgoing press releases and any statements for the media and public dissemination.

6.2.3 Liaison

The CEMC or Alternate CEMC is normally designated as the Liaison and has the following responsibilities:

- Provide the ECG with information, recommendations and clarity on fire suppression, search and rescue operations, hazardous material releases, decontamination procedures, evacuation procedures and medical care.
- Establish an ongoing communications link with the senior fire official at the scene of the emergency.
- Inform the Simcoe County Fire Coordinator(s) through the Simcoe County Mutual Aid Agreement of the need for support for fire department operations.
- Liaise with Chief Building Official as required to investigate safety of structures and eliminate potential hazards.
- Liaise with Simcoe County CEMC, if shelters are required to be established.

6.2.4 Operations Section Chief

The General Manager of Development Services and Engineering is normally designated as the Operations Section Chief and has the following responsibilities:

- Oversee all activities within the Operations Section.
- Ensure that a site incident commander is assigned and if necessary, appoints that person.
- Provide the ECG with information, recommendations, and clarity on engineering and operations matters relating to transportation.
- Liaise with Environmental Services and Public Works representatives from neighbouring community(s) to ensure a coordinated response.

6.2.5 Planning Section Chief

The General Manager of Environment and Infrastructure Services (EIS) is normally designated as the Planning Section Chief and has the following responsibilities:

- Provides the ECG with information, recommendations, and clarity on engineering and public operations matters relating to City hard services including roads, bridges, and traffic lights, as well as flood emergencies.
- Liaises with Environmental Services and Public Works representatives from neighbouring community(s) and works with the Operations Section Chief to ensure a coordinated response.
- Discontinues any public municipal infrastructure service to any resident, as required, and restores these services when appropriate.
- Liaises with public utilities to disconnect any service representing a hazard and/or arranges for the provision of alternate services or functions.
- Provides Environment and Infrastructure Services vehicles and equipment as required by any emergency services.
- Clears emergency detour and evacuation routes, i.e., remove debris or snow, mark obstacles, provide road signs as required to maintain flow.
- Provides the ECG with information, recommendations and clarity on matters relating to City utilities and hard services including sewers and sewage treatment plant, water supply and treatment and solid waste disposal.
- Provides emergency potable water, supplies, and sanitation facilities to the requirements of the Medical Officer of Health.
- Liaises with Environment and Infrastructure Services representative from neighbouring community(s) to ensure a coordinated response.
- Ensures the maintenance of sanitary sewage and water systems.
- Liaises with the Fire Chief concerning emergency water supplies for firefighting purposes.
- Arranges for water testing as required or as directed by the Medical Officer of Health.
- Provides heavy equipment and operators (Waste Diversion Site) and spill cleanup control services.

6.2.6 Logistics Section Chief

The Director of Facilities, Climate Change and Operations, Environment and Infrastructure Services is normally designated as the Logistics Section Chief and has the following responsibilities:

- Ensures the well-being of residents who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration and inquiries and personal services by using the appropriate agencies as required, i.e., Red Cross, Salvation Army.
- Ensures the well-being of animals who have been displaced from their homes and

owners by arranging emergency lodging, feeding and registration via the Orillia branch of the Ontario Society for the Prevention of Cruelty to Animals.

- Provides staffing to assist the evacuees, who may be sheltering in temporary and/or long-term evacuee centres.
- Liaises with the Medical Officer of Health on areas of mutual concern regarding operations in evacuation centres.
- Ensures that a representative of the Simcoe County Board of Education and/or Separate School Board is/are notified when facilities are required as evacuation reception centres, and that staff and volunteers utilizing the school facilities take direction from the Board representative(s) with respect to their maintenance, use and operation.
- Liaises with Simcoe County Social Services if sheltering is established.
- Arranges for meals for the staff/volunteers at the EOC and the site.
- Makes/authorizes emergency purchases of food, supplies, etc. as required and requests reimbursement from Social Services.
- Ensures a communications link is provided at evacuation centres to allow evacuees to contact friends or relatives to arrange to stay with them, and to provide communications to and from the EOC.
- Works to have counselling services made available for evacuees at evacuation centres via Simcoe County Social Services, Simcoe County Health Unit, and other appropriate agencies.
- Notifies volunteers and evacuees of the termination of the emergency and coordinates the dispersal of people from the evacuation centre.
- Ensures in cooperation with the Simcoe County District Health Unit that the evacuation centre(s) meet public health requirements with respect to accommodation, sanitation/hygiene, sanitary disposal of sewage and garbage, drinking water, food, pest control, etc.

6.2.7 Finance and Administration Section Chief

The General Manager of Corporate Services is normally assigned as the Finance and Administration Section Chief and has the following responsibilities:

- Assist the other sections so that procurements are handled such that the needs of the other sections and units are met.
- Ensure that the actions taken by the City staff are legal and ethical.
- Ensure that staff issues staffing issues are managed legally and ethically.

6.2.8 Emergency Information Officer

The Communications Manager is the designated Emergency Information Officer. They are responsible for the production and release of information to the media for public dissemination. A detailed Emergency Information and Crisis Communications Plan is included in **Appendix L**.

