



**Schedule "A" By-Law 47-23**

# **CITY OF RICHMOND HILL EMERGENCY PLAN**

**Authorized by:**

**The Emergency Management & Civil Protection Act R.S.O. 1990**

**Volume 3 Chapter E9**

**AND**

**The Corporation of The City of Richmond Hill**

**By-Law 47-23**

## **TABLE OF CONTENTS**

	<b><u>PAGE</u></b>
<b>PART 1 INTRODUCTION</b>	<b>5</b>
1.1 Aim	
1.2 Authority	
1.3 What is an Emergency?	
1.4 Community Hazard Analysis	
<b>PART 2 IMPLEMENTATION, ACTIVATION AND EMERGENCY NOTIFICATION PROCEDURE</b>	<b>7</b>
2.1 Implementation of the Plan	
2.2 Activation of the Plan	
2.3 Emergency Notification Procedure	
<b>PART 3 DECLARATION/TERMINATION OF AN EMERGENCY</b>	<b>9</b>
3.1 Action Prior to Declaration	
3.2 Declaration of Municipal Emergency	
3.3 Precedence of Emergency Plans	
3.4 Requests for Assistance	
3.5 Termination of Emergency	
<b>PART 4 EMERGENCY OPERATIONS CENTRES</b>	<b>12</b>
4.1 EOC Activation	
4.2 Concept of EOC Operations	
4.3 Operations Cycle	
4.4 Operations Cycle Meeting	
4.5 EOC Communications	
<b>PART 5 EMERGENCY RESPONSE – ORGANIZATIONAL STRUCTURE</b>	<b>15</b>
5.1 Incident Management System (IMS)	
5.2 Purpose/IMS Model	
5.3 IMS Organizational Structure	

## **TABLE OF CONTENTS CONTINUED**

	<b><u>PAGE</u></b>
<b>PART 6 Municipal Emergency Control Group</b>	<b>20</b>
6.1 General	
6.2 MECG Members	
6.3 MECG Responsibilities	
6.4 MECG - Functional Section General Responsibilities	
6.5 MECG – Individual Responsibilities	
<u>Command Section</u>	
6.5.1 Mayor	
6.5.2 EOC Director	
6.5.3 Risk Management	
6.5.4 Legal (City Solicitor)	
6.5.5 Safety	
6.5.6 Liaison (CEMC)	
6.5.7 Information	
• Emergency Information Officer	
• Citizen Inquiry Supervisor	
6.5.8 Administrative Support (City Clerk)	
<u>Operations Section</u>	
6.5.9 Operations Chief	
6.5.10 Fire Chief	
6.5.11 Director of Maintenance & Operations, Community Services	
6.5.12 York Regional Police Service	
6.5.13 York Region Emergency Medical Services	
6.5.14 York Region Medical Officer of Health	
6.5.15 York Region Emergency Social Services	
6.5.16 York Region Transit – Manager of Operations	
<u>Planning Section</u>	
6.5.17 Planning Chief	
6.5.18 Director of Building Services	
6.5.19 Director of Information Technology	
6.5.20 Application Services	
<u>Logistics Section</u>	
6.5.21 Logistics Section Chief	
6.5.22 Director, Recreation and Culture Services	
6.5.23 Director of Human Resources	
6.5.24 Director, Facility, Design, Construction and Maintenance	

## **TABLE OF CONTENTS CONTINUED**

## **PAGE**

<u>Finance/Administration Section</u>	
6.5.25 Finance and Administration Chief	
6.5.26 Director of Financial Services/Treasurer	
6.5.27 Manager of Purchasing	
6.6 Supporting and Other Agencies	
6.6.1 Bell Canada	
6.6.2 Enbridge Gas	
6.6.3 Alectra	
6.6.4 School Boards	
6.6.5 Canadian Red Cross Society	
6.6.6 York Region Amateur Radio Emergency Communications Council	
6.6.7 Toronto and/or South Lake Region Conservation Authorities	
6.6.8 York Region Critical Incident Stress Team	
<b>PART 7 EMERGENCY SITE MANAGER</b>	<b>48</b>
7.1 Emergency Site Management Team	
7.2 Emergency Site Manager	
7.3 Agency On-Scene Commander	
<b>PART 8 MEDIA and PUBLIC INFORMATION</b>	<b>52</b>
8.1 Overview	
8.2 Emergency Information Officer	
8.3 Site Media Spokesperson	
8.4 Citizen Inquiry Supervisor	
<b>PART 9 PLAN MAINTENANCE, REVISION and TESTING</b>	<b>55</b>
9.1 Responsibilities of all City Employees	
9.2 Plan Maintenance and Revision	
9.3 Testing of Plan	
9.4 Internal Procedures	
<b>PART 10 GLOSSARY and DEFINITIONS</b>	<b>57</b>

<b><u>APPENDIX</u></b>	<b><u>PAGE</u></b>
<b>A - Emergency Notification Procedure</b>	<b>64</b>
A.1 Activation	
A.2 Emergency Conditions	
A.3 MECG	
A.4 MECG First Alternates	
A.5 MECG Second Alternates	
A.6 Other Elected Officials	
A.7 Other Elected and Appointed Officials	
<b>B – Incident Management System Position Checklists</b>	<b>67</b>
<b>C - Emergency Operations Centre Plan</b>	<b>80</b>
C.1 Primary & Alternate Emergency Operations Centres	
C.2 Communication Requirements	
C.3 Shift Change Guide (Checklist)	
C.4 Forms	
<b>D - Emergency Public Information Plan</b>	<b>94</b>
<b>E - Evacuation Procedures &amp; Emergency Shelters</b>	<b>100</b>
E.1 General	
E.2 Responsibilities	
E.3 Registration and Shelters	
E.4 Return of Evacuees	
E.5 Emergency Shelters	
<b>F - Emergency Recovery Plan</b>	<b>105</b>
<b>G - 2022 City of Richmond Hill Hazard Identification &amp; Risk Assessment</b>	<b>112</b>
<b>H – Emergency Plan Distribution List</b>	<b>113</b>
<b>I - Schedule of Updates</b>	<b>114</b>

## **PART 1 INTRODUCTION**

### **1.1 Aim**

The aim of the City of Richmond Hill Emergency Plan is to provide the framework for extraordinary arrangements and measures that can be taken to protect the health, safety, and welfare of the inhabitants of the City when faced with an emergency

This document has been prepared in order to provide key officials, agencies and departments within the City of Richmond Hill with an overview of their collective and individual responsibilities during a potential, imminent or actual emergency.

### **1.2 Authority**

The Emergency Management and Civil Protection Act, R.S.O. 1990, c. E.9, is the primary authority enabling passage of the by-law adopting the Plan. Important measures authorized under the legislation which form part of the Plan are:

- expenditure of monies associated with the implementation of the Plan;
- authorization for municipal employees to take appropriate action before the formal declaration of a disaster (emergency);
- procedures to be taken for safety and/or evacuation of persons in a disaster area;
- designation of a member of council who may exercise powers and perform the duties of the Mayor under the Plan during the absence or inability of the Mayor to act, this designated Member of Council is referred to as the Acting Mayor in this Plan;
- establishment of committees and designation of employees to be responsible for ongoing maintenance of the Plan, to train and exercise employees in their functions, to raise awareness across the corporation to ensure continuity of operations and to implement the Plan during a disaster;
- authorization to obtain and distribute materials, equipment, and supplies during an emergency; and
- authorization to attend to such other matters that are considered necessary or advisable for the implementation of the Plan during a disaster.

### **1.3 What is an Emergency?**

The Emergency Management and Civil Protection Act (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.*

#### **1.4 Community Hazard Analysis**

The City of Richmond Hill has completed the annual Hazard Identification Risk Assessment (HIRA) developed by Office of the Fire Marshal and Emergency Management. The HIRA can be found in appendix G.

## **PART 2 IMPLEMENTATION, ACTIVATION AND EMERGENCY NOTIFICATION PROCEDURE**

### **2.1 Implementation of the Emergency Plan**

This Plan may be implemented in whole or in part, as soon as an emergency occurs or is expected to occur, which is considered to be of such magnitude as to warrant implementation of the Plan.

When an emergency exists but has not yet been declared, initial responders such as Fire, Police, Emergency Medical Services and Public Works Operations, may take such action(s) under this plan as may be required to protect lives and property, i.e. evacuating an area.

### **2.2 Activation of the Plan**

The decision to implement the Plan shall be made by the City Manager. A request to activate the Plan may be made by a member of the MCEG or a responding agency.

The request for the Emergency Notification Procedure to be activated is achieved by contacting the City of Richmond Hill Fire & Emergency Services' Alarm Room and requesting that the Emergency Notification Procedure be activated. The members of the MCEG shall be notified by the Richmond Hill Fire & Emergency Services Alarm Room Personnel (beginning with the City Manager or his/her designate).

The caller must provide information about the nature and location of the emergency and specify whether the MCEG is to assemble at the primary Emergency Operations Centre, or an alternate EOC location.

By the nature of the emergency, some Municipal Emergency Control Group (MCEG) members may be aware of the events prior to the activation of the Plan.

### **2.3 Emergency Notification Procedure**

The ranking officials of the responding agencies at the scene of the emergency may request, via the City of Richmond Hill Fire & Emergency Services, that the Emergency Notification Procedure be activated. This decision should be made in consultation with the City Manager.

Upon a request for the Emergency Notification Procedure to be activated the members of the MCEG shall be notified by Richmond Hill Fire & Emergency Services Alarm Room Personnel (beginning with the City Manager or his/her designate). The Emergency Notification Procedure is outlined in Confidential Appendix A.

Alarm Room personnel will identify themselves and provide to the parties being notified information as instructed by the activating Agency. Should any member of the MCEG or their designate not be contacted, the City Manager shall be notified.



Upon being notified that an emergency exists, it is the responsibility of all MCEG officials to notify their staff and report to the designated Emergency Operations Centre, if required.

Information provided shall include one of the following conditions:

### **High Alert (Activated)**

The MCEG **has been requested to assemble** in the Emergency Operations Centre. Identify whether the primary EOC, alternate EOC and/or virtual location is to be used.

Refer to Confidential Appendix C Emergency Operations Centre for additional information.

### **Standby Alert (Enhanced Monitoring)**

The MCEG has been placed on standby alert and **may be requested to assemble** at any time. However, should it be determined by the City Manager that the standby alert is canceled, the group shall be notified.

### **Staff Notification**

Once notified of an emergency, all MCEG members will proceed immediately to the designated EOC. Refer to Confidential Appendix C for more information.

Each member of the MCEG is responsible for notifying his/her departmental employees. Alternates and staff with designated emergency response duties may be instructed to:

- Remain at his/her location;
- Be placed on emergency standby; or
- Report to a designated EOC, or specific location.

## **PART 3 DECLARATION/TERMINATION OF AN EMERGENCY**

### **3.1 Action Prior to Declaration**

When an emergency exists, but has not yet formally been declared to exist, municipal employees may take such action(s) under this Emergency Response Plan as may be necessary to protect the lives and property of the inhabitants of the City of Richmond Hill.

### **3.2 Declaration of a Municipal Emergency**

The Head of Council or designate may declare that an emergency exists within the boundaries or in the whole of the City of Richmond Hill and may take such action and make such orders as he/she considers necessary and are not contrary to law to implement the emergency plan of the municipality. In exercising these powers, the Head of Council shall be advised by the members of the Municipal Emergency Control Group.

An emergency declaration grants the City the power to protect volunteer emergency workers under the provisions of the Workplace Safety and Insurance Act. By registering each volunteer participating in a "Declared Emergency", volunteers are then considered "City Workers" and protected under the provisions of the WSIA. If an emergency situation requires the extensive use of volunteers, an emergency declaration will protect only those volunteers who are registered.

Upon declaration of an emergency the Head of Council shall notify the Minister of the Solicitor General and the Office of the Fire Marshal and Emergency Management (OFMEM). OFMEM can be contacted 24 hours through the Provincial Emergency Operations Centre Duty Officer. Refer to Confidential Appendix C for the Declaration of Emergency Form and the appropriate contact information.

Upon such declaration, the Head of Council will also notify:

- (a) Members of Council for the City of Richmond Hill;
- (b) The Regional Chair;
- (c) The public via the media; and
- (d) Neighbouring municipal officials, as required.

In the event of such a declaration, any or all of the following actions may be taken:

- (a) Evacuation of those buildings within the "Affected Area" which are considered dangerous or in which the occupants are considered to be in danger from some other source;
- (b) Dispersal of groups of people not directly connected with the operations who, by their presence, are considered to be in danger, or whose presence hinders in any way the efficient functioning of the operation;
- (c) Discontinuation of any services without reference to any other consumer in the municipality, where, on the advice of the MCEG, continuation of such a service constitutes a public hazard within the "Affected Area";

- (d) Arrangements for the accommodation and maintenance, on a temporary basis, of any residents who are in need of assistance due to displacement as a result of the emergency;
- (e) The deployment of any municipal equipment and personnel including, subject to approval by the Regional authorities, all equipment held by the Region which is required;
- (f) The Mayor may request assistance from the Regional Municipality of York by contacting the Regional Chair **without** activating the Regional Emergency Alerting System.

### **3.3 Precedence of Emergency Plans**

As required by the Emergency Management & Civil Protection Act, the Municipal Emergency Plan of each of the area municipalities shall conform to the Regional Emergency Plan. In the event that the Region declares an Emergency subsequent to an Emergency having been declared by one or more of the area municipalities, and there are inconsistencies between the Municipal Emergency Plan and the Regional Emergency Plan, the Regional Emergency Plan shall take precedence.

### **3.4 Request for Assistance**

Assistance may be requested from neighbouring municipalities, the Region of York, the Province of Ontario and the Federal Government (Military Aid to the Civil Authority). Assistance may be requested from the Province of Ontario at any time without any loss of control or authority. Such a request can be made by contacting the Office of the Fire Marshal and Emergency Management Duty Officer (24 hours). Refer to Confidential Appendix A for the appropriate contact information.

### **3.5 Termination of Emergency**

A Municipal Emergency may be declared terminated at any time by:

- (a) The Mayor or Deputy Mayor;
- (b) The Municipal Council for the City of Richmond Hill, or
- (c) The Premier of Ontario.

Upon termination of a Municipal Emergency the Mayor will notify:

- (a) The Minister of the Solicitor General and OFMEM;
- (b) The Municipal Council for the City of Richmond Hill;
- (c) The Regional Chair;
- (d) The public via the media; and
- (e) Neighbouring municipal officials, as required.

Refer to Confidential Appendix C for the Declaration of Emergency Form and the appropriate contact numbers.

## **4.0 EMERGENCY OPERATIONS CENTRES**

An Emergency Operations Centre (EOC) is the central facility or headquarters, from which the MCEG directs, coordinates, communicates and supports emergency operations within the municipality's jurisdiction. The City of Richmond Hill's primary EOC is equipped with a back-up power generator, telephones, computers, printers, radio communications equipment and various supplies. Upon notification, the MCEG will assemble at the designated Emergency Operations Centre location.

### **4.1 EOC Activation**

The primary EOC is well equipped and is fully functional on demand. An alternate EOC site has also been designated. A virtual EOC is also able to be activated, as needed. In these situations, the MCEG members are responsible, on arrival, to assist as required in setting up the EOC and making it operational. Pending the arrival of the City Manager (or designate), the first senior official to arrive shall exercise control in establishing a functioning EOC and in assessing the situation. Refer to Confidential Appendix C Emergency Operations Centre for additional information.

### **4.2 Concept of EOC Operations**

During an emergency, the MCEG will assemble at the Emergency Operations Centre (EOC). In certain circumstances and in consultation with the MCEG, the EOC Director (City Manager) may appoint an Emergency Site Manager (see Part# 7), to coordinate the response effort at the emergency site, as necessary. An Emergency Site Manager is appointed by the Agency with jurisdiction, such as police. There is only one Emergency Site Manager in charge, and this may change over the course of the incident. The MCEG will act in support of the Emergency Site Manager. The MCEG may also invite support/advisory staff to assist at the EOC.

### **4.3 Operations Cycle**

The Operations Cycle can be described as the period of time required to develop, implement and evaluate the incident action plan established to address the emergency situation. The time period will vary for each emergency and is generally established based on the severity and the need to accelerate the decision making process.

The Operation Cycle has three main segments:

- 1 - Planning: the time required to assess the situation and develop the incident action plan.
- 2 - Action: the time necessary to implement the plan, evaluate the results and support the emergency response.
- 3 - Reporting: the Operations Cycle meeting where the MCEG reports on the status of the emergency, the validity of the current plan, any new strategy required, identifies any issues requiring resolution and the communications strategy.

As a result of the reporting segment, a new incident action plan is developed for the next operations cycle period.

#### **4.4 Operations Cycle Meeting**

It is essential that the MCEG members meet on a regular basis to share information, identify actions, and set priorities. These meetings are scheduled by the EOC Director (City Manager) on a regular rotation, allowing time between meetings for the MCEG members to deal with their individual responsibilities, complete “action items” and gather information for the next meeting. This meeting schedule is called the “Operations Cycle”. Operations Cycle meetings are ideally held away from the main EOC room where work may need to continue in the management of the emergency.

When the MCEG meets according to the Operations Cycle, there will be no interruptions (unless urgent) until the meeting is concluded. When a meeting commences, all MCEG members will come to the table and each member will briefly update the group on the actions of their respective area, identifying issues needing resolution and seeking input from the group as a whole with the EOC Director (City Manager) or designate chairing each meeting. Meetings serve as an opportunity for updates and provide a forum for discussion between the MCEG as a whole. All MCEG members must be present at each meeting to hear reports from, and give reports to the group as a whole.

During the Operations Cycle meetings, all members will provide advice and make recommendations as required. When decisions are made, all members must collectively support the decisions, whether opposed to those decisions at the discussion level or not. Operations Cycle meetings serve as the essential forum for group decision making, keeping all group members up to date regarding the actions of each area, and the emergency situation as a whole.

