



City of St. Catharines

Emergency Plan

Schedule B to By-Law # 2009-184
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1.0 INTRODUCTION

Municipal emergencies could be defined as situations caused by the forces of nature, an accident, an intentional act or otherwise, that constitutes a danger to the City of St. Catharines, its residents and visitors. These situations require a controlled and co-ordinated response by a number of agencies, both government and private, under the direction of the appropriate elected or appointed officials, as distinct from routine operations carried out by an agency or agencies as normal day to day procedures (e.g. Firefighting, police activities, normal hospital routines.)

Whenever an emergency occurs, the initial and prime responsibility for providing immediate assistance and control rests with the affected departments within the municipality.

Where a situation cannot be adequately dealt with under existing division of statutory responsibilities and areas of mutual co-operation, the City Manager, in accordance with By-law 2007-346, as amended, shall co-ordinate and control all departments of the City of St. Catharines that may be required to deal with a situation.

Where the resources of the City of St. Catharines are insufficient to cope with the situation, assistance will be requested of the Regional Municipality of Niagara as set out in part 3.2 – Request for Regional Assistance.

As enabled by *The Emergency Management and Civil Protection Act, 2006*, this Emergency Response Plan and its elements have been:

- Adopted by the City of St. Catharines by a duly passed by-law.
- Filed with Emergency Management Ontario, Ministry of Community Safety and Correctional Services and the Regional Municipality of Niagara.

2.0 AIM

The aim of this plan is to make provision for the extraordinary arrangements and measures that may need to be taken to protect the health, safety, welfare, environment and economic prosperity of the residents, businesses and visitors of the City of St. Catharines when faced with an emergency.

It enables a centralized, controlled and co-ordinated response to emergencies in the City of St. Catharines and meets the legislated requirements of *The Emergency Management Act and Civil Protection Act, 2006*.

Objectives:

1. To prepare and maintain an emergency plan for the efficient training and deployment of all personnel and services required in an emergency situation in the City of St. Catharines.
2. To authorize employees of the municipality to take action under the emergency plan, including the state prior to formal declaration of the emergency.

3.0 AUTHORITY

The Emergency Management and Civil Protection Act, 2006 (EMCPA) is the legal authority for this Emergency Response Plan.

The EMCPA states that:

“Every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedure under and the manner in which employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan.” [Section 3 (1)]

“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.” [Section 4 (1)]

3.1 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 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 incident, maintaining essential services to the community and supporting emergency site operations.

3.2 Tiered Response

For the purpose of this Plan, the above definition of emergency is further refined within the following contexts:

3.2.1 Tier One: Local Municipal Emergency

Any emergency occurring within the boundaries of one or more Niagara Region Local Area Municipalities that is within the combined capabilities of the Local Area Municipality / Municipalities and the Niagara Region to co-operatively respond to, effectively manage and recover from as declared by the Local Head of Council.

During such emergencies Niagara Region will provide assistance as requested to the affected municipality/municipalities to support municipal emergency operations. This may include staff / resources to an emergency site, municipal operations centre or any other location as required. In addition, Niagara Region may activate the Region's Emergency Management Structure to better co-ordinate regional support to multiple municipalities, multiple support locations and/or to ensure essential regional service provisions apart from the area(s) affected by the emergency.

3.2.2 Tier Two - Regional Emergency

Any large scale or widespread emergency occurring within the boundaries of Niagara Region impacting multiple municipalities that is within the combined capabilities of the Local Area Municipalities and the Niagara Region to co-operatively respond to, effectively manage and recover from as declared by either the Local Municipal Head's of Council and/or the Regional Head of Council.

In rare situations, a Regional Emergency Declaration may be required to best facilitate region-wide co-ordination of emergency support. These large scale or widespread emergencies could include:

- Public Health & Safety Emergency (Disease Outbreak / Environmental Hazard)
- Critical Infrastructure Failure (Utility Outage / Water Supply Disruption)
- Natural Disaster (Severe Weather / Large Scale Flooding / Winter Storms)

During such emergencies Niagara Region will activate the Region's Emergency Management Structure to best co-ordinate regional operations and to support multiple municipalities, multiple support locations and/or to ensure continuity of essential regional service provisions apart from the area(s) affected by the emergency. In addition, Niagara Region will continue to provide assistance as requested to the affected municipalities to assist with municipal emergency operations. This could include staff / resources to support emergency operations at emergency sites, municipal operations centres or at any other location as required.

