

Schedule "A"  
To By-law 2004-52

**CITY OF PEMBROKE**  
**EMERGENCY RESPONSE PLAN**

**OCTOBER 19, 2004**  
**NOVEMBER 30, 2005**  
**NOVEMBER 17, 2009**  
**OCTOBER 16, 2012**  
**MAY 20, 2014**

# CITY OF PEMBROKE EMERGENCY RESPONSE PLAN

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This plan has been formulated to assign responsibilities and to guide the immediate actions of key officials in the first few hours after the onset of an emergency.

For this plan to be effective, it is essential that all concerned be made aware of its provisions and that every official and department be prepared to carry out their assigned functions and responsibilities in an emergency.

Regular exercises will be staged to ensure the arrangements embodied in this plan are kept current and that all are kept familiar with its provisions. Department heads should likewise review and keep up to date their own procedures and arrangements for responding to emergencies.

It is the responsibility of the City's Manager of Planning and Building, as the assigned Community Emergency Management Coordinator, to ensure the plan is reviewed and updated on an annual basis with the participation of municipal departments as required.

Each time this plan is revised, it must be forwarded to council for approval. However, revisions to suppliers, contact persons and/or emergency call out resource list along with minor administrative changes can be made without resubmitting the plan to council each time.

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Date

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Mayor

# CITY OF PEMBROKE EMERGENCY RESPONSE PLAN

## PART 1: INTRODUCTION

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

The population of the City of Pembroke is 14,500 residents.

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

The City of Pembroke Emergency Management Committee 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 Pembroke with important emergency response information related to:

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

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

Colleen Sauriol, Community Emergency Management Coordinator  
City Hall  
City of Pembroke  
(613) 735-6821, extension 1301

## **PART 2: AIM**

The aim 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 health of the residents, businesses and visitors of the City of Pembroke when faced with an emergency.

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

Emergencies can occur within the City of Pembroke, and the most likely are:

- ❖ Natural
  - Floods
  - Snowstorms/Blizzards
  - Water Emergencies
  - Ice/Sleet Storms
  - Etc.
  
- ❖ Technological
  - Explosions/Fires
  - Hazardous Materials Transportation Accidents
  - Transportation Accidents
  - Critical Infrastructure Failures
  - Etc.
  
- ❖ Human
  - Fiddle Park

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

## **PART 3: AUTHORITY**

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

The *EMCPA* states that:

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

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

- Issued under the authority of *The Corporation of the City of Pembroke By-law 2004 - 52*; and
- Filed with Emergency Management Ontario, Ministry of Community Safety and Correctional Services.

### ***a) Definition of an Emergency***

The EMCPA defines an emergency as:

“An emergency means a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.”

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

### ***b) Action Prior to Declaration***

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

## **PART 4: EMERGENCY NOTIFICATION PROCEDURES**

Only a member of the Community Control Group may initiate the notification procedure.

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

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

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

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

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

### ***a) Requests for Assistance***

Assistance may be requested from the County of Renfrew at any time by contacting the County's Community Emergency Management Coordinator (CEMC). The request shall not be deemed to be a request that the county assume authority and control of the emergency.

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

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

### ***b) A Declared Community Emergency***

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

Upon declaring an emergency, the Mayor will notify:

- The Community Control Group
- Emergency Management Ontario, Ministry of Community Safety and Correctional Services;

- City Council;
- County Warden, as appropriate;
- Public;
- Neighbouring community officials, as required;
- Local Member of the Provincial Parliament (MPP);
- Local Member of Parliament (MP).

A community emergency may be terminated at any time by:

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

When terminating an emergency, the Mayor will notify:

- The Community Control Group;
- Emergency Management Ontario, Ministry of Community Safety and Correctional Services;
- City Council;
- County Warden, as appropriate;
- Public;
- Neighbouring community officials, as required;
- Local Member of the Provincial Parliament (MPP);
- Local Member of Parliament (MP);

## **PART 5: EMERGENCY COMMUNITY CONTROL GROUP**

### ***a) Emergency Operations Centre (EOC)***

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

### ***b) Community Control Group (CCG)***

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

- Mayor of the City of Pembroke, or alternate;
- Chief Administrative Officer, or alternate, who becomes the Operations Officer in the EOC;
- Community Emergency Management Coordinator, or alternate
- Detachment Commander, or alternate;
- Fire Chief, or alternate;
- Manager of Works, Engineering and , or alternate;
- Emergency Information Officer, or alternate;
- Medical Officer of Health, or alternate;
- Director of Social Services, or alternate;
- Additional personnel called or added to the CCG may include:
  - ❖ Chief Building Official;
  - ❖ Manager of Human Resources and Purchasing;
  - ❖ Manager of Ottawa River Power Corporation;
  - ❖ Utilities Superintendent;
  - ❖ Emergency Medical Services (EMS) Director, or alternate;
  - ❖ Emergency Management Ontario Representative.

