Emergency Response Plan

Emergency Response Plan approved by the Council of the Corporation of the City of Peterborough per By-law 18-___ dated December 10, 2018.

This Emergency Response Plan is a public document with the exception of all annexes, which are deemed **Confidential** (See Section 2 – Authority)

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Foreword

Emergencies and disasters – either natural or manmade – can happen anywhere at any time. Sometimes prior warning is provided, but many times this is not the case. The result can cause disruptions in normal operations and channels of communication, and may stretch available resources for response and recovery.

The City of Peterborough is committed to providing leadership and guidance to meet the challenges associated with emergency management. This includes preparation and planning to safeguard the health, safety, and welfare of citizens; the protection of property and the environment; and the provision of effective and timely response and recovery operations as much as reasonably possible.

The City of Peterborough Emergency Management Framework is based on a continuous improvement model, and includes the following:

- Training and Exercise Programs;
- Emergency Operations Centres;
- Identification of key roles and responsibilities;
- Public Education;
- Liaison with internal City departments and external agencies; and
- Emergency Response Plan and supporting plans.

Figure 1 provides an illustration of the overall Emergency Management Program. This outline is subject to change as the program is continuously updated and improved.

City of Peterborough Emergency Management Program

Background

Authority

- Emergency Management & Civil Protection Act & Regulations
- Other applicable legislation
- City policies and procedures
- City of Peterborough Emergency Governance Committee

Assessment

- Hazard, Risk, and Vulnerability Assessment
- Documentation
- Reviews and audits
- Corrective / preventive action plans

Education

Public Education

- General information (Media, Social Media, Website, Print Resources, Presentations)

Training / Exercise

- Seminars, training, drills, tabletop, functional and full scale exercises

Community Partner/Agency

- Hazard specific education, training and exercises
- Facility drills

Emergency Operations Centre(s)

- Roles & responsibilities
- Standard operating procedures
- Resources
- Response priorities
- Communications
- Department representation
- Other Operations Centres:
  - Reception / Evacuation Centres
  - Public Inquiry Centre
  - Media Centre

Plans

Emergency Response Plans

All Hazards E.R.P.

Hazard Specific Plans

Liaison

Internal

- City Departments, Police, Fire
- Emergency Operations Group

External

- Peterborough Paramedics
- P.R.H.C.
- P.C.C.H.U.
- Mutual Aid/Mutual Assistance Partners
- Community Partner Agencies

Volunteers

- Amateur Radio (A.R.E.S.)
- United Way - Emergency Volunteer Registry
- Salvation Army
- St. John Ambulance
- Canadian Red Cross

Section 1

Purpose

The Peterborough Emergency Response Plan has been prepared to provide overall guiding principles to City staff in planning for, responding to, and recovering from a potential or actual emergency or disaster. This helps to limit the impact on people, property and the environment, and allows for the continuation of local government. The broad scope of the document allows a flexible response to any emergency situation, while at the same time provides some specific information including how to activate the Emergency Operations Centre and how to make a Declaration of Emergency. The Plan will also be used as a tool to communicate how Peterborough will prepare and respond before, during, and after a disaster. The plan will be provided to other organizations that are required to understand the City's actions and methodologies during these events.

The Peterborough Emergency Response Plan is supported by detailed plans that further define the roles and responsibilities of City departments, as well as the City's response to specific hazards and threats. As they are developed, these hazard specific plans will be attached as annexes to the Emergency Response Plan.

The purpose of this Emergency Response Plan is to:

a) Comply with the Emergency Management and Civil Protection Act, Section 3 (1) and Ontario Regulation 380/04 that require a municipality to have an Emergency Response Plan;

b) Establish, by By-law, a Council-approved policy document titled: "Emergency Response Plan". The Emergency Response Plan shall be used during an emergency, ("Emergency" is defined in Annex D) and shall include:

   i. the approval of Incident Management System (I.M.S.) as the response system/process to be used to provide a co-ordinated, early response to an emergency, using the resources available, in order to protect the health, safety, welfare and property of the inhabitants of the emergency area. I.M.S. can also be used prior to the declaration of an emergency and through the recovery stage of an emergency;

   ii. the establishment of a procedure for the formal declaration and termination of an emergency within the City;

   iii. the establishment of an Emergency Control Group (E.C.G.) and an Emergency Operations Centre (E.O.C.) with a mandate to:

      a. provide support to the emergency incident site(s),
      b. provide for the requirements of the broader affected area, and;
      c. provide for business continuity for the Corporation and the community.

   iv. the provision of both an effective training program and the deployment of all resources required in an emergency situation in the City of Peterborough.

Section 2

Authority

The authority for the development, content, and implementation of the Emergency Response Plan is provided or referenced in the following legislation, regulations, policy statements, standards and by-laws:

a) Emergency Management and Civil Protection Act;
b) Ontario Regulation 380 /04;
c) Incident Management System (I.M.S.) for Ontario Doctrine
d) Accessibility for Ontarians with Disabilities Act / Ontario Regulation 429/11 and 191/11;
e) Canadian Standards Association (C.S.A.) Canadian Emergency Management and Business Continuity Program Standard (C.S.A. Z1600);

Section 3

Application

All elected or appointed municipal officials of the Corporation of the City of Peterborough have an obligation to be aware of the contents of this Emergency Response Plan and must be prepared, at all times, to carry out the functions and responsibilities assigned to them.

Section 4

Confidentiality of Plan

Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Chapter M. 56

The Municipal Emergency Response Plan is a public document excluding the annexes which are deemed confidential.

As stated in the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990:

Section 8 (1) A Head of an institution may refuse to disclose a record if the disclosure could reasonably be expected to,

(i) endanger the security of a building or the security of a vehicle carrying items, or of a system or procedure established for the protection of items, for which protection is reasonably required;

Section 9 (1) A Head shall refuse to disclose a record if the disclosure could reasonably be expected to reveal information the institution has received in confidence from,

(a) The Government of Canada;
(b) The Government of Ontario or the Government of a Province or Territory in Canada;
(c) The Government of a Foreign Country or State;
(d) An agency of a government referred to in clause (a), (b) or (c) or;
(e) An international organization of states or a body of such an organization.

Section10 (a) A Head shall refuse to disclose a record that reveals a trade secret or scientific, technical, commercial, financial or labour relations information, supplied in confidence implicitly or explicitly, if the disclosure could reasonably be expected to result in similar information no longer being supplied to the institution where it is in the public interest that similar information continues to be so supplied;

Section 13: A Head may refuse to disclose a record when disclosure could reasonably be expected to seriously threaten the safety or health of an individual.

Section 5

Incident Management Systems (I.M.S.)

a) I.M.S. Overview:

The I.M.S. provides standardized organization structures, functions, processes and terminology for use at all levels of emergency management in Ontario, and is consistent with internationally recommended practices.