The EOC Director (City Manager) or designate will appoint a recording secretary to record the decisions of the MCEG, any specific actions to be taken and who will be responsible for those action items. The action items list will be maintained and reviewed/revised at each Operations Cycle meeting. Specific actions items may also be posted on an “Emergency Events” log.

At the conclusion of the Operations Cycle meeting, the EOC Director (City Manager) or designate shall update and brief the EOC staff as required and identify any action items that require follow-up by any specific members.

Note: It is important for the flow of information and decision making, that the MCEG be aware of any other Operations Cycle meetings that may be occurring within other groups or levels of government.

#### **4.5 EOC Communications**

Communications from the EOC to the emergency site and from the EOC to various outside agencies is essential to the effectiveness of the Emergency Plan. The detailed EOC Communications requirement is outlined in Appendix C.

## 5.0 **EMERGENCY RESPONSE - ORGANIZATIONAL STRUCTURE**

### 5.1 **Incident Management System (IMS)**

The Incident Management System (IMS) consists of staff, procedures, equipment, facilities, and communications operating within a structure designed to manage the emergency. Authority is based on a top-down approach, originating at the City of Richmond Hill MCEG.

IMS is endorsed by Office of the Fire Marshal and Emergency Management and is used by the Regional Municipality of York and other Local Municipalities.

The benefits of using IMS include: enhanced technical and functional interoperability; integrated communications; and standard terminology.

IMS consists of five key functions:

1. Command
2. Operations
3. Planning
4. Logistics
5. Finance/Administration

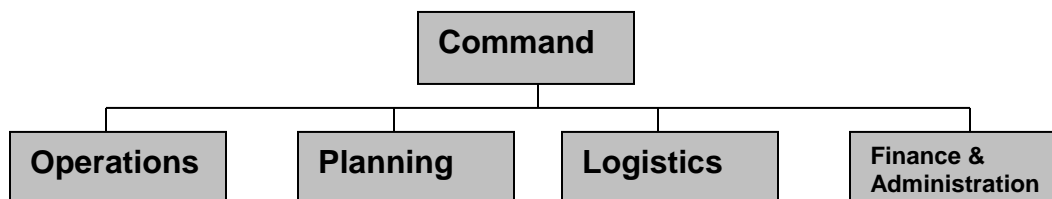


Figure 1: The five functions of the Incident Management System.

During the implementation of the IMS, some staff may be required to work within the functional sections and may assume a role different from their day-to-day work. This may require temporary changes in their reporting schedule.



The **Command** Group with four Functional Sections (**Operations, Planning, Logistics and Finance/Administration**) form the organizational structure and can be activated as required.

The four functional sections will be led by a “Section Chief”, designated by the EOC Director. Each functional section can establish sub-sections. The specific organizational structure established for an emergency will depend both on the nature and resources required for managing the incident. Structures may vary from one emergency to another.

Figure 2: Primary MECG members’ City Titles and Corresponding IMS Function

MECG Primary Title	IMS Position
Mayor	Head of Council
City Manager	EOC Director
Communications Manager	Emergency Information Officer
CEMC	Liaison Officer
Human Resources	Safety Officer
Manager Risk and Insurance	Risk Manager
City Solicitor	Legal Advisor
City Clerk	Administrative Support
Fire Chief	Operations Chief
Commissioner of Community Services	Planning Chief
Director Recreation and Culture	Logistics Chief
Treasurer	Finance/Admin Chief

Figure 3: City of Richmond Hill IMS – Based Emergency Operations

IMS Function	Description of Function	Responsibility of	IMS Title
<b>Command</b>	The Command Section has the overall authority for the control and direction of the emergency response and resources for which they are responsible.  Command has four supporting functions:	City Manager, with strategic direction from the Policy Group (Mayor and Council) Commissioners (serve as alternates to the City Manager)	EOC Director
	1. Risk Management, Legal and Safety:		
	<i>Risk Management</i> ensures that good risk management practices are applied throughout the response organization	City of Richmond Hill Risk Manager	Risk Management
	<i>Legal Services</i> , will provide advice to the MECG on matters of a legal nature.	City Solicitor	Legal

	Safety provides advice on safety issues.	HR – OH&S	Safety
	2. Liaison: Coordination of various community agencies, e.g., <ul style="list-style-type: none"> <li>• Schools boards</li> <li>• Hospitals</li> <li>• Conservation Authorities</li> <li>• Private Sector</li> <li>• Office of the Fire Marshal and Emergency Management</li> <li>• Ontario Provincial Police</li> <li>• Fire Marshal's Office</li> <li>• Provincial Ministries</li> </ul>	CEMC	Liaison Officer
	3. Information: Responsible for coordinating emergency information with the media, the public, and employees.	Manager, Communication Services	Emergency Information Officer
		Citizen Inquiry Supervisor (Manager, Access Richmond Hill)	Citizen Inquiry Supervisor
	4. Administrative Support: Responsible for maintaining up-to-date incident documentation.	City Clerk	Admin Support
<b>Operations</b>	Coordinates the operational requirements of the response, directs resources and equipment as required, to fulfill emergency management requirements.	<ul style="list-style-type: none"> <li>• Chief, Fire &amp; Emergency Services</li> <li>• Chief, York Regional Police</li> <li>• General Manager, York Region EMS</li> <li>• Director, Maintenance &amp; Operations</li> <li>• York Region Medical Officer of Health</li> <li>• York Region Emergency Social Services</li> <li>• York Region Transit</li> <li>• External Utilities</li> </ul>	Operations Section

		<ul style="list-style-type: none"> <li>• External Agencies</li> <li>• Information Technology</li> </ul>	
<b>Planning</b>	Gathers information critical to the incident in order to develop, disseminate and evaluate incident action plans.	<ul style="list-style-type: none"> <li>• Director, Regulatory Services</li> <li>• Director, Information Technology</li> <li>• Application Services(GIS)</li> </ul>	Planning Section
<b>Logistics</b>	Arranges for and coordinates all material, services, equipment and resources required to manage and resolve the emergency. Logistics tracks usage and current locations of these same items.	<ul style="list-style-type: none"> <li>• Director, Recreation &amp; Culture</li> <li>• Director, Human Resources</li> <li>• Director, Asset Management</li> </ul>	Logistics Section
<b>Finance and Administration</b>	Performs administrative, financial and staffing duties specific to the emergency. This will include tracking incident related costs.	<ul style="list-style-type: none"> <li>• Director, Financial Services/Treasurer</li> <li>• Manager, Purchasing</li> </ul>	Finance and Administration Section

## **5.2 Purpose**

The IMS is an expansion of the City's emergency management response to mitigate and resolve an extra-ordinary event or emergency. The IMS has been designed as a generic system that is applicable to all types of incidents managed by the MCEG.

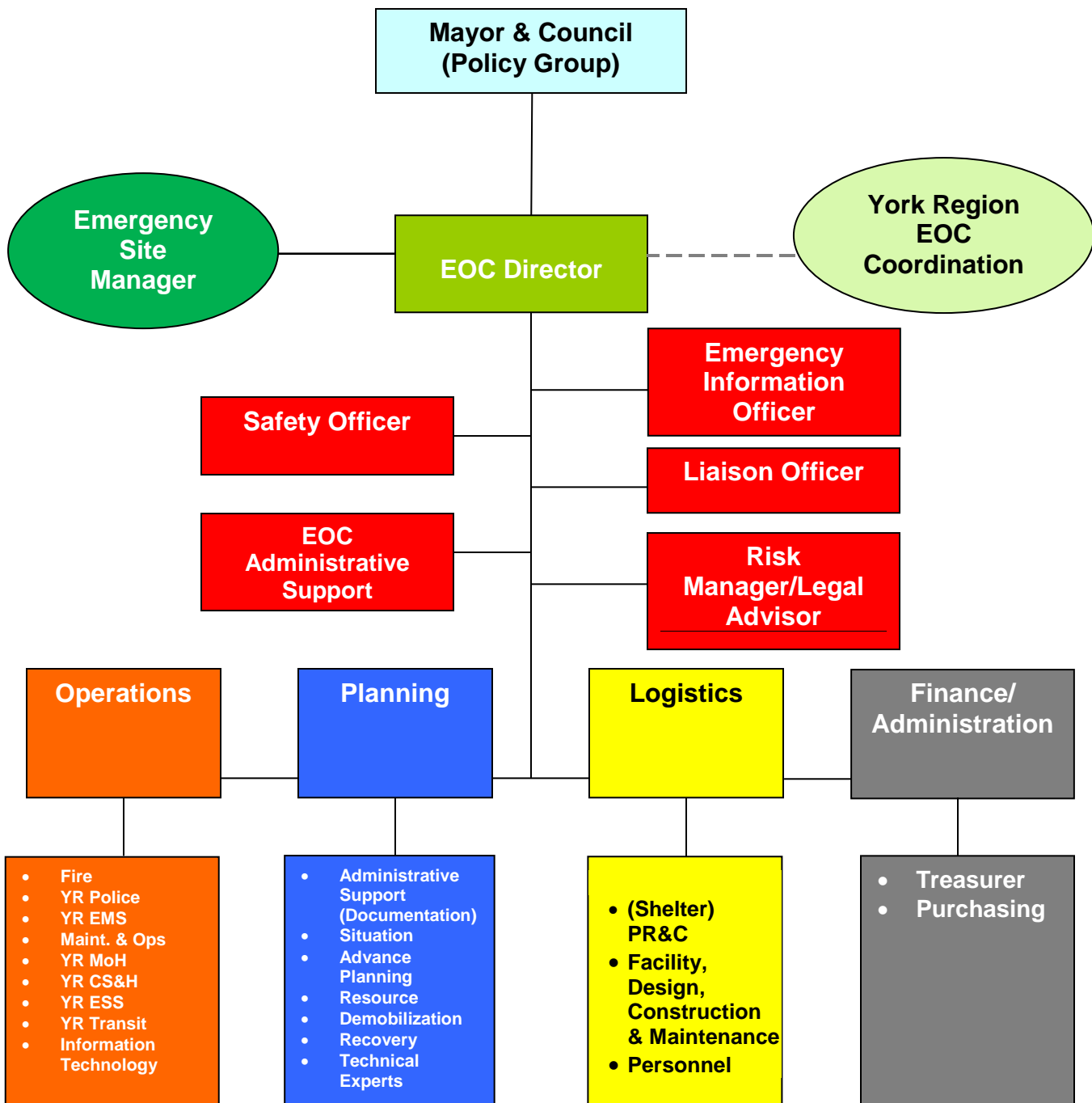
During the implementation of the IMS, some staff may be required to work within the functional groups and may assume a role different from their day-to-day work. This may require temporary changes in their reporting schedule.

Staff may be required to utilize (and fill out) a variety of forms/logs depending upon their roles and responsibilities.

The City of Richmond Hill IMS model is displayed in the organizational chart overleaf.

# City of Richmond Hill

## EOC Organization Chart



### **5.3 IMS Organizational Structure**

Emergencies require an organized and coordinated response. In these situations, designated MECG (MECG) staff members will assemble at the Emergency Operations Centre (EOC) for the purpose of providing emergency response support or making emergency response decisions depending on the nature and magnitude of the emergency.

In particular, they are responsible for providing the essential services necessary to minimize the effects of the emergency on the organization and community. They may also be called to make policy decisions related to the resolution of the emergency and its impacts.

Once the decision has been made to activate the EOC, care must be taken not to interfere with detailed control at the operational levels, as changing control during response to an incident can create unnecessary problems. It must be understood that the role of the MECG in most situations is to coordinate and organize emergency provision of resources to support the incident.

The Incident Management System may be set-up in whole or in part by the MECG as a means to support the response and mitigate the incident as soon as possible. The MECG may function with only a limited number of members present, depending upon the nature of the emergency and the availability of members. The members of the MECG may also be assigned into shifts if required.

## **6.0 MECG (MECG)**

### **6.1 General**

The MECG shall be responsible for directing all actions required for the safety of the public and for control of an emergency situation.

The Group will assemble at the primary EOC unless directed otherwise. If this location is unavailable, the alternate EOC may be used or another site as selected by the MECG or a virtual EOC will be set up.

Information on the situation will be collected and all official directions and communications shall be issued from the EOC through the Mayor, and/or his designate by the Emergency Information Officer.

Other personnel may be added to this group as the need arises. For instance, circumstances might require the addition of representatives from the OPP, School Boards, Conservation Authorities, Bell Canada, Railways or other specialist organizations.

## **6.2 MECG Members**

The following is an overview of the MECG that may be assembled in the EOC:

### **Command**

- Mayor
- City Manager (EOC Director)
- Risk Management (Risk Manager)
- Legal (City Solicitor)
- Safety (Human Resources)
- Liaison Officer (CEMC)
- Information (Emergency Information Officer)
- Administrative Support (City Clerk)
- Commissioner, Community Services
- Commissioner, Planning & Regulatory Services
- Commissioner, Environment & Infrastructure Services
- Commissioner, Corporate & Financial Services

### **Operations**

- Fire
- Public Works Operations
- York Regional Police
- York Region EMS
- York Region Medical Officer of Health
- York Region Emergency Social Services
- York Region Transit
- External Utilities (as required)
- External Agencies (as required)
- Information Technology (as required)

### **Planning**

- Regulatory Services
- Systems & Information Technology
- Application Services (GIS)

### **Logistics**

- Human Resources
- Parks, Recreation and Culture (Evacuation Centres)
- Facility, Design, Construction and Maintenance

### **Finance & Administration**

- Treasurer
- Purchasing

For greater certainty, whenever a position is identified in the Emergency Plan it shall be understood to include the position's designate or alternate.

### **6.3 MECG Responsibilities**

The primary responsibilities of the MECG are to implement the Emergency Plan during emergency operations and to provide advice and assistance to the Mayor or designate in the carrying out of the duties under the Emergency Plan.

During emergency operations, the MECG is constituted and responsible for directing and controlling all emergency operations and providing the personnel and resources needed by the Emergency Site Manager to effectively manage the emergency.

The MECG will be responsible for the following activities during an emergency:

- (a) Call out and mobilize their emergency services, agencies and equipment.
- (b) Provide required support for on-site emergency workers during and post incident.
- (c) Co-ordinate and direct their services and ensure that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law.
- (d) Determine if the location of the Emergency Operations Centre and composition of the MECG are appropriate.
- (e) Advise the Mayor as to whether the declaration of a municipal emergency is recommended.
- (f) Advise the Mayor as to the need to designate any area in the municipality as an "Emergency Area".
- (g) Appoint or confirm that an Emergency Site Manager has been appointed.
- (h) Order, coordinate and oversee the evacuation of inhabitants considered to be in danger.
- (i) Discontinue utilities or services provided by public or private concerns, i.e. Hydro, water, gas, closing down a shopping plaza.
- (j) Arrange for services and equipment from local agencies not under Municipal or Regional control, i.e. private contractors, volunteer agencies, service clubs.
- (k) Notify and/or request assistance from and/or liaison with various levels of government and any public or private agencies not under Regional or Municipal control as considered necessary.
- (l) Provide administrative and logistical support for any services outside the municipality, which may become involved, if required.
- (m) Provide support to the Medical Officer of Health and the Coroner, as required.

- (n) Determine if volunteers are required and if appeals for volunteers are warranted.
- (o) Determine if additional transport is required for evacuation or transport of persons and/or supplies.
- (p) Ensure that pertinent information regarding the emergency is promptly forwarded to the Media Coordinator and Citizens Inquiry Supervisor, for dissemination to the media and public.
- (q) Determine the need to establish advisory group(s) and/or sub-committees.
- (r) Authorize expenditure of monies required to deal with the emergency.
- (s) Notify the services, agencies or groups under their direction, of the termination of the emergency.
- (t) Maintain a log outlining decisions made and actions taken and submit a summary of the log to the Emergency Management Coordinator within one week of the termination of the emergency, as required.
- (u) Determine if a Recovery Committee needs to be established, and if so, determine the chair and composition of that committee, along with its reporting structure.
- (v) Participate in debriefings following the emergency.

#### **6.4 MCEG – Functional Section General Responsibilities**

##### **Command Section:**

The City Manager shall be the EOC Director and in that capacity shall oversee the activities of the staff in the EOC. The EOC Director may add or remove members and assign staff depending on the nature of the emergency.

The Command Section has the overall authority for the control and direction of the emergency response and resources for which they are responsible.

##### **Operations Section:**

The Operations Section manages the overall response activities, directs resources and equipment, implements decisions made by the MCEG and collects and shares information between all sections.

The Operations Section provides minute-by-minute support to the emergency response. The operational members are in contact with their staff in the field to ensure they have the information about the emergency, that requests for supplies, equipment, or personnel are processed, and that there is co-ordination with other involved agencies.



## **Planning Section:**

The Planning Section organizes and directs all aspects of “planning” which includes gathering incident-related data and information on current operations and assigned resources. The Planning Section conducts planning meetings and prepares the Incident Action Plan (approved by the EOC Director) for each operational period. Understanding the current situation assists the section in predicting a probable course of incident events and supports the process of preparing alternative strategies. This section also provides periodic predictions of potential disruptions and impacts of the emergency on the organization.

## **Logistics Section:**

The Logistics Section is primarily responsible for locating and acquiring all the necessary personnel, equipment, and material items identified by the Functional Sections needed to deal with the emergency.

## **Finance & Administration Section:**

The Finance & Administration Section is responsible for the financial management of the operations, keeps the records, and tracks all expenditures, claims, purchases, employee timesheets and service contracts throughout the duration of the emergency and its recovery activities.

### **6.5 MECG – Individual Responsibilities**

The **Command Section** comprises the following positions:

- Mayor, Acting Mayor and Council (Policy Group)
- EOC Director
- Risk Management/Legal
  - Risk Manager
  - City Solicitor
- Safety
  - Human Resources Advisor (OH&S)
- Liaison - CEMC
- Information - Emergency Information Officer
- Administrative Support – Clerk

#### **6.5.1 Mayor, Acting Mayor and Council (Policy Group)**

The Mayor, or his/her alternate as Head of Council, is authorized to declare an Emergency in the whole or in any part of The City of Richmond Hill. The Mayor may take any action and issue orders as necessary and which are not contrary to law to implement the Emergency Response Plan and to protect property and the health, safety and welfare of the inhabitants in the Emergency Area. In exercising these powers, the Head of Council shall be advised by the MECG.