The Emergency Information Officer reports to the Command and has the following

responsibilities:

- Where appropriate, ensures that a person has been appointed into the role of the Citizen Inquiry Supervisor.
- Establishes a communication link with the Community Spokesperson, the Citizen Inquiry Supervisor and any other media coordinator(s) involved in the incident, thereby ensures that all information released to the media and public is timely, complete, and accurate.
- Ensures that the Emergency Information Centre (EIC) is assembled and staffed, and that an on-site presence is set up, if required.
- Liaises with the ECG to obtain up-to-date information for media releases, coordinating individual interviews and organizing press conferences.
- Informs the appropriate member(s) of information requested by the media.
- Ensures that the following are advised of the telephone number(s) of the EIC:
 - Media
 - Emergency Control Group
 - Switchboard (City and Emergency Services)
 - Community Spokesperson
 - OPP Public Relations Officer
 - Neighbouring Communities
 - Citizen Inquiry Supervisor
 - Other appropriate persons, agencies, or businesses.
- Provides direction and regular updates to the Citizen Inquiry Supervisor to ensure that the most accurate and up-to-date information is disseminated to the public.
- Prepares media releases for approval by Command, in consultation with the Mayor and Incident Commander, prior to dissemination, and distributing hard copies of the media release(s).
- Monitors news coverage and corrects erroneous information.
- Maintains copies of media releases and newspaper articles pertaining to the emergency.
- Maintains and monitors the City of Orillia Facebook and Twitter accounts.
- Completes and distributes press kits to media.

6.2.9 Administrative Support

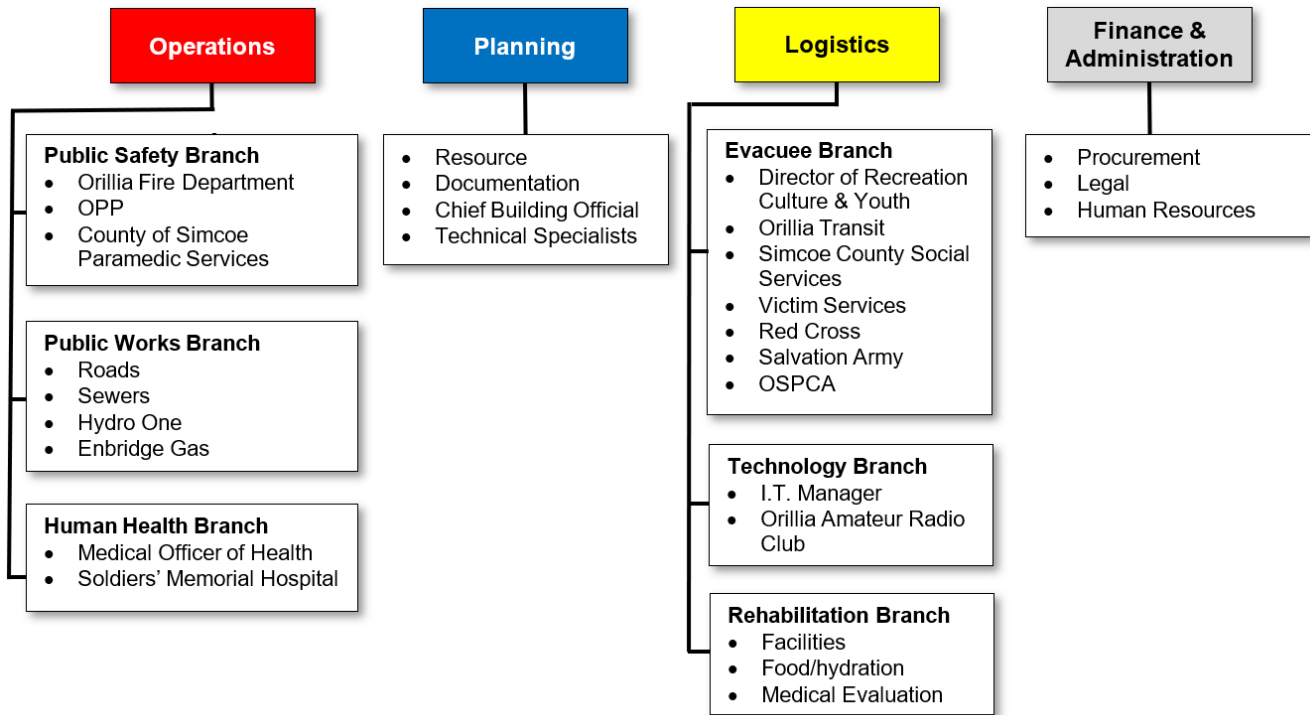
The ECG Administrative Support function responsibilities include:

- Assists the Command, as required.
- Ensures all decisions made and actions taken by the MCG are recorded.
- Ensures that maps and status boards are kept up to date.
- Provides a process for registering ECG members and maintaining ECG member list.
- Notifies the required support and advisory staff of the emergency, and the location of the Emergency Operations Centre.