I.M.S. is a scaleable approach based on a series of principles and concepts that include the following:

- All incident responses can be organized using five functional areas of activity: Command, Operations, Planning, Logistics, and Finance & Administration.
- I.M.S. is applicable at all incidents and by all levels of response (for example, on-site response and Emergency Operations Centre support/responses).
- The system is scalable and modular. Ontario's I.M.S. doctrine can be considered a toolbox for incident response. Only the tools needed for each incident are used.
- The use of common terminology and criteria ensures mutual understanding amongst responders and facilitates the exchange of resources.

The I.M.S. applies a functional approach to emergency management. In doing so, it allows for the utilization of available personnel to fulfill the required functional roles regardless of their normal daily positions and assignments within the City. It is important to note that some functional requirements in the Emergency Operations Centre (E.O.C.) are best suited to individuals who possess the required training, competency, and professional skills to fulfill the functional responsibilities.

The five functions of the I.M.S. listed in the following chart (Section 5 B) are the responsibility of the E.O.C. Commander. The first arriving Emergency Control Group (E.C.G.) member will assume the function of the E.O.C. Commander. The E.O.C. Command function may be transferred as other members of the E.C.G. arrive. The E.O.C. Commander has the authority to delegate functions as required, and in doing so may establish each functional area as the need arises (tool box approach). The general practice is the more complex the incident, the larger the command structure in order to effectively and efficiently manage the incident.

The E.O.C. Commander is responsible for ensuring all functions of the I.M.S. are completed regardless if he/she chooses to delegate the function or not.

b) I.M.S. Key Functions and Responsibilities:

The five key functions of I.M.S. are: Command, Operations, Planning, Logistics, and Finance/ Administration. Detailed responsibilities for each of the I.M.S. functions are found in Sections 7 to 21.

Function	General Responsibilities
E.O.C. Commander	Responsible for the overall management of the E.O.C. facility and assigned resources within the E.O.C., and the provision of support to Site Incident Command.
Safety Officer (Site) / Risk Officer (E.O.C.) / Legal Command Staff	Monitors safety conditions and develops safety measures related to the overall health and safety of all incident responders. The Safety Officer must have the knowledge and professional experience to be able to control or reduce occupational hazards and exposures. The Risk Officer and/or Legal Services provides advice with respect to risk exposure, due diligence, and claims handling procedures, when applicable.
Emergency Information Officer (E.I.O.) Command Staff	Responsible for the development of emergency information regarding the incident and its release to the public. Command must approve all emergency information that the E.I.O. releases.
Liaison Officer Command Staff	Serves as the primary contact for Assisting or Supporting Organizations and advises Command of issues related to outside assistance and support, including current or potential inter-organization needs.
Operations Section Chief	Responsible for providing overall supervision and leadership to the Operations Section, including the implementation of the Emergency Operations Centre Incident Action Plan (I.A.P.), as well as the organization and assignment of all operations resources.
Planning Section Chief	Responsible for providing overall supervision and leadership to the Planning Section, as well as the organization and assignment of all planning resources. Responsible for coordinating the development of the E.O.C. Incident Action Plan for each operational period and the collection, collation, evaluation, analysis and dissemination of incident information.
Logistics Section Chief	Responsible for providing facilities, services and materials in support of the incident. Participates in the development of the logistics-related section of the E.O.C. Incident Action Plan, and activates and supervises the Branches and Units as well as the organization and assignment of resources within the Logistics Section.
Finance & Administration Section Chief	Responsible for financial and administrative support to an incident, including all business processes, cost analysis, financial and administrative aspects, and ensures compliance with financial policies and procedures. Provides direction and supervision to Finance & Administration Section staff including their organization and assignment.

It is important to note that the five (5) key functions of the Incident Management System are consistent throughout the Planning, Mitigation, Response and Recovery stages of an Emergency.

c) Emergency and I.M.S. Definitions and Acronyms:

Refer to Annex D.

d) I.M.S. Principles:

The following seventeen (17) standard principles provide guidance for implementation of the key functions:

1. Standard Terminology
2. Applicability
3. Management by Objectives
4. Simplicity & Flexibility
5. Standardization
6. Interoperability
7. Unity of Command
8. Span of Control
9. Consolidated Incident Action Plan
10. Integrated Communications
11. Sustainability
12. Modular & Scalable Organization
13. Information Management
14. Inter-Organizational Collaboration
15. Comprehensive Resource Management
16. Designated Incident Facilities
17. Accountability

e) Municipal Hierarchy

Unlike other emergency services, the Corporation has no official designated ranking structure as found in the chain of command of emergency services (i.e. from Recruit to Chief). However, the corporate structure has a natural inferred hierarchy that is applicable to an Incident Management System.

The following applies to the City of Peterborough Emergency Control Group (E.C.G.) for the purpose of implementing the Incident Management System. Listed in descending order:

Chief Administrative Officer
Commissioners
Division Managers
Supervisors/ Foreman / Coordinators
Other Staff