In addition to these general responsibilities, the Mayor shall be responsible for the following:

- (a) Declare an emergency, declare the whole or part of the City as an Emergency Area, declare an 'evacuation area', etc., as required. Prior to the declaration, the Mayor will consult appropriate authorities to determine whether a Regional or Provincial emergency declaration is forthcoming or already in effect.
- (b) Notify the Minister of the Solicitor General, the Chair of York Region, the City Council, neighbouring municipal officials (as required) and the public of the declaration of an emergency.
- (c) Take such action and make such orders as deemed necessary and are not contrary to law to implement the Emergency Plan and to protect property and the health, safety and welfare of the inhabitants of the Emergency Area.
- (d) Designate all rights, powers and authority of the Mayor to the Acting Mayor, if required.
- (e) Without reference to purchasing procedures and policies of the Municipality, may authorize expenditures until such time that the City Council can meet (the City Manager and/or Clerk have equivalent authority in the absence of the Mayor).
- (f) Keep the City Council apprised of the emergency situation.
- (g) Make a formal request to the Regional Municipality of York, the Provincial and/or Federal Government (via the Solicitor General's Office) for assistance as required.
- (h) Officially declare that the emergency has terminated and notify the Provincial Solicitor General, the Chair of York Region, the City Council, area Municipal Mayors and the public of the termination. The Premier of Ontario or City Council can also terminate an emergency.
- (i) Chair all meetings of the MEEG and hold frequent briefings.
- (j) In coordination with the City Manager and following consultation with the Municipal Emergency Control Group, speak on behalf of the City regarding media releases and public announcements. The Mayor is the key spokesperson for the City of Richmond Hill. He/she should appear at the press conference with technical advisors or experts to assist with answering any technical questions posed by the press.
- (k) Maintain a personal log of all communications and action taken.
- (l) Prepare a post emergency report based on submissions from the Municipal Emergency Control Group, support groups and responding agencies.

### 6.5.2 EOC Director

The City Manager as the EOC Director, or his/her designate, will:

- (a) Activate the emergency alerting system, if required.
- (b) Attend at the Emergency Operations Centre, if activated, and act in the capacity of the EOC Director.
- (c) As the EOC Director, co-ordinate all operations within the Emergency Operations Centre, including the scheduling of regular Operations Cycle meetings.
- (d) Advise the Mayor on policies and procedures as appropriate.
- (e) Determine what sections are needed, assign section chiefs as appropriate and ensure they are staffing their sections as required.
  - Operations Section Chief
  - Planning Section Chief
  - Logistics Section Chief
  - Finance & Administration Section Chief
- (f) Determine which Command staff positions are required and ensure they are filled as soon as possible
  - Risk Manager
  - Legal Advisor
  - Safety Officer
  - Liaison Officer
  - Information
  - Administrative Support
- (g) Establish initial priorities for the MCEG based on current status and information from site commander.
- (h) Authorize all expenditures deemed appropriate.
- (i) Formally request assistance from neighbouring Municipal Governments and/or the Regional Municipality of York, as required.
- (j) Ensures that the Emergency Information Officer has been assigned to establish a communications link with the site media spokesperson (see Part 7 - Media and Public Information).

- (k) Approve, in conjunction with the Mayor, all announcements and media releases prepared by the Emergency Information Officer, in consultation with the Municipal Emergency Control Group.
- (l) Ensure a communications link is established between the MEEG and the Site Command Post.
- (m) Call out additional City staff to provide assistance, as required.
- (n) Maintain a regular *Operations Cycle* for the sharing of information, identifying emerging issues and problems to be resolved and approving the Incident Action Plan for the next operating period.
- (o) Maintain a personal log of all communications and actions taken.

In addition, the City of Richmond Hill Commissioners or their alternates will support the EOC Director with the following:

- (a) Advise the EOC Director and Mayor on policies and procedures as appropriate.
- (b) Ensuring the functional sections are established, the section chiefs assigned, and ensuring the sections are staffed as required.
  - a. Operations Section Chief and additional members
  - b. Planning Section Chief and additional members
  - c. Logistics Section Chief and additional members
  - d. Finance & Administration Section Chief and additional members
- (c) Providing relief to the Command Team and Functional Section members as required.
- (d) Maintain a personal log of all communications and actions taken.

**Note:** The EOC Director will assess the need for the following assignments and implement as required:

### **6.5.3 Risk Management**

The Risk Manager ensures that appropriate risk management practices are applied throughout the response organization and that every function contributes to the management of risk; protects the interests of all EOC participants, agencies, and organizations by ensuring due diligence in information collection, decision-making, and implementation. Monitors situations for risk exposures and ascertains probabilities and potential consequences of future events.

#### **6.5.4 Legal Services**

The City Solicitor or his/her designate, will be responsible for the following services:

- (a) Provide advice to the MCEG on matters of a legal nature, as they may apply to the actions of the City in its response to the Emergency, as requested.
- (b) Work with and provide advice to Risk Management.
- (c) Liaise with representatives from Office of the Fire Marshal and Emergency Management and provide advice to the Mayor and the MCEG with respect to interpretation of legislation governing the control of response to an Emergency, by the MCEG.

#### **6.5.5 Safety**

If required, a Human Resources Advisor or his/her designate, will be assigned the role of Safety Officer and will provide advice on safety issues. Safety has the authority to halt or modify any and all unsafe operations within or outside the scope of the EOC Action Plan, notifying the EOC Director of actions taken. It is recommended that a safety specialist be appointed who is familiar with all aspects of safety and relevant legislation.

#### **6.5.6 Liaison**

The Liaison Officer is responsible for assisting and advising the EOC Director.

The Community Emergency Management Coordinator or his/her designate, will:

- (a) Function as point of contact for, and interaction with, representatives from other agencies arriving in the EOC, and any organizations not represented in the EOC.
- (b) Assist and serve as an advisor to the EOC Director and MCEG as needed, providing information and guidance related to the external functions of the EOC.
- (c) Provide general advice and guidance to external agencies and EOC staff as required.

#### **6.5.7 Information**

##### **Emergency Information Officer**

The Manager, Communication Services or his/her designate, will act as the Emergency Information Officer and report directly to the EOC Director and is responsible for:

- (a) Upon arrival at the EOC, reporting to the EOC Director to be briefed on the emergency situation and activating the Crisis Communication Plan as required.

- (b) Establishing a communications link with the Site Media Spokesperson, the Citizen Inquiry Supervisor and any other media coordinator(s), i.e. provincial, federal, private industry, etc., involved in the incident and will ensure that all information released to the media and public is consistent and accurate.
- (c) Ensuring that the media centre is set up and staffed. The location of the media centre will be determined at the time of the emergency.
- (d) Liaison with the MCEG to obtain up-to-date information for media releases, coordinate individual interviews and organize press conferences.
- (e) Ensuring that the following are advised of the telephone number of the media centre:
  - Media
  - Municipal Emergency Control Group
  - Site Media Spokesperson
  - Police Public Relations Officer
  - Neighbouring Municipalities
  - Citizen Inquiry Supervisor
  - Any other appropriate persons, agencies or businesses
- (f) 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.
- (g) Ensuring that the media releases are approved by the EOC Director prior to dissemination and distributing of hard copies of the media releases to the Public Information Centre, the EOC, Citizen Inquiry Supervisor and other key persons handling inquiries from the media.
- (h) Monitoring news coverage and correcting any erroneous information.
- (i) Maintaining copies of media releases and newspaper articles pertaining to the emergency.

Citizen Inquiry Supervisor (if required)

The Manager, Access Richmond Hill will be the Citizen Inquiry Supervisor or his/her designate, and is responsible for:

- (a) Establishing a Citizen Inquiry Service including the appointment of personnel and designation of telephone lines.
- (b) Informing the Emergency Information Officer of the establishment of the Citizen Inquiry Service and designated telephone numbers.

- (c) Informing the effected emergency services and the MCEG of the establishment of the Citizen Inquiry Service and telephone numbers.
- (d) Liaison with the Emergency Information Officer to obtain current information on the emergency.
- (e) Responding to and redirecting inquiries and reports from the public based upon information from the Emergency Information Officer.
- (f) Redirecting inquiries pertaining to the investigation of the emergency, deaths, injuries or matters of personnel involved with or affected by the emergency to the appropriate emergency service.
- (g) Redirecting inquiries pertaining to persons who may be located in evacuation and reception centres to the registration and inquiry telephone numbers.
- (h) Procuring staff to assist, as required.

#### **6.5.8 Administrative Support**

The City Clerk or his/her designate, will be responsible for Administrative Support and will:

- (a) Maintain the Emergency Events Log.
- (b) Collect, organize and file all completed event or disaster related forms, including: all EOC Position Logs, Status Reports, EOC Action Plans and any other related information, just prior to the end of each operational period.
- (c) Provide document reproduction services to EOC staff.
- (d) Distribute the EOC Status Reports, EOC Action Plan, and other documents, as requested.
- (e) Maintain a permanent archive of all Status Reports and EOC Action Plans associated with the event or disaster.
- (f) Assist with preparation and distribution of the EOC After Action Report.

The **Operations Section** comprises the following positions:

- Fire Chief, Richmond Hill Fire & Emergency Services or alternate
- Director of Public Works Operations, or alternate
- Chief, York Regional Police or alternate
- General Manager, York Region EMS or alternate
- York Region Medical Officer of Health or alternate
- York Region Emergency Social Services or alternate
- York Region Transit, Manager of Operations or alternate

- External Utilities (as required)
- External Agencies (as required)

### **6.5.9 Operations Section Chief**

The Operations Section Chief, or his/her designate will:

If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the EOC.

- Ensure the Operations Section is adequately staffed.
- Brief the section on the status of events.
- Develop the initial action plan.
- Liaise with the other sections.
- Prepare status reports as required.
- Brief the EOC Director as required.
- Represent the Operations Section during the Operations Cycle meeting.

### **6.5.10 Fire Chief, Richmond Hill Fire & Emergency Services**

The Fire Chief, or his/her designate, will:

If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the EOC.

- On being informed or discovering that an emergency has occurred or is likely to occur in the Municipality, shall notify the City Manager, or his/her alternate. If requested to do so by the Chief Administrative, or his/her alternate, shall instruct Fire & Emergency Services staff to notify the Municipal Emergency Control Group.
- Attend at the Emergency Operations Centre, if activated, and coordinate the response of Fire & Emergency Services.
- Liaise with other departments/agencies responding to the emergency.
- Provide the MEOG with advice on firefighting, rescue and emergency matters.
- Establish an on-going link with Fire & Emergency Services On-scene Commander.



- (f) Inform the York Region Fire Coordinator and initiate mutual aid arrangements for the provision of additional manpower and equipment if needed.
- (g) Determine if additional special equipment is needed and initiate its response.
- (h) Provide assistance to other municipal departments and agencies being prepared to take charge of or contribute to non-firefighting operations if necessary, e.g. rescue, first aid, casualty collection, evacuation, etc.
- (i) Provide an Agency On-scene Incident Commander and/or Emergency Site Manager if required.
- (j) Order all off duty personnel to be called to duty or to standby, if required.
- (k) Maintain a personal log of all communications and action taken.

#### **6.5.11 Director of Operations**

The Director of Operations, or his/her designate, will:

If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the EOC.

- (a) Attend at the Emergency Operations Centre, if activated, and coordinate the response of the Maintenance & Operations Department.
- (b) Liaise with other departments/agencies responding to the emergency.
- (c) Activate the Maintenance & Operations Department Emergency Plan and Notification System, as required.
- (d) Provide the MCEG with information on public works and engineering matters.
- (e) Provide and repair water, sewer and road services in consultation with officials of the area municipalities, the Region of York and of the Province of Ontario, where required.
- (f) Provide equipment for emergency pumping operations.
- (g) Liaise with the Fire Chief concerning emergency water supplies for firefighting purposes.
- (h) Request that the York Region Transportation and Works Spill Control Contingency Plan is implemented, as required, to ensure that all hazardous or environmentally significant spills are contained and cleaned up, and all residues safely disposed.

- (i) Arrange for the provision of emergency supplies of potable water and emergency sanitary facilities, in consultation with the York Region Commissioner of Health Services Department and Medical Officer of Health.
- (j) Liaise with public utilities to disconnect any service representing a hazard and/or arrange for the provision of alternate services or functions.
- (k) Provide Maintenance & Operations vehicles and equipment as required by other emergency services.
- (l) Maintain liaison with flood control conservation authorities, the Ministry of Natural Resources and environmental agencies.
- (m) Providing an Agency On-scene Incident Commander and/or Emergency Site Manager, as required.
- (n) Maintain a personal log of all communications and action taken.

#### **6.5.12 Chief, York Region Police**

The York Regional Police Chief, or his/her designate, will:

If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the EOC.

- (a) Attend at the Emergency Operations Centre, if activated, and coordinate the response of the Police.
- (b) Liaise with other departments/agencies responding to the emergency.
- (c) Activate the York Regional Police Emergency Incident Management Plan and Notification System, if required.
- (d) Establish an on-going communications link with the Police On-scene Commander.
- (e) Provide police services where required.
- (f) Notify the Coroner of fatalities.
- (g) Liaise with other police agencies as required.
- (h) Provide an Agency On-scene Incident Commander and/or Emergency Site Manager, as required.
- (j) Maintain a personal log of all communications and actions taken.

### **6.5.13 Chief, York Region Paramedic Services**

The General Manager of the York Region Emergency Medical Services, or his/her designate, will:

If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the EOC.

- (a) Attend at the Emergency Operations Centre, if activated, and coordinate the response of the York Region Emergency Medical Services.
- (b) Activate the Emergency Medical Services Contingency Plan, Notification System, and liaise with the Health Services Department Emergency Operations Centre, if required.
- (c) Liaise with the Ontario Ministry of Health, the York Region Health Services Department and allied Emergency Medical Services agencies, as required.
- (d) Recommend specific responses to conditions that could affect the Emergency Medical Services interaction.
- (e) Liaise with the partner Emergency Medical Services agencies on areas of mutual concern which may include:
  - Triage
  - Stabilization of patients
  - Transport to hospitals
  - Any other issues needed in pre-hospital care
- (f) Liaise with St. John Ambulance and other voluntary and private agencies capable of patient transfer and care.
- (g) Liaise with other agencies as required to augment and coordinate Emergency Medical Services resources.
- (h) Provide an Agency On-scene Commander and/or Emergency Site Manager, as required.
- (i) Maintain a personal log of all communications and actions taken.

### **6.5.14 York Region Medical Officer of Health**

The Commissioner of Community and Health Services and/or Medical Officer of Health, or his/her designate, will:

If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the EOC.

- (a) Delegate public health experts to support as requested to local municipal EOC and Emergency Control Group (ECG) for emergencies impacting public health.
- (b) Manage the implementation of infectious diseases prevention and control measures in York Region in accordance with *OPHS*, as well as provincial and federal plans which may include:
  - Develop and issue orders under the HPPA;
  - Lead local implementation and surveillance strategy;
  - Lead local implementation of immunization;
  - Participate in the coordination of local care and treatment;
  - Lead local implementation of public health measures;
  - Ensure the continued implementation of all essential public health service.
- (c) Liaise with the Ontario Ministry of Health and Long Term Care- Public Health Branch and implement directives from the Chief Medical Officer of Health.
- (d) Recommend specific response to conditions that could affect the health of the community.
- (e) Provide support and advice on the following health services in reception centres:
  - Food and water safety;
  - General safety and sanitation;
  - Infection prevention and control
  - Accommodation standards for emergency lodging;
  - Assessment of health risks of the affected community
- (f) Liaise with agencies as required to augment and coordinate public health resources.
- (g) Provide advice on timely and accurate public health information to the public through the Emergency Information Officer.
- (h) Coordinate the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health policies.
- (i) Coordinate efforts to prevent and control the spread of disease during an emergency.
- (j) Provide an Agency On-scene Commander and/or Emergency Site Manager, as required.
- (k) Maintain a personal log of all communications and actions taken.

### **6.5.15 York Region Emergency Social Services**

The Commissioner of Community & Health Services, or his/her designate, will:

If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the EOC.

- (a) Attend at the Emergency Operations Centre, if required, and coordinate the response of the Emergency Social Services Department and associated agencies.
- (b) Liaise with other departments/agencies responding to the emergency.
- (c) Activate the Emergency Social Services Department Emergency Plan, Notification System, and Emergency Social Services Department EOC, as required.
- (d) Open and operate temporary and/or long-term Evacuation Centres (with the assistance of the Canadian Red Cross Society and the TRH Commissioner of Community Services), and ensure they are adequately staffed.
- (e) Ensure the well-being of inhabitants who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration and inquiries and personal services - including financial aid, counseling and support, material assistance and the temporary care of dependent adults and unaccompanied children.
- (f) Liaise with the MCEG with respect to the designation of Evacuation Centres which can be opened at short notice.
- (g) Liaise with the Medical Officer of Health on areas of mutual concern regarding operations in Evacuation Centres which include:
  - Food and water safety;
  - General safety and sanitation;
  - Air monitoring;
  - Disease control;
  - Accommodation standards;
  - Counseling of victims;
  - Ensuring that continuing home care as required is provided for those victims who are relocated to other areas and not the hospital.

- (h) Ensure that a representative of the York Region Board of Education and/or Community Hall representatives are notified when a facility is required as an evacuee reception centre and that staff and volunteers utilizing the facility take direction from the aforementioned representative with respect to its maintenance, use and operation.
- (i) Liaise with the Agency On-Scene Commanders of the social service agencies and provide the MECG and the Chair with advice on social service related matters.
- (j) Provide an Agency On-Scene Commander from Emergency Social Services Department.
- (k) Determine the location of Evacuation Centres in coordination with the TRH Community Services and York Regional Police.
- (l) Notify the Executive Director of the Canadian Red Cross Society of the location of designated Evacuation Centres/Reception Centres.
- (m) Liaise with the York Region Transit and the York Region Emergency Medical Services for the provision of transportation to Evacuation Centres/Reception Centres.
- (n) Activate the Call Centre.
- (o) Liaise with Emergency Information Officer on matters of public information directives, requests for resources, etc., and update the Call Centre.
- (p) Maintain a personal log of all communications and actions taken.

