



The City of Orillia

Emergency Response Plan

PUBLIC DOCUMENT

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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 30,586 residents. The population can increase with the influx of seasonal residents, tourists and students.

In order to protect residents, businesses and visitors, the City of Orillia requires a coordinated emergency response by several agencies which are supported by the Community Control Group (CCG). 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
Ralph Dominelli, Fire Chief
City of Orillia Fire Department
(705) 325-2412

“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, Community 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, 2006* 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, 2006* 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
- Extreme Heat/Cold
- Fog
- Hailstorms
- Hurricanes/Tropical Storms
- Ice/Sleet Storms
- Lightning Storms
- Snowstorms and Blizzards
- Tornadoes
- Windstorms
- Forest Fires (Wildfire)
- Earthquakes
- Landslides
- Land Subsidence
- Human Health Emergencies and Epidemics
- Drought/Low Water
- Erosion
- Flooding (Storm Surges, River Flooding, Great Lakes Flooding)
- Water Quality Emergencies

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)
- Mine Emergencies (Operating/Abandoned)
- Nuclear Facility Emergencies
- Oil, Natural Gas Emergencies – Pipeline, Oil/Natural Gas Wells, Storage/Distribution Systems
- Radiological Emergencies
- Space Object Crash
- 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

2.2 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 areas past history and identified risk factors.

2.3 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 publically 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 in order to ensure such services remain active or without little downtime during an emergency. **Appendix J** contains the list of Critical Infrastructure services and entities.

3. 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 CEMC. The Deputy Fire Chief and Assistant Chief have been designated as Alternate CEMCs. 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).

3.1 CEMC Responsibilities

The CEMC or Alternate’s responsibilities include:

- Making the necessary revisions and additions to the Emergency Management Program and Emergency Response Plan
- Activating and arranging the Emergency Operations Centre (EOC);
- Ensuring that all members of the Community Control Group (CCG) have necessary plans, resources, supplies, maps, and equipment;
- Providing advice and clarifications about the implementation details of the Emergency Response Plan;
- Liaising with community support agencies (e.g. Salvation Army, Red Cross, Orillia Amateur Radio Club);
- Addressing any items that may result from the activation of the Emergency Response Plan and keeping CCG informed of implementation needs;
- Maintaining records and logs for the purpose of the debriefings and post-emergency reporting.

4. 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 and their alternates:

- **Chief Administrative Officer**
- **Mayor**
- **Fire Chief/CEMC**
- **OPP Detachment Commander**
- **Director of Public Works**
- **Director of Environmental Services**
- **Director of Parks, Recreation and Culture**
- **Director of Human Resources**
- **Deputy CAO/Clerk**
- **Chief Building Official**
- **Citizen Inquiry**
- **Medical Officer of Health**
- **CEO, Soldiers' Memorial Hospital**
- **President, Orillia Power Corporation**
- **Administrative Support**

4.1 EMPC Responsibilities

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

5. COMMUNITY CONTROL GROUP

Pursuant to *Ontario Regulation 380/04*, each municipality is required to establish a Community Control Group (CCG). The group is composed of the following positions and their alternates:

- **Chief Administrative Officer**
- **Mayor**
- **Fire Chief/CEMC**
- **OPP Detachment Commander**
- **Director of Public Works**
- **Director of Parks, Recreation and Culture**
- **Director of Environmental Services**
- **Director of Human Resources**
- **Emergency Information Officer**
- **Administrative Support**

5.1 CCG Responsibilities

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

- Calling out and mobilizing their emergency service, agency and/or equipment;
- Coordinating and supporting their service and ensuring that any actions necessary for responding to the emergency are taken, provided they are not contrary to law;
- Determining if the location and composition of the CCG are appropriate; Advising the Mayor as to whether the declaration of an emergency is recommended;
- Designating all or part of the City as an emergency area;
- Ensuring that an Incident Commander (I/C) is appointed;
- Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger;
- Discontinuing utilities or services provided by public or private concerns, i.e. hydro, water, gas, closing down a shopping plaza/mall;
- Arranging for services and equipment from local agencies i.e. private contractors, industry, volunteer agencies, service clubs;
- Notifying, requesting assistance from and/or liaising with various levels of government and any public or private agencies, as considered necessary;
- Determining if volunteers are required and if appeals for volunteers are warranted;
- Determining if additional transport is required for evacuation or transport of persons and/or supplies;
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Officer and Citizen Inquiry Supervisor for dissemination to the media and public;