- Initiates the opening, operation and staffing of switchboard at the community offices, as the situation dictates, and ensures operators are informed of ECG members' telephone numbers in the EOC.
- Arranges for printing of material, as required.
- Coordinates the provision of clerical staff to assist in the Emergency Operations Centre, as required.
- Upon direction from the Mayor, ensures that all Council are advised of the declaration and termination of declaration of the emergency.
- Upon direction from the Mayor, arranges special meetings of Council, as required, and advises members of Council of the time, date, and location of the meetings.

7 EMERGENCY SUPPORT GROUP

As the situation dictates and upon the discretion of the ECG, individuals listed below may be required to convene at the EOC. Their purpose is to aid the ECG with any inquiries and information that are relevant to their positions and agencies. The four sections, Operations, Planning, Logistics and Finance & Administration, are overseen by their respective ECG section chiefs. It is the responsibility of the related sections chiefs to determine which of the associated agencies/members are required within their respective sections relative to the emergency. Likewise, the section chiefs may add additional agencies/members in the ESG as required.



All members of the ESG are responsible for maintaining a personal log of all action taken.

7.2 Operations Section

The Operations Section is responsible for the management of all operations directly applicable to the primary mission and oversee the organizational elements in accordance with the action plan and directs its execution. Subordinate operations functions may include Public Safety Branch, Public Works Branch, and the Human Health Branch.

7.2.1 Public Safety Branch

The Public Safety Branch may include those agencies that serve Orillia in responding to emergencies daily. These agencies include, Orillia Fire Department, the Ontario Provincial Police - Orillia Detachment, and the County of Simcoe Paramedic Services. All three of these agencies can expand their operations and drawing in additional resources as required.

Where the emergency requires a tight coordination between the agencies, they may operate under a *Unified Command Structure*, whereby the emergency services coordinate their actions through a centralized command that creates consistent strategies and objectives.

7.2.2 Public Works Branch

The Public Works Branch focuses on maintaining and restoring essential infrastructure networks, such as roads, sewers, hydro and natural gas. These networks are often damaged or adversely affected by severe weather events.

7.2.3 Human Health Branch

The Human Health Branch may be established to assist with incidents that involve a number of health-related incidents, for instance where a large number of persons are affected by disease.

7.3 Planning Section

The Planning Section is responsible for the collection, evaluation, dissemination, and use of information about the development of the incident and status of resources. Subordinate planning functions may include the Resources Unit, Documentation Unit and Technical Specialists.

7.3.1 Resources Unit

The Resources Unit establishes resource check-in procedures and prepares and maintains lists of status and location of resources.

7.3.2 Documentation Unit

The Documentation Unit is responsible for maintaining accurate and complete incident files. This unit develops future Incident Action Plans. These plans, whether written or verbal describe how an incident is managed, including the objectives, strategies, and tactics.

7.3.3 Technical Specialists Unit

The Technical Specialists Unit are usually led by the Chief Building Official. These staff have special skills or knowledge to enable them better to evaluate what work needs to be done to bring utility services, buildings and infrastructure back to a safe restored condition.

7.4 Logistics Section

The Logistics Section is responsible for providing facilities, services, and materials in support of the incident, and potential evacuees. Subordinate logistics functions may include the Rehabilitation Branch, the Evacuee Branch and the Technology Unit.

The Director of Recreation, Youth and Culture may be particularly helpful in leading either the Rehabilitation Branch or the Evacuee Branch.

7.4.1 Rehabilitation Branch

The Rehabilitation Branch establishes locations to provide rest, hydration, food, and washroom facilities for those persons working within the various areas of an emergency.

7.4.2 Evacuee Branch

The Evacuee Branch establishes temporary evacuation shelters to provide rest, hydration, food and washroom facilities for those persons evacuated from areas affected by an emergency. The Evacuee Branch should also provide a means of tracking those persons using an evacuation shelter. Agencies that often assist with evacuees include the following:

- Orillia Transit
- Simcoe County Social Services
- North Simcoe Victim Services
- Canadian Red Cross, Barrie
- Salvation Army, Orillia
- OSPCA, Orillia

7.4.3 Technology Unit

The Technology Unit is often led by the Manager of Information Technology and serves to establish and maintain computer and intranet systems for staff managing an emergency. This unit may also be assisted by the Orillia Amateur Radio Club to establish fixed, local, and portable emergency communications facilities for local coverage and point-to-point contact between Orillia and various locations.

7.5 Finance & Administration Section

The Finance & Administration Section are responsible for all financial and cost analysis and legal aspects of the incident. This section also oversees staffing issues, including the possible recruitment and use of volunteers. Subordinate logistics functions may include the Procurement Unit, Legal Unit and the Human Resources Unit.

7.5.1 Procurement Unit

The Procurement Unit administers all financial matters pertaining to vendor contracts and the procurement of supplies and services related to the emergency.

7.5.2 Legal Unit

The Legal Unit oversees all contracts and legal matters to ensure that the Corporation is protected from risk of legal action.

7.5.3 Human Resources Unit

The Human Resources Unit manages City of Orillia staff resources and volunteer resources. The Unit also monitors safety conditions and develops safety measures related to the overall health and safety of EOC staff and incident responders.