3.2.3 Tier 3 - Provincial Emergency

Any widespread emergency, which impacts large portions of the Province of Ontario that is within the capabilities of the Province of Ontario and its collective Municipalities to effectively respond to, manage and recover from (assisted or otherwise) as declared by the Premier of Ontario. Provincial emergencies could also include local emergency declarations by either the Local Municipal Heads of Council and/or the Regional Head of Council.

During such emergencies Niagara Region may activate the Region's Emergency Management Structure / Emergency Operations Centre to better co-ordinate regional support to either local municipalities and/or externally impacted municipalities. In addition, Niagara Region will continue to provide assistance as requested to the affected municipalities to assist with municipal emergency operations should the event impact the local area. This could include staff / resources to support emergency operations at emergency sites, municipal operations centres or at any other location as required.

3.3 Declaration of Emergency:

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." (4.1)

3.4 Action Prior to Declaration

The Emergency Management and Civil Protection Act authorizes any employee of the City of St. Catharines to take any actions required as described in this Plan where an emergency is imminent, exists but has not yet been declared to exist in order to protect property and the health, safety and welfare of the City of St. Catharines. **An emergency declaration is not required to activate this Plan and activation of this Plan does not in itself constitute an emergency declaration.**

4.0 EMERGENCY NOTIFICATION AND ACTIVATION PROCEDURES

4.1 Plan Activation

Each Department within the City of St. Catharines has the responsibility of supplying the initial response in an emergency. The Director of the affected department may request assistance from other departments within the City. This may be done without activating the City Emergency Notification System.

However, when the resources of the affected Department are deemed insufficient to control the emergency, the Mayor, CAO, Fire Chief, Emergency Management Co-ordinator and/or the Police Chief or any of their designates, shall activate the City Emergency Notification System in the City of St. Catharines Emergency Plan. (Annex A)

This decision shall be passed on to the Fire and Emergency Management Services Communications Department (Dispatch) informing him/her of the situation and directing that the City of St. Catharines Emergency Notification System be activated at the following level:

4.2 Emergency Alert System Notification Call-out Levels

4.2.1 Full Notification

When the St. Catharines Fire and Emergency Management Services Communications staff is directed to carry out a "Full Notification", all members of the Community Control Group will be contacted and instructed to respond to the Emergency Operations Centre at a designated time.

4.2.2 Partial Notification

When the St. Catharines Fire and Emergency Management Services Communications staff is directed to carry out a "Partial Notification", only selected members of the Community Control Group, depending upon the emergency situation, will be contacted and instructed to respond to the Emergency Operations Centre at a designated time.

4.2.3 Stand-by Notification

When the St. Catharines Fire and Emergency Management Services Communications staff is directed to carry out a "Stand-by Notification", all, or selected members of the Community Control Group will be contacted and instructed to "stand by" for further information. This notification level may be used if there is an emergency situation developing or the threat of an emergency occurring which does not yet merit assembling members of the Community Control Group.

Unless otherwise directed, St. Catharines Fire and Emergency Management Services will alert personnel, alternates and agencies required to form the Community Control Group in the following order:

1. Mayor or his duly authorized representative
2. Fire Chief
3. Police Chief/Niagara Regional Police Representative
4. Chief Administrative Officer
5. Emergency Management Co-ordinator
6. Director of Transportation & Environmental Services
7. Director of Recreation & Community Services
8. Director of Corporate Support Services
9. Emergency Medical Services (NEMS) Representatives
10. Regional Medical Officer of Health or Representative
11. General Manager St. Catharines Transit
12. Horizon Utilities

The above listed personnel are responsible for arrangements to notify agencies and other personnel under their control as they deem appropriate.

Note: Names and Telephone Numbers of Emergency Control Group are listed in Annex A (Confidential)

4.3 Requests for Assistance

Emergency assistance is structured at four levels of government in Canada, progressing from the local municipality up to Federal Government level using a “bottom up” approach.

Assistance from the Regional Municipality of Niagara can be requested by the Mayor or designate to the Regional Chairman or by the City CAO or designate to the Regional CAO. This assistance could include personnel with special expertise, specialized equipment with trained operators, and/or any other type of service/expertise required to support emergency operations. Assistance may be requested from the Regional Municipality of Niagara without any loss of control or authority.

A request for assistance from the Government of Ontario would be made by contacting the Provincial Emergency Operation Centre, Emergency Management Ontario regardless if the Plan has been activated or not. Once the request for emergency assistance has been received by Emergency Management Ontario, it is their responsibility to determine their capability to offer the assistance requested and/or coordinate the assistance request through to the appropriate Provincial/Federal Ministry and reply to the City of St. Catharines on the status of the request.