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

**c) *Operating Cycle***

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

**d) *Community Control Group Responsibilities***

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

- Calling out and mobilizing their emergency service, agency and equipment;
- Coordinating and directing their service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
- Determining if the location and composition of the CCG are appropriate;
- Advising the Mayor as to whether the declaration of an emergency is recommended;
- Advising the Mayor on the need to designate all or part of the city as an emergency area;
- Ensuring that an Emergency Site Manager (ESM) is appointed;
- Ensuring support to the ESM by offering equipment, staff and resources, as required;
- 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 not under community control, i.e. private contractors, industry, volunteer agencies, service clubs;
- Notifying, requesting assistance from and/or liaison with various levels of government and any public or private agencies not under community control, as considered necessary;
- Determining if additional volunteers are required and if appeals for volunteers are warranted;
- Determining if additional transport is required for evacuation or transport of persons and/or supplies;
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Officer and Evacuee Services Manager, for dissemination to the media and public;

- Determining the need to establish advisory groups and/or sub-committees/working groups for any aspect of the emergency including recovery;
- Authorizing expenditure of money required to deal with the emergency;
- Notifying the service, agency or group under their direction, of the termination of the emergency;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the Chief Administrative Officer within one week of the termination of the emergency, as required;
- Participating in the debriefing following the emergency.

## **PART 6: EMERGENCY RESPONSE SYSTEM**

### ***a) The individual responsibilities of the Community Control Group:***

#### **1. Mayor**

The Mayor or alternate will perform the following responsibilities:

- Providing overall leadership in responding to an emergency;
- Declaring an emergency within the designated area;
- Request assistance from neighbouring municipalities and/or from senior levels of government, when required;
- Contact Member of Parliament and Member of Provincial Parliament regarding declaration of emergency;
- Declaring that the emergency has terminated (Note: Council may also terminate the emergency);
- Notifying the Emergency Management Ontario, Ministry of Community Safety and Correctional Services of the declaration of the emergency, and termination of the emergency;
- Ensuring the members of Council are advised of the declaration and termination of the emergency and are kept informed of the emergency situation.

## 2. Chief Administrative Officer / Operations Officer

The Chief Administrative Officer becomes the Operations Officer for the City of Pembroke and is responsible for:

- Chairing the CCG;
- Activating the emergency notification system through the Pembroke Police Service;
- Ensuring liaison with the Police Chief regarding security arrangements for the EOC;
- As the Operations Officer, coordinating all operations within the Emergency Operations Centre, including the scheduling of regular meetings; See **Annex J** for 6 Components of a CCG Meeting;
- Advising the Mayor on policies and procedures, as appropriate;
- Approving, in conjunction with the Mayor, major announcements and media releases prepared by the Emergency Information Officer, in consultation with the CCG;
- Ensuring that a communication link is established between the CCG and the Emergency Site Manager (ESM);
- Calling out additional city staff to provide assistance, as required; and
- Maintain a record of all major decisions, expenditures, actions and instructions issued.

### **3. Detachment Commander**

The Detachment Commander is responsible for:

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

#### **4. Fire Chief**

The Fire Chief is responsible for:

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

## **5. Managers of Works, Engineering and Utilities**

The Manager of Works, Engineering and Utilities is responsible for:

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

## **6. Medical Officer of Health**

The Medical Officer of Health is responsible for:

- Acting as a coordinating link for all emergency health services at the CCG;
- Ensuring liaison with the Ontario Ministry of Health and Long Term Care, Public Health Branch;
- Depending on the nature of the emergency, assign the Site Manager and inform the CCG;
- Establishing an ongoing communications link with the senior health official at the scene of the emergency;
- Ensuring liaison with the ambulance service representatives;
- Providing advice on any matters, which may adversely affect public health;
- Providing authoritative instructions on health and safety matters to the public through the Emergency Information Coordinator;
- Coordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health and Long Term Care policies;
- Ensuring coordination of care of bed-ridden citizens and invalids at home and in evacuee centres during an emergency;
- Ensuring liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources;
- Ensuring coordination of all efforts to prevent and control the spread of disease during an emergency;
- Notifying the Public Works Representative regarding the need for potable water supplies and sanitation facilities;
- Ensuring liaison with Social Services Representative on areas of mutual concern regarding health services in evacuee centres.