8 COMMUNITY SUPPORT GROUP

Depending on the extent and nature of the emergency, the ECG may decide to notify members of the Community Support Group (CSG). They will add technical expertise in each of their respective fields to the overall support of emergency response actions. Some members of the CSG are listed below. Note that this list may not be exhaustive and ECG members are free to notify any parties they feel necessary to supplement emergency response.

- Canadian Red Cross, Barrie
- Salvation Army, Orillia
- OSPCA, Orillia
- North Simcoe Victim Services
- Lake Simcoe Conservation Authority
- Simcoe County District School Board & Simcoe Muskoka Catholic District School Board

8.1 Individual Responsibilities of CSG Members

8.1.1 Canadian Red Cross, Barrie

The Canadian Red Cross responsibilities include:

- Registration and inquiry services at reception and evacuation centres.
- Assist Director of Parks, Recreation and Culture with shelter management activities.
- Procures supplies for evacuation centres such as beds and bedding.
- Assists with fundraising and donation management during recovery phase.

8.1.2 Salvation Army, Orillia

The Salvation Army responsibilities include:

- Procurement and distribution of food and drink at reception and evacuation centres, and for on-site responders.
- Procurement and distribution of clothing at evacuation centres.
- Provides access to facilities for use as an evacuation centre, as required.

8.1.3 OSPCA, Orillia

The OSPCA responsibilities include:

- Registration and inquiry services at animal sheltering locations.
- Coordinates the storage and distribution of supplies to animal shelters.
- Arranges animal shelter locations and providing staff and volunteers to coordinate shelter activities.

8.1.4 North Simcoe Victim Services

The North Simcoe Victim Services responsibilities include:

- Provides psychological and emotional support for those affected by emergency at evacuation centres and other applicable locations.
- Coordinates actions of other private emergency services, i.e., Red Cross and Salvation Army.

8.1.5 Lake Simcoe Conservation Authority

The Lake Simcoe Conservation Authority responsibilities include:

- Provides information pertaining to flood control and areas of concerns.
- Assists Operations Section with the testing of water quality.

8.1.6 Simcoe County District School Board & Simcoe Muskoka Catholic District School Board

The County District School Board and the Separate School Board responsibilities include:

- Provides any school (as appropriate and available) for use as an evacuation or reception centre and appoints a representative(s) to co-ordinate the maintenance, use and operation of the facilities being utilized as evacuation or reception centres.
- Coordinates the emergency response of staff/students and any emergency activities with the school buildings in accordance with the school's emergency plan. The appropriate superintendent shall be advised immediately following a decision to implement the school's emergency plan.
- Implements the school "stay-put" emergency plan or the evacuation plan as required, as directed by the ECG. If the school building itself is safe, students will be kept at the school. If the school must be evacuated, the school bus companies will be requested to transport students to a reception school (via mutual assistance) or designated evacuation centre, depending on the situation. NOTE: Where time permits, and it is safe to do so, parents/guardians are at home to receive children, students will be sent home
- In the event of an evacuation/transfer of staff and students from the school, informs the following of the whereabouts:
 - Trustee
 - Superintendent
 - Media
 - Parents (via use of volunteer parents to contact)
- Liaises with the municipality as to protective actions at the schools, i.e., implements school stay-in-place procedure and implements the school evacuation procedure.

9 EMERGENCY PLAN ACTIVATION

When an emergency poses a pending or immediate threat to the community, the emergency plan may be activated. This will be done at the discretion of the ECG with the CEMC and the Chief Administrative Officer taking responsibility for initiating the notification procedures.

9.1 Emergency Notification Procedures

Only a member of the Emergency Control Group (ECG) or the Incident Commander may initiate the notification procedure.

When a member of the ECG receives a warning of a pending or current emergency, that member will immediately contact the CEMC or their alternate who then, in consultation with the Chief Administrative Officer or their Alternate, will determine whether to initiate the Notification Procedure through the City of Orillia Fire Department Communications Centre. The CEMC will provide the communicator with pertinent information related to the emergency. The ECG Notification Worksheet (**Appendix B**) shall be used to record this information. The communicator initiating the call must provide pertinent details (e.g. – level of activation, and time and place for the ECG to meet if applicable; preferably the primary or secondary EOC) as part of the notification procedure. The sample provided in **Appendix C** is the recommended format of the communicator's call.

9.2 Levels of EOC Activation

The Chief Administrative Officer will determine the level of EOC Activation. Depending on the emergency and the needed response to the emergency, one of three levels of activation may be chosen. They are Enhanced Monitoring, Partial Notification or Full Notification.

9.2.1 Enhanced Monitoring

For this level of notification level, all members of ECG shall be notified that there this is or may be a pending emergency. The ECG members should prepare themselves to be called to the EOC.

9.2.2 Partial Notification

A partial notification will involve the notification of only those members of the ECG that are required to attend the EOC. Command will determine who needs to, and who does not need to, respond, based upon the nature of the emergency and the support required to mitigate the incident.