4.4 Declaring a Community Emergency: Authority to Declare

The Mayor (or the Acting Mayor) has the legislative authority under the *Emergency Management and Civil Protection Act, 2006* to declare an “Emergency to Exist” within the boundaries of the City of St. Catharines. The decision to declare an emergency to exist is made by the Mayor, preferably in consultation with the members of the Community Control Group. The Mayor does, however, have the ultimate authority whether or not to make an emergency declaration.

A sample emergency declaration is attached as Annex C to this Plan.

The Mayor or Acting Mayor may declare that an emergency exists in the City of St. Catharines or in any part thereof, and may take such action and make such orders as he/she considers necessary and are not contrary to law to implement the Emergency Response Plan for St. Catharines, and to protect the property and the health, safety and welfare of the inhabitants of the emergency area.

Declaring an emergency to exist within the City of St. Catharines is not required, prior to activation and implementation of this Emergency Response Plan, nor does it give the City any extraordinary powers that they are not already granted through activation of the Emergency Response Plan. However, an emergency declaration may create greater understanding and promote a sense of urgency to the public regarding the severity of an emergency situation and encourage greater public compliance. Therefore, an emergency declaration may be useful if the Community Control Group will be requesting the public to do something out of the ordinary, such as evacuate.

In addition, an emergency declaration grants the City the power to protect volunteer emergency workers under the provision of the Occupational Health and Safety Act 1990. If a volunteer is participating in a Declared Emergency and is registered with the City, they are then considered “City Workers” and protected under the provisions of the Act. Should that volunteer be injured, the City submits the insurance form to the Workplace Safety and Insurance Board. Registration of volunteers will be co-ordinated by the City’s Human Resources Department.

Upon declaring an emergency, the Mayor will notify:

- City Council
- Emergency Management Ontario
- Public
- Neighbouring community officials, as required
- Regional Chair
- Local Member of Provincial Parliament (MPP)
- Local Member of Parliament (MP)

4.5 Terminating an Emergency

The Mayor, his duly authorized representative, or Council (by a majority vote) may at any time, declare that an emergency has terminated. An Emergency Termination Form is provided in Annex D.

When terminating an emergency, the Mayor will notify:

- City Council
- Emergency Management Ontario
- Public
- Neighbouring community officials, as required
- Regional Chair
- Local Member of Provincial Parliament (MPP)
- Local Member of Parliament (MP)

Section 7.0.1 of the *Emergency Management and Civil Protection Act, 2006* states that the Lieutenant Governor in Council or the Premier, if in the Premier's opinion the urgency of the situation requires that an order be made immediately, may by order declare that an emergency exists throughout Ontario or in any part of Ontario. An emergency declared under Section 7.0.1 is terminated at the end of the 14th day following its declaration unless the Lieutenant Governor in Council by order declares it to be terminated at an earlier date.

5.0 THE COMMUNITY CONTROL GROUP

An emergency requires a controlled and coordinated response by multiple departments/agencies under the direction of appropriate officials – members of the Community Control Group. This group is responsible for co-ordinating the provision of the essential services necessary to respond to and minimize the effects of an emergency on the community.

5.1 Core Members

The CCG consists of the following officials and their alternates:

- Mayor of the City of St. Catharines
- Chief Administrative Officer
- Fire Chief
- Police Chief/Niagara Regional Police Representative
- Community Emergency Management Co-ordinator (CEMC)
- Director of Transportation & Environmental Services
- Director of Recreation & Community Services
- Director of Corporate Support Services
- Emergency Medical Services (NEMS) Representatives
- Regional Medical Officer of Health or Representatives
- General Manager St. Catharines Transit
- Horizon Utilities Representative

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

5.2 City Emergency Support Group

The City Emergency Support Group shall be composed of persons, or their designates, holding the following appointments:

- Director of Financial Management Services
- City Solicitor
- Human Resources Manager or Representative
- Emergency Information Officer
- Information Technology/Telecommunications Coordinator
- Purchasing Agent
- Administrative Resource Officer
- Region of Niagara Community Services

As required, identified members of the Emergency Support Group will join the Community Control Group.

5.3 Other Agencies/Stakeholders

The following services, agencies or officials will operate in support of the CCG as a liaison when/if required.