#### **6.5.16 York Region Transit, Manager of Operations**

The Manager of Operations for York Region Transit, or his/her designate, will:

If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the EOC.

- (a) Attend at the Emergency Operations Centre, if activated, and coordinate the response of York Region Transit.
- (b) Activate the York Region Transit Emergency Plan and Notification System, as required.
- (c) Coordinate the provision of transportation when requested by other departments or the Emergency Site Manager.
- (d) Establish effective control over all public transportation.

- (e) Provide qualified personnel to operate the vehicles.
- (f) Reroute public transit if necessary.
- (g) Provide transportation for evacuees and special care persons.
- (h) Provide lists of vehicles and fuel resources.
- (i) Act as liaison with local transportation companies, taxi firms etc.
- (j) Maintain a personal log of all communications and actions taken.

The Planning Section comprises the following positions:

- Director, Regulatory Services/CBO
- Director, Information Technology
- Application Services (GIS)

#### **6.5.17 Planning Section Chief**

The **Planning Section Chief** or his/her designate will:

If assigned by the EOC Director, act as the Planning Section Chief and ensure the planning function is carried out.

- (a) Ensures that the following responsibilities of the Planning Section are addressed as required:
  - Collect, analyze, and display situation information
  - Prepare periodic Status Reports
  - Prepare and distribute EOC Action Plan and facilitate Action Planning process
  - Track Resources
  - Conduct Advance Planning activities and report
  - Document and maintain files on all EOC activities
  - Provide technical support services to the various EOC sections and branches.
- (b) Establishes the appropriate level of organization for the Planning Section.
- (c) Exercises overall responsibility for the coordination of activities within the section.
- (d) Keeps the EOC Director informed of significant issues affecting the Planning Section.

- (e) In coordination with the MCEG, ensures that Status Reports are completed and utilized as a basis for EOC Action Plans.
- (f) Provide staff to assist the Emergency Information Officer.

#### **6.5.18 Director of Regulatory Services**

The Director of Regulatory Services or his/her designate as part of the Planning Section, will:

- (a) Providing information to the MCEG pertaining to building conditions and enforcement issues.
- (b) Providing of engineering services/resources, mapping, plans and property information to assist in controlling the emergency.
- (c) Liaising with the Director of Public Works and Operations on areas of mutual concern
- (d) When required, assist the Emergency Site Manager as appointed by the MCEG in fulfilling their responsibilities; and,
- (e) Providing inspection services to identify buildings damaged or uninhabitable

#### **6.5.19 Director, Information Technology**

The Director of Information Technology or his/her designate as part of the Planning Section, will:

If assigned by the EOC Director, act as the Planning Section Chief and ensure the planning function is carried out.

- (a) Ensuring administrative support services, i.e.: telephone, word processing and access to the various data bases) are maintained and available during an emergency.
- (b) Providing and supporting all information and telecommunications requirements of the City of Richmond Hill including:
  - 1. Computer servers
  - 2. Local area network infrastructure
  - 3. Wide area network infrastructure
  - 4. Desktop computers & office automation software
  - 5. Telephones
  - 6. Telephone exchanges, and
  - 7. Corporate software applications.
- (c) Liaise with MCEG representatives and advise senior and user management on S&I efforts



- (d) Anticipate Emergency Operations Centre GIS requirements
- (e) Plan for provision of projected data
- (f) Plan for provision of ad-hoc maps
- (g) Provide information and support to the MEEG as requested
- (h) Prepare for anticipated network, voice, data and wireless service to locations
- (i) Participate in Emergency Recovery Plan (Appendix F)
- (j) Coordinate with vendors and suppliers in providing, restoring, repairing or replacing salvageable hardware and equipment as required.

### **6.5.20 Application Services (GIS)**

The Application Services or his/her designate, as part of the Planning Section will:

- (a) Provide and set-up GIS technology in the EOC.
- (b) Using the EOC resources, computers and LCD projectors to display relevant information.
- (c) Providing GIS/Mapping information to the MEEG pertaining to the emergency.
- (d) Create and maintain maps that were used during the emergency so that they could be used in a review of the event or response to it.
- (e) Providing an overview of the various data layers that are available to assist with emergency information, support queries, analysis and decision-making.
- (f) Assist the MEEG as required.

The **Logistics Section** comprises the following positions:

- Director, Recreation and Culture (Evacuation Centres)
- Director, Human Resources
- Director, Facility, Design, Construction and Maintenance

### **6.5.21 Logistics Section Chief**

The **Logistics Section Chief** or his/her alternate will be responsible for the following duties:

- (a) Ensure the Logistics Section is adequately staffed.
- (b) Brief the section on the status of events.
- (c) Develop the Section's action plan.
- (d) Liaise with the other sections.
- (e) Prepare status reports as required.
- (f) Brief the EOC Director as required.
- (g) Represent the Logistics Section during the Operations Cycle meeting.
- (h) Ensure the Logistics function is carried out in support of the EOC. This function includes providing telecommunication services and information technology, locating or acquiring equipment, supplies, personnel, facilities, and transportation as well as arranging for food, lodging, and other support services as required for the EOC, Call Centre and providing emergency site requirements.
- (i) Ensure that appropriate security measures have been established to allow for only authorized access to the EOC facility and documentation.
- (j) Ensure section objectives as stated in the EOC Action Plan are accomplished within the operational period or within the estimated time frame.
- (k) Coordinate closely with the Operations Section Chief to establish priorities for resource allocation within the operational area.

### **6.5.22 Director, Recreation and Culture (Evacuation Centres)**

The Director, Recreation & Culture or his/her designate, as part of Logistics will be responsible for the following duties:

- (a) Working in conjunction with the York Region Commissioner of Community & Health Services to coordinate the use of municipal facilities.
- (b) Activate the Community Services Department Emergency Plan and Notification System, as required.
- (c) Mobilize equipment and open buildings as required.
- (d) Open and operate temporary and/or long-term Evacuation Centres (see

- a. Appendix “B”) with the assistance of the Canadian Red Cross Society and the York Region Commissioner of Community & Health Services Department, and ensure they are adequately staffed.
- (e) Coordinate the allocation of new arrivals to the shelters.
- (f) Act as liaison with the Manager of Supplies and Services to coordinate emergency feeding, sleeping, clothing, registration and inquiry, personal services and future lodging needs for shelter occupants.
- (g) Act as liaison with the representative from York Region Transit to coordinate the requirements for transportation of shelter occupants.
- (h) Act as liaison with Police to coordinate security for shelters and occupants personal possessions.
- (i) Provide status information for dissemination by the Emergency Information Officer.
- (j) Coordinate the cleaning and maintenance of all shelters.
- (k) Maintain a personal log of all communications and actions taken.

#### **6.5.23 Director, Human Resources**

Director, Human Resources or his/her designate, as part of Logistics will be responsible for the following duties:

- (a) Activating and terminating the Human Resources Plan as required.
- (b) Providing advice on significant human resources related matters, including, but not limited to, recruitment, labour relations and health and safety.
- (c) Coordinating and processing requests for Community Volunteers and Re-deployed City of Richmond Hill staff, under the direction of the Logistics Section Chief.
- (d) Directing appeals and offers for Community Volunteers to the HR Management Team, in conjunction with Emergency Information Officer and under the direction of the Logistics Section Chief.
- (e) In conjunction with MECG, identifying the location of the volunteer registration centre.
- (f) In conjunction with the MECG, ensure the appointment of a Volunteer Supervisor.
- (g) Ensuring records of human resources that may involve financial liability and workplace safety and insurance information are completed.

- (h) Ensuring identification cards are issued to Community Volunteers and City employees, where practical and necessary.
- (i) Arranging for the transportation of re-deployed City staff and Community Volunteers, through York Region Transit.
- (j) Obtaining assistance, if necessary, from Employment and Immigration Canada, as well as other government departments, agencies, public and private organizations, and volunteer groups.
- (k) Arranging for critical incident stress counselling for staff and Community Volunteers, as required.

#### **6.5.24 Director, Facility, Design, Construction and Maintenance**

The Director, Facility, Design, Construction and Maintenance or his/her designate as part of Logistics, will:

- (a) Opening and maintaining the City's Administration Building and arranging for the opening and maintenance of any other City owned facility(s), as required.
- (b) Setting-up the EOC rooms according to the EOC Operating Procedure.
- (c) Providing security for the EOC or arranging for security at any other City owned facility(s), as required.
- (d) Co-ordinating the maintenance and operation of feeding, sleeping and meeting areas at the EOC, as required.
- (e) Liaising with the Manager of Purchasing Services for food and supplies, as required.
- (f) Procuring staff to assist, as required.
- (g) In the event of the use of the EOC by another Local Municipality, act as a point of contact with a designated member of municipal staff on issues relating to the EOC space and facilities.

The **Finance/Administration Section** comprises the following positions:

- Director, Financial Services/Treasurer
- Manager, Purchasing

#### **6.5.25 Commissioner, Corporate & Financial Services**

The **Finance/Administration Section Chief** or his/her designate as the, will be responsible for the following:

- (a) Ensure the Finance/Administration Section is adequately staffed.

- (b) Brief the section on the status of events.
- (c) Develop the Section's initial action plan.
- (d) Liaise with the other sections.
- (e) Prepare status reports as required.
- (f) Brief the EOC Director as required.
- (g) Represent the Finance/Administration Section during the Operations Cycle meeting.

#### **6.5.26 Director, Financial Services/Treasurer**

The Director of Financial Services/Treasurer or his/her designate will be responsible for the following:

- (a) In consultation with the EOC Director, confirm adequacy of expenditure limits as identified in the Purchasing Policy
- (b) Ensure that financial records are maintained for claim purposes.
- (c) Ensure there is a continuum of payroll process for all employees.
- (d) Ensure the prompt payment and settlement of all legitimate invoices and claims incurred during an Emergency.
- (e) Liaise, if necessary, with the Treasurer(s) and purchasing agents of the neighbouring and Local Municipalities and the Region.
- (f) Ensure all requirements under the Ontario Disaster Relief Assistance Program are met by the City and submitted to the Minister of Municipal affairs and Housing within 14 days of the disaster.

#### **6.5.27 Manager, Purchasing**

The Manager, Purchasing or his/her designate as part of the Finance/Administration Section, will:

- (a) Activate the Purchasing Department Emergency Plan as required.
- (b) Provide information and advice on matters as they relate to the emergency.
- (c) Ensure that records of expenses are maintained for future claim purposes.
- (d) Ensure the prompt payment and settlement of all legitimate invoices and claims incurred during the emergency.

- (e) Provide and secure equipment and supplies not owned by the City of Richmond Hill.
- (f) Liaise with purchasing agents of the neighbouring municipalities, if necessary.
- (g) Maintain and update a list of vendors (including 24 hour contact numbers) who may be required to provide supplies and equipment.
- (h) Maintain a personal log of all communications and actions taken.

## **6.6 SUPPORTING AND OTHER AGENCIES**

In the event that other agencies are needed to assist during an emergency, each such Agency will be contacted through the Emergency Notification System upon the request of the Municipal Emergency Control Group.

The representative or his/her alternate will be requested to report to the Emergency Operations Centre and become a member of the Municipal Emergency Control Group.

Some of the agencies that may be required to assist during an emergency have their own "Emergency Plans" and may feel it advisable to put their own emergency plan into effect. Should they feel that implementation of their plan is necessary, they will advise the other members of the MCEG who shall assist in implementation, if necessary.

### **6.6.3 Alectra**

Alectra provides electrical energy to the inhabitants of the City of Richmond Hill through a complex grid system. Certain types of emergencies, such as adverse weather (storms, tornadoes, etc.) may have a serious impact on service. During an emergency Alectra's response will be coordinated through the CEMC.

Alectra will:

- (a) If requested, join the MCEG and provide expertise and coordinate the response of Alectra resources. Also liaise with other departments/agencies responding to the emergency.
- (b) Activate the Alectra Emergency Plan and Notification System, if necessary.
- (c) Liaise closely with the MCEG and Emergency Information Officer in the development of media information relating to power interruption and restoration of services, etc.

Alectra's general description of responsibilities:

- Maintain electrical power to stricken areas, if possible.

- Respond, as required, to restore power.
- Ensure internal communications systems are operational.
- Work in conjunction with the City of Richmond Hill personnel in restoration procedures.
- Ensure manpower availability.
- Coordinate response with all departments/agencies involved.
- Maintain logs and prepare post emergency standard agency reports.

#### **6.6.4 School Boards**

The York Region District School Board and the York Catholic District School Board are responsible for the operation of elementary and secondary schools within the City of Richmond Hill. Dependent upon the nature of the emergency, it may be necessary to evacuate schools and occupants and/or utilize school facilities as Evacuation Centres.

##### **Senior Representative**

A Senior Representative of the York Region District School Board and/or the York Catholic District School Board will:

- (a) If requested, join the MCEG and coordinate the response of the School Board. Also liaise with other departments/agencies responding to the emergency.
- (b) Activate School Board Emergency Plan and Notification System, if necessary.
- (c) Liaise closely with MCEG and Emergency Information Officer in the development of media information, evacuation instructions, etc.
- (d) Coordinate the use of contracted school buses, vehicles and personnel, as required.
- (e) In cooperation with the York Region Emergency Social Services Department, recommend and activate school facilities for use as Evacuation Centres.
- (f) If requested, attend at the Site Command Post and/or school facilities designated as Reception Centres (if activated), and coordinate the response of School Board personnel when involved in an Emergency response.

The School Boards general description of responsibilities:

- Will activate Board plans for the protection and maintenance of students within the buildings for the duration of the emergency, if evacuation is not required.
- Arrange for the transportation of students in the event of evacuation.
- Ensure internal communications systems are operational.
- Assist the York Region Emergency Social Services Department and the Red Cross with the use of schools as temporary evacuation centres, if required.
- Ensure manpower availability.
- Coordinate response with all departments/agencies involved.
- Maintain logs and prepare post emergency standard agency reports.

### **6.6.5 Canadian Red Cross Society**

The Red Cross will provide assistance to the York Region Emergency Social Services Department during any evacuation. One of its main functions will be the establishment of a Registration and Inquiry service to provide information to the public regarding locations of Evacuation Centres and names of registered evacuees.

### **6.6.6 York Region Amateur Radio Emergency Communications Council**

The York Region Amateur Radio Emergency Communications Council will provide emergency radio communications at locations designated by the MCEG.

### **6.6.7 Toronto and/or South Lake Simcoe Region Conservation Authorities**

Should a flood emergency situation develop in the City of Richmond Hill, not only must the Minister of The Solicitor General be notified by the Mayor or alternate upon declaration of the emergency but the Ministry of Natural Resources must also be notified.

*Request provincial assistance from the Ministry of Natural Resources by following the procedures outlined below:*

- (a) The Head-of-Council contacts the local flood response coordinator. The local coordinator is the District Manager of the Ministry of Natural Resources for the area;*
- (b) If the coordinator of the affected area cannot be contacted, the request for assistance should be routed through the alternate Conservation Authority.*
- (c) Should you be unable to contact someone in authority, then request for assistance should be made through the Provincial Flood Emergency Coordinator (available on a 24-hour/365-day basis) through the Provincial EOC.*

### **6.6.8 York Region Critical Incident Stress Team**

Critical Incident Stress counseling is available to City staff during and following emergencies and major incidents. The CIS Team is a trained team of individuals available for stress debriefing during and/or after emergencies and major incidents. A request for the Regional CIS Team can be made through Fire & Emergency Services' dispatch centre.

The Provincial Critical Incident Stress Management (CISM) Program is co-ordinated through the Ministry of the Minister of The Solicitor General and Correctional Services, Emergency Measures Ontario. For information on the Provincial CISM Program or to contact the Provincial CISM Team, contact Office of the Fire Marshal and Emergency Management.



### **6.6.9 Office of the Fire Marshal and Emergency Management**

Once an Emergency has been declared by the Head of Council, Office of the Fire Marshal and Emergency Management will deploy a liaison team to the Emergency Operations Centre.

### **6.6.10 Provincial Ministries**

Pursuant to subsection 6(1) of the Emergency Management & Civil Protection Act R.S.O. 1990, c. E.9, Ministers are assigned responsibility to formulate emergency plans for their ministry or branch of government, as the case may be, which will govern the provision of necessary services during an emergency and procedures under which and the manner in which Crown employees and other persons will respond to the emergency.

Office of the Fire Marshal and Emergency Management provides assistance in formulating and implementing emergency plans and coordinates provincial response and staff in emergency operations.

## **PART 7 EMERGENCY SITE MANAGER**

### **7.1 EMERGENCY SITE MANAGEMENT TEAM**

The Emergency Site Management Team is composed of persons holding the following positions:

- Emergency Site Manager
- Agency On-Scene Commanders
- Site Media Spokesperson (See Part 8 - Media and Public Information)

Overall coordination at the emergency site will be under the control of the Emergency Site Manager. For most emergencies and/or until specified otherwise by the MCEG, the Emergency Site Manager will be the ranking on- scene member of the first responding emergency service with primary jurisdiction.

All emergency site operations of appropriate agencies in response to an emergency will be performed within existing respective internal chains of command structures. Each department or agency may appoint an Agency On-Scene Incident Commander. The ranking on-scene official for each agency reporting to the emergency will normally assume the role of Agency On-Scene incident Commander. Senior departmental officials may be sent to the emergency site, as required, to take over as the Agency On-Scene Incident Commanders.

Each agency may have their agency On-Scene Incident Commander or Site Emergency Manager at each emergency site who is responsible for managing their agency's response operations, in consultation and coordination with the agency with primary jurisdiction to facilitate an effective overall response to the Emergency.