- Determining the need to establish advisory groups and sub-committees;
- Authorizing 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;
- Recommending 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;
- Notifying the service, agency or group under their direction, of the termination of the emergency;
- Participating in the debriefing following the emergency;
- Considering application for Ontario Disaster Recovery Assistance Plan (ODRAP) and making arrangements as required by the Ministry of Municipal Affairs and Housing;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the Chief Administrative Officer within 30 days of the termination of the emergency.

5.2 Individual Responsibilities of CCG Members

5.2.1 Chief Administrative Officer

The Chief Administrative Officer or Alternate is the designated EOC Director and responsibilities include:

- Establishing the business/work cycle in the EOC
- Scheduling and chairing all meetings of the CCG, ensuring logs are being completed and preparing a post-emergency/after-action report;
- Ensuring liaison with the O.P.P. Detachment Commander regarding security arrangements for the EOC;
- Advising the Mayor on policies and procedures, as appropriate;
- Approving, in conjunction with the Mayor and Incident Commander, major announcements and media releases prepared by the Emergency Information Officer;
- Approving expenditure of funds required to respond to and recover from an emergency that exceed \$10,000;
- Establishing a communication link between the CCG and the Incident Commander;
- Calling out additional city staff to provide assistance, as required;
- Maintaining a personal log of all actions taken.
- Upon termination of an emergency the CAO will submit a post-incident analysis to Council within 30 days.

5.2.2 Mayor

The Mayor or Alternate is the designated Community Spokesperson and responsibilities include:

- Declaring a state of emergency within City;
- Requesting assistance from neighbouring municipalities, Simcoe County, and/or to the Provincial Government via Emergency Management Ontario;
- Declaring that the emergency has terminated (Note: A vote of Council may also terminate the emergency);
- Advising members of Council of the declaration and termination of an emergency, and ensuring that they are kept informed of the emergency situation;
- Acting as the community spokesperson for the City of Orillia concerning media inquiries and public meetings;
- Liaising with the Emergency Information Officer and approving outgoing press releases and any statements for the media and public dissemination;
- Maintaining a personal log of all actions taken.

5.2.3 Fire Chief/CEMC

The Fire Chief or Alternate responsibilities include:

- Providing the CCG with information, recommendations and clarity on fire suppression, search and rescue operations, hazardous material releases, decontamination procedures, evacuation procedures and medical care;
- Supporting operations related to fire suppression, search and rescue operations, hazardous material releases, decontamination procedures, evacuation procedures and medical care;
- Coordinating with O.P.P. Detachment Commander to establish a common on-scene command post and a coordinated communications system;
- Relocating resources to provide continued fire/medical coverage for all areas of the city;
- Ensuring fuel is provided for emergency vehicles and equipment at emergency site and allocated for appropriate vehicles throughout the city;
- Establishing an ongoing communications link with the senior fire official at the scene of the emergency;
- Informing the Simcoe County Fire Coordinator(s) through the Simcoe County Mutual Aid Agreement of the need for support for fire department operations;
- Determining if additional or special equipment is needed and recommending possible sources of supply, e.g., breathing apparatus, protective clothing;
- Liaising with Environmental Services Department concerning emergency water supplies for fire suppression and potable water;
- Liaising with Chief Building Official as required to investigate safety of structures and eliminate potential hazards;

- Liaising with Simcoe County CEMC in the event that shelters are required to be established;
- Maintaining a personal log of all actions taken.