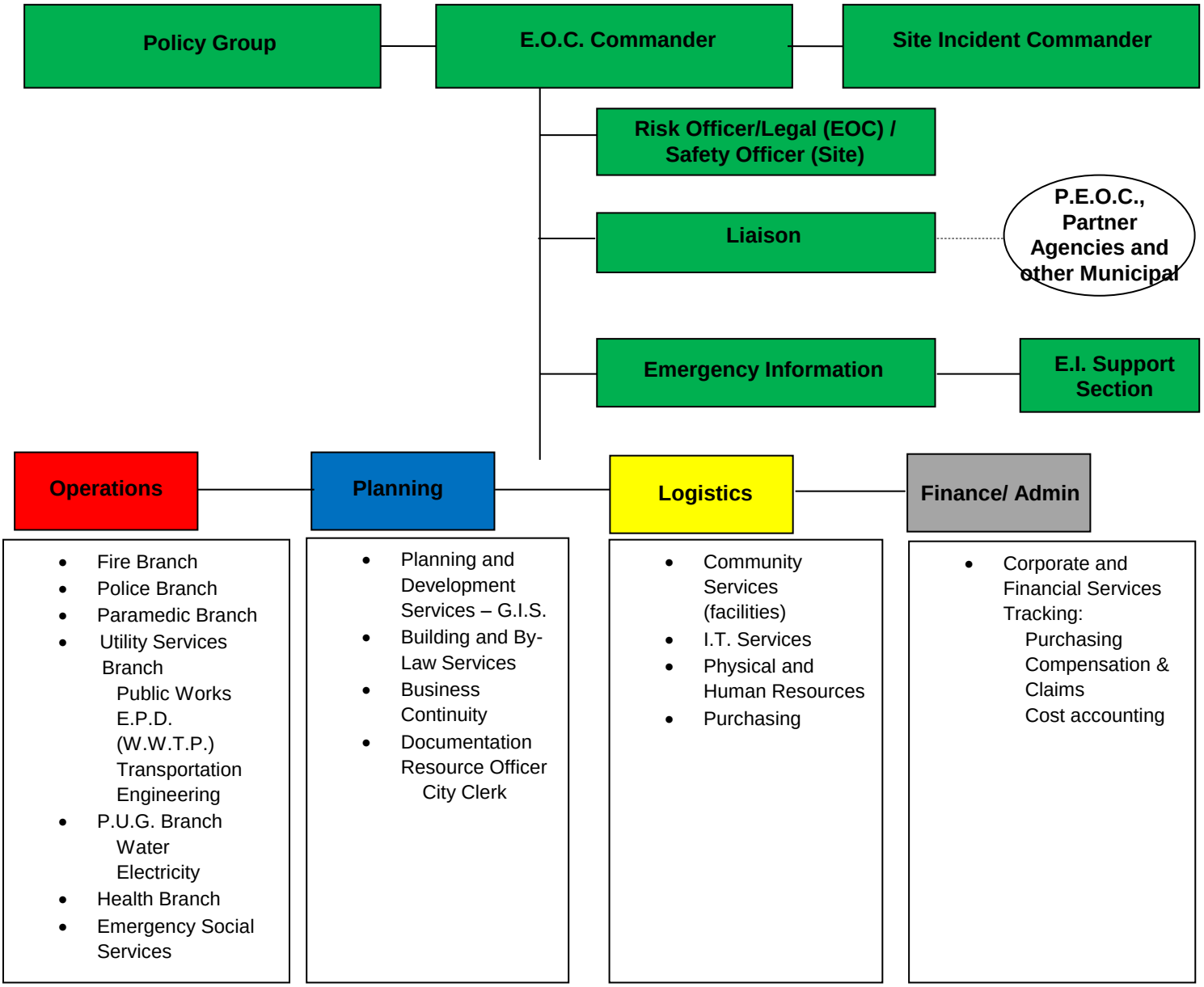
Note: The Mayor along with his/her designate are delegated officials by legislation. Under this I.M.S. structure, the Mayor and other members of Council as deemed necessary, form the **"Policy Group".** This is a designated separate entity from the E.C.G, yet an intricate part of the Incident Management System. The Policy Group may also include other city officials such as the City Solicitor, City Clerk, Commissioners, etc.

f) E.O.C. Standard Colours and Identification

The City of Peterborough adopts the colour identification system set out in the Province of Ontario I.M.S. Doctrine.

Function I.D.	Colour
E.O.C., Site Incident Commander & Command Staff	Green
Operations Chief	Red
Planning Chief	Blue
Logistics Chief	Yellow
Finance / Administration Chief	Grey

g) I.M.S. Functional Structure



The I.M.S. Structure may be expanded or contracted based on the span of control, as required.

h) E.O.C. Functional Process

The following list outlines a typical functional cycle within the E.O.C.. The I.M.S. is reliant upon an approved E.O.C. Incident Action Plan (Section 5k) with specific objectives and an operational period of time.

1. Establish Command Function
2. Prepare Emergency Operations Centre
3. Begin information gathering process (size up) (Incident Briefing)
4. Perform Planning Function (expand as required)
5. Determine Primary Objectives & Strategy
6. Develop E.O.C. Incident Action Plan & Operational Period (acquire approval)
7. Perform Logistics Function (expand as required)
8. Perform Operations Function (expand as required) (Operations Briefing)
9. Perform Finance Administration Function (expand as required)
10. Evaluate, Adjust, and Re-Evaluate

Once established, the functions remain ongoing until the demobilization of the I.M.S. structure and Command is terminated.

i) Establishing Command

The “function” of E.O.C. Command will be assumed by the first arriving E.C.G. member based on the hierarchy noted in Section 5e. The E.C.G. member shall remain as the E.O.C. Commander until relieved by the arrival of a senior or higher ranking E.C.G. member or when a shift change is necessary.

The C.A.O. has the authority to assume and/or delegate E.O.C. Command as he/she deems appropriate.

Single Incident Command Model

Single Command exists when the decision-making process needed to direct the response is straightforward and independent. This typically is the case when an incident is the responsibility of a single jurisdiction or organization. A Single Command model may be arrived at:

- By default when only one jurisdiction or organization is involved.
- By design when multiple jurisdictions or organizations that are involved decide and agree on a Single Command.
- By legislation if the responsibility is legally that of one jurisdiction or organization.