9.2.3 Full Notification

A full notification will involve a notification of all ECG members.

9.3 Notification Process

The City of Orillia Fire Communicator will record the date and time the ECG members were contacted. Primary notification will occur via email to text. If the communicator is unable to reach the ECG member via email to text, they will also notify them by way of telephone. Each ECG member is required to return the message verifying that they received the notification. If the ECG members are not available or unattainable their alternates will be reached.

The ECG members shall notify their respective ESG staff as required for the nature and scale of the emergency.

All ECG members and alternates are required to immediately report any changes in their contact information directly to the CEMC.

The contact phone numbers and addresses of the ECG members and their alternates are contained in **Appendix A**.

10 Request for Assistance

10.1 Request for Assistance – Other Municipalities and County

When the resources of the City become depleted and/or overwhelmed, assistance may be requested from neighbouring municipalities and the County. Such a request can be made through the Simcoe County CEMC. They in turn will contact the County Warden and CAO. The request shall not be deemed to be a request for the County to assume authority or control of the emergency. The authority shall remain in the control of the requesting municipality.

The Emergency Contact List, including contact numbers for requesting assistance, is attached as **Appendix A**.

10.2 Request for Assistance – Provincial and Federal

Assistance may also be requested from the Province of Ontario or the federal government at any time without any loss of control or authority. A request for assistance shall be made by contacting Emergency Management Ontario.

The Emergency Contact List, including contact numbers for requesting assistance, is attached as **Appendix A**.

10.3 Request for Assistance – Outside Agencies

At the discretion of the ECG, assistance may be requested at any time from outside agencies. Examples can include the Red Cross, Salvation Army, private contractors and other agencies who can support emergency response and recovery operations.

The Emergency Contact List, including contact numbers for requesting assistance, is attached as **Appendix A**.

Memorandums of Understanding and Mutual Assistance Agreements have been pre-arranged with outside agencies to better facilitate assistance. A list and description of the agreements are in **Appendix H**.

11 DECLARATION & TERMINATION OF A STATE OF EMERGENCY

11.1 Actions Prior to a Declaration

When an emergency exists but has not yet been declared, Fire, Police, EMS, EIS etc., may take such action(s) under this emergency response plan as may be required to protect the property, health, safety, and welfare of the City of Orillia.

11.2 Emergency Declaration Procedures

The Mayor or Alternate of the City of Orillia, as the Head of Council, is responsible for declaring an emergency. This decision shall be made in consultation with other members of the ECG. The local Emergency Management Ontario Field Officer can also be consulted with. The Lieutenant Governor in Council or the Premier of Ontario is also able to make the declaration.

Appendix D includes a checklist to offer guidance for the Head of Council and ECG in determining if a declaration of an emergency is appropriate.

Upon declaring an emergency, the CEMC or delegate will notify:

- Emergency Management Ontario
- City Council
- Simcoe County CEMC
- Media
- Neighbouring community officials, as required
- Local Member of the Provincial Parliament (MPP)
- Local Member of Parliament (MP)

A verbal declaration of emergency is permitted to Emergency Management Ontario, but the declaration shall ultimately be made in writing to ensure proper documentation is maintained. **Appendix E** includes the declaration form template.

11.3 Items Addressed by Declaring an Emergency

When a formal declaration of an emergency is made, the following items are addressed:

- In addition to being declared an “Emergency Area” by the Ministry of Municipal Affairs and Housing, the Ontario Disaster Relief Assistance Program (ODRAP) may be made available to affected parties who meet pre-designated requirements.

- All volunteers registered with the municipality and responding to the emergency are considered to be municipal employees and fall under the protection of the *EMCPA* as per Workplace Safety Insurance Board (WSIB) legislation.
- Personal protection against liability for municipal employees, elected officials and volunteers taking part in emergency measures.

Pursuant to the County of Simcoe Emergency Social Services (ESS) Response Plan, a declaration of emergency is recommended when evacuees are to be sheltered and:

“either lodging accommodations over a 72 hour period or group lodging set-up and management costs exceed \$6,000.”

11.4 Emergency Termination Procedures

A community emergency may be terminated at any time by:

- Mayor or Alternate, or
- Vote of City Council, or
- Premier of Ontario

When terminating an emergency, the CEMC or delegate will notify:

- Emergency Management Ontario
- City Council
- Simcoe County CEMC
- Media
- Neighbouring community officials, as required
- Local Member of the Provincial Parliament (MPP)
- Local Member of Parliament (MP)

When the response stage of the emergency is completed and the community is returning to a stage of pre-emergency operations, the CEMC and Head of Council in consultation with the ECG may decide to terminate the emergency. The local Emergency Management Ontario Field Officer can also be consulted with.

Appendix F includes a checklist to offer guidance for the Head of Council and ECG in determining if the termination of an emergency is appropriate.

A verbal termination of emergency is permitted to Emergency Management Ontario, but the termination shall ultimately be made in writing to ensure proper documentation is maintained. **Appendix G** includes the termination form template.

Upon termination of an emergency the CAO will submit a post-incident analysis to Council within 30 days.