- Emergency Management Ontario
- Canadian Red Cross
- Regional Niagara Emergency Management Co-ordinator
- Ontario Provincial Police
- Niagara Peninsula Conservation Authority
- Liaison staff from provincial ministries
- Enbridge Consumers Gas
- Bell Canada representatives
- District School Board of Niagara and Niagara Catholic District School Board
- Regional Health Unit and Area Hospitals
- Office of the Fire Marshal
- Amateur Radio Emergency Services (ARES)
- Any other officials, experts or representatives from the public or private sector as deemed necessary by the CCG

5.4 Emergency Operations Centre

The CCG will report to the Primary Emergency Operations Centre or the alternate if the Primary is unavailable for use. Details of the EOC's including equipment and set-up are outlined in Annex B (confidential)

5.5 Critical Infrastructure

Critical Infrastructure is the network of systems that deliver essential services that our community depends on. This includes electricity, gas, telecommunications systems, transportation and water/sewage. See Annex E (Confidential) for critical infrastructure type, primary components, owner/operator, location and primary contact information.

5.6 Community Risk Profile

See Annex F (Confidential). for the St. Catharines Community Risk Profile which ranks potential hazards by type, probability and consequence.

5.7 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 Administrative Resource Officer will maintain a status board and maps, which will be prominently displayed and kept up to date.

5.8 Community Control Group Responsibilities

The actions or decisions which the members of the CCG are likely to be responsible for are:

- (a) Calling out and mobilizing their emergency service, agency and equipment.
- (b) Co-ordinating and directing their service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided that they are not contrary to law.
- (c) Determining if the location and composition of the CCG are appropriate.
- (d) Advising the Mayor as to whether the declaration of an emergency is recommended.
- (e) Designating any area in the municipality as an “emergency area”.
- (f) Ensuring that an Emergency Site Manager (ESM) is appointed.
- (g) Ordering, co-ordinating and/or overseeing the evacuation of inhabitants considered to be in danger.
- (h) Discontinuing utilities or services provided by public or private concerns, i.e.: water, hydro, gas, closing shopping plaza/mall, and arena.
- (i) Arranging for services and equipment from local agencies not under municipal control i.e.: private contractors, volunteer agencies, service clubs.
- (j) Notifying, requesting assistance from and/or liaison with various levels of government and any public or private agencies not under municipal control, as considered necessary.
- (k) Determining if additional transport is required for evacuation or transport of persons and/or supplies.
- (l) Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Officer and Public Inquiry Centre supervisor, for dissemination to the media and public.
- (m) Relaying information on the emergency situation to the Regional Niagara Emergency Operations Centre, as required, through the Regional CEMC.
- (n) Determining the need to establish advisory group(s) and/or sub-committees.
- (o) Authorize the expenditure of monies required to deal with the emergency.
- (p) Notifying the service, agency or group under their direction, of the termination of the emergency.
- (q) Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the CAO within one week of the termination of the emergency, as required.
- (r) Appointing a media spokesperson.
- (s) Participating in the debriefing following the emergency.
- (t) Each member of the Control Group is responsible for calling out and mobilizing the emergency service or agency under their jurisdiction.
- (u) Each member of the Control Group is responsible for co-ordinating and directing their service and ensuring that any actions necessary for the mitigation of any of the effects of the emergency are taken, provided they are not contrary to law.
- (v) Each member is responsible for providing clerical support staff (scribes) where needed.

6. THE RESPONSIBILITIES OF THE COMMUNITY CONTROL GROUP MEMBERS

6.1 Mayor

The Mayor is responsible for:

- (a) Activating the emergency notification system if required.
- (b) Providing overall leadership in responding to an emergency.
- (c) Declaring an emergency in all or part of the City of St. Catharines.
- (d) Ensuring that Emergency Management Ontario is notified of the declaration of an emergency.
- (e) Ensuring that liaison is maintained with the members of the City of St. Catharines Council, with particular emphasis on the councilor(s) from the ward(s) directly affected by the emergency.
- (f) Ensuring that the Chair of the Regional Municipality of Niagara, the local MP and MPP are notified of the declaration of an emergency and kept apprised of the emergency situation.
- (g) Acting as the official City of St. Catharines spokesperson during news conferences.
- (h) Terminating the emergency and ensuring that EMO, the Chair of Niagara Region, and the local MP and MPP are advised of such termination.
- (i) Approve the expenditure of funds to meet the requirements of the emergency.
- (j) Maintain a log of all actions taken.

6.2 Chief Administrative Officer

The City Administrator shall provide and direct as required, all emergency response or support activities within the EOC.