### **Public Health Inspectors**

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

- Safe, adequate supply of water for drinking and sanitary purposes;
- Safe disposal of garbage and refuse and sewage;
- Inspection of food facilities at reception and evacuation centres;

- Transportation of samples to laboratories and provision of sampling materials;
- Adequate disposal of corpses and carcasses;
- Adequate response to health and environmental related complaints at the centres;
- Adequate response to communicable disease reports including rabies and gastro-intestinal outbreaks at the centres and affected areas;

Inspectors will also:

- ❖ Enforce isolation areas when required;
- ❖ Approve housing facilities required for evacuees or the homeless.

### **Public Health Nurses**

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

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

## 7. **Renfrew County Social Services Director**

The Municipal Social Services Administrator will perform the following responsibilities and duties:

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

- ❖ Provide information and advice to evacuees at the Evacuee Centre on social service matters such as:
  - seniors' pension cheques
  - social assistance cheques
  - personal liability
  - insurance
  - banking access/financial support
- ❖ Shall assist with the co-ordination of the operation of the following services in Evacuee Centres:
  - laundry facilities
  - religious support
  - recreation program for various age groups
  - child care programs
- ❖ Direct all requests for social services' related expenditures, including items such as clothing, beds, bedding, personal care items, infant care needs, to the Social Services representative in the Municipal Operations Centre;
- ❖ Receive and distribute clothing in the Reception and Evacuee Centres;
- ❖ Provide staff who will be able to address cultural and language needs through a list maintained by the City;
- ❖ Social Services will operate under the City of Pembroke's approval of expenditures policy. During a City Emergency, expenditure approval shall be approved by the C.A.O. or Treasurer. During an AECL Emergency or emergency where evacuation centres must be opened to accommodate evacuees from other municipalities, expenditure approval shall be approved by the Evacuee Services Manager;
- ❖ Provide information and advice to the Social Services representative in the Municipal Operations Centre relating to the provision of social services to evacuees and on social service matters;
- ❖ Liaise within each Centre with the Manager of that Centre;
- ❖ Liaise with the Health Services representatives on issues of mutual concern;
- ❖ Request the Social Services representative in the Municipal Operations Centre to contact volunteer agencies and the Ministry of Community and Social Services for assistance in the Centres. (Salvation Army, service clubs and association, Women's Institutes, religious organizations, others as available within the County);
- ❖ Provide direction within each centre to personnel from volunteer agencies and the Ministry of Community and Social Services who will be assisting with social services.

## **8. Emergency Medical Services (EMS) Director**

The Emergency Medical Services Director is responsible for:

- Ensuring emergency medical services at the emergency site;
- Depending on the nature of the emergency, assign the Site Manager and inform the CCG;
- Establishing an ongoing communications link with the senior EMS official at the scene of the emergency;
- Obtaining EMS from other municipalities for support, if required;
- Ensuring triage at the site;
- Advising the CCG if other means of transportation is required for large scale response;
- Ensuring liaison with the receiving hospitals;
- Ensuring liaison with the Medical Officer of Health, as required.

## **9. Emergency Management Coordinator or Alternate**

The Emergency Management Coordinator or Alternate is responsible for:

- Activating and arranging the Emergency Operations Centre;
- Ensuring that security is in place for the EOC and registration of CCG members;
- Ensuring that all members of the CCG have necessary plans, resources, supplies, maps, and equipment;
- Providing advice and clarifications about the implementation details of the Emergency Response Plan;
- Supervising the Telecommunications Personnel;
- Ensuring liaison with community support agencies (e.g. St. John Ambulance, Canadian Red Cross);
- Ensuring that the operating cycle is met by the CCG and related documentation is maintained and kept for future reference;
- Addressing any action items that may result from the activation of the Emergency Response Plan and keep CCG informed of implementation needs;
- Maintaining the records and logs for the purpose of the debriefs and post-emergency reporting that will be prepared.

## **10. Utility Representative – Ottawa River Power Corporation**

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

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

## **11. Evacuee Services Manager**

The Evacuee Services Manager will perform the following responsibilities and duties:

Reports directly to the Operations Officer (C.A.O.) during an AECL emergency or an emergency where evacuation centres will be opened to accommodate evacuees from other municipalities. This position is not needed during a City emergency as Renfrew County Social Services Department will act in this capacity but will require C.A.O. or Treasurer approval for any expenditures. Responsibilities are to include:

- Assume responsibility for the detailed operations of Evacuation Centre Plan;
- Assume responsibility of Emergency Centre Manager in the case of a short-term or small-scale incident at own discretion;
- Notify Evacuation Centre Manager(s) to immediately assume their roles. Notify those Managers to be placed on stand-by;
- Notify appropriate School Board representatives(s);
- Provide assistance to Evacuation Centre Managers(s) as required, especially provision of required goods and services;
- Liaise with the Regional Medical Officer of Health, about the health and well-being of evacuees situated in Evacuation Centres;
- Appoint personnel to fill vacancies in Evacuation Centres that cannot be filled by volunteer services;
- Liaise with CCG in order to keep the CCG informed of activities in the Centres and be kept aware of the status of the emergency and decisions of the central group;
- Liaise with the Manager(s) to ensure continuity in operations and the information process – contact on an hourly basis;
- Establish communications with Emergency Evacuation Centre(s);
- Liaise with Detachment Commander regarding Evacuation Centre security;
- Determine what vehicles are available for the possible transport of supplies and materials;
- Maintain a log of all actions or decisions taken; and
- Liaise with the Renfrew County Social Services Department to ensure the provision of assistance to any person or persons in need of food, shelter or clothing as a result of an emergency situation.
- Organize and register volunteers during an emergency in the Lower Level Meeting Room of City Hall.

## **12. IT Technician**

The IT Technician will perform the following responsibilities and duties:

The IT Technician reports to the Community Emergency Management Coordinator and is responsible for:

- Providing information and advice on IT matters as they relate to the emergency to the CAO and members of the Community Control Group;
- Alerting the CAO or Community Emergency Management Coordinator of an emergency or threat of an emergency that may involve the City's IT resources;
- Opening and maintaining a service log relating to his/her area of responsibility of decisions made and actions taken during the emergency;
- Ensuring the information technology needs of the EOC are met (telecommunications, smart board, facsimiles, computers, printers, networks, TV satellite communications, etc.); and
- Identifying, prioritizing and re-establishing departmental services that have been damaged, reduced or temporarily suspended due to the emergency.

***b) Primary Support Group***

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

**1. CAO's Administrative Assistant/Assistants**

The CAO's Administrative Assistant is responsible for:

- Assisting the Chief Administrative Officer, as required;
- Ensuring all important decisions made and actions taken by the CCG are recorded;
- Ensuring that maps and status boards are kept up to date;
- Provide a process for registering CCG members and maintaining a 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;
- 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.

## 2. **Emergency Information Officer**

The Emergency Information Officer will report directly to the Mayor or Chief Administrative Officer during an emergency. Responsibilities are to include:

- Activate a means of providing the public with information during an emergency through:
  - ❖ Utilization of media;
  - ❖ By means of information centres when media resources are ineffective;
  - ❖ Public Inquiry Telephone Line **735-6821 extension 1999**;
- Prepare self help information for rapid distribution;
- Keep the public informed for rapid distribution;
- Determine communication requirements;
- Arrange for media facilities;
- Provide public relations support at the emergency site(s) if required;
- Gather, process and disseminate information from various emergency services;
- Establish and supervise the Opscentre communications network;
- Monitor media coverage of the emergency;
- Assume the responsibility of supervising citizen inquiries.

### 3. **City Treasurer**

The City Treasurer is responsible for:

- Providing information and advice on financial matters as they relate to the emergency;
- Ensuring liaison, if necessary, with the Treasurers/Directors of Finance of neighbouring communities;
- Ensuring that records of expenses are maintained for future claim purposes;
- Ensuring the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency;
- Ensuring provision of equipment and supplies not owned by City of Pembroke, if required;
- Maintaining and updating list of vendors (including 24 hour contact numbers) who may be required to provide supplies and equipment.

#### 4. **Telecommunications (ARES) Coordinator**

The Telecommunications Coordinator reports to the Emergency Management Coordinator and is responsible for:

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

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

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

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

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

The senior representative for each emergency responder (police, fire, EMS, public works) at the site will consult with the Emergency Site Manager, so as to offer a coordinated and effective response. Regular briefings will be held at the site and chaired by the Emergency Site Manager, so as to establish the manner and process to the emergency.

## **PART 7: EMERGENCY TELECOMMUNICATIONS PLAN**

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

The Emergency Telecommunications Coordinator for the City of Pembroke is a pre-designated Amateur Radio Operator. The Emergency Telecommunications Coordinator is part of the initial Emergency Notification Procedure who in turn will call upon his contacts for further communications support, as required.

The Emergency Telecommunications Office is located in the office adjacent to the EOC. It is equipped with portable hand radios, battery back-up, two-way radio with the necessary channels to communicate with police, fire, EMS and the Ontario Fire Marshall.

Communications between the EOC and the other responding agencies will be with the support of a runner. All messages are to be written on the Amateur Radio Message Forms and logged.

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