5.2.4 OPP Detachment Commander

The OPP Detachment Commander or Alternate responsibilities include:

- Notifying necessary emergency and community services, as required;
- Establishing an on- site command post with communications to the EOC;
- Establishing an ongoing communications link with the senior police official at the scene of the emergency;
- Establishing the inner perimeter within the emergency area;
- Establishing the outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles;
- Providing traffic control to facilitate the movement of emergency vehicles;
- Alerting persons endangered by the emergency and coordinating evacuation procedures;
- Liaising with the Director of Parks, Recreation and Culture with respect to the establishment of evacuation centres;
- Ensuring all buildings have been evacuated and are empty, maintaining security and law and order in evacuated areas during the emergency and during re-entry of evacuees;
- Providing police service in the EOC, evacuee centres, morgues, and other facilities, as required;
- Notifying the coroner of fatalities;
- Establishing Casualty Information Centre (CIC);
- Establishing Property Recovery Centre adjacent to (temporary) morgue (collect, safeguard, itemize and return to next of kin or dispose of property of deceased);
- Identifying fatalities and coordinating with the Coroner to notify next of kin;
- Ensuring that an on-site Media Spokesperson is assigned/appointed as required;
- Investigating the incident, collecting evidence and detaining persons if a crime is suspected;
- Ensuring liaison with other community, provincial and federal police agencies, as required;
- Maintaining a personal log of all actions taken.

5.2.5 Director of Public Works

The Director of Public Works or Alternate responsibilities include:

- Providing the CCG with information, recommendations and clarity on engineering and public works matters relating to City hard services including roads, bridges and traffic lights, as well as flood emergencies;
- Establishing an ongoing communications link with the senior Public Works official at the scene of the emergency;

- Liaising with Public Works representative from neighbouring community(s) to ensure a coordinated response;
- Ensuring provision of engineering assistance;
- Ensuring construction, maintenance and repair of city roads;
- Providing equipment for emergency pumping operations;
- Providing heavy equipment, vehicles, special equipment, traffic control aids (for Police), operators and stockpiles of material (i.e. sand);
- Closing roads if required in cooperation with Police;
- Discontinuing any public works service to any resident, as required, and restoring these services when appropriate;
- Liaising with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions;
- Providing Public Works vehicles and equipment as required by any other emergency services;
- Clearing emergency detour and evacuation routes (i.e. remove debris or snow, mark obstacles, provide road signs) as required to maintain flow;
- Maintaining a personal log of all actions taken.

5.2.6 Director of Parks, Recreation and Culture

The Director of Parks, Recreation and Culture or Alternate responsibilities include:

- Ensuring the well-being of residents who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration and inquiries and personal services by using the appropriate agencies as required (i.e. Red Cross, Salvation Army);
- Ensuring 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;
- Arranging leisure activities in evacuation centres in the event that large numbers of families are evacuated for an extended period of time;
- Supervising the opening and operation of temporary and/or long-term evacuee centres, and ensuring they are adequately staffed;
- Liaising with the OPP Detachment Commander with respect to the establishment of evacuation centres;
- Liaising with the Medical Officer of Health on areas of mutual concern regarding operations in evacuation centres;
- Ensuring 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;
- Liaising with Simcoe County Social Services in the event that sheltering is established;
- Making arrangements for meals for the staff/volunteers at the EOC and the site;

- Making/authorizing emergency purchases of food, supplies, etc. as required and request reimbursement from Social Services;
- Ensuring 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;
- Ensuring that counselling services are made available for evacuees at evacuation centres via Simcoe County Social Services, Simcoe County Health Unit, and other appropriate agencies;
- Notifying volunteers and evacuees of the termination of the emergency, and coordinating the dispersal of people from the evacuation centre;
- Ensuring 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.;
- Maintaining a personal log of all actions taken.

5.2.7 Director of Environmental Services

The Director of Environmental Services or Alternate responsibilities include:

- Providing the CCG 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;
- Establishing an ongoing communications link with the senior Environmental Services official at the scene of the emergency;
- Providing emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health;
- Liaising with Environmental Services representative from neighbouring community(s) to ensure a coordinated response;
- Ensuring the maintenance of sanitary sewage and water systems;
- Liaising with the Fire Chief concerning emergency water supplies for firefighting purposes;
- Arranging for water testing as required or as directed by the Medical Officer of Health;
- Providing heavy equipment and operators (Waste Diversion Site) and spill cleanup control services;
- Maintaining a personal log of all actions taken.