Command post(s) will be established at each emergency site by the senior officers from each agency represented at the scene, immediately upon arriving at the emergency. The Emergency Site Manager will also establish a Command Post to facilitate unified command. All inter-agency communications will be channeled through the Emergency Site Manager's Command Post and direct on-line communication (radio or telephone) will be established with the EOC.

## **7.2 EMERGENCY SITE MANAGER**

The Emergency Site Manager, appointed by the MECG will:

- (a) Organize and coordinate the on-scene response at the emergency site(s) with the various Agency On-Scene Commanders.
- (b) Assess the situation under existing and potential conditions by consulting with Agency On-Scene Commanders at the scene as well as outside expertise as required.
- (c) Prior to the declaration of an emergency by the Mayor and activation of the Municipal Emergency Control Group, authorize the activation of all or parts of the City of Richmond Hill Emergency Plan and the Emergency Notification Procedure, if deemed necessary.
- (d) Coordinate with the MECG and Agency On-Scene Commanders to ensure that the necessary equipment, supplies, manpower and expertise are available on-scene.
- (e) Liaise with the City Manager at the Emergency Operations Centre to regularly inform him/her of the on-scene situation and provide him/her with detailed reports which will enable the MECG to make informed decisions. The Emergency Site Manager will assist in any manner in the decision-making process, as required.
- (f) Hold periodic briefings with individual and collective Agency On-Scene Commanders as to agency response status.
- (g) Activate or coordinate with agencies, a limited evacuation of the immediate area if warranted by conditions.
- (h) Consider response alternatives and determine appropriate response actions (i.e., evacuation, containment, etc.). Confer with the MECG, Agency On-Scene Commanders and additional expertise as required, in the event that a large scale evacuation is deemed to be necessary.
- (i) Assess the potential number of evacuees affected by the emergency and advise the Municipal Emergency Control Group.
- (j) Establish an on-site Command Post at an appropriate distance from the Emergency Area where a suitable vantage point can be obtained. Assemble the various Agency On-Scene Commanders at the Command Post to coordinate on-site decision-making and activities. Ensure adequate inter-agency communications capability is established from the Command Post.

- (k) Brief agency representatives as they become involved with the on-site situation.
- (l) Obtain relevant information from those involved in the emergency (i.e., truck driver, train conductor, plant manager) concerning the identity of material(s) and hazardous properties, cause, etc. and consult with experts as required to gain a complete picture of the situation and aid in evaluation.
- (m) Develop a scene organization plan/layout with the assistance of police and Richmond Hill Fire & Emergency Services, establish an Inner Perimeter where only response personnel directly involved in controlling the emergency are allowed, and an Outer Perimeter where the staging area is established and good ingress and egress is maintained.
- (n) Initiate, if necessary, the appointment of a Site Media Spokesperson and periodically brief the Site Media Spokesperson of the emergency status and discuss what information will be distributed to the public and media.
- (o) Request logistical support services from the Municipal Emergency Control Group, as required, for the emergency personnel at the scene.
- (p) Ensure the overall safety of the emergency site, in particular that strict safety precautions are adhered to with respect to wearing protective clothing and equipment. Assign a Safety Officer if appropriate and contact Federal or Provincial Labour Ministry officials for assistance as required.
- (q) Develop and approve a demobilization plan following the official termination of the emergency by the Mayor, if required. (i.e., demobilization of staging areas).
- (r) Maintain logs and prepare post emergency standard agency reports.
- (s) Participate in the Emergency Plan review following a major emergency.

### **7.3 AGENCY ON-SCENE INCIDENT COMMANDER**

The On-Scene Incident Commander for each agency at the emergency scene will:

- (a) Notify the agency dispatch to mobilize appropriate resources.
- (b) Implement his/her agency responsibilities with respect to the plan in coordination with the MCEG and the Emergency Site Manager.
- (c) Coordinate with other agencies via the Emergency Site Manager. Inform him/her of all pertinent actions.
- (d) Evaluate the situation, planning a methodology or strategy and developing an organizational structure. Modify the strategy as required.

- (e) Take measures to secure additional resources (manpower, equipment, supplies) as required.
- (f) Monitor and review work progress of agency teams. Modify or reassign assignments as required.
- (g) Coordinate agency manpower and equipment, assign teams or task forces, as required, to perform specific assignments.
- (h) Ensure all agency personnel report to his/her staging officer upon arrival at site.
- (i) Maintain an inventory of supplies and equipment and keep records of what is used, how much is used and the supply level i.e. use lists, charts, check-in/check-out procedures and record the services provided, repair, fuel costs and other costs in the event that costs incurred can be transferred to those responsible for the emergency.
- (j) Resolve any logistical problems.
- (k) Report to the appropriate Agency Chief/Director when the plan is modified, when additional resources are needed, when surplus resources are available, when hazardous situations or significant events occur and continually brief the Emergency Site Manager and MCEG of the situation and status of resources.
- (l) Demobilize resources at the termination of the emergency, ensuring an orderly, safe and cost effective movement of personnel and equipment.
- (m) Complete standard agency reports.
- (n) Maintain logs and prepare post emergency standard agency reports.

## **PART 8 MEDIA and PUBLIC INFORMATION**

### **8.1 OVERVIEW**

Upon implementation of the Emergency Plan, it will be essential to co-ordinate a professional, timely and accurate release of information to the 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.

In order to fulfill these functions during an emergency, the following positions will be established:

- (a) The EOC **Emergency Information Officer** will be the Manager, Communication Services or his/her designate and report directly to the EOC Director.
- (b) The **Site Media Spokesperson** will be appointed by the Emergency Site Manager.

- (c) The **Citizen Inquiry Supervisor** will be the Manager, Access Richmond Hill or his/her designate.

Depending on the scope of the emergency, there will likely be a need to establish two media information centres - one near the scene (the Site Media Information Centre), and the other near the Emergency Operations Centre (EOC Media Information Centre). In some cases, however, a joint media information centre may be desirable. The Citizen Inquiry Service work area should also be located at or near the EOC Media Information Centre.

## **8.2 EMERGENCY INFORMATION OFFICER**

The Emergency Information Officer is responsible for:

- (a) Upon arrival at the EOC, reporting to the City Manager to be briefed on the emergency situation and activating the Crisis Communication Plan as required.
- (b) Establishing a communications link with the Site Media Spokesperson, the Citizen Inquiry Supervisor and any other media coordinator(s), i.e. provincial, federal, private industry, etc., involved in the incident and will ensure that all information released to the media and public is consistent and accurate.
- (c) Ensuring that the media centre is set up and staffed. Location is TBD at the time of the emergency.
- (d) Liaison with the MEEG to obtain up-to-date information for media releases, coordinate individual interviews and organize press conferences.
- (e) Ensuring that the following are advised of the telephone number of the media centre:
  - Media
  - Municipal Emergency Control Group
  - Switchboard
  - Site Media Spokesperson
  - Police Public Relations Officer
  - Neighbouring Municipalities
  - Citizen Inquiry Supervisor
  - Any other appropriate persons, agencies or businesses
- (f) 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.
- (g) Ensuring that the media releases are approved by the City Manager prior to dissemination and distributing of hard copies of the media releases to the Public Information Centre, the EOC, Citizen Inquiry Supervisor and other key persons handling inquiries from the media.
- (h) Monitoring news coverage and correcting any erroneous information.

- (i) Maintaining copies of media releases and newspaper articles pertaining to the emergency.

### **8.3 SITE MEDIA SPOKESPERSON**

The site media spokesperson will be appointed by the Emergency Site Manager and is responsible for:

- (a) Establishing and coordinating a media information centre in a safe, appropriate location, at or near the site for the media to assemble.
- (b) Establishing a communications link and liaison regularly with the Emergency Information Officer at the EOC.
- (c) Redirecting all inquiries regarding decisions made by the MCEG and the emergency as a whole to the Emergency Information Officer.
- (d) Advising the following persons and agencies of the location and telephone number(s) of the Site Media Information Centre.
  - Emergency Site Manager
  - Police Public Relations Officer
  - Emergency Services Personnel at the scene
  - Public Information Co-ordinator
  - media
  - Any other appropriate personnel or agencies
- (e) Ensuring that media arriving at the site are directed to the site information centre.
- (f) Where necessary and appropriate, coordinating media photograph sessions at the scene.
- (g) Co-ordinating on-scene interviews between the emergency services personnel and the media.

### **8.4 CITIZEN INQUIRY SUPERVISOR**

The Citizen Inquiry Supervisor is responsible for:

- (a) Establishing a Citizen Inquiry Service including the appointment of personnel and designation of telephone lines.
- (b) Informing the Emergency Information Officer of the establishment of the Citizen Inquiry Service and designated telephone numbers.
- (c) Informing the effected emergency services and the MCEG of the establishment of the Citizen Inquiry Service and telephone numbers.

- (d) Liaison with the Emergency Information Officer to obtain current information on the emergency.
- (e) Responding to and redirecting inquiries and reports from the public based upon information from the Emergency Information Officer.
- (f) Redirecting inquiries pertaining to the investigation of the emergency, deaths, injuries or matters of personnel involved with or affected by the emergency to the appropriate emergency service.
- (g) Redirecting inquiries pertaining to persons who may be located in evacuation and reception centres to the registration and inquiry telephone numbers.
- (h) Procuring staff to assist, as required.

## **PART 9 PLAN MAINTENANCE, REVISION and TESTING**

### **9.1 Responsibilities of all City Employees**

Every employee of the City of Richmond Hill is expected to respond as required to an emergency situation and to carry out all lawful commands of the MCEG or the Emergency Site Management Team to the best of their ability during the emergency.

Every employee is expected to direct all media inquiries concerning any aspect of the emergency to the media spokesperson to ensure that all information released to the media and public is consistent and accurate.

### **9.2 Plan Maintenance and Revision**

The City of Richmond Hill Emergency Plan will be reviewed, revised and distributed annually by the Community Emergency Management Coordinator. It is the responsibility of each person, agency, service or department named within this Emergency Plan to notify the Community Emergency Management Coordinator forthwith of any necessary revisions, i.e. administrative changes, telephone numbers, etc.

### **9.3 Testing of the Plan**

An annual exercise should be conducted in order to test the overall effectiveness of the Emergency Plan and provide education and training to the MCEG and other support staff. Revisions to this plan shall incorporate recommendations stemming from such exercises.

### **9.4 Internal Procedures**

Each department or service involved with this Emergency Plan shall prepare and maintain functional alerting systems and emergency guidelines including lists outlining how it will fulfill its responsibilities during an emergency.



Each department or service shall designate a member of its staff to maintain and revise its own emergency procedures or guidelines. The City of Richmond Hill's Community Emergency Management Coordinator is available to assist with departmental plans and procedures.

## **PART 10 GLOSSARY and DEFINITIONS**

### **Agency On-Scene Incident Commander - OSIC**

The ranking on-scene official for each agency reporting to the emergency who is responsible for managing the agency's response operations in consultation and co-ordination with the Emergency Site Manager and Municipal Emergency Control Group.

### **City Manager/CAO**

Responsible for the overall administration of the municipality in accordance with policies and directives of Council. The City Manager or alternate senior municipal official is designated as the EOC Director and Chairs the MECG and is responsible for coordinating operations within the Emergency Operations Centre.

### **Citizen Inquiry Service**

A service established by the Commissioner of Corporate Services to respond to and redirect inquiries and reports from the public. Throughout this Emergency Plan, the Citizen Inquiry Service shall be referred to as the Call Centre.

### **Command Post**

A mobile communications/central control centre from which the Emergency Site Manager and Agency On-Scene Incident Commanders will manage on-site activities and communicate with the Emergency Operations Centre and other operational communications centres.

### **Critical Incident Stress Team**

The CIS Team is a trained team of individuals available for stress debriefing during and/or after emergencies and major incidents. A request for the Regional CIS Team can be made through Richmond Hill Fire & Emergency Services' dispatch centre.

A term which is used by the provincial and federal government to describe a major emergency which is governed by those levels of government.

### **Emergency**

A situation or the threat of an impending situation abnormally affecting property and the health, safety and welfare of the community, which by its nature or magnitude requires a co-ordinated response by a number of agencies under the direction of the Municipal Emergency Control Group. These are distinct from the normal, day to day operations carried out by the first response agencies.

**Emergency Notification Procedure**

The method by which members of the City of Richmond Hill MECG are notified of an emergency.

**Emergency Area**

The area in which the emergency exists and is controlled by the Emergency Site Management Team.

**Emergency Operations Centre**

The physical, virtual or hybrid location from which the Municipal or Regional Emergency Control Group operates. The Emergency Operations Centre may be referred to as either the Municipal EOC, Regional EOC, or EOC.

**Municipal Emergency Control Group**

The group of individuals, chaired by the City Manager, responsible for coordinating all emergency operations required to minimize the effects of a declared emergency.

**Emergency Planning Co-ordinator**

The Fire Chief acts as the Emergency Planning Co-ordinator for the City of Richmond Hill and is responsible for the maintenance, revision and distribution of this plan as well as coordinating municipal emergency exercises and related emergency preparedness matters.

**Emergency Site Manager**

Ensures the agencies responding to the emergency site are co-ordinated in their response. The Emergency Site Manager communicates directly with the City Manager at the Emergency Operations Centre.

**Evacuation Centre**

A location used during an Emergency situation to provide temporary refuge for evacuees and a staging area for deployment of evacuees to Emergency Shelters or Reception Centres.

**Full Alert**

The Emergency Alert level utilized when all members of the MECG are contacted and advised to report to the Emergency Operations Centre.

**Head of Council**

The Head of Council is the Mayor. In the event that the Mayor is unavailable, the powers and duties of the Head of Council granted under the *Emergency Management & Civil Protection Act* or the Emergency Plan shall be exercised by the Deputy Mayor or in his/her absence another designated alternate.

**Inner Perimeter**

A restricted area in the immediate vicinity of the Emergency Area. Access to the Inner Perimeter is restricted to those essential emergency personnel actively involved in the occurrence.

**Mayor**

The Head of Council or alternate for the City of Richmond Hill.

Appointed by the Emergency Site Manager in consultation with EOC Chairperson, this person is responsible for coordinating the fast accurate dissemination of information to the media from the On-Scene Media Information Centre. The OSMS will also work closely with the Public Information Co-ordinator to ensure that information released to the media from the scene is consistent with information being released from the EOC Media Information Centre.

**Outer Perimeter**

The geographic area surrounding the Inner Perimeter. This area will serve as a coordination and assembly point for essential emergency personnel and equipment. Access to the Outer Perimeter is restricted to essential emergency personnel as determined by the Emergency Site Management Team.

**Reception/Evacuation Centre**

A reception/evacuation centre is the site where Emergency Social Services (food, clothing, referral to shelter, referral to social services, registration and inquiry) are offered to persons displaced by the emergency.

**Recovery Phase**

The Recovery Phase begins immediately following an emergency response with efforts to restore minimum services to the stricken area and continues with long-term efforts to return the community to normal. Immediate recovery activities include assessing damage, clearing debris, restoring food supplies, shelter and utilities. Long-term recovery activities include rebuilding and redeveloping the community and implementing mitigation programs as described in the Recovery Phase Section of this Plan.

**Regional Chair**

The Head of Council or alternate for the Regional Municipality of York.

**Regional Police Chief**

The Chief of the York Regional Police Service or alternate.

## **APPENDIX A**

### **EMERGENCY NOTIFICATION PROCEDURE**

#### **A.1 ACTIVATION**

The decision to implement the procedure shall be made by the City Manager. A request to activate the procedure may be made by a member of the MCEG or a responding agency.

The request for the Emergency Notification Procedure to be activated is achieved by contacting Richmond Hill Fire & Emergency Services' Alarm Room and requesting that the Emergency Notification Procedure be activated. The members of the MCEG shall be notified by Richmond Hill Fire & Emergency Services' Alarm Room Personnel (beginning with the City Manager or his/her designate).

Alarm Room personnel will identify themselves and provide to the parties being notified, information as instructed by the City Manager or his designate. Should any member of the MCEG or their designate not be contacted, the City Manager shall be notified.

Upon being notified that an emergency exists it is the responsibility of all MCEG officials to notify their staff and report to the designated Emergency Operations Centre.

#### **A.2 EMERGENCY CONDITIONS**

Information provided shall include one of the following conditions;

##### **1. High Alert (Activated)**

The MCEG **has been requested to assemble** in the main Emergency Operations Centre at the Operations Building Fire Training Room, 1200 Elgin Mills Rd East or the alternate Fire Station 8-5 (150 High Tech Road) and/or virtual location

##### **2. Standby Alert (Enhanced Monitoring)**

The MCEG has been placed on standby alert and **may be requested to assemble** at any time. However, should it be determined by the City Manager that the standby alert is canceled, you shall be notified.

### **A.3 MUNICIPAL EMERGENCY CONTROL GROUP**

MECG reviewed and updated on an annual basis. Contact Card for MECG members is distributed annually and available digitally through a secure link shared with the MECG.







## **APPENDIX B: POSITION CHECKLISTS**

### **1. EOC Director** **(City Manager or Commissioner)**

The EOC Director is the person who initiates the IMS and is in overall charge of coordinating all response activities in support of emergency operations. The EOC Director stays in the position until formal control is relinquished.