The CAO is responsible for:

- (a) Activating the emergency notification system if required.
- (b) Provide regular updates and act as principal advisor to the Mayor and Council on all emergency related matters.
- (c) The co-ordination of all operations within the EOC, including the scheduling of regular meetings, ensuring that operations log and events board are kept up to date and that minutes of all CCG meetings are recorded.
- (d) The approval, in conjunction with the Mayor, of major announcements and press releases prepared by the Emergency Information Officer.
- (e) Ensuring that a communication link is established between him/herself and the appointed Emergency Site Manager.
- (f) Secure the necessary financial support from existing sources or from Provincial or Federal authorities. Support to be provided by the City Treasurer.
- (g) Ensure that the appropriate legal and statutory requirements are met. Legal assistance to be provided by the City Solicitor.

- (h) Initiate ODRAP/Fundraising efforts when necessary.
- (i) Maintain a log of all actions taken.

6.3 Fire Chief

The Fire Chief/Fire and Emergency Management Services is responsible for:

- (a) Activating the emergency notification system if required.
- (b) Establishing an ongoing communications link with the senior fire official at the site of the emergency.
- (c) Providing the Emergency Control Group with information and advice on firefighting and rescue matters.
- (d) Implementing the Mutual Aid plan if required. Establishing an ongoing communications link with the senior fire official at the scene of the emergency.
- (e) Determining if additional special equipment or supplies are required and making the necessary arrangement for procurement through the Regional Emergency Fire Plan Co-ordinator.
- (f) Advising the hospitals of the pending emergency or that an emergency has been declared.
- (g) Providing equipment and personnel when and where required to assist in activities other than firefighting and rescue operations (e.g. evacuation, first aid, pumping operations, etc.).
- (h) The establishment of an on-scene command post through the Emergency Site manager.
- (i) Liaise with the EIO to ensure the correct dissemination of information.
- (j) Maintain a log of all actions taken.

6.4 Niagara Regional Police Service Representative

The Police Chief/Niagara Regional Police Representative is responsible for:

- (a) Activating the emergency notification system if required.
- (b) Establishing an ongoing communications link with the senior police official at the scene of the emergency.
- (c) Ensuring that a communication link is established between the EOC and the On-scene Command Post.
- (d) The establishment of an inner perimeter within the emergency area.
- (e) The establishment of an outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to essential emergency personnel.
- (f) The provision of traffic control to facilitate the movement of emergency vehicles.
- (g) Alerting persons endangered by the emergency and the co-ordination of evacuation procedures.
- (h) The protection of life and property and the provision of law and order.
- (i) The provision of police service in evacuation centres, morgues, and other

- facilities as required.
- (j) The provision of security services at the EOC as required.
 - (k) Notifying the coroner of fatalities.
 - (l) Liaison with other municipal, provincial and federal police agencies, as required.
 - (m) Maintain a log of all actions taken.

6.5 Community Emergency Management Co-ordinator

The Community Emergency Management Co-ordinator is responsible for:

- (a) Activating the emergency notification system if required.
- (b) Acting in a resource and advisory capacity to the Community Control Group and other emergency and support staff as required.
- (c) Providing guidance and assistance to various groups and departments involved in the management of the emergency, as required.
- (d) Maintain a communication link with the Regional Municipality of Niagara Emergency Management Dept and Emergency Management Ontario concerning the City of St. Catharines emergency.
- (e) Ensuring the operation cycle is met by the CCG and related documentation is maintained and kept for future reference.
- (f) Assisting with the report and debriefing on the emergency, as required.
- (g) Maintain a log of all action taken.

6.6 Director of Transportation and Environmental Services

The Director of Transportation and Environmental Services is responsible for:

- (a) Providing the CCG with information and advice on engineering and public works matters.
- (b) Depending on the nature of the emergency, assigning the Site Manager.
- (c) Establishing an ongoing communications link with the senior TES official at the scene of the emergency.
- (d) Ensuring that all vehicles and equipment are available for assistance.
- (e) Being prepared to deliver barricades and flashers to the site of the emergency.
- (f) Being prepared to clear debris or snow in and around the emergency area and to tow light vehicles to the scene if the emergency area is off the road.
- (g) Ensuring construction, maintenance and repair of City roads.
- (h) Ensuring the maintenance of water and sewage systems as required for health and safety purposes.
- (i) Providing equipment for and conducting emergency pumping operations.
- (j) Ensuring liaison with the Fire Chief concerning emergency water supplies for fire fighting purposes.
- (k) Providing emergency potable water, supplies and sanitation facilities according to the requirements of the Medical Officer of Health in co-operation with the Medical Officer of Health/Regional Public Health.
- (l) Ensuring liaison with public utilities to disconnect any service representing a

- hazard and/or to arrange for the provision of alternate services or functions.
- (m) Being prepared to arrange for the inspection and demolition of unsafe buildings and for the issuance of appropriate permits before or after such demolitions.
- (n) Providing public works vehicles and equipment as required by any other emergency services.
- (o) Ensuring liaison with the Niagara Peninsula Conservation authority regarding flood control, conservation and environmental matters and being prepared to take preventative action; keeping other municipal departments informed regarding river levels in times of anticipated flooding.
- (p) Ensuring liaison with the public works representatives from the neighbouring community(s) to ensure a co-ordinated response.
- (q) Ensuring that Forestry Services are ready to respond, if required.
- (r) Maintain log of all actions taken.