5.2.8 Director of Human Resources

The Director of Human Resources or Alternate responsibilities include:

- Monitoring safety conditions and developing safety measures related to the overall health and safety of all EOC staff and incident responders;
- Managing City of Orillia staff resources.

- Managing volunteer resources.
- Maintaining a personal log of all actions taken.

5.2.9 Emergency Information Officer

The Communications Manager or Alternate 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 Chief Administrative Officer and is responsible for:

- Establishing a communication link with the Community Spokesperson, the Citizen Inquiry Supervisor and any other media coordinator(s) involved in the incident, thereby ensuring that all information released to the media and public is timely, complete and accurate;
- Ensuring that the Emergency Information Centre (EIC) is assembled and staffed, and that an on-site presence is set up, if required;
- Liaising with the CCG to obtain up-to-date information for media releases, coordinating individual interviews and organizing press conferences;
- Informing the appropriate member(s) of information requested by the media;
- Ensuring that the following are advised of the telephone number(s) of the EIC:
 - Media;
 - Community Control Group;
 - Switchboard (City and Emergency Services);
 - Community Spokesperson;
 - OPP Public Relations Officer;
 - Neighbouring Communities;
 - Citizen Inquiry Supervisor;
 - Other appropriate persons, agencies or businesses.
- Providing direction and regular updates to the Citizen Inquiry Supervisor to ensure that the most accurate and up-to-date information is disseminated to the public;
- Preparing media releases for approval by the Chief Administrative Officer (in consultation with the Mayor and Incident Commander) prior to dissemination, and distributing hard copies of the media release to the CCG, Citizen Inquiry Supervisor and other key persons handling inquiries from the media;
- Monitoring news coverage, and correcting any erroneous information;
- Maintaining copies of media releases and newspaper articles pertaining to the emergency;
- Maintaining and monitoring the City of Orillia Facebook and Twitter accounts;
- Arranging the completion and distribution of press kits to media;
- Maintaining a personal log of all actions taken.

5.2.10 CCG Administrative Support

The CCG Administrative Support function responsibilities include:

- Assisting the CAO, as required;
- Ensuring all decisions made and actions taken by the MCG are recorded;
- Ensuring that maps and status boards are kept up to date;
- Providing a process for registering CCG members and maintaining CCG member list;
- Notifying the required support and advisory staff of the emergency, and the location of the Emergency Operations Centre;
- Initiating the opening, operation and staffing of switchboard at the community offices, as the situation dictates, and ensuring operators are informed of CCG members' telephone numbers in the EOC;
- Assuming the responsibilities of the Citizen Inquiry Supervisor;
- Arranging for printing of material, as required;
- Coordinating the provision of clerical staff to assist in the Emergency Operations Centre, as required;
- Upon direction by the Mayor, ensuring that all Council are advised of the declaration and termination of 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
- Maintaining a personal log of actions taken.

EMERGENCY SUPPORT GROUP

As the situation dictates and upon the discretion of the CCG, individuals listed below and representatives from such agencies may be required to convene at the EOC. Their purpose is to aid the CCG with any inquiries and information that are relevant to their positions and agencies.