12 EMERGENCY OPERATIONS CENTRE

The Emergency Operations Centre's (EOC) function is to provide support for on-site command by providing resources, collecting, and disseminating information and ensuring the continued safety of the community.

A primary and secondary EOC location has been predetermined. Access to the EOC is restricted to members of the ECG and other parties the ECG deems appropriate to be present. All media and public inquiries are to be handled at the Emergency Information Centre and through the Citizen Inquiry Service.

The EOC Operating Guidelines located in **Appendix K**, establishes the policies, organizational structure, and procedures, by which the EOC will be activated, conducted and deactivated. These procedures will also highlight communication protocols and responsibilities of the ECG. This will create a structured atmosphere where communication and cooperation between individuals can flourish thereby improving emergency response and recovery efforts.

13 VULNERABLE POPULATIONS

During the response to an emergency several factors may need to be considered. This can include population groups affected by the emergency that may require particular attention.

13.1 People with Disabilities

Individuals with disabilities can contact the Orillia Fire Department in order to list themselves as a person in need of specialized care during an emergency. This can include individuals who are deaf, blind, and immobile and those who may require special medical attention. The CEMC is tasked with providing the appropriate information and training for these groups.

13.2 Non-English-Speaking Residents

Any residents that do not speak English will need to be addressed during public advisories and alerts. Considerations are also needed for such individuals during evacuation procedures and sheltering. The OPP and Orillia Fire Department have resources available to be able to converse with such individuals. North Simcoe Victim Services also maintains a list of volunteers that can speak other languages.

13.3 Temporary Residents and Visitors

Temporary residents and visitors may not be as prepared or knowledgeable of their surroundings as permanent residents would. It is encouraged that such people familiarize themselves with the area and the Emergency Plan. Personal preparedness is also recommended for individuals, such as Emergency Kits in temporary residences and vehicles. If such individuals are unable to return to their permanent place of residence due to circumstances caused by an emergency, sheltering may be required. The City is able to address such needs in coordination with Simcoe County Emergency Social Services.

13.4 Animal Care and Sheltering

Animals and pets require specialized care during an emergency. This includes when an evacuation has been ordered for a portion or all of the community. The City in cooperation with the Orillia branch of the OSPCA will arrange for the sheltering and care of animals during an evacuation.

14 EMERGENCY INFORMATION & CRISIS COMMUNICATIONS PLAN

14.1 Emergency Information Centre

Upon implementation of Emergency Response Plan, it is critical to co-ordinate the release of accurate information to the news media, issue authoritative instructions to the public, and respond to or redirect individual requests for, or reports on, information concerning any aspect of the emergency. The Emergency Information & Crisis Communications Plan is in **Appendix L**.

The Emergency Information Centre will house the Citizen Inquiry Service which will provide pertinent information inbound public inquiries. Press conferences are to take place in the Council Chambers at predetermined times issued by the Emergency Information Officer and Community Spokesperson.

14.2 Communications Team

The Emergency Communications Team is tasked with handling all inbound and outbound media and public inquiries, as well as managing the Emergency Information Centre's operations. The team consists of the following designated individuals:

- Communications Manager
- Deputy CAO/Clerk
- Mayor
- Office Manager, Clerk's Department
- Clerk's Department Staff
- Municipal Law Enforcement Officers

15 RECOVERY PLAN

Recovery includes a wide range of activities including restoration of social and economic activities, infrastructure repair, clean-up, and debris removal. Recovery can take weeks, month, or years to complete so it is important to begin recovery activities as soon as possible; even as the response phase is still underway. The City of Orillia has completed a Recovery Plan which is in **Appendix M**.

There are two main components to the Recovery phase, which include:

- Local Authority Recovery Objectives including reconstruction of critical infrastructure and re-establishment of services by local authorities (utility services, roads, buildings)
- Community Recovery Objectives including reducing human suffering, reducing economic losses, and restoring the psycho-social and economic viability of the community

15.1 Ontario Disaster Relief Assistance Program

The Ministry of Municipal Affairs and Housing administers the Ontario Disaster Relief Assistance Program (ODRAP). The program provides emergency financial assistance to municipalities, individuals, small businesses, farmers, and non-profit organizations.

The ECG can decide to apply for ODRAP to cover the costs associated with uninsured private losses and extraordinary costs incurred by the City.

16 TRAINING & EXERCISES

Is it essential to train the ECG and other applicable parties to prepare for a response to an emergency? ECG members shall be trained on their roles and responsibilities, emergency procedures, hazards, available resources, regulatory requirements, and lessons learned from previous response activities (actual and simulated).

Pursuant to *Ontario Regulation 380/04*, the ECG:

“shall conduct an annual practice exercise for a simulated emergency incident in order to evaluate the municipality’s emergency response plan and its own procedures.” O. Reg. 380/04. S. 12(6).

Examples of exercises can include Discussion Based exercise such as seminars, workshops, and tabletop exercises. Operations Based exercises such as drills, functional exercises and full-scale exercises are also applicable.