6.7 Director of Recreation and Community Services

The Director of Recreation and Community Services is responsible for:

- (a) Ensuring that upon receipt of an emergency alert, staff are placed on standby.
- (b) Establishing and maintaining radio communications with the Fire and Emergency Management Services Alarm Room.
- (c) Ensuring that all vehicles and equipment are ready for immediate use.
- (d) Should it be necessary for the Regional Social Services Department to establish emergency shelters, ensuring that RCS staff are available to open community centres and arenas, as required.
- (e) Maintain a log of all action taken.

6.8 Director of Corporate Support Services

The Director of Corporate Support Services is responsible for:

- (a) Notifying the members of the City Emergency Support Group of the emergency and the designated meeting point of the Emergency Support Group.
- (b) Overseeing the functions of the City Emergency Support Group (e.g. IT, Human Resources, EIO).
- (c) The provision of recording staff to record minutes of the Emergency Control Group meetings.
- (d) Ensuring that all members of the City of St. Catharines Council are advised of the declaration and termination of the emergency.
- (e) Attending all meetings of the Emergency Control Group and promptly advising all members of the Emergency Support Group of the information shared and the decisions made.

- (f) Assigning staff to maintain logs and mark maps, on an ongoing basis and during an emergency and instructing them as to the information to be logged and/or displayed.
- (g) Ensure the operation and co-ordination of the Public Inquiry Centre.
- (h) Maintain a log of all action taken.

6.9 Emergency Medical Services (NEMS) Representative

The Emergency Medical Services representative is responsible for:

- (a) Liaison with Police, Fire and other agencies active at the site of the emergency.
- (b) Depending on the nature of the emergency, assigning the Site Manager and informing the CCG.
- (c) Establishing an ongoing communications link with the senior EMS official at the scene of the emergency.
- (d) Ensuring triage at the emergency site.
- (e) Assisting with the organization and transport of persons in health care facilities, homes for the aged, nursing homes and rest homes, which are to be evacuated, as required.
- (f) Assessing the need and the initial request for special emergency health service resources at the emergency site (e.g. support units, paramedics, ambulance helicopters, etc.).
- (g) Liaison with hospitals for the efficient distribution of casualties.
- (h) Liaison with the Medical Officer of Health as required.
- (i) Obtaining EMS from other municipalities for support, if required.
- (j) Maintain a log of all actions taken.

6.10 Regional Medical Officer of Health/Public Health Representatives

The Regional Medical Officer of Health is responsible for:

- (a) Acting as a co-ordinating link for all emergency health services.
- (b) Ensuring liaison with the Ontario Ministry of Health and Long Term Care, Public Health Branch.
- (c) Depending on the nature of the emergency, assign the Site Manager and inform the CCG.
- (d) Establishing an ongoing communication link with the senior health official at the scene of the emergency.
- (e) Ensuring liaison with the ambulance service representatives.
- (f) Providing advice on any matters which may adversely affect public health.
- (g) Providing authoritative instructions on health and safety matters to the public through the Emergency Information Co-ordinator.
- (h) Co-ordinating the response to disease-related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health and Long Term Care policies.
- (i) Ensuring liaison with voluntary and private agencies, as required, for

- augmenting and co-ordinating public health resources.
- (j) Ensuring coordination of all efforts to prevent and control the spread of disease during an emergency.
- (k) Notifying the Director of Transportation and Environmental Services regarding the need for potable water supplies and sanitation facilities.
- (l) Ensuring liaison with the Regional Community Services representative on areas of mutual concern regarding health services in evacuee centres.
- (m) Maintain a log of all actions taken.

6.11 General Manager - St. Catharines Transit

The General Manager of St. Catharines Transit is responsible for:

- (a) Co-ordinating the acquisition, distribution and scheduling of public transit vehicles for the purpose of transporting persons and/or supplies, as required, by members of the CCG and the support and advisory staff.
- (b) Procuring staff to assist, as required.
- (c) Ensuring that a record is maintained of drivers and operators involved.
- (d) Maintain a log of all actions taken.