- **President, Orillia Power Corporation**
- **CEO, Soldiers' Memorial Hospital**
- **Medical Officer of Health**
- **Director, County of Simcoe Paramedic Services**
- **City Solicitor**
- **City Treasurer**
- **Manager of Property**
- **Capital Asset Manager**
- **Orillia Public Transit**
- **Chief Building Official**
- **I.T. Manager**
- **Simcoe County Social Services**
- **Orillia Amateur Radio Club**

6.1 Individual Responsibilities of ESG Members

6.1.1 Orillia Power Corporation Representative

The Orillia Power Corporation (OPC) Representative or Alternate responsibilities include:

- Monitoring the status of power outages and customers without services and providing the CCG with such information;
- Providing information, recommendations and clarity to the CCG as to the degree and location of any electrical distribution problems and consulting with them regarding decisions that may affect the provision of electrical service;
- Maintaining/restoring electrical distribution service, if possible, to stricken areas. The CCG may request that restoration of service be established on a priority basis for certain areas in order to assist with emergency response operations;
- Discontinuing electrical services to any area, customer or building where it is considered necessary in the interest of public safety (i.e. downed lines) or as requested by the CCG;
- Testing, containing, cleaning-up and storing (in containers) spills resulting from OPC equipment and facilities, or from the transportation of OPC dangerous goods (i.e., oil, Polychlorinated biphenyls[PCB's] and diesel fuel from storage tanks at generating stations; PCB's from transformers);
- Assisting with the containment and clean-up of land or water based PCB's and other similar dangerous goods resulting from dischargers other than OPC, as requested by the Orillia Fire Department and Public Works Department;

- Informing agencies involved in an evacuation (i.e., O.P.P., Orillia Transit, etc.) of known people in the City on life support systems who have registered with OPC;
- Providing an auxiliary power feeder to Soldiers' Memorial Hospital if required and available;
- Liaising with the Emergency Information Officer regarding updates to services required by operators assisting with the Citizen Inquiry Service.
- Providing assistance with accessing generators for essential services, or other temporary power measures;
- Requesting assistance from other power utilities in the area through the Joint Assistance Plan;
- Providing additional resources (equipment, staff, and expertise) as required and available. OPC has aerial devices that could assist with a rescue and other equipment useful in an emergency;
- Restoring services following the termination of the emergency;
- Maintaining a personal log of all actions taken.

6.1.2 CEO, Soldiers' Memorial Hospital

The CEO or Alternate of the Soldiers' Memorial Hospital responsibilities include:

- Implementing the hospital emergency plan;
- Preparing to receive casualties or to evacuate patients due to an imminent danger;
- Providing advice and expertise to the CCG as relates to the hospital emergency plan;
- Liaising with the County of Simcoe Paramedic Services regarding the number and condition of casualties that will be arriving for emergency treatment;
- Evaluating requests for the provision of on-site medical teams/medical triage teams;
- Requesting assistance from other agencies/hospitals, if required;
- Requesting transportation to a specialized hospital for treatment, if required;
- Arranging the Hospital Communication Centre, and releasing information to media and general public via the Hospital Communications Officer, in accordance with hospital policy;
- Liaising with the Emergency Information Officer regarding information required by communicators assisting with the Citizen Inquiry Service;
- Arranging for a receiving area for visitors of casualties arriving at the Hospital and liaising between the Emergency Department and visitors;
- Liaising with the Medical Officer of Health and local ambulance representatives with respect to hospital and medical matters, as required;
- Evaluating requests for the provision of medical site teams/medical triage teams;
- Ensuring liaison with the Ministry of Health and Long Term Care, as required;
- Assisting in any area of emergency planning, as required;
- Maintaining a personal log of all actions taken.

6.1.3 Medical Officer of Health

The Medical Officer of Health or Alternate responsibilities includes:

- Acting as a coordinating link for all emergency health services;
- Ensuring liaison with the Ontario Ministry of Health and Long Term Care, Public Health Branch;
- Activating the Simcoe County District Health Unit Emergency Plan if an emergency has been declared to alert Public Health staff and provide preliminary instructions. Upon activation the Ministry of Health, Public Health Branch shall be notified;
- Establishing an ongoing communications link with the senior health official at the scene of the emergency;
- Providing recommendations, information and clarity on any matters to the CCG, which may adversely affect public health;
- Providing authoritative instructions on health and safety matters to the public through the Emergency Information Coordinator;
- Ensuring the coordination of vaccine storage, handling and distribution across Simcoe County;
- Initiating mass vaccination campaigns during outbreaks of disease;
- Liaising with the District Coroner to coordinate the activities of the mortuary within the community and provide assistance where necessary;
- Providing instruction and health information through public service announcements and information networks;
- Evaluating post-emergency effectiveness and efficiency in the execution of the agency's responsibilities through debriefing sessions and liaison with Emergency Control Groups from each municipality;
- Coordinating the response to disease related emergencies or anticipated emergencies such as epidemics and pandemics according to Ministry of Health and Long Term Care policies;
- In accordance with health standards in the Health Protection and Promotion Act: testing, monitoring and inspecting disaster site(s), and taking appropriate action (i.e., issue advisories, precautions, instructions, or enforcement) to address existing or potential health hazards;
- Assist with decontamination of responders and citizens;
- Prepare public information on property rehabilitation such as well-water disinfection;
- Ensuring coordination of care of immobile citizens;
- Advising, assisting and coordinating Victorian Order of Nurses with Soldiers' Memorial Hospital to provide care for Home Care Program clients during an emergency;
- Providing counselling services for mental health disorders, emotional trauma and shock during and following an emergency as required (for general public evacuees at evacuation centres, hospital patients; in cooperation with Hospital, and first responders). Public Health Nurses would provide initial consultation and would refer clients to counselling services as required;

- Liaising with non-profit and private agencies, as required, for augmenting and coordinating public health resources;
- Ensuring coordination of all efforts to prevent and control the spread of disease during an emergency;
- Notifying the Environmental Services representative regarding the need for potable water supplies and sanitation facilities;
- Ensuring liaison with Parks and Recreation representative on areas of mutual concern regarding health services in evacuation centres;
- Maintaining a personal log of all actions taken.

6.1.4 Director, County of Simcoe Paramedic Services

The Director of the County of Simcoe Paramedics Services or Alternate responsibilities include:

- Ensuring paramedic services at the emergency site;
- Establishing an ongoing communications link with the senior EMS official at the scene of the emergency;
- Obtaining EMS assistance from other municipalities for support, if required;
- Ensuring triage and treatment at the site of emergency;
- Advising the CCG if other means of transportation is required for large-scale response such as the transport of institutionalized non-ambulatory persons and homecare persons to suitable facilities in the event of an evacuation;
- Liaising with the receiving hospitals to identify the number and type of injuries and casualties, exposure to chemicals, and other pertinent information;
- Liaising with hospitals on their emergency capacity (so casualties can be transported to the nearest hospital to receive immediate attention);
- Informing the hospital of all pertinent information on the casualty, including names, who are transported to other hospitals so that calls can be re-directed to the correct hospital;
- If required to enter the inner perimeter to evaluate casualties, ensuring proper PPE is provided in conjunction with the Incident Commander;
- Liaising with emergency agencies where decontamination practices are required for paramedics and patients;
- Liaising with the Medical Officer of Health, as required;
- Maintaining a personal log of all actions taken.

6.1.5 City Solicitor

The City Solicitor responsibilities include:

- Provision of information, recommendations and clarity to the CCG regarding legal matters as they apply to the actions and decisions of the group during the response to an emergency;
- Maintaining a personal log of all actions taken.

6.1.6 City Treasurer

The City Treasurer or Alternate responsibilities include:

- Provision of information and advice on financial matters as they relate to the emergency and financial resources of the City;
- Consulting with the Community Control Group regarding expenditure of funds exceeding \$10,000, and making appropriate recommendations;
- Maintaining a personal log of all actions taken.

6.1.7 Manager of Property

The Manager of Property or Alternate responsibilities include:

- Arranging the demobilization of borrowed, rented and donated equipment;
- Manage snow plowing contracts not covered by municipal services;
- Maintaining a personal log of all actions taken.

6.1.8 Capital Asset Manager

The Capital Asset Manager or Alternate responsibilities include:

- Provision of any equipment and supplies deemed necessary for emergency response that are not currently owned by the City;
- Liaising with the City Treasurer regarding expenditures during an emergency;
- Maintaining a personal log of all actions taken.