#### **IMMEDIATE RESPONSIBILITIES**

- ☐ Gather all relevant information and consult with the MCEG (MCEG) and external stakeholders as needed.
- ☐ Initiate the Incident Management System response by assuming role of EOC Director.
- ☐ Establish location of the Emergency Operations Centre if not pre-established.
- ☐ Oversee and manage the day to day activities to mitigate the emergency (i.e. functional sections)
- ☐ Determine immediate incident objective(s) and strategy. Consider the who, what, when, where of the emergency ('size-up')
- ☐ Establish immediate priorities.
- ☐ Provide direction and operational updates through the operations cycle meetings.
- ☐ Authorize Incident Action Plan
- ☐ Co-ordinate activity for all MCEG members and general staff
- ☐ Promote safety of all staff by reducing risk where possible
- ☐ Co-ordinate with key people and officials
- ☐ Appoint/confirm all major positions and distribute Position Checklists as individuals arrive to fill positions:
  - ☐ Communications Co-ordinator
  - ☐ Liaison Co-ordinator
  - ☐ Safety Co-ordinator
  - ☐ Operations Section Lead
  - ☐ Logistics Section Lead
  - ☐ Planning Section Lead
  - ☐ Finance/Administrative Section Lead
  - ☐ Administrative Support
- ☐ Announce an operations cycle meeting of the MCEG within 10 to 15 minutes to address the plan of action. (Based on size-up, may be able to make initial decisions on resources required)
- ☐ Obtain and review status report from all major positions and Sections.
- ☐ Review next steps and assign tasks as required.
- ☐ Initiate the communications fan-out if situation warrants and monitor results.
- ☐ Determine what changes if any to level of service will occur (in conjunction with the Planning section).
- ☐ Ensure that contact and resource information has been established with outside agencies, service providers, etc.

#### **INTERMEDIATE RESPONSIBILITIES**

- ☐ Authorize resources as needed or requested through *Logistics/Planning Section*
- ☐ Authorize release of information to staff, clients, service providers, the news media and the public as required.
- ☐ Arrange routine briefings with appointed Section Leads to receive status reports and update the action plan regarding the continuance and termination of the action plan.
- ☐ Communicate status to the Mayor and the MCEG
- ☐ Consult with Logistics and Planning Sections re: needs for additional staff and other resources.

### **EXTENDED RESPONSIBILITIES**

- ☐ Link with other Local Municipal and/or Regional Emergency Control Groups
- ☐ Approve media releases submitted by Emergency Information Officer
- ☐ Observe the MCEG and staff for signs of stress and inappropriate behaviour.
- ☐ Report concerns to the Safety Co-ordinator

### **RECOVERY RESPONSIBILITIES**

- ☐ Once situation resolves, initiate deactivation of response.
- ☐ Monitor return to normal activities.
- ☐ Debrief Incident with MCEG personnel.
- ☐ Oversee the completion of the final report (including financial reporting).

## **POSITION CHECKLIST CONT...**

### **2. ADMINISTRATIVE SUPPORT (City Clerk)**

The Administrative Support (City Clerk) is responsible for maintaining up to date incident documentation. Documentation is stored for legal, analytical and historical purposes. The Administrative Support is primarily responsible for recording information. More than one Administrative Support person may be required for large-scale incidents.

#### **IMMEDIATE RESPONSIBILITIES**

- ☐ Assist in set-up of the Emergency Operations Centre (EOC) communication equipment, which may include: telephones, computers, fax machine, television, radio, tool kit contents, stationary supplies, etc.
- ☐ Establish a dedicated area within the EOC to work in.
- ☐ Attend briefings and relay information to EOC Director as required.
- ☐ Provide assistance to the EOC Director with any of the responsibilities outlined by the EOC Director.
- ☐ Record and maintain a log of important decisions and actions taken by the MCEG.
- ☐ Arrange for, notify, and debrief any support/clerical staff required to report to the EOC.
- ☐ Arrange for printing of materials as required.
- ☐ Act as a conduit for incoming and outgoing telephone calls and messages for the EOC as required.

#### **INTERMEDIATE RESPONSIBILITIES**

- ☐ Keep minutes of meetings.
- ☐ Arrange through the Logistics Section, meals, rest areas, telephones and computers for the MCEG.
- ☐ Maintain adequate supplies for use by the MCEG.
- ☐ Track deadlines.
- ☐ Accept any other duties assigned by EOC Director.

#### **EXTENDED RESPONSIBILITIES**

- ☐ Ensure that all actions and decisions are appropriately documented.

## **POSITION CHECKLISTS CONT...**

### **3. COMMUNICATIONS CO-ORDINATOR – Emergency Information Officer (Director of Communication Services)**

The Communications Co-ordinator develops and provides information about the incident to staff, clients, service providers, other appropriate agencies and organizations, the news media and the public as required.

#### **IMMEDIATE RESPONSIBILITIES**

- ☐ Identify the communications strategy and any key messages
- ☐ Identify restrictions (Internal/External) in content of news release information from the EOC Director.
- ☐ Establish a Citizen Inquiry Service and Media Centre as necessary
- ☐ Establish the most appropriate means and content of a communication to the target audience(s) for release as soon as possible.

#### **INTERMEDIATE RESPONSIBILITIES**

- ☐ Ensure that all news releases (Internal/External) have the approval of the EOC Director.
- ☐ Issue an initial information report to the appropriate audiences.
- ☐ Relay any pertinent data back to Liaison and/or the EOC Director.
- ☐ Inform any media who arrive on-site of the physical area which they may have access to, areas which are restricted, screening procedures, etc. Coordinate with security as necessary.
- ☐ Contact other agencies to coordinate released Public information.
- ☐ Arrange for interviews, teleconferences, video conferences, satellite broadcasts, web site revisions or communiqués with approval of the EOC Director.
- ☐ Approve initial and updated scripts for interviews, hotlines and websites

#### **EXTENDED RESPONSIBILITIES**

- ☐ Obtain progress reports from Operations, Logistics, Planning, and Finance/Administration as appropriate.
- ☐ Notify media about incident status (as directed by the EOC Director)
- ☐ Post general notices to keep staff, the public and external stakeholders updated on the situation as directed by the EOC Director.

## **POSITION CHECKLIST CONT...**

### **4. LIAISON CO-ORDINATOR (CEMC)**

The Liaison Co-ordinator (Mayor/CEMC) serves as the link between the MCEG and other organizations involved in managing the situation. They are the point of contact with Council and key external stakeholders such as: local municipalities, the region, School Boards, hospitals, Ministries, etc. Liaison alleviates demand on the EOC Director.

#### **IMMEDIATE RESPONSIBILITIES**

- ☐ Establish contact with the Communications Co-ordinator in the EOC.
- ☐ Attend meetings of the MCEG for duration of emergency.
- ☐ Establish contact with assisting and cooperating agency liaison officers.
- ☐ Review key municipal/provincial emergency organizational contacts to determine appropriate contacts and message routing. Co-ordinate with the Communications Co-ordinator.
- ☐ Establish communication with the assistance of the Communications Co-ordinator with other EOCs and key stakeholders as required.
- ☐ Obtain information to provide to emergency contacts as appropriate, upon request, such as: the current status of the emergency, any current or anticipated shortage of services, personnel and supplies.
- ☐ Acts as the spokesperson as required

#### **INTERMEDIATE RESPONSIBILITIES**

- ☐ Request assistance and information as needed.
- ☐ Relay any special information to appropriate organizations.
- ☐ Keep agencies supporting the incident aware of the incident status.
- ☐ Monitor the incident to identify current or potential inter-organizational problems.

#### **EXTENDED RESPONSIBILITIES**

- ☐ Prepare incident data for and external authorities:
- ☐ Prepare an end of shift report for the incoming Liaison Co-ordinator.

## **POSITION CHECKLIST CONT...**

### **5. SAFETY CO-ORDINATOR (Human Resources, OH&S)**

The Safety Co-ordinator develops and recommends strategies for ensuring personnel and public safety (both psychological and physical) and assessing and/or anticipating hazardous and unsafe situations. Responsibilities may extend to the EOC and emergency site as required/assigned.

#### **IMMEDIATE RESPONSIBILITIES**

- ☐ Assess and anticipate unsafe situations.
- ☐ Develop and recommend measures for personnel and public safety based on information provided.
- ☐ Evaluate the need for equipment and supplies such as personal protective (PPE).
- ☐ Be alert to any hazardous conditions that may impact safety. Provide recommendations to the EOC Director to this effect.
- ☐ Exercise emergency authority to temporarily stop and/or prevent unsafe acts until safety conditions met.

#### **INTERMEDIATE RESPONSIBILITIES**

- ☐ In the event of a public health emergency, liaise with infection prevention and control practitioners as required.
- ☐ Provide information to the Liaison Officer as required for external organizations and agencies.
- ☐ Monitor safety conditions and develop measures to ensure the safety of all assigned staff throughout the emergency situation.
- ☐ Monitor efficacy of infection prevention and control measures. (Incident dependent)
- ☐ Evaluate need for additional equipment and communicate need to Logistics as required.

#### **EXTENDED RESPONSIBILITIES**

- ☐ Observe all staff and volunteers for signs of stress and inappropriate behaviour.
- ☐ Ensure that staff is provided with appropriate rest and respite as required.
- ☐ Investigate accidents/incidents that occur during the emergency.

## **POSITION CHECKLIST CONT...**

### **6. OPERATIONS SECTION LEAD**

The Operations Section Lead carries out directives and incident objectives set by the EOC Director. The Operations Section manages the overall response activities, directs resources and equipment, implements decisions approved by the EOC Director and collects and shares information between all subsections.

#### **IMMEDIATE RESPONSIBILITIES**

- ☐ Obtain briefing from the EOC Director.
- ☐ Provide status update to the EOC Director
- ☐ Support the overall response activities of front line staff
- ☐ Requests and assigns resources as necessary.
- ☐ Establish Operations Section (location) in proximity to Command.
- ☐ Brief all Operations Section members on current situation
- ☐ Develop the Section's initial plan.
- ☐ Designate time for next briefing.
- ☐ Monitor results accordingly.

#### **INTERMEDIATE RESPONSIBILITIES**

- ☐ Brief the EOC Director routinely on the status of the Operations Section.
- ☐ Update the emergency site as required
- ☐ Liaise with the other Sections as required
- ☐ Brief the EOC Director routinely during the Operations Cycle meetings.

#### **EXTENDED RESPONSIBILITIES**

- ☐ Provide for relief periods and nutritional areas for personnel.
- ☐ Maintain documentation of all actions and decisions on an ongoing basis.
- ☐ Brief Logistics Section on personnel availability.

## **POSITION CHECKLIST CONT...**

### **7. LOGISTICS SECTION LEAD**

The Logistics Section is primarily responsible for locating and acquiring all the necessary personnel, equipment, material and facilities needed to deal with the emergency.

#### **IMMEDIATE RESPONSIBILITIES**

- ☐ Obtains briefing from the EOC Director and the current action plan.
- ☐ Establish the Logistics Section.
- ☐ Brief all Logistics Section members on the current situation.
- ☐ Obtain information and update from the other sections.
- ☐ Obtain any needed supplies with assistance from the Finance & Administration Section.
- ☐ Verify required staff resources are available for operational purposes.
- ☐ Ensure adequate administrative and clerical support is available.
- ☐ Obtain resources (staff and equipment) to support the Operations Section.

#### **INTERMEDIATE RESPONSIBILITIES**

- ☐ Obtain information and updates regularly from all Sections.
- ☐ Maintain current materials and supplies status of all Sections.
- ☐ Communicate frequently with EOC Director.
- ☐ Ensure proper documentation is kept to track staff time during emergency response.
- ☐ Ensure the EOC functional needs are anticipated and addressed.

#### **EXTENDED RESPONSIBILITIES**

- ☐ Document actions and decisions on a continual basis.



## **POSITION CHECKLIST CONT...**

### **8. PLANNING SECTION LEAD**

This position organizes and directs all aspects of the Planning Section including all incident-related data gathering and analysis regarding incident operations and assigned resources. Conducts planning meetings and prepares the Incident Action Plan (IAP) for each operational period. Responsible for both short and long-term planning. This information is needed to understand the current situation, predict a probable course of incident events, and prepare alternative strategies for mitigating incident effects.

#### **IMMEDIATE RESPONSIBILITIES**

- ☐ Obtain briefing from EOC Director
- ☐ Establish the Planning Section.
- ☐ Responsible for developing:
  - Incident Action Plan
  - Contingency Plans
  - Recovery plans
- ☐ Obtain information and update from the other sections.
- ☐ Designate time for briefing Planning Section members.
- ☐ Collaborate with the Operations Section to collect, evaluate, organize, and disseminate information regarding the emergency and the response to it.
- ☐ Obtain data from all possible sources (internal, partner agencies, stakeholders, and media) to evaluate the situation as accurately as possible.

#### **INTERMEDIATE RESPONSIBILITIES**

- ☐ Brief the EOC Director routinely and during Operations Cycle meetings.
- ☐ Continue to plan, update and distribute the incident action plan.
- ☐ Develop databases and/or applications required to respond to the emergency.
- ☐ Maintain up-to-date information regarding incident-specific impact over a range of operational periods (e.g. 24hrs, 48hrs, 2 weeks, and 2 months) and provide recommendations.

#### **EXTENDED RESPONSIBILITIES**

- ☐ Receive projected activity reports from section leads at appropriate intervals.
- ☐ Routinely brief the EOC Director to provide current status report.
- ☐ Ensure that all actions and decisions are appropriately documented.

## **POSITION CHECKLIST CONT...**

### **9. FINANCE & ADMINISTRATION SECTION LEAD**

The Finance & Administration Section is responsible for the financial management of the operations, keeps the records, and tracks all expenditures, claims, purchases, employee timesheets and service contracts throughout the duration of the emergency and its recovery activities.

#### **IMMEDIATE RESPONSIBILITIES**

- ☐ Obtains briefing from the EOC Director.
- ☐ Establish the Finance & Administration Section.
- ☐ Brief all Finance & Administration Section members on the current situation.
- ☐ Schedule section meetings as required.
- ☐ Develops an operating plan for the finance function of the incident.
- ☐ Obtain information and updates from the other sections regularly.
- ☐ Provide input on planning sessions related to financial and administrative matters as required.
- ☐ Obtaining any legal advice as requested by the EOC Director.

#### **INTERMEDIATE RESPONSIBILITIES**

- ☐ Prepare all financial reports on the cost of the emergency and process any applicable claims.
- ☐ Maintain payroll and accounts payable.
- ☐ Ensure operational policies and practices are used, developed, or modified to meet the requirements of the incident.
- ☐ Monitoring and tracking of all expenses related to the emergency.
- ☐ Implement a system for inventory control/resource tracking.
- ☐ Obtain briefings and updates from EOC Director as appropriate. Relate pertinent financial status reports to appropriate Section Leads.

#### **EXTENDED RESPONSIBILITIES**

- ☐ Routinely brief the EOC Director to provide current status report.
- ☐ Ensure that all actions and decisions are appropriately documented.

## **POSITION CHECKLIST CONT...**

### **10. INFORMATION TECHNOLOGY (Planning Section)**

#### **IMMEDIATE RESPONSIBILITIES**

- ☐ Report to EOC facility and obtain a situation briefing as available
- ☐ Ensure telephone and computer resources and services are provided to EOC staff as required.
- ☐ Assist with the installation of communications resources within the EOC.
- ☐ Ensure that a communications link is established with the Emergency Site Manager and other EOCs if established.
- ☐ Implement available computer systems for internal information management and include message and e-mail systems, as available.
- ☐ Obtain briefing from the EOC Director.
- ☐ Based on the situation, activate the necessary staff within the Information Technology Dept.
- ☐ Prepare objectives for the Information Technology Dept.; provide them to the Planning Section Lead as directed.

#### **INTERMEDIATE RESPONSIBILITIES**

- ☐ Ensure that Information Technology Dept. position logs and other necessary files are maintained.
- ☐ Keep all sections informed of the status of communications systems, particularly those that are being restored.
- ☐ Coordinate with all EOC Sections regarding the use of all communication systems.
- ☐ Ensure that the EOC Communications needs are activated to receive and direct all event or disaster related communications to appropriate destinations within the EOC.
- ☐ Provide necessary telecommunications when the Emergency Information Officer establishes a Media Information Centre.
- ☐ Provide necessary telecommunications if/when the Emergency Information Officer establishes a Public Information Line or additional Call Centre.
- ☐ Ensure that a communications link, (if available), is established with the PEOC, as required.
- ☐ Continually monitor the operational effectiveness of EOC communication systems. Provide additional equipment as required.
- ☐ Ensure that technical personnel are available for communication equipment maintenance and repair.
- ☐ Mobilize and coordinate amateur radio resources to augment primary communication systems as required.

- ☐ Keep the Planning Section Lead informed of the status of communication systems.

### **EXTENDED RESPONSIBILITIES**

- ☐ Routinely brief the EOC Director to provide current status report.
- ☐ Ensure that all actions and decisions are appropriately documented.

## **APPENDIX C –EMERGENCY OPERATIONS CENTRE PLAN**

The Emergency Operations Centre Plan contains the following information:

- Primary and Alternate EOC locations
- EOC Communication Requirements
- EOC Shift Change Checklist
- EOC Forms

### **C.1 Primary and Alternate EOC Locations**

The MCEG will normally assemble at the primary Emergency Operations Centre (EOC), which is located at:

#### **Primary EOC**

- The primary Emergency Operations Centre is located at Operations, 1200 Elgin Rd East, EOC/Fire Training Room.
- When it is determined some or all the MCEG will be brought together to deal with an emergency situation, Richmond Hill Fire & Emergency Services' Alarm Room will contact the staff members listed on the Emergency Notification Procedure and Confidential Appendix "A").
- The EOC is maintained in a constant state of readiness and will be set up as described and illustrated in the EOC floor plan drawing attached to this appendix.

If circumstances dictate, the alternate EOC will be:

#### **Alternate EOC**

- .. The alternate EOC is Richmond Hill Fire & Emergency Services' Station 8-5 or another location as specified.
- .. The Community Emergency Management Co-ordinator shall make arrangements to set-up the alternate EOC if required.

## **Virtual EOC**

- The Community Emergency Management Coordinator shall make arrangements to schedule video meetings with the MCEG, along with access to screen sharing capability to share the EOC 'whiteboard' and any other resources required to facilitate the virtual EOC.