6.12 Horizon Utilities Corporation

The Horizon Utilities Corporation representative is responsible for advising the Community Control Group on all matters related to their electrical distribution system, or to act as the co-ordinating link between the Community Control Group and the local Electric Utility, from within the Emergency Operations Centre. The Horizon Utilities Corporation representative is also responsible for:

- (a) Activating the Emergency Notification Procedure through Police Communications, as required.
- (b) Notifying critical organizations, (i.e. hospitals, EMS, Public Health, etc.) of impending power outages.
- (c) Discontinuing services to any consumer where it is considered in the interest of public safety.
- (d) Co-ordinating with the CCG to establish priorities for the restoration of services, and/or rotational load shedding, as required.
- (e) Maintaining/restoring services on a priority basis where necessary and practical (i.e. Evacuation Centres, identified critical infrastructure).
- (f) Providing any additional staff and equipment necessary to restore the electrical distribution system.
- (g) Liaising with Electrical Safety Authority of Ontario for inspection services.
- (h) Liaising with the local Hydro One for the restoration of electrical service in its service territory.
- (i) Assisting the Emergency Site Co-ordinator as appointed by the Community Control Group in fulfilling their responsibilities when required.
- (j) Maintain a log of all actions taken.

7. THE RESPONSIBILITIES OF CITY EMERGENCY SUPPORT GROUP

- (a) The City Emergency Support Group shall be directly responsible to the Community Control Group for the provision of all logistical administrative and specialist support.
- (b) Individual members of the City Emergency Support Group may be required to attend EOC meetings from time to time for the purpose of providing specialist advice.
- (c) Each member of the Support Group is responsible for maintaining a log outlining actions regarding their decisions, or orders made, and submitting a summary of the log to the CAO within one week after the emergency has been terminated.

7.1 Director of Financial Management Services

The Director of Financial Management Services is responsible for:

- (a) Providing information and advice on financial matters as they relate to the emergency.
- (b) Ensuring that records of expenses are maintained for future claim purposes.
- (c) Ensuring the prompt payment and settlement of all legitimate invoices and claims incurred during the emergency.
- (d) Ensuring liaison, if necessary, with the Treasurers/Directors of Finance of neighbouring communities.
- (e) Maintain a log of all actions taken.

7.2 City Solicitor

The Legal Services representative is responsible for:

- (a) Providing advice to any member of the CCG on matters of a legal nature as they may apply to the actions of the City of St. Catharines in its response to the emergency, as requested.
- (b) Maintain a log of all actions taken.

7.3 Human Resources Manager

The Human Resources Manager is responsible for:

- (a) Co-ordinating and processing requests for human resources including the registration and assignment of volunteers.
- (b) Ensuring identification cards are issued to CCG members, employees and volunteers.
- (c) Obtaining assistance, if necessary, from Human Resources Development Canada as well as other government departments, public and private agencies and volunteer groups.

- (d) Maintain a directory of private and public agencies as staffing resources.
- (e) Arranging for the provision of CISM via EAP.
- (f) Provide information and advice on matters relating to staffing/union concerns in relation to the emergency response and take appropriate actions as directed by the CCG.
- (g) Maintain a log of all actions taken.

7.4 Emergency Information Officer (EIO)

The Emergency Information Officer is the lead member of the public information response team and assists with the management of the media and the dissemination of information to the public during an emergency.

- (a) Consult with the Community Control Group on the need for news briefings and conferences, the granting of media interviews, that status of media monitoring, recommended responses to media misinformation and rumour, the content of official statements, announcements and other forms of public communication, and the release of any disaster-related information to the public.
- (b) Consult with other members of the Community Control Group on the status of the emergency situation and on any need for resources that could be fulfilled for the dissemination of information to the public for assistance.
- (c) Ensure the set-up and operations of the Public Inquiry Centre.
- (d) Adjust Community messages based on information from the Community Control Group and the Public Inquiry Centre.
- (e) Apprise the EOC members of any significant information received by the public.
- (f) Issue passes; ID to all bona fide media representatives assigned to direct coverage of the emergency by their organizations and keep an up-to-date accreditation register.
- (g) Provide technical and logistical supports to accredited media representatives as requested and as available.
- (h) Correct misinformation by contacting media program producer.
- (i) Ensure that a log is kept of all media inquiries to be transformed into a media inquiry summary and assessment component of the final operational evaluation report of media activities.
- (j) Prepare and submit an analysis of media coverage and recommend necessary adjustments to the Public Information Plan.
- (k) Maintain a log of all actions taken.