6.1.9 Orillia Public Transit Representative

The Orillia Public Transit Representative or Alternate responsibilities include:

- Coordinating the acquisition, distribution and scheduling of various modes of transport (i.e. public transit, school buses, boats, and trucks) for the purpose of transporting persons and/or supplies, as required, by members of the CCG and the support and advisory staff;
- Ensuring that a record is maintained of drivers and operators involved;
- Maintaining a personal log of all actions taken.

6.1.10 Chief Building Official

The Chief Building Official or Alternate responsibilities include:

- Conducting joint assessments regarding the structural integrity of municipally owned and private buildings;
- Assist Director of Parks, Recreation and Culture with the inspection of facilities for sheltering purposes;
- Assist Manager or Property/Capital Asset Manager with the inspection of City facilities;
- Maintaining a personal log of all actions taken.

6.1.11 I.T. Manager

The I.T. Manager or Alternate responsibilities include:

- Establishing I.T. capability in the EOC when activated and assisting with any technical issues within EOC and/or Emergency Information Centre;
- Performing other duties as requested by CAO, Community Emergency Management Coordinator and/or Emergency Information Centre Manager;
- Maintaining a personal log of all actions taken.

6.1.12 Director, Simcoe County Social Services

The Simcoe County Social Services or Alternate responsibilities include:

- Activating the Simcoe County Emergency Social Services Response Plan;
- Liaising with Director of Parks Recreation and Culture regarding the opening and operation of evacuation centres;
- Overseeing, with cooperation from their respective community partners, the registration, feeding, clothing and personal needs of evacuees are addressed;
- Maintaining a personal log of all actions taken.

6.1.13 Orillia Amateur Radio Club Representative

The Orillia Amateur Radio Club Representative or Alternate responsibilities include:

- Alert and mobilize volunteer emergency communications personnel and equipment in accordance with a pre-determined plan;
- Establishing and maintaining fixed, local and portable emergency communications facilities for local coverage and point-to-point contact between Orillia and various locations, as required;
- Establish a regular liaison with Orillia's Community Emergency Management Coordinator (CEMC) or alternate and provide cooperation and operational assistance with emergency communication planning;
- Maintaining a personal log of all actions taken.

7. COMMUNITY SUPPORT GROUP

Depending on the extent and nature of the emergency, the CCG 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. Members of the CSG are listed below. Note that this list may not be exhaustive and CCG 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 Crisis Services**
- **Lake Simcoe Conservation Authority**
- **Simcoe County District School Board & Simcoe Muskoka Catholic District School Board**

7.1 Individual Responsibilities of CSG Members

7.1.1 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;
- Procurement of supplies for evacuation centres such as beds and bedding;
- Assist with fundraising and donation management during recovery phase.

7.1.2 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;
- Providing access to facilities for use as an evacuation centres, as required.

7.1.3 OSPCA, Orillia

The OSPCA responsibilities include:

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

7.1.4 North Simcoe Victim Crisis Services

The North Simcoe Victim Crisis Services responsibilities include:

- Provision of psychological and emotional support for those affected by emergency at evacuation centres and other applicable locations;
- Assist where required as arranged by the Director of Parks, Recreation and Culture and other applicable CCG members.

7.1.5 Lake Simcoe Conservation Authority

The Lake Simcoe Conservation Authority responsibilities include:

- Provision of information pertaining to flood control and areas of concerns;
- Assist Director of Environmental Services with the testing of water quality.

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

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

- Providing any school (as appropriate and available) for use as an evacuation or reception centre, and appointing a representative(s) to co-ordinate the maintenance, use and operation of the facilities being utilized as evacuation or reception centres;
- Coordinating 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 schools emergency plan;
- Implementing the school "stay-put" emergency plan or the evacuation plan as required, as directed by the CCG. If the school building itself is safe, students will be kept at the school. If the school has to 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.
- In the event of an evacuation/transfer of staff and students from the school, informing the following of the whereabouts:
 - Trustee;
 - Superintendent;
 - Media;
 - Parents (via use of volunteer parents to contact);
 - NOTE: Where time permits, and it is safe to do so; parents/guardians are at home to receive children, students will be sent home;
- Liaising with the municipality as to protective actions at the schools (i.e., implementing school stay in place procedure and implementing the school evacuation procedure).