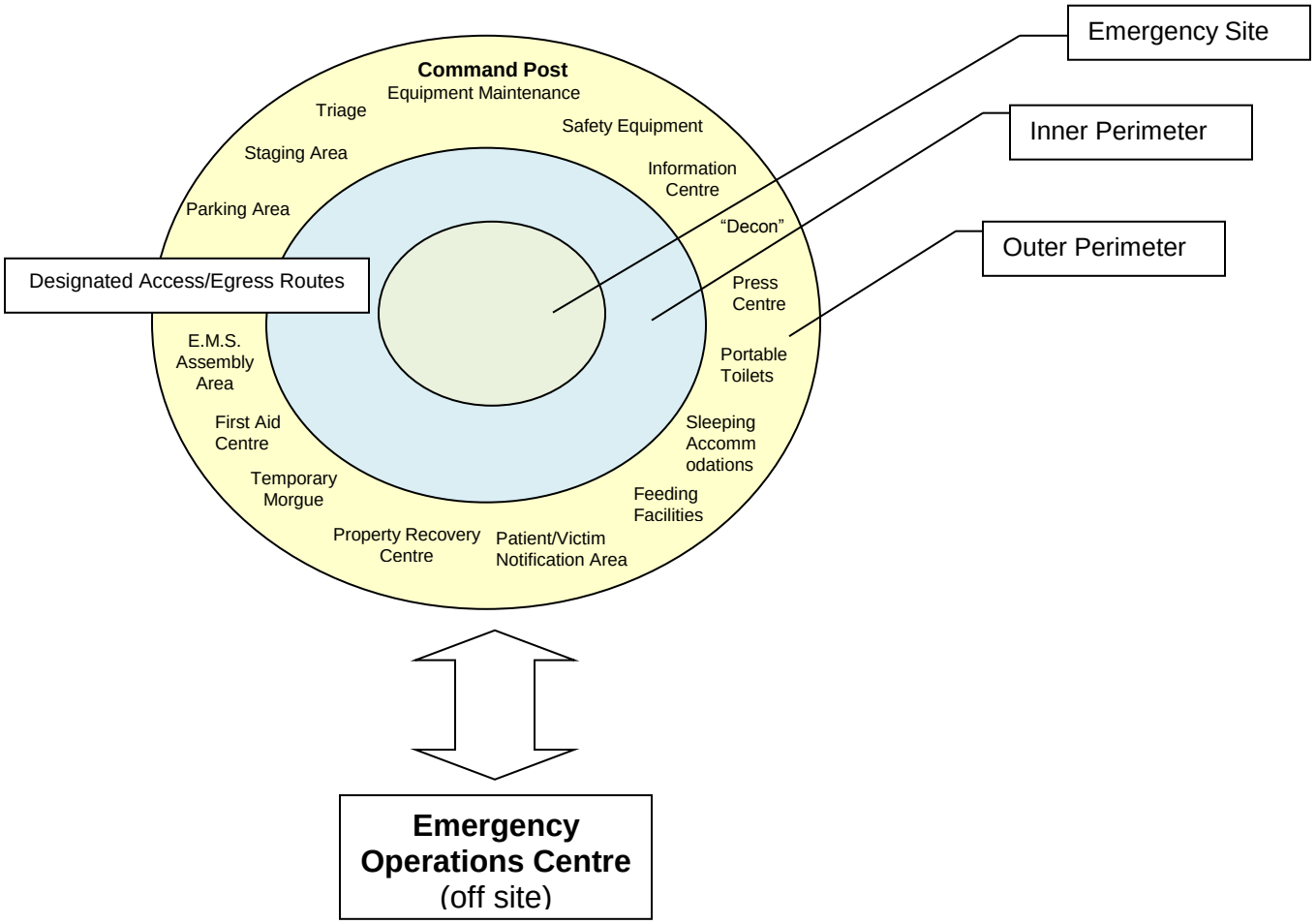
Unified Incident Command Model

Unified Command may be used when incident decision-making is complex, and interdependent, and a Single Incident Command cannot be established. Organizations work together through their designated members of the Unified Command to establish a common set of objectives and a single Incident Action Plan.

The Unified Command Team will agree upon one spokesperson to represent the team, when necessary. There may be different spokespersons on different occasions, but typically there will only be one spokesperson at a time.

j) Transfer of Command

E.O.C. Command, Command Staff, and General Command level transfers will take place via a detailed face to face briefing and exchange of information, with the final approval and acceptance of the new E.O.C. /Site Commander, Command Staff, and General Command.



k) E.O.C. Incident Action Plan and Site Incident Action Plan

The E.O.C. Commander is responsible for the development of the E.O.C. Incident Action Plan, either personally or by delegation with the assignment of a Planning Section Chief. The E.O.C. Incident Action Plan will identify the strategy and objectives of the E.C.G. for a specified operational period. The E.O.C. Incident Action Plan requires final approval of the E.O.C. Commander prior to implementation.

The Site Incident Commander is responsible for the development of the Site Incident Action Plan, either personally or by delegation with the assignment of a Planning Section Chief. The Site Incident Action Plan will identify the strategy and objectives of the Site for a specified operational period. The Site Incident Action Plan requires final approval of the Site Commander prior to implementation.

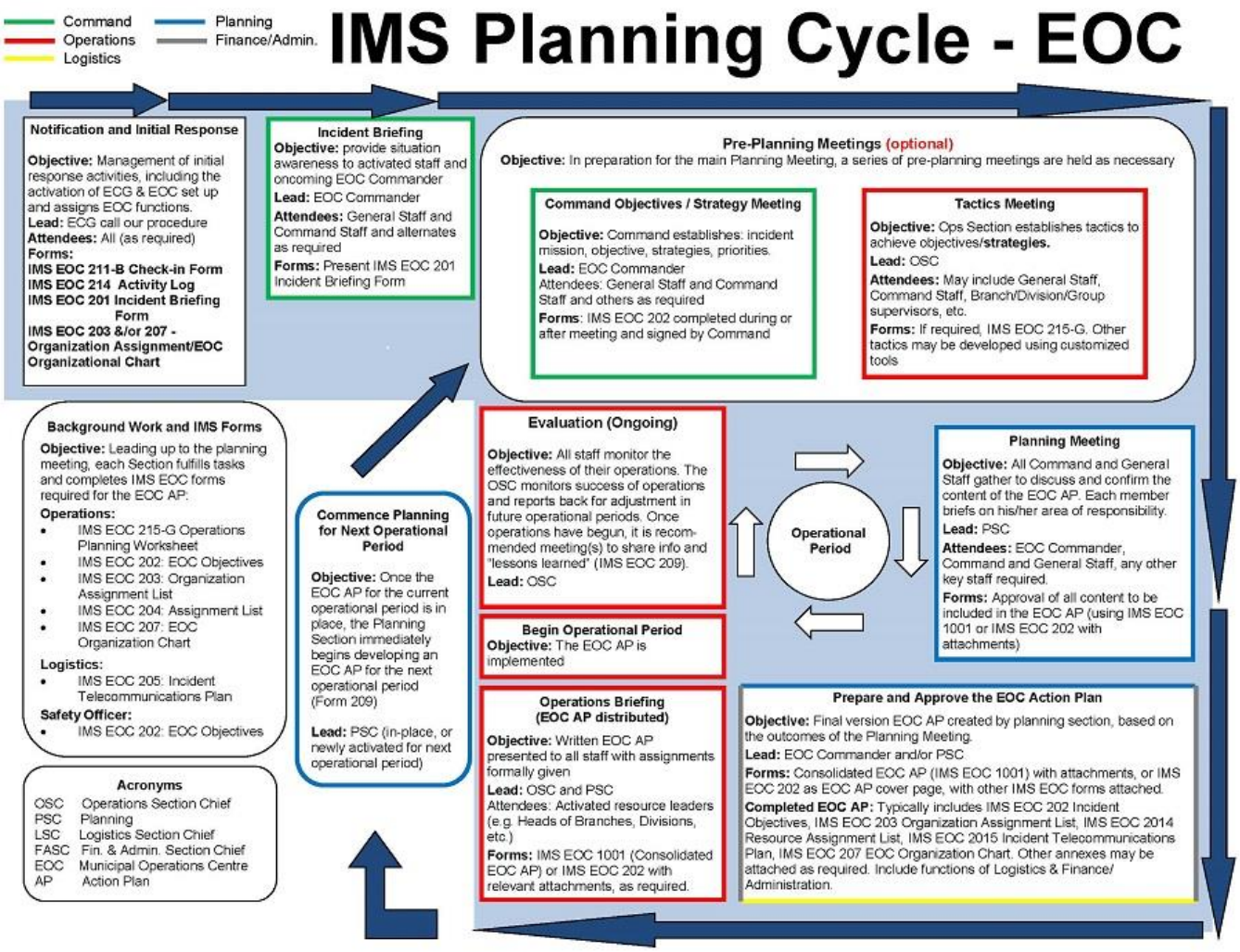
l) Operating Period

Members of the Emergency Control Group or site team will gather at regular intervals to inform each other of actions taken, pertinent information, and problems encountered. The Operational Period is set as the specific time period necessary to achieve the objectives of the respective Incident Action Plan.