## **Please review the following Emergency Operations Centre instructions.**

1. Reporting to the EOC, the MCEG will:
  - Assist with EOC set-up as required
  - Establish their assigned work stations and initiate the necessary telephone familiarization procedures,
  - Review the assigned phone extension,
  - Set up radio system as required,
  - Address other EOC functional needs as required.
  - Establish network connection for e-mail and/or internet communications
  - Keep maps and status board up to date as required.
  - Provide record keeping for the Operations Cycle Meetings.
  - Request additional clerical support in the EOC as required.
  - Assist with sending and receiving fax communications
2. Specific contact of MCEG members should be made via their designated EOC phone number
3. Should the arrival of the EOC Director be delayed, the remaining MCEG should initiate their assessment of the situation and implement any identified priority action items.
4. The Fire Chief or designate will evaluate the resulting impact of EOC operations on the day-to-day business operations of EOC/ Fire Training Room and/or Fire Station 8-5 and take the necessary actions to minimize disruption to the staff and/or the community.

## **C.2 Emergency Operations Centre Communications Requirements**

### **Emergency Telephone System**

1. The emergency telephone system is located in the EOC along with telephones. Each position will be given a telephone.

### **Emergency Radio System**

2. Participating MCEG members are responsible to bring their emergency radio system requirements (mobile and/or portable radios).

### **EOC Communications**

3. The CEMC or alternate CEMC will be responsible for the EOC Communications requirements. Upon request, he/she will report to the EOC and ensure the emergency telephone system is operational.

### **Information Technology**

4. The Director of Information Technology will be responsible to provide access to the City's computer system network, the internet, access to GIS and provide additional information technology support as may be required.

### **Fax Machines**

5. The Fax lines are designated as 905-763-8526 for incoming and 905-763-8144 for outgoing facsimiles. All faxes should be given to the City Clerk for transmittal. Incoming faxes should be delivered to the appropriate person.

### **Cellular Telephones**

6. During significant emergencies, the cell phone networks have been known to become overwhelmed with calls and therefore cellular telephones may not be as reliable. MCEG members with cell phones should test their capability and also remember to have a charger or spare battery.

### **Amateur Radio Operators**

7. If requested by the MCEG, the local radio operators club will provide a qualified operator and radio equipment and report to the EOC or other location as directed.

### **EOC Back-up Power**

8. EOC / Fire Training Room and Fire Station 8-5 has a natural gas powered emergency generator that, when automatically activated will power the necessary equipment at the facility including heating and air conditioning (HVAC).

## **Additional Requirements for Primary EOC**

- Access – City of Richmond Hill employees requiring access to the primary EOC can use their access cards to gain entry. Non-City employees/external partners will access the primary EOC via the west side entrance.
- Cleaning – Infection Prevention/Control - Facilities Staff and the CEMC or alternate will monitor the EOC for cleanliness and when required will request that facilities staff arrange for facility cleaning. Based on the nature of the emergency, there may be a need to establish some infection prevention/control measures for the EOC. The CEMC will consult with the Region's Medical Officer of Health for any instructions/actions. The MECG will be informed as needed.
- Refreshments - If required, the CEMC or alternate will make arrangements for refreshments. The fire station kitchen facilities may be used to house refreshments to the MECG.
- First Aid – The primary EOC is located in a working fire station where the crew can provide first aid. If not available, EMS can be requested through 911. There is one first aid kit on site. The CEMC or alternate will act as the EOC Safety Officer and will ensure that appropriate medical attention is arranged if required.
- EOC Parking – There is ample parking at the primary EOC location. City employees will be familiar with the regular parking requirements.
- EOC Security - All persons entering the EOC will be required to sign in the EOC. The identification is to aid in identifying those who should and who should not have access to the City Emergency Operations Centre. Only those individuals who have an official role in the operation of the EOC are permitted entry. MECG members will require City of Richmond Hill or Agency photo identification when signing into the EOC. The following identifications are recognized by the City of Richmond Hill as acceptable for EOC admission:
  - City of Richmond Hill issued employee photo identification
  - York Regional Police issued identification
  - York Region issued employee photo identification
- EOC Mapping - It is the responsibility of the CEMC to work with Application Services to ensure that the most up-to-date maps are available for Emergency Operations Control Members, support and advisory staff.

## **Termination of Emergency**

On receipt of an official declaration by the Mayor that the emergency situation has terminated, the CEMC will ensure the EOC is returned to its normal use.



## **Deactivation of the EOC**

The EOC Director shall authorize the deactivation the EOC. The CEMC will assist with the deactivation of the EOC.

Criteria for deactivating EOC operations may include:

- Individual EOC functions are no longer required
- Emergency Declaration has been terminated
- Coordination of response activities and/or resources is no longer required
- Event has been contained and emergency personnel have returned to regular duties

Once all operations (which may include recovery operations beyond the termination of the emergency) that require the EOC have ended, the EOC can be deactivated and all rooms can be returned to their primary function and “ready status” as soon as possible.

### C.3 EOC SHIFT CHANGE GUIDE (for use by MCEG members)

#### Items to consider when briefing your replacement at shift change:

- ❑ **Provide an overview of the MCEG**
  - Who are the MCEG members (if required)
  - Where are the various members located within the EOC
  - Who are the members of your Section (if required)
  - Do you have any questions
- ❑ **Provide an overview of the EOC**
  - Work space
  - Identification
  - Resources
  - Phone and e-mail information
  - Do you have any questions
- ❑ **Provide an overview of the current emergency situation**
  - Review status board(s)
  - Review the current Action Plan
  - Discuss the present priorities
  - Discuss any ongoing issues
  - Discuss any outstanding action items
  - Current outstanding requests for other MCEG members
  - Current communications strategy
  - Do you have any questions
- ❑ **I am currently working on the following**
  - \_\_\_\_\_
  - \_\_\_\_\_
  - \_\_\_\_\_
- ❑ **Identify the next operating cycle**
  - Timeline for meetings
  - Identify any tasks in progress
  - Do you have any questions
- ❑ **Review all relevant documentation**
  - Position Logs
  - Action Plan documents
  - Maps
- ❑ **Contact information**
  - How can I be reached in the next \_\_\_\_ hours if there are any questions?

## C.4 EOC FORMS

# EMERGENCY OPERATIONS CENTRE

## POSITION LOG

[illegible]



## SECTION CHIEF STATUS REPORT

Date:	Time:	Name:
Operational Period:		Function:

**Current Situation:** (Incidents, actions taken, resource status...)

### Status Report

- **Used only by the Section Chiefs**
- Available in hard copy and electronically
- Prepared by Section Chiefs
- Provides high level overview of section activities i.e.: Operations Planning, Logistics, Finance and Command.
- Submitted to Planning prior to Operations Cycle Meeting
- Presented at Operations Cycle Meeting

**Outstanding Issues/Challenges/Problems:**

**Anticipated Priorities/Activities:** (For future operational periods)

**Other Comments/Issues:** (i.e., media information, public Information bulletins, safety tips)



## OPERATIONS CYCLE EMERGENCY OPERATIONS CENTRE ACTION PLAN

<b>Event:</b>	<b>Date:</b>	<b>Time:</b>
<b>Operational Period:</b>	<b>Prepared By:</b>	
<b>Objectives: (In priority order, for the designed operational period)</b>		
<div><b>Check-In/Check-Out</b><ul style="list-style-type: none"><li>• Used by all EOCG Members and Support Staff</li><li>• Available in hard copy or electronically</li><li>• Documents who is in the EOC at any given time</li></ul></div>		
<div><b>Action Plan</b><ul style="list-style-type: none"><li>• Used only by the EOC Director and Planning</li><li>• Available in hard copy or electronically</li><li>• The Action Plan is prepared for each operational period by Planning</li><li>• Based on goals, objectives and priorities</li><li>• Identify specific action/tasks &amp; assigns to functions as necessary</li><li>• Approved by the EOC Director</li><li>• Distributed to all sections</li><li>• Implemented by EOC Personnel</li><li>• Progress is monitored by Planning</li></ul></div>		<b>Time</b>

<b>Event:</b>	<b>Date:</b>	<b>Time:</b>
<b>Operational Period:</b>		<b>Prepared By:</b>
<b>Objectives: (In priority order, for the designed operational period)</b>		
<b>Tasks/Action Items:</b>	<b>Function Assigned</b>	<b>Estimated Completion Time</b>



## EMERGENCY OPERATIONS CENTRE CHECK-IN / CHECK-OUT

Event:			Operational Period:	
Date:			Check-In Location:	
Print Name (Last / First)	Agency Organization	/ Time of Check-In	EOC Assignment (Section / Function )	Time of Check-Out
Page ____ of ____	Prepared By: (Name and Position)			



## REQUEST FOR RESOURCES OR ASSISTANCE

Event: \_\_\_\_\_ Request #: \_\_\_\_\_

Date and Time: \_\_\_\_\_

Precedence Level:

☐ Emergency ☐ Priority ☐ Routine

Staff/Agency Requesting: \_\_\_\_\_

Contact Person's Name and Position: \_\_\_\_\_

Telephone or Contact #: \_\_\_\_\_

Brief description of problem or task to be accomplished: \_\_\_\_\_

Specific Resource Requested and Number Required: \_\_\_\_\_

Potential Substitute: \_\_\_\_\_

Capacity (Size, Voltage, etc.): \_\_\_\_\_

Supporting Equipment, Fuel, Water etc: \_\_\_\_\_

Personal Required to Operate/Support: \_\_\_\_\_

Transportation Required: \_\_\_\_\_

How Long is Resource Needed: \_\_\_\_\_

Where to Deliver or Report: \_\_\_\_\_

Report to Whom (Name, Title, Agency): \_\_\_\_\_

Contact Number: \_\_\_\_\_

### Request for Resources or Assistance

- Used by all EOCG Members and Support Staff
- Available in hard copy or electronically
- Used to request internal or external resources

Resource Request completed by (Name and Position): \_\_\_\_\_

Time and Date Completed: \_\_\_\_\_

Resource Request Approved by EOC Ops Chief:

\_\_\_\_\_  
(Name and Signature)

Date and Time: \_\_\_\_\_

Resource Request Approved by EOC Director:

\_\_\_\_\_  
(Name and Signature)

Date and Time: \_\_\_\_\_

### Response to Resource Request (Completed by Logistics)

Resource Available? ☐ Yes ☐ No

# of Resources Deployed: \_\_\_\_\_

Request filled by: \_\_\_\_\_

Time of Deployment: \_\_\_\_\_

\_\_\_\_\_  
(Name and Signature)

Estimated Time of Arrival: \_\_\_\_\_

Vendor: \_\_\_\_\_

Estimated Cost: \_\_\_\_\_



**EMERGENCY DECLARATION FORM**

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To: Ministry of the Solicitor General  
Attention: Duty Officer, Emergency Management Ontario

Fax: (416)-314-6220  
Phone: (416) 314-0472  
Email: [PEOCDO01@Ontario.ca](mailto:PEOCDO01@Ontario.ca)

Whereas Section 4(1) of the Emergency Management & Civil Protection Act, R.S.O. 1990, C. E-9, 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 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.

Therefore:

I, \_\_\_\_\_

- ☐ Mayor of the City of Richmond Hill, or
- ☐ Acting Mayor of the City of Richmond Hill
- ☐ Council of the City of Richmond Hill

Do hereby declare that an **EMERGENCY EXISTS** in the whole of the City of Richmond Hill due to the emergency described herein:

The outbreak of a communicable disease namely COVID-19 coronavirus disease which constitutes a danger of major proportions that could result in serious harm to persons.

Time \_\_\_\_\_ Date \_\_\_\_\_

\_\_\_\_\_  
Head of Council or Head of Council (Acting)  
City of Richmond Hill

**EMERGENCY TERMINATION FORM**

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To: Ministry of the Solicitor General  
Attention: Duty Officer, Emergency Management Ontario

Fax: (416)-314-6220  
Phone: (416) 314-0472  
Email: [PEOCDO01@Ontario.ca](mailto:PEOCDO01@Ontario.ca)

Whereas Section 4(1) of the Emergency Management & Civil Protection Act, R.S.O. 1990, C. E-9, states that the Head of Council of a municipality may declare that an emergency **has been terminated** in the municipality or in any part thereof and may make such orders as he or she considers necessary and are not contrary to law to terminate the emergency plan of the municipality.

Therefore:

I, \_\_\_\_\_

- ☐ Mayor of the City of Richmond Hill, or
- ☐ Acting Mayor of the City of Richmond Hill
- ☐ Council of the City of Richmond Hill

Do hereby declare that an **EMERGENCY HAS BEEN TERMINATED** in the whole of the City of Richmond Hill due to the emergency described herein:

The outbreak of a communicable disease namely COVID-19 coronavirus disease which constitutes a danger of major proportions that could result in serious harm to persons.

Time \_\_\_\_\_ Date \_\_\_\_\_

\_\_\_\_\_  
Head of Council or Head of Council (Acting)  
City of Richmond Hill

## APPENDIX D – EMERGENCY PUBLIC INFORMATION PLAN

### D.1 Introduction

The Emergency Public Information Plan is a sub plan of the City of Richmond Hill Emergency Plan.

D.1.1 Upon activation of this emergency plan, it will be very important to coordinate the release of accurate information to the City of Richmond Hill officials, staff, the news media, to issue informative instructions to the public, and to respond to or redirect individual requests for, or reports on, information concerning any aspect of the emergency.

D.1.2 Depending on the scope of the emergency, there may be a need to establish a media information centre. The Citizen Inquiry Service will be activated in Access Richmond Hill.

The following space will be used:

- (a) A media information centre, intended to service media who are present and media that inquire by telephone, will be established in an area to be determined at the time of the emergency.
- (b) News conferences will be conducted in an area to be determined by the Emergency Information Officer.
- (c) An area for the “Communications Team” will be established for internal briefings and strategy sessions as identified by the **Emergency Information Officer** or alternate.
- (d) A Citizen Inquiry Service area, to handle telephone inquiries from citizens, etc. will be established in the Access Richmond Hill area.

D.1.3 In order to co-ordinate all communications to the media, public and agencies/organizations during an emergency, the following positions will be established;

- (a) The Manager, Communication Services or alternate will assume the role of **Emergency Information Officer** and report to the EOC Director in the EOC (Emergency Operations Centre) as a member of the MCEG (MCEG) and be part of the Command Group within the IMS structure.

Refer to section 6.5.7 for additional information.

Note: Depending on the scope and duration of the emergency, additional alternate and support staff may be assigned or seconded to assist the Emergency Information Officer.

During some emergencies, the Emergency Information Officer may perform all the functions of both the Emergency Information Officer and the Assistant Emergency Information Officer.

- (b) The Crisis Communications Officer, as required, will act as “**Alternate**” to the Emergency Information Officer.
- (c) A designated or seconded staff member, as required, will act as “**Assistant**” to the Emergency Information Officer.
- (d) The Manager, Access Richmond Hill will assume the role of **Citizen Inquiry Supervisor**.
- (e) Additional positions may be added as required and filled by City of Richmond Hill staff.

## **D.2 City of Richmond Hill Emergency Information Officer**

The Manager, Communication Services or alternate will act as the Emergency Information Officer and will:

- (a) Upon arrival at the Emergency Operations Centre, as a member of the MCEG, report to the EOC Director to be briefed on the emergency situation and activate the “Emergency Public Information Plan and/or Crisis Communication Plan” as required.
- (b) Contact the appropriate staff and implement the “Crisis Communication Plan” (see D.5).

- (c) Establish the Communications Team, as outlined in the Crisis Communication Plan and the Citizen Inquiry Supervisor, as required.
- (d) Develop and control the internal and external communication process and messaging at the City of Richmond Hill.
- (e) Establish a communication link, as required, with the Citizen Inquiry Supervisor and any other media coordinator(s) (i.e. provincial, regional, local municipal, federal, etc.) involved in the incident and will endeavour to ensure that all information released to the media and public is consistent and accurate.
- (f) Attend meetings of the MCEG to provide communications advice and obtain appropriate information to be disseminated to the public; direct the preparation of news releases and/or public service announcements, issue news releases, which have been approved by the EOC Director.
- (g) Organize and facilitate new conferences, at which the designated spokesperson(s) make statements and answer questions.
- (h) Brief the MCEG on the nature and tone of news coverage of the emergency, or provide videotapes of news coverage to the EOC.
- (i) Provide direction and regular updates to the Citizen Inquiry Supervisor to ensure that the most accurate and up-to-date information is disseminated to the City of Richmond Hill officials, staff and the public.
- (j) Receive from the Citizen Inquiry Supervisor regular updates on the nature and tone of citizen inquiries, and identify issues that require the attention of the MCEG.

### **D.3 Assistant Emergency Information Officer (if required)**

A designated or seconded staff member, as required, will act as “**Assistant**” to the Emergency Information Officer and will be responsible for setting up and managing the Media Centre. These responsibilities include:

- (a) Upon notification of an emergency, reporting to the Media Centre and receive briefing from the Emergency Information Officer.
- (b) Assisting the Emergency Information Officer as required.
- (c) Establishing telephone number(s) for media inquiries and ensure that the following are advised:
  - City of Richmond Hill Emergency Information Officer
  - Media
  - Switchboards (internal departments, etc.)
  - Citizen Inquiry Supervisor

- Any other appropriate persons, agencies or business
- (d) Writing news releases and/or public service announcements at the direction of the City of Richmond Hill Emergency Information Officer, passing draft(s) to the City of Richmond Hill Emergency Information Officer for approval by the EOC Director. All such releases will include date, time and release number.
  - (e) Maintaining an up to date list of media selected to receive:
    - News releases
    - Public service announcements
  - (f) Registering incoming news media
  - (g) Briefing incoming representatives of the news media
  - (h) Distributing approved news releases;
    - By fax to news media, other public information organizations (municipal, provincial, etc.)
    - To media present in the media centre
    - To the Emergency Operations Centre
    - To the Citizen Inquiry Supervisor
    - To key stakeholders; Council, Niagara Region, local municipalities
    - Maintaining file copies of news releases for distribution to incoming news media
  - (i) Ensuring telephone media inquiries are responded to promptly
  - (j) Relaying information on the nature and tone of media questions to the City of Richmond Hill Emergency Information Officer
  - (k) Arranging the videotaping of key news broadcasts as required.