8. INCIDENT COMMANDER

The Incident Commander is appointed by the CCG, and is customarily the Senior Officer from the lead emergency response agency. Examples might be a fire incident, which would have Fire Services as lead agency. As soon as there is enough information to determine the lead agency for the type of emergency, the Incident Commander should be appointed and later confirmed by the CCG for the duration of the emergency and/or their appointment. Once appointed, the Incident Commander assumes responsibility for overall co-ordination of all operations at the emergency site, but not the command of any specific response organization. Each emergency response organization will have their own Commander or “Officer in Charge” at the emergency site, which will then liaise with the Incident Commander as a member of the Emergency Site Team.

The Incident Commander has the authority to:

- Call meetings of the Emergency Site Team to share information, establish common goals, objectives and prioritize limited available resources where required;
- Mediate conflicts between emergency response agencies and to contact the CEMC at the EOC if they are unable to resolve the issue;
- Request assistance from responding agencies for communications and other site management tools;
- Request additional resources for the Emergency Site Team through the CAO, and other members of the CCG.

8.1 Incident Commander Responsibilities

The Incident Commander’s responsibilities include:

- Ensuring that priorities, tasks and tactics are established to contain and mitigate the emergency situation;
- Consulting and coordinating with on-site “Officers in Charge” to establish an inner and outer perimeter around the emergency site;
- Ensuring the CCG is informed of the locations of the emergency site perimeter;
- Ensuring that all are aware of personnel, material and human resources available to respond to the emergency;
- Appointing an On-Site Media Spokesperson, upon consultation with the CEMC and/or the CCG;
- Ensuring that all responsible agency commanders meet on a regular basis to update each other on individual agency actions and progress made, to share information, to set common priorities, to set common objectives and determine what additional resources may be required.

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 CCG with the CEMC and Head of Council taking responsibility for initiating the notification procedures.

9.1 Emergency Notification Procedures

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

When a member of the CCG 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 Head of Council, 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 CCG 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 CCG 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.

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

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

All CCG 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 CCG members and their alternates are contained in **Appendix A**.

9.2 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 that the county assume authority and 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**.

9.3 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**.

9.4 Request for Assistance – Outside Agencies

At the discretion of the CCG, 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 in order to better facilitate assistance. A list and description of the agreements can be located in **Appendix H**.

10. DECLARATION & TERMINATION OF A STATE OF EMERGENCY

10.1 Actions Prior to a Declaration

When an emergency exists but has not yet been declared, Fire, Police, EMS, Public Works 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.

10.2 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 CCG. 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 CCG 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.

10.3 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.”

10.4 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 CCG 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 CCG 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.

11. 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 as a whole.

A primary and secondary EOC location has been predetermined. Access to the EOC is restricted to members of the CCG and other parties the CCG 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 CCG. This will create a structured atmosphere where communication and cooperation between individuals can flourish thereby improving emergency response and recovery efforts.

12. VULNERABLE POPULATIONS

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

12.1 People with Disabilities

Individuals with disabilities are able to 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.

12.2 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 Crisis Services also maintains a list of volunteers that are able to speak other languages.

12.3 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.

12.4 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.

13. EMERGENCY INFORMATION & CRISIS COMMUNICATIONS PLAN

13.1 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 located 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.

13.2 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**

14. 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 located 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.

14.1 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 CCG can decide to apply for ODRAP in order to cover the costs associated with uninsured private losses and extraordinary costs incurred by the City.

15. TRAINING & EXERCISES

Is it essential to train the CCG and other applicable parties to prepare for a response to an emergency? CCG 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 CCG:

“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 CCG and procedures and policies within this plan.

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

16. 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.

16.1 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.

16.2 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.

16.3 Educational Material

Individuals and schools are able to 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.

17. 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).

17.1 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.

17.2 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.

17.3 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.