The E.O.C. Commander/Site Incident Commander will establish the frequency of briefings/meetings based on the Incident Action Plan and the specified Operational Period. Meetings/briefings will be kept as brief as possible thus allowing members to carry out their assigned responsibilities.

In the E.O.C., under the direction of the E.O.C. Commander and/or the Planning Chief, the Documentation Registration Officer (D.R.O.) will ensure the incident status board is maintained and information/Incident Action Plans etc. are prominently displayed and kept up to date.

Example: E.O.C. Incident Action Plan and Operational Period Development.


Command
Operations
Logistics
Planning
Finance/Admin.
IMS Planning Cycle - EOC
Notification and Initial Response
Objective: Management of initial response activities, including the activation of ECG & EOC set up and assigns EOC functions.
Lead: ECG call our procedure
Attendees: All (as required)
Forms:
IMS EOC 211-B Check-in Form
IMS EOC 214 Activity Log
IMS EOC 201 Incident Briefing Form
IMS EOC 203 &/or 207 - Organization Assignment/EOC Organizational Chart
Incident Briefing
Objective: provide situation awareness to activated staff and oncoming EOC Commander
Lead: EOC Commander
Attendees: General Staff and Command Staff and alternates as required
Forms: Present IMS EOC 201 Incident Briefing Form
Pre-Planning Meetings (optional)
Objective: In preparation for the main Planning Meeting, a series of pre-planning meetings are held as necessary
Command Objectives / Strategy Meeting
Objective: Command establishes: incident mission, objective, strategies, priorities.
Lead: EOC Commander
Attendees: General Staff and Command Staff and others as required
Forms: IMS EOC 202 completed during or after meeting and signed by Command
Tactics Meeting
Objective: Ops Section establishes tactics to achieve objectives/strategies.
Lead: OSC
Attendees: May include General Staff, Command Staff, Branch/Division/Group supervisors, etc.
Forms: If required, IMS EOC 215-G. Other tactics may be developed using customized tools
Background Work and IMS Forms
Objective: Leading up to the planning meeting, each Section fulfills tasks and completes IMS EOC forms required for the EOC AP:
Operations:
IMS EOC 215-G Operations Planning Worksheet
IMS EOC 202: EOC Objectives
IMS EOC 203: Organization Assignment List
IMS EOC 204: Assignment List
IMS EOC 207: EOC Organization Chart
Logistics:
IMS EOC 205: Incident Telecommunications Plan
Safety Officer:
IMS EOC 202: EOC Objectives
Commence Planning for Next Operational Period
Objective: Once the EOC AP for the current operational period is in place, the Planning Section immediately begins developing an EOC AP for the next operational period (Form 209)
Lead: PSC (in-place, or newly activated for next operational period)
Evaluation (Ongoing)
Objective: All staff monitor the effectiveness of their operations. The OSC monitors success of operations and reports back for adjustment in future operational periods. Once operations have begun, it is recommended meeting(s) to share info and "lessons learned" (IMS EOC 209).
Lead: OSC
Operational Period
Planning Meeting
Objective: All Command and General Staff gather to discuss and confirm the content of the EOC AP. Each member briefs on his/her area of responsibility.
Lead: PSC
Attendees: EOC Commander, Command and General Staff, any other key staff required.
Forms: Approval of all content to be included in the EOC AP (using IMS EOC 1001 or IMS EOC 202 with attachments)
Begin Operational Period
Objective: The EOC AP is implemented
Operations Briefing (EOC AP distributed)
Objective: Written EOC AP presented to all staff with assignments formally given
Lead: OSC and PSC
Attendees: Activated resource leaders (e.g. Heads of Branches, Divisions, etc.)
Forms: IMS EOC 1001 (Consolidated EOC AP) or IMS EOC 202 with relevant attachments, as required.
Prepare and Approve the EOC Action Plan
Objective: Final version EOC AP created by planning section, based on the outcomes of the Planning Meeting.
Lead: EOC Commander and/or PSC
Forms: Consolidated EOC AP (IMS EOC 1001) with attachments, or IMS EOC 202 as EOC AP cover page, with other IMS EOC forms attached.
Completed EOC AP: Typically includes IMS EOC 202 Incident Objectives, IMS EOC 203 Organization Assignment List, IMS EOC 2014 Resource Assignment List, IMS EOC 2015 Incident Telecommunications Plan, IMS EOC 207 EOC Organization Chart. Other annexes may be attached as required. Include functions of Logistics & Finance/ Administration.
Acronyms
OSC Operations Section Chief
PSC Planning
LSC Logistics Section Chief
FASC Fin. & Admin. Section Chief
EOC Municipal Operations Centre
AP Action Plan

Section 6

Emergency Control Group (E.C.G.) / Emergency Operations Centre (E.O.C.)

a) Emergency Control Group (E.C.G.) Responsibilities:

The general responsibilities of the E.C.G. during an emergency are:

1. Providing support to the incident site(s), including:

- Setting priorities and strategic direction;
- Information collection, collation, evaluation and dissemination (refer to Emergency Information Plan – Annex G);
- The management of resources;
- Finance and Administration approvals.

2. Providing for the Corporation and the Community-at-Large:

- Ensuring that business continuity and essential services are maintained and/or restored Corporately, and for the Community-at-Large, including where possible, the areas impacted by the emergency (refer to Corporate/Divisional Business Continuity Plans – Annex G).

3. Under specific circumstances, the E.C.G. may also exercise the following functions:

- Performing an Area Command role for multiple incident sites;
- Performing an Incident Command role.

Additional Responsibilities:

In addition, the members of the Emergency Control Group (E.C.G.) are likely to be responsible for the following actions or decisions:

- Calling out and mobilizing their respective emergency services, agency and equipment;
- Coordinating/directing their respective service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
- Determining if the location and composition of the Emergency Control Group are appropriate;
- Establishing direct and continuous communications with the Policy Group and the incident site;
- Advising the Mayor as to whether the declaration of an emergency is recommended;
- Advising the Mayor on the need to designate all or part of the City as an emergency area;

- Ensuring that an Incident Commander (I/C) is established for each incident location;
- Ensuring support to the Site I/C by offering equipment, staff and resources, as required;
- Ordering, coordinating and/or overseeing the evacuation of residents considered to be in danger;
- Discontinuing utilities or services provided by public or private agencies, (i.e. hydro, water, gas);
- Arranging for services and equipment from local agencies and non-governmental organizations (N.G.O.) (i.e. private contractors, industry, volunteer agencies, service clubs);
- Liaise with various levels of government and any public or private agencies not under community control, as considered necessary;
- Notifying the Provincial Emergency Operations Centre (P.E.O.C.), the County of Peterborough and other Municipal Control Groups as required;
- Determining if additional volunteers are required and if appeals for volunteers are warranted;
- Determining if additional transport is required for evacuation or transport of persons and/or supplies;
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Officer for dissemination to the media and public;
- Determining the need to establish additional advisory groups and/or subcommittees/working groups for any aspect of the emergency including recovery;
- Authorizing expenditure of money required for dealing with the emergency;
- Notifying the service, agency or group under their respective direction, of the termination of the emergency;
- Maintaining a log outlining decisions made and actions taken;
- Participating in the debriefing following the emergency.

b) Emergency Operations Centre (E.O.C.)