It is assumed that individual response agencies shall conduct independent training. When applicable, such agencies may be invited for further training in cooperation with the ECG and procedures and policies within this plan.

A 4-year training and exercise plan is in **Appendix N**.

17 PUBLIC EDUCATION

Pursuant to the *EMCPA (s.2.1)*, a municipality's emergency management program shall include:

“public education on risks to public safety and on public preparedness for emergencies.”

Orillia has several offerings to aid in the development of public education and awareness. These tools and programs will build community resiliency to the hazards that Orillia faces.

17.1 Emergency Preparedness Week

In conjunction with Emergency Management Ontario, Orillia organizes Emergency Preparedness Week every May. This includes providing educational material to the community at public events, shopping malls and in schools.

17.2 City of Orillia Website

The City website includes information and documentation on emergency preparedness. Included on the website are documents and links providing information on 72-hour emergency preparedness kits, Family Emergency Response Plans, Emergency Preparedness for People with Disabilities and Emergency Preparedness for Pets.

17.3 Educational Material

Individuals and schools can obtain educational material through the City of Orillia Fire Department. Schools may also request class presentations on emergency preparedness through the City of Orillia Fire Department, Fire Prevention Division.

18 AUDITING & REVIEW

Pursuant to *Ontario Regulation 380/04*, the EMPC:

“shall conduct an annual review of the municipality’s emergency management program and shall make recommendations to the council if revision is necessary.”
O. Reg. S. 11(6).

18.1 Internal Audit and Review

The EMPC shall convene on an annual basis to review all components of the comprehensive program. The purpose is to ensure the program continues to meet all legislative requirements set forth by Emergency Management Ontario and amend any changes. The internal audit will use the 15 Point EMO Guide (**Appendix O**) to ensure that the program will comply with EMO’s annual audit. The internal audit will be completed, and the program amended prior to EMO’s official audit. The CEMC will oversee the internal audit, make appropriate revisions and submit the revised plan to the EMPC for approval.

18.2 External Audit

EMO will conduct an annual review of Orillia’s Emergency Program. They will use the

15 Point EMO Guide to conduct the audit process. Any recommendations or improvement EMO requires will be implemented into the program in a timely fashion. Once the revisions are approved by the EMPC the program documentation will be sent to the EMO Duty Officer.

18.3 Document Control Information

Appendix P includes all document control information. This contains the Approval Form, Document Distribution List, Record of Amendment, Document Revision and Maintenance List and Plan Storage Locations.

19 APPENDICES

19.1 Appendix A – Contact List

19.2 Appendix B – Emergency Control Group Notification Worksheet

Date of Emergency	
Nature of Emergency	
Location of Emergency Operations Centre	
Time ECG to report to EOC	
Required items to be brought to EOC	

Position or Agency	Time	Comments
Mayor or Alternate		
City Manager or Alternate		
Fire Chief or Alternate		
OPP Detachment Commander or Alternate		
Public Works Director or Alternate		
Environmental Services Director or Alternate		
Parks and Recreation Director or Alternate		
Citizen Inquiry Supervisor or Alternate		
Emergency Information Coordinator		

Position or Agency	Time	Comments
Human Resources Director or Alternate		
Emergency Medical Services Director or Alternate		
Soldiers' Memorial Hospital CEO or Alternate		
Orillia Power President or Alternate		
Medical Officer of Health		

19.3 Appendix C – Notification Message Format

I am **(insert caller's name)**, and I am calling to inform you that the Emergency Operations Centre will be activated at **(insert date and time)** due to **(state the nature of the emergency)**. As a member of the Emergency Control Group you **should report to (list location: primary/alternate EOC or other location at (insert date/time))** and report to the CEMC or Operations Officer. Please bring the following resources with you **(list any required items, including a copy of the Emergency Response Plan, extra clothing, phone list)**

Thank-you.

Note: The caller delivering this message MUST record the date and time EACH member (or alternate) of the ECG was contacted. This information shall be recorded on the Emergency Control Group Notification Worksheet.

19.4 Appendix D – Considerations for Declaring Emergency

Is it an extraordinary event requiring extraordinary measures?

Does the situation pose a danger to major proportions to life or property?

Does the situation pose a threat to critical infrastructure and to the provision of essential services?

Does the situation pose a threat to social order and governance?

Is there a need to promote public confidence by reassuring that appropriate measures are begin put in place through a declaration of an emergency?

Has there been a declaration of an emergency at another level of government or neighbouring municipality?

Does the situation exceed the communities' capabilities and resources necessary for response?

Will the duration of response require additional resources for continuity of operations?

Does the response require Provincial resources and support?

Has there been a structural collapse?

Is the situation a large scale CBRNE incident?

Has there been an order to evacuate all or part of the community?

Is the community receiving of evacuees from other municipalities?

Does the situation pose a large-scale disruption to routine transportation patterns or re-routing of large numbers of people and vehicles?

Does the situation pose a long-term impact to economic viability?

Does, or might, the situation require a need for provincial or federal disaster relief assistance?