#### **D.4 Citizen Inquiry Supervisor**

The Manager, Access Richmond Hill will act as the Citizen Inquiry Supervisor and will:

- (a) Establish a Citizen Inquiry Service, including the appointment of personnel and designation of Citizen Inquiry Service telephone lines, in the City's telephone reception area.
- (b) Apprise the Emergency Information Officer at the EOC of the establishment of the Citizen Inquiry Service and designated telephone number(s).
- (c) Monitor telephone line and the Citizen Inquiry Service incoming line to insure continued operations.

- (d) Work with the Communications Team in the development of scripts and obtain approval from the Emergency Information Officer for the Citizen Inquiry Service line, update and record greetings as required.
- (e) Co-ordinate other language support and translation services as needed.
- (f) Ensure the emergency Citizen Inquiry Service telephone line is deactivated, once the emergency has ended.
- (g) For assistance regarding telephone lines, contact Information Systems.
- (h) Apprise the affected departments of the establishment of the Citizen Inquiry Service and any designated telephone numbers.
- (i) Maintain continual liaison with the Emergency Information Officer to obtain current information on the emergency. Report possible trends from the public i.e. repeated calls or inquiries about particular issues, etc. Apprise the Emergency Information Officer as to the tone and nature of Citizen Inquiry Service calls. Provide continuous progress update reports on the Citizen Inquiry Service to the EOC. Ensure current information is provided and relayed to the Citizen Inquiry Service team from the EOC.
- (j) Respond to, and re-direct inquiries and reports from the public based upon information from the Emergency Information Officer.
- (k) Log offers of assistance and resources and relay this information to appropriate member of the Logistics Section.
- (l) Supervise the Citizen Inquiry Service Team and procure staff to assist, as required.

## **D.5 Crisis Communication Plan**

When a communications crisis is identified, the Emergency Information Officer will immediately notify team members and convene a meeting of the Communications Team. The Emergency Information Officer may also require other City of Richmond Hill staff to assist with crisis communications. As required, the Emergency Information Officer will activate the Crisis Communication Plan.

This Crisis Communication Plan has four levels of activation escalating from Level One (minimal threat, appropriate response) to Level Four (significant threat, full engagement).

Each level has a pre-determined set of key action steps to be followed by the Crisis Communication Team. At the onset of a crisis, the Lead, in conjunction with the City Manager, will determine the potential level of media and public interest in the issue/incident.

At that time, the Lead will determine the resources required to effectively manage communication issues.

## **D.6 Plan Maintenance and Testing**

### **D.6.1 Plan Maintenance**

- (a) The Emergency Public Information Plan will be maintained and distributed by the Manager of Communication Services.
- (b) This plan will be reviewed annually and, where necessary, revised by the Manager, Communication Services in consultation with stakeholders.
- (c) Each time major revisions are made to the plan, it must be forwarded to the City of Richmond Hill CEMC. However, revisions to the appendices and minor administrative changes to the plan can be made by the Manager, Communication Services.

### **D.6.2 Testing of the Plan**

A regular exercise should be conducted in order to test the overall effectiveness of this emergency plan. Revisions to this plan should incorporate recommendations stemming from such exercises.



## **APPENDIX – E    EVACUATION PROCEDURES**

### **E.1    GENERAL**

Evacuation of an area might be ordered under different sets of circumstances by various government agencies and departments.

Regional or municipal government might issue instructions for an area to be evacuated in the event of anticipated danger, such as expected flooding or an expected hurricane, etc. The health authorities or other agencies at the site might order evacuation in the event of polluted air or water or sewage problems and the police or Richmond Hill Fire & Emergency Services might order the evacuation of an area while performing their day to day duties.

### **E.2    RESPONSIBILITIES**

In any event, the responsibility for the actual physical evacuation of an area rests with York Regional Police or, in areas for which they are responsible, the Ontario Provincial Police.

When a decision is made by proper authority that an area is to be evacuated, all other services will be informed as quickly as possible. The police will assume the responsibility for ensuring that an area is cleared and for the security and protection of the evacuated area. Municipal personnel will assist the police with evacuation if it is requested.

### **E.3    REGISTRATION AND SHELTERS**

In an immediate evacuation, a suitable site will be selected by the Shelter Coordinator in consultation with the York Region Emergency Social Services.

In the event of an evacuation being ordered due to impending or possible danger and sufficient time is available, a suitable site shall be selected taking into account the evacuees, registration facilities, etc.

Support Agencies such as the Red Cross, Salvation Army, etc., will make themselves available and may provide beds, bedding, etc. when requested, for evacuees at the shelters.

### **E.4    RETURN OF EVACUEES**

When it is deemed safe for the public to return to the area, all methods of communication, (including radio and television stations) will be used to inform evacuees that they can return to their homes. The police will ensure an orderly return and prevent sightseers, etc. from entering the area until all conditions are normal.

## **E.5 EMERGENCY SHELTERS**

Emergency Shelter contact lists will be MCEG reviewed and updated on an annual basis. Contact information for emergency shelters will be provided to MCEG members and available digitally through a secure link shared with the MCEG.







## **APPENDIX – F EMERGENCY RECOVERY PLAN**

### **Introduction**

The City of Richmond Hill Emergency Recovery Plan may be activated at any time when a concentrated and coordinated effort is required to assist the City to recover from an emergency situation. The emergency situation may have been created by a natural, human-caused or technological event. The emergency may have impacted the operations of the City and/or affected the community as a whole.

Activation of the Plan, in conjunction with the MEEG activities is a pro-active measure to address the community's immediate priorities caused by the impact of the emergency.

The impact may create a situation that must be remedied as soon as practical; in some instances while the response efforts are still underway. The concern for citizen's health, well-being and social needs may require some attention that cannot wait for the emergency to end.

As the MEEG evaluates the need to activate the Emergency Recovery Plan, due consideration must be given to the safety of Emergency Responders, City staff, volunteers, the citizens and other officials that may become involved in the recovery initiatives. Any recovery strategy must weigh the safety implications of all involved against the potential benefits.

### **Activation**

1. The Emergency Recovery Plan will be activated (in whole or in part) at the direction of the Municipal Emergency Control Group. This will be determined by the nature of the emergency, its impact on the community and the need to implement any immediate and/or longer-term recovery action plans. Recovery activities may begin during the response phase of the emergency and continue even after the emergency has been terminated. The Recovery Plan will remain activated until terminated by the Municipal Emergency Control Group.
2. This plan assigns responsibilities and outlines activities that may be required to bring the City of Richmond Hill back to the pre-emergency state.

## **Committees**

The following committees will be established:

- (a) Recovery Committee
- (b) Human Needs Sub-Committee
- (c) Infrastructure Sub-Committee
- (d) Finance Sub-Committee

### **Recovery Committee**

In the early stages, the MEEG as a whole may function as the recovery committee. Later (for example, after the emergency has been terminated), the following (or their alternates) will form the Recovery Committee and meet at the direction of the chair as required:

- (a) Mayor (as Committee Chair)
- (b) City Manager
- (c) Community Emergency Management Co-ordinator
- (d) Chairs of sub-committees
- (e) Representatives of TRH internal departments, the Region of York, the Province of Ontario, and other agencies may be added to the committee as appropriate.

The Recovery Committee will:

- (a) Ensure that a communications strategy is developed to inform the public and elected officials of the status and activities of the recovery process.
- (b) Ensure that elected officials from neighbouring municipalities are kept abreast of recovery activities which may have an impact on those municipalities, or whose resources may be required.
- (c) Receive information from, and provide direction to the recovery sub-committees to ensure that necessary services are provided and are being co-ordinated.
- (d) Prepare a recovery strategy action plan, in order of priority based on the sub-committee reports and present to the Municipal Emergency Control Group.
- (e) Request funding from senior levels of government.
- (f) Provide recommendations to Council concerning expenditure of funds, new by-laws or changes to existing by-laws and such other matters as may require Council approval.

- (g) Ensure continuity of mandated services to those residents not affected by the emergency.
- (h) Decide on the termination of recovery activities and the wind-up of recovery sub-committees.
- (i) Prepare a final report on the Recovery Phase of the emergency for submission to Council.
- (j) Make recommendations for amendments to this recovery plan.

### **Human Needs Sub-Committee**

The following (or their alternates) will form the Human Needs Sub-Committee, and will meet at the direction of the chair as required:

- City Manager (*ex-officio*)
- Commissioner of Community Services
- Commissioner of Corporate & Financial Services
- York Region Commissioner of Community & Health Services (Chair)
- York Region Commissioner of Health Services and Medical Officer of Health
- Branch Manager for the Red Cross
- Committee Secretary
- Representatives of internal departments, the Region of York, the Province of Ontario and other agencies may be added to the sub-committee as appropriate.

The Human Needs Sub-Committee will:

- (a) Co-ordinate their activities with the other sub-committees, and report regularly to the Recovery Committee.
- (b) Ensure the continued operation of the evacuation centre(s), including the provision of housing, feeding, clothing, Registration and Inquiry, and personal services.
- (c) Assist homeless citizens to locate long-term housing and have utilities connected.
- (d) Co-ordinate storage and distribution of donated materials.
- (e) Ensure that the needs of "special populations" such as children, elderly, and the handicapped are met.
- (f) Ensure health standards are maintained throughout the community.
- (g) Provide counseling and psychosocial services as required.



- (h) Work with affected business/industry to ensure that employment opportunities are restored at the earliest opportunity.
- (i) Assist affected citizens to replace documents that may have been lost in the emergency.
- (j) Arrange financial assistance to those in need of it.
- (k) Liaise with Canada Post to restore mail service to those within the affected area.
- (l) Ensure that provision is made for the care of pets.
- (m) Arrange for secure storage of residents' property that has been recovered and cannot immediately be secured by the resident.
- (n) Provide information on sources of retraining assistance for residents whose employment has been affected, or who have been injured and cannot return to their former employment.
- (o) Liaise with the Community Care Access Centre on such matters as transportation for those in need of out-patient care, provision of therapy, etc.
- (p) Ensure that burials can be conducted in an appropriate manner.
- (q) Ensure that detailed financial records relating to sub-committee's activities are maintained
- (r) Prepare a final report on the sub-committee's activities, together with recommendations for amendments to this recovery plan.

### **Infrastructure Sub-Committee**

The following (or their alternates) will form the Infrastructure Sub-Committee and will meet at the direction of the Chair as required.

- City Manager (*ex-officio*)
- Commissioner of Environment & Infrastructure (Chair)
- Commissioner of Planning and Regulatory Services
- Chief Building Official
- Commissioner of Corporate & Financial Services
- York Region Commissioner of Health Services and Medical Officer of Health
- Committee Secretary
- Representatives of other internal departments, Regional Municipality of York, the Province of Ontario, and other agencies may be added to the committee as appropriate.
- Ad hoc personnel, such as the person who was the Emergency Site Manager, may be added to the sub-committee from time to time when their contributions are needed.

The Infrastructure Sub-Committee will:

- (a) Co-ordinate their activities with the other sub-committees, and report regularly to the Recovery Committee.
- (b) Determine, based on engineering advice, the extent of the damage to homes, and municipal and commercial buildings, together with damage to roads, bridges and utilities.
- (c) Prepare a recovery strategy action plan, in order of priority based on the damage assessment.
- (d) Ensure (in conjunction with York Regional Police) that access to unsafe areas or structures is restricted.
- (e) Maintain liaison with insurance adjustors concerning damaged structures, both private and municipal.
- (f) Expedite demolition permits as required.
- (g) Ensure that, when safe to do so, residents are given an opportunity to secure and/or remove personal property from damaged locations.
- (h) Ensure traffic controls (lights, signage) are restored.
- (i) Expedite procedures to establish new housing, or rebuild/repair damaged housing or other structures.
- (j) Ensure appropriate removal of debris (including hazardous and/or organic materials), and arranging for sorting and recycling of as much debris as possible.
- (k) Ensure that proper sanitation (drinking water, garbage, vermin control) measures are taken.
- (l) Recommend, if appropriate, the waiving of tipping fees at waste disposal site.
- (m) Ensure the safety of workers in the damaged area, including volunteers.
- (n) Continue to work with utilities (hydro, gas, and phone) to permanently restore services.
- (o) Co-ordinate use of volunteer labour to assist residents with the clean up on private property.
- (p) Provide a list of reliable contractors.

- (q) Ensure that detailed financial records relating to sub-committee's activities are maintained
- (r) Prepare a final report on the sub-committee's activities, together with recommendations for amendments to this recovery plan.

### **Financial Sub-Committee**

The following will form the Financial Sub-Committee, and will meet at the direction of the Chair as required:

- City Manager (*ex-officio*)
- Commissioner of Corporate & Financial Services (Chair)
- A member of Council
- A York Region Social & Community Services representative
- Committee Secretary
- Representatives from other internal departments, Regional Municipality of York, the Province of Ontario, and other agencies may be required to assist as appropriate.

The Finance Sub-Committee will:

- (a) Co-ordinate their activities with the other sub-committees, and report regularly to the Recovery Committee.
- (b) Maintain accurate records of all emergency-related expenditures.
- (c) In the event of a natural emergency with widespread damage, co-ordinate the formation of a "Disaster Relief Committee", in accordance with Ministry of Municipal Affairs and Housing Guidelines and the Ontario Disaster Relief Assistance Program (DRAO, MDRA) requirements.
- (d) If required, arrange to advance funds to those in need, and arrange for recovery of these funds.
- (e) In the event of a human-caused emergency, prepare and submit claim against the causer of the emergency.
- (f) Prepare claims for provincial and/or federal funding.
- (g) Analyze the impact of the emergency on the municipal budget(s).
- (h) Prepare insurance claims on behalf of the municipality.
- (i) Assist, if required, with insurance claims on behalf of affected residents.

- (j) Prepare a final report on the sub-committee's activities, together with recommendations for amendments to this recovery plan.

## **Assistance from Higher Levels of Government**

### Provincial Assistance

A number of Provincial ministries have special responsibilities for the provision of emergency assistance. This assistance should be sought through Office of the Fire Marshal and Emergency Management.

If required, a Provincial Liaison Team, consisting of representatives of various ministries, can be set up within the City of Richmond Hill to assist the committees.

### Federal Assistance

If Federal assistance is required, this also should be sought through Office of the Fire Marshal and Emergency Management.

## **Public Information**

It is vital that accurate and up-to-date information be provided regularly to residents throughout the Recovery Phase.

The City of Richmond Hill will establish a Citizen Inquiry Service strategy to provide direction for responding to queries from the news media and from the public.

During the Recovery Phase, it is the responsibility of each committee chair to ensure that information flows from the Recovery Committee and its sub-committees to the Emergency Information Officer for dissemination to the public.

## **APPENDIX G: 2022 CRH HIRA**

The 2022 HIRA review was completed with a COVID-19 lens over each hazard. The YRPH HIRA hazards for 2022 have not been included because at the time of this update, YRPH has not provided their hazards or rankings.

<b>HIRA</b>	<b>City of Richmond Hill - 2022</b>				
<b>Rank</b>	<b>Hazard</b>	<b>Likelihood</b>	<b>Consequence</b>	<b>Risk Assessment</b>	<b>Level of Risk</b>
1	Infectious Disease	6	21	126	Very High
2	Electrical Energy	6	17	102	High
3	Structure Fire	6	16	96	High
4	Winter Weather-	5	19	95	High
5	Cyber Attack	5	15	75	Moderate
6	Flood	4	18	72	Moderate
7	Active Threat	4	18	72	Moderate
8	Hazardous Materials Incident	5	13	65	Moderate
9	Hazardous	5	13	65	Moderate
10	Extreme Heat	5	13	65	Moderate
11	Winter Weather	5	12	60	Moderate
12	Road and Highway	6	10	60	Moderate
13	Water/Waste Water	5	11	55	Low
14	Extreme Cold	6	9	54	Low
15	High Wind	6	9	54	Low
16	Tornado	3	16	48	Low
17	Civil Disorder	4	8	32	Low
18	Aviation	2	16	32	Low
19	Crowd Disaster	3	10	30	Low
20	Cyber Attack-Hijacking of Smart	3	9	27	Very Low
21	Cyber Attack-	4	6	24	Very Low
22	Nuclear (Facility)	1	19	19	Very Low
23	Wildland Fire	3	6	18	Very Low

## APPENDIX H: EMERGENCY PLAN DISTRIBUTION LIST

No.	Department/Commission/Agency	Title	April 2010
01	TRH - Council	Mayor,	
02	TRH - Council	Deputy Mayor,	
03	TRH - CAO	City Manager,	
04	TRH - Fire	Fire Chief,	
05	TRH - Fire	Deputy Fire Chief,	
06	TRH - Fire	Deputy Fire Chief,	
07	TRH - Fire	Alarm Room	
08	TRH - Corporate Services	Clerk,	
09	TRH - Primary EOC (2)	Clerk,	
10	TRH - Alternate EOC (2)	Clerk,	
11	York - Emergency Management	Manager,	
12	York - Emergency Medical Services	Director,	
13	York - Transit	General Manager,	
14	York - Health Services	Medical Officer of Health,	
15	York - Police	Chief of Police,	
16	York - Emergency Management	Manager,	
17	York - Emergency Social Services	Commissioner	

## APPENDIX I: SCHEDULE OF UPDATES

File as last page in the document - discard the previous version.  
(Note: amendments to Appendices will not be sent out to "Plan only" holders)

Revision Date	Pages Changed	Pages Added	Pages Removed
<b>June 2010</b>	<b>Revised Plan issued.</b>		
<b>December 2018</b>	Names of ECG to MECG, departmental name changes, update to EOC IMS function chart, HIRA included in appendix	N/A	N/A
<b>December 2019</b>	Titles of Sections Chiefs changed as our structure has changed in various places, Update to EOC IMS function chart, HIRA update	N/A	N/A
<b>September 2020</b>	Updated the Ministry of Community Safety and Correctional Services to Ministry of the Solicitor General throughout, Added virtual EOC in EOC information, Added primary MECG member titles & IMS functions, updated how the interaction between York Region and the City works, and took out anything outdated.	N/A	N/A

Remember to shred any changed or removed Appendix pages containing personal data such as telephone numbers.