Upon notification, the Emergency Control Group shall report to the primary Emergency Operations Centre. In the event this operation centre cannot be used, the alternate E.O.C. shall be activated. The primary and two secondary E.O.C. locations are identified in Annex D being the Emergency Notification procedures.

The E.O.C. is a facility that the Emergency Control Group (E.C.G.) has strategically predetermined as its location and is equipped to facilitate executive decision-making and coordination. The E.O.C. is equipped with technological communication devices and equipment that is readily available to the members of the Emergency Control Group to assist them in carrying out their assigned functions and duties.

c) Emergency Control Group (E.C.G.)

The emergency response will be directed by members of the Emergency Control Group (E.C.G.), municipal support Divisions and community agencies performing the functions of I.M.S.. The E.C.G. are responsible for coordinating the provision of management and resources necessary to minimize the effects of an emergency on the community.

Depending on the circumstances of the emergency event, the Notification Fan-Out of the E.C.G. may be phased, as follows:

Phase 1:

i. E.O.C. Command (C.A.O.)
ii. Liaison Officer (C.E.M.C.)
iii. Operations
    a. Police
    b. Fire
    c. Paramedics
    d. Utility Services
    e. Peterborough Utilities Group
iv. Emergency Information

Phase 2: (activated as required)

i. Policy Group
ii. Planning
iii. Logistics
iv. Operations
    a. Municipal Support Divisions and Community Agencies
v. Documentation Resource Officer
vi. Finance and Administration
vii. Risk / Legal Officer

If deemed appropriate, the E.C.G. may function with only a limited number of persons. While the E.C.G. may not require the presence of all the people listed as members of the E.C.G., all members of the E.C.G. shall be notified when activation occurs.

When an emergency exists but has not yet been declared to exist, E.C.G. members may take such action(s) under this Emergency Response Plan as may be required to protect property and the health, safety and welfare of the City of Peterborough.

It is recognized that any member of the E.C.G. may be required to carry out one or more of the five functions of the I.M.S. or be assigned to perform a supporting role.

d) Notification Procedure of the Emergency Control Group (E.C.G.)

The City of Peterborough Emergency Control Group (E.C.G.) are notified via the Peterborough Police.

The City Emergency Response Plan and the Emergency Operations Centre may be activated in response to a variety of problems and any one of the members of the Emergency Control Group (E.C.G.) may call and/or initiate activation.

Notification Purpose:

The purpose of the Notification Procedure is to alert members of the E.C.G. of the emergency and to relay that information to the rest of the Emergency Control Group in a timely manner.

Refer to Annex A, Attachment A, Emergency Notification Procedure and backup procedure.

The "Notification of Emergency Alert" form is attached as Annex A, Attachment B. The Emergency Notification "Fan Out" Contact List, including contact numbers for requesting assistance, is attached as Annex A.

e) Requests for Assistance

- Mutual Assistance may be requested from Peterborough County or Durham Region at any time by contacting the respective municipality per the contact information in Annex B.

Assistance may also be requested from the Province of Ontario at any time without any loss of control or authority. A request for assistance should be made by contacting the 24/7 Provincial Emergency Operations Centre (P.E.O.C.).

Assistance may also be requested from other municipalities who are participating in the Municipal Mutual Assistance Agreement as per Annex F.

Assistance may also be requested from the Province of Ontario as it relates to a nuclear event. The "Notification of Nuclear Emergency" form is attached as Annex A, Attachment C.

Assistance may also be requested from other municipalities who are participating in the Peterborough County Fire Services Emergency Response Plan, commonly referred to as Mutual Aid.

f) Declaration and Termination of Emergency (Notification)

The Mayor, or in his/her absence their designate, is responsible for declaring an emergency. This decision is made in consultation with members of the Emergency Control Group.

Upon declaring or terminating an emergency, the Mayor, in coordination with the Liaison Officer, will notify:

- Office of the Fire Marshall and Emergency Management (O.F.M.E.M.) thru the P.E.O.C.;
- Council;
- County Warden, as appropriate;

- Neighbouring community officials, as required;
- Local Member of the Provincial Parliament (MPP);
- Local Member of Parliament (MP).

A municipal emergency may be terminated at any time by:

- Mayor or in his/her absence the Deputy Mayor; or
- Council; or
- Premier of Ontario.

Section 7

Policy Group

Policy Group Members:

The Mayor and/or his/her designate are members of the Policy Group required to fulfill legislative duties, and shall enlist other such persons, including legal advisors, to form part of the Policy Group as he/she deems necessary to assist in the functions of the Policy Group.

In accordance with By-law 07-068;

The City of Peterborough Municipal Code allows for the establishment of an Emergency Governance Committee. The Emergency Governance Committee shall be comprised of a minimum of three and a maximum of five members of Council, and shall elect its own Chair.

The Council of the City of Peterborough delegates to the Emergency Governance Committee all powers and duties that may legally be delegated to the Committee pursuant to the ***Municipal Act 2001,*** or any other applicable provincial or federal legislation to carry out the duties and responsibilities of the Council, under the following circumstances:

1. For the duration of an emergency which has been declared by the Mayor and/or his/her designate, in accordance with the City's Emergency Response Plan; and
2. At such times during which at least six members of Council are deceased, or are otherwise not able, for valid reasons, to attend a properly scheduled meeting of Council.
3. The Committee shall conduct its meetings in accordance with the Municipal Code Procedural by-law, providing that the quorum for the constitution of a valid meeting of the Committee shall be three.

Policy Group Function:

The Policy Group is an intricate and required part of the I.M.S. structure during a municipal emergency. The purpose of the Policy Group is to provide a structure to allow a functional avenue for advice and assistance, as required, to liaise with other councillors, and with the E.O.C. Command Team in order to make the best informed decisions regarding the emergency situation.

The number of Policy Group members is dependent upon the incident type, severity, size, and is at the discretion of the Mayor to seek and request assistance as required.

Responsibilities:

1. The Mayor and/or his/her designate as head of the Municipal Council of the City of Peterborough has designated authority under legislation when a potential or real Declaration of Emergency exists within the City.
2. The Mayor and/or his/her designate reside as the head of the Policy Group in the I.M.S. structure, providing governance and advice to the E.O.C. Commander throughout the emergency.

3. The Mayor and/or his/her designate shall make a Declaration of Emergency, as required.
4. The Mayor and/or his/her designate shall terminate the Declaration of Emergency, as required.
5. The Mayor and/or his/her designate shall provide information to city Council and political representatives at other levels of government with regards to impacts of an emergency, as required.