7.5 Municipal Telecommunications Co-ordinator

The Municipal Telecommunications Co-ordinator reports to the Emergency Management Co-ordinator and is responsible for:

- (a) Initiating the necessary action to ensure the telephone system functions as effectively as possible, as the situation dictates.

- (b) Ensuring that the emergency communications centre is properly equipped and staffed and working to correct any problems which may arise.
- (c) 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.
- (d) Making arrangements to acquire additional communications resources, including ARES during an emergency.
- (e) Maintain a log of all actions taken.

7.6 Purchasing Agent

The Purchasing Agent is responsible for:

- (a) Providing and securing equipment and supplies not owned by the City of St. Catharines.
- (b) Maintaining and updating a list of all vendors (including 24-hour contact numbers) who may be required to provide supplies and equipment.
- (c) Ensuring liaison with purchasing agents of the neighbouring communities, if necessary.
- (d) Maintain a log of all actions taken.

7.7 Administrative Resource Officer

The Administrative Resource Officer is responsible for:

- (a) Assisting the CCG member, as required.
- (b) Ensuring that all important decisions made and actions taken by the CCG are recorded.
- (c) Ensuring that maps and status boards are kept up to date.
- (d) Providing a process for registering CCG members and maintaining a CCG member list.
- (e) Notifying the required support and advisory staff of the emergency and the location of the Emergency Operations Centre.
- (f) Initiating the opening, operation and staffing of switchboard at municipal offices, as the situation dictates and ensuring that operators are informed of CCG members' telephone numbers in the EOC.
- (g) Arranging for printing of material, as required.
- (h) Co-ordinating the provision of clerical staff to assist in the Emergency Operations Centre, as required.
- (i) Upon direction by the Mayor, ensuring that all Council members are advised of the declaration and termination of the emergency.
- (j) 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.
- (k) Procuring staff to assist, as required.

7.8 Regional Community Services Representative

The Regional Community Services Representative is responsible for:

- (a) Ensuring the well-being of residents who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration, inquiries and personal services.
- (b) Supervising the opening and operation of temporary and/or long-term evacuee centres and ensuring that they are adequately staffed.
- (c) Ensuring liaison with the City of St. Catharines.
- (d) Liaison with the Medical Officer of Health on areas of mutual concern regarding operations in evacuee centres.
- (e) Ensuring that representatives from the Boards of Education are notified when facilities are required as evacuee reception centres, and that staff and volunteers utilizing the school facilities take direction from the Board representatives with respect to their maintenance, use and operation.
- (f) Ensuring liaison with Regional Seniors Services as required.
- (g) Maintain a log of all actions taken.

7.9 Other Agencies

In an emergency, many agencies may be required to work with the Community Control group, such as the District School Board of Niagara, the Niagara Catholic District School Board, Emergency Management Ontario, the Ontario Provincial Police, the Office of the Fire Marshal, the Niagara Peninsula Conservation Authority, Niagara Regional Health Unit, provincial ministries, industry and volunteer groups.

Information pertaining to emergency plans from other agencies may be obtained from the Community Emergency Management Co-ordinator.

8. PLAN MAINTENANCE, REVISION, TESTING AND INTERNAL PROCEDURE

8.1 Plan Maintenance and Revision

- The City of St. Catharines Emergency Plan will be maintained by the Emergency Management Co-ordinator.
- This plan will be reviewed annually by the Emergency Management program committee and revised as required. The plan will also be reviewed as a result of each emergency or planning/training exercise.
- The EMC will print and distribute the revised plan in accordance with the distribution list.
- Each time the plan is substantially amended, it must be forwarded to City Council for approval. However, minor editorial revisions and updates to maintain the currency of the plan may be made without resubmitting the plan to City Council each time for approval. The EMC will be responsible for the updates to and distribution of the plan.
- It is the responsibility of each person, agency, service or department named within this emergency plan to notify the EMC forthwith of any revisions to the appendices or administrative changes.

8.2 Testing of Plan

The City of St. Catharines Emergency Program Committee will test the City's Emergency Plan on an annual basis.

8.3 Internal Procedures

Each department involved with this emergency plan shall prepare functional emergency procedures or guidelines outlining how it will fulfill its responsibilities during an emergency. These documents will be known as a Departmental Emergency Plans.

Each department shall ensure that it designates a member of its staff to maintain and revise its own emergency procedures or guidelines and provide a copy of that Departmental plan to the Emergency Management Co-ordinator and Emergency Management Program Committee for review and approval.