19.5 Appendix E – Declaration of Emergency

Declaration of Emergency

Municipality: City of Orillia

I, _____ hereby declare a state of local

(Mayor or Elected Head of Council)

emergency in accordance with the Emergency Management & Civil Protection Act, R.S.O. 1990, c 9, s.4. (1) due to the emergency described herein: (nature of emergency)

For an Emergency Area or part thereof described as: (geographic boundary)

Signed: _____

Title: _____

Dated: _____ at

(time)

In the Municipality: Orillia.

(Note: Fax to EMO Duty Officer)

19.6 Appendix G – Termination of Emergency

Termination of Declared of Emergency

Municipality: City of Orillia

I, _____ hereby declare the state of local
(Mayor or Elected Head of Council)

emergency terminated in accordance with the Emergency Management & Civil Protection Act, R.S.O. 1990, c 9, s.4. (1) due to the emergency described herein: (nature of emergency)

For an Emergency Area or part thereof described as: (geographic boundary)

Signed: _____

Title: _____

Dated: _____ at _____ (time)

In the Municipality: _____.

(Note: Fax to EMO Duty Officer)

19.7 Appendix H – Memorandums of Understanding & Mutual Assistance Agreements

19.8 Appendix I – Community Risk Profile

19.9 Appendix J – Critical Infrastructure List

PRIMARY RESPONSIBILITY:

City of Orillia, Simcoe County Government and Province of Ontario

SECONDARY RESPONSIBILITY:

Fire Department, City of Orillia

I. INTRODUCTION

Critical infrastructure refers to processes, systems, facilities, technologies, networks, assets and services vital to the health, safety, security or economic well-being of Canadians and the effective functioning of government. These services both government and private services such as waste disposal, water treatment and distribution, and public utilities including both energy and telecommunications are significant assets for the continued operation of public and private sector services. Interruption of these services can occur briefly or for prolonged periods, during an emergency or other disaster.

II. PURPOSE

The purpose of this Annex is to identify major critical infrastructure areas, which require monitoring and protection from identified threats, and those agencies which would be contacted in an emergency to protect or maintain the critical areas. This plan will help to strengthen preparedness, response in timely manner, and faster recovery of City of Orillia in the event of an attack, natural disaster, or any other emergency. Protecting and ensuring the continuity of the critical infrastructure of the City of Orillia is essential to the maintain security, public health and safety, economic vitality, and way of life for the residents of Orillia

III. SITUATION AND ASSUMPTIONS

This annex may be implemented at any time an emergency has occurred which affects or threatens critical infrastructure assets. Given that disasters most often occur locally, the first response is almost always from the owners/operators, the municipality, or at provincial or territorial level. The critical infrastructure owners and operators abide the primary responsibility for protecting their assets and services. The potential threat or documented damage assessment information provides a basis and validation for requesting assistance and initiating response or increased monitoring activities.

IV. CONCEPT OF OPERATIONS

A. Based on a review of relevant Critical Infrastructure (CI) Emergency Response Plans to determine that conflicting operations are not likely to occur.

B. At the beginning of any event identify and establish contact with each critical infrastructure's Manager and/ their alternate.

C. Keep in constant contact with the manager in-charge to determine specific emergency response activities undertaken and their effect on other Critical Infrastructure. Log and report all actions relevant to the Incident Commander and Emergency Operations Center Director.

D. Take requests from Critical Infrastructure for additional protection requirements and forward to the Incident Commander and Emergency Operations Center Director for prioritization and assignment of resources.

V. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITY

The Fire Department, City of Orillia, is responsible for Critical Infrastructure coordination as detailed in this Annex. In case of emergency, the Incident commanders, the EOC and/or field supervisors with involvement from relevant community control group member/members will:

A. Direct and coordinate the restoration and repair of critical facilities, delivery systems, and networks of both public and private sector entities in the City of Orillia during an emergency or disaster. This shall include demolition, rescue, repair, recovery, and security as required by the specific incident.

B. Coordinate with appropriate City of Orillia, other government, and private sector entities to provide necessary water, power, and telecommunications support for first responders and other emergency personnel during any identified or threatened emergency or disaster.

C. Coordinate with appropriate City of Orillia, other government, and private sector entities to provide critical asset service sufficient to guarantee minimum levels of health and safety during any identified or threatened emergency or disaster.

VI. SCOPE

A. Critical Infrastructure is categorized as:

1. Food & Water
2. Electricity
3. Telecommunications
4. Gas/Oil/Chemical
5. Financial Institutions
6. Transportation
7. Continuity of Government
8. Public Safety and Security
9. Fuels (gasoline and diesel)

VII. PLAN DEVELOPMENT AND MAINTENANCE

The Fire Department of the City of Orillia will coordinate the revision of this annex and keep all appendices current. All the Critical Infrastructure information will be updated twice a year or as necessary.

19.10 Appendix K – Emergency Operations Centre Operating Guidelines

19.11 Appendix L – Emergency Information & Crisis Communications Plan

19.12 Appendix M – Recovery Plan

19.13 Appendix N – Training and Exercise Plan

19.14 Appendix O – 15 Point EMO Guidelines

19.15 Appendix P – Document Control Information