Section 8

E.O.C. Commander

Reports to: Policy Group, Emergency Control Group (E.C.G.) or other designated authority

Responsibilities:

The E.O.C. Commander is responsible for the overall management of the Emergency Operations Centre. In most cases, the E.O.C. is used for executive decision-making and coordinating off-site support for Incident Command or Area Command. This support typically involves the setting of priorities and strategic direction, information support, resource management support, legal support, and financial support, among other forms of off-site support. In this support role, it is also likely that the E.O.C. would manage the delivery of essential services to areas not directly impacted by the emergency. The E.O.C. may also be activated to provide support to another E.O.C., rather than an Incident Management Team. Under specific circumstances, it is possible that Area Command and/or Incident Command may be activated at the E.O.C. level. In such cases, the Area Commander and Incident Commander checklists should be referenced (see Annex R). Unless otherwise delegated, all E.O.C. activities are the responsibility of the E.O.C. Commander.

1. Exercise overall management responsibility for activation, coordination, and demobilization of site support activities in the E.O.C.
2. Determine E.O.C. priorities and objectives in consultation with E.C.G. and monitor continuously to ensure appropriate actions are taken and modified as necessary.
3. Ensure sufficient support, policy advice, and resources are made available in order to accomplish priorities and objectives.
4. Ensure appropriate staffing levels for the E.O.C. are established and maintained to support organizational effectiveness.
5. Direct appropriate emergency public information actions in consultation with the Emergency Information Officer.
6. Ensure appropriate risk management measures, including worker care strategies, are instituted.
7. Ensure communications are established with appropriate assisting and cooperating agencies.
8. Maintain a communication link with Policy Group.

Section 9

Risk Officer / Legal Services – (Command Staff in E.O.C.)

Reports to: E.O.C. Commander

Responsibilities:

1. Ensure that good risk management and safety practices are applied throughout the E.O.C. and that every function contributes to the management of risk.
2. Protect the interests of all E.O.C. participants, agencies and organizations by ensuring due diligence in information collection, decision-making, and implementation.
3. Monitor situations for risk exposures, and ascertain probabilities and potential consequences of future events.

Section 10

Safety Officer “SO”– (Command Staff at site)

The Safety Officer monitors safety conditions and develops safety measures to ensure the health and safety of all responders. While each person who is assigned a leadership role is responsible for the safety of personnel working under their leadership, the Safety Officer is tasked with creating systems and procedures related to the overall health and safety of all incident responders. This is done in close conjunction with Command, the Operations Section Chief, and the Planning Section Chief. The Safety Officer must have the knowledge and professional experience to be able to control or reduce occupational hazards and exposures. Tasks may be delegated to the appropriate assistant, if applicable.

Reports to: E.O.C. Commander

Responsibilities:

1. Ensure that good health and safety practices are applied at the site and that every function contributes to the management of risk.
2. Protect the interests of all site participants, agencies and organizations by ensuring due diligence in information collection, decision-making, and implementation.
3. Monitor situations for health and safety risk exposures.
4. Provide advice on safety issues.
5. Ensure the implementation of appropriate safety measures and worker care practices at the site.
6. Exercise authority to halt or modify any and all unsafe operations within or outside the scope of the Incident Action Plan, and notify the Incident Commander of actions taken.
7. Request critical incident/traumatic mental stress support, as needed.

Section 11

Liaison Officer "L.O."– (Command Staff)

Reports to: E.O.C. Commander

The Liaison Officer serves as the primary contact for community support organizations and advises Command of issues related to outside assistance and support, including current or potential inter-organization needs. The Liaison Officer may be assigned assistants from other organizations also involved in the incident response. Tasks may be delegated to the appropriate assistant, if applicable.

Responsibilities:

1. In consultation with the E.C.G., ensure procedures are in place for working and communicating with the Peterborough County Operations Centre (COC) and other Government and Non-Government Organizations (N.G.O.) or agency representatives.
2. Request agency representatives for the E.O.C., as required by the E.C.G., to ensure all necessary roles and responsibilities are addressed, enabling the E.O.C. to function effectively and efficiently.
3. Maintain a point of contact, and interact with representatives from other agencies arriving at the E.O.C..
4. Liaise with relevant operation/coordination centres or agencies/departments not represented in the E.O.C..
5. Assist and advise the E.O.C. Commander and the E.C.G. as needed, and provide information and guidance related to external agencies and organizations.
6. In coordination with the Emergency Information Officer, assist the E.O.C. Commander in ensuring proper procedures are in place for communicating with the Policy Group, and conducting VIP/visitor tours of the E.O.C. facility.
7. Liaise with local authorities, other E.O.C.s and Provincial and Federal organizations and share information in accordance with E.O.C. and organizational policies.
8. Liaise with the Office of the Fire Marshall and Emergency Management and other Ministry Action Groups as required.
9. Coordinate critical incident/traumatic mental stress support for E.O.C. and site responders, as deemed necessary.

Section 12

Emergency Information Officer "E.I.O."– (Command Staff)
Public Inquiry Officer "P.I.O." – (Command Staff)

The Emergency Information Officer (E.I.O.) and the Public Inquiry Officer (P.I.O.) are responsible for the development and release of approved emergency information to the public. Command must approve all emergency information that the E.I.O. releases. During a complex incident, assistants may be assigned to the E.I.O., as required. Tasks may be delegated to the appropriate assistant, if applicable.

Reports to: E.O.C. Commander

Responsibilities:

1. Serve as the coordination point for all public information, media relations, social networking and internal information sources for the E.O.C.
2. Oversee Media Monitors.
3. Ensure that the public within the affected area received complete, accurate, and consistent information about life safety procedures, public health advisories, assistance and recovery programs, and other vital information.
4. Coordinate media releases with officials representing other affected municipalities, county and emergency response agencies, and other levels of authority.
5. Develop the format for media conferences and briefings in conjunction with the E.O.C. Commander and Liaison Officer.
6. Maintain a positive relationship with the media representatives, monitoring all broadcasts and written articles for accuracy.
7. In consultation with E.O.C. Commander and Liaison Officer, assist with V.I.P. and visitor tours of the E.O.C. facility.
8. Liaise with the Emergency Information Officer(s) at site(s), relevant operation/coordination centres, and with external agencies.
9. As directed, activate the Public Inquiry Center, in accordance with Annex G.
10. As directed, activate the Public Information Plan, in accordance with Annex G.
11. Coordinate key media spokespersons in consultation with the E.O.C. Commander and the Liaison Officer.
12. Provide briefing materials to designated spokespersons, as required.

Section 13

Documentation Registration Officer "D.R.O." – (Planning Staff)

The Documentation Registration Officer (D.R.O.) supports the efficient functioning of the Emergency Operations Centre and I.M.S. Structure. The D.R.O. will log the arrival of Emergency Control Group members, record information on the main event board and ensure, amongst other duties, that adequate office supplies and forms are available.

Reports to: E.O.C. Commander or Planning

Note: If/when the functions of Logistics and/or Planning have been assigned the D.R.O. will report/supply the Check-in/registration information to Logistics, and the Events Log documentation/ information to Planning.

Further; to avoid confusion and pending staff availability, in conjunction with the size and requirements of the emergency situation, the E.O.C. Commander should give consideration to splitting the responsibilities of this position between two persons.

Responsibilities:

1. Perform Check-in/ Check-out registration functions for the E.O.C., and record the arrival and departure of the E.C.G. members.
2. Keep a sequential events time log/documentation of information on the main events status board and other required forms.
3. Provide electronic and/or paper maps of the area of the emergency site(s).
4. Ensure log supplies, forms, and office supplies are of adequate supply for the E.O.C..
5. Ensure E.C.G. members individual Activity Logs are being completed and collected at the end of each shift.
6. Establishes a shift change schedule for the E.C.G. members and alternates.

Section 14

Operations Chief

Reports to: E.O.C. Commander

The Operations Chief is responsible for providing overall supervision and leadership to the Operations Section, including the implementation of the Incident Action Plan, as well as the organization and assignment of all operations resources.

The Operations Chief must work closely with other members of command and general staff to coordinate operational activities. Tasks may be delegated to the appropriate levels (i.e. Branch, Group, Sector, Task Force, Strike Team, etc).

Responsibilities:

1. Exercise overall responsibility for coordination and supervision of all required functions within the E.O.C. Operations Section.
2. Establish the appropriate level of Branch and/or Unit staffing within the Section, continuously monitoring the effectiveness of the Section and modifying as required.
3. Ensure that Section objectives and assignments identified in the E.O.C. Incident Action Plans are carried out effectively.
4. Maintain a communications link between Incident Commander (site) and the E.O.C. for the purpose of coordinating the overall site support response, resource requests and event status information.
5. Provide timely situational and resource information to E.O.C. Commander and, as assigned, the Planning Section.
6. Keep the E.O.C. Commander informed of significant issues relating to the Section.
7. Conduct periodic briefings for the E.O.C. Commander and the E.C.G..
8. Coordinate Operations Section personnel.

Section 15

Planning Chief

Reports to: E.O.C. Commander

The Planning Section Chief is responsible for providing overall supervision and leadership to the Planning Section. The Planning Section is responsible for the collection, evaluation, processing, dissemination, and use of information regarding the evolution of the incident and status of resources. This information is needed to understand the current situation, predict probable course of incident events and lead the incident planning process. The Planning Section also prepares the Incident Action Plan for each operational period. Tasks may be delegated to the appropriate Unit Leader. Unless otherwise delegated, all Planning activities are the responsibility of the Planning Section Chief.

Responsibilities:

1. Exercise overall responsibility for coordination of all required functions within the E.O.C. Planning Section.
2. Establish the appropriate level of Branch and/or Unit staffing within the Planning Section, continuously monitoring the effectiveness of the organization and modifying as required.
3. Ensure Section objectives and assignments identified in E.O.C. Incident Action Plans are carried out effectively.
4. Ensure the E.O.C. Commander is informed of significant issues affecting the Planning Section.
5. In coordination with the other Section Chiefs, ensure that Situation Reports are submitted to Planning Section and used as the basis for the E.O.C. Incident Action Plans.
6. Coordinate Planning Section personnel.

Section 16

Logistics Chief

Reports to: E.O.C. Commander

The Logistics Section Chief is responsible for providing facilities, services and materials in support of the incident. The Logistics Section Chief participates in the development of the EOC Incident Action Plan and activates and supervises the Branches and Units within the logistics Section. Tasks may be delegated to the appropriate Unit Leader. Unless otherwise delegated, all Logistics activities are the responsibility of the Logistics Section Chief.

Responsibilities:

1. Exercise overall responsibility for coordination of all required functions within the E.O.C. Logistics Section.
2. Establish the appropriate elements within the Logistics Section, continuously monitoring the effectiveness of the organization and modifying, as required.
3. Ensure Section objectives/assignments in the E.O.C. Incident Action Plans are carried out.
4. Keep the E.O.C. Commander informed of significant issues relating to the Logistics Section.
5. Coordinate closely with the Operations Section Chief to establish priorities for resource allocation within the operational area.
6. Ensure critical resources are allocated according to approved plans.
7. Ensure necessary food and lodging is provided for E.O.C. and site personnel.
8. Coordinate Logistics Section personnel.

Section 17

Finance/Administration Chief

Reports to: E.O.C. Commander

The Finance/Administration Section Chief is responsible for financial and administrative support to an incident, including all business processes, cost analysis, financial and administrative aspects. The Finance/Administration Section Chief provides direction and supervision to Section staff and ensures compliance with financial policies and procedures. Tasks may be delegated to the appropriate Unit Leader. Unless otherwise delegated, all Finance activities are the responsibility of the Finance/Administration Section Chief.

Responsibilities:

1. Exercise overall responsibility for coordination of all required functions within the E.O.C. Finance/Administration Section.
2. Establish the appropriate level of branch and/or unit staffing within the Finance/Administration Section, continuously monitoring the effectiveness of the organization and modifying as required.
3. Ensure Section objectives and assignments identified in the E.O.C. Incident Action Plans are carried out effectively.
4. Keep the E.O.C. Commander informed of significant issues relating to the Finance/Administration Section.
5. Coordinate Finance Section personnel.

Section 18

City Services/Resources

The following subsections identify/assign responsibilities for the provision of inherent municipal services and resources in support of the Incident Management System and E.O.C. Command in the event of the E.O.C. activation. Municipal managers, staff and other agencies provide the following as needed:

a) Peterborough Police Services

The service of the Police is the protection of life and property through preservation of the peace, prevention of crime, crowd and traffic control, and investigation of crime.

The responsibilities of the Police include, but are not limited to, maintaining and providing the following:

- The Police Service will implement its major incident procedure and alert and assist other emergency agencies.
- Control and disperse crowds within the Emergency Area.
- Control traffic in the immediate vicinity of the Emergency Area to facilitate the movement of emergency vehicles.
- Provide traffic control to facilitate movement of ambulances to hospitals and medical facilities and to assist in the movement of other emergency vehicles to and from the Emergency Area.
- Alert persons endangered by the disaster and evacuate buildings or areas as authorized and directed by Incident Command or E.O.C. Command.
- Prevent unauthorized entry into the Emergency Area, maintain law and order, and prevent looting within the Emergency Area.
- Maintain order in any Evacuation Centre.
- Provide notification of fatalities to the Coroner.
- Provide assistance to the Coroner in the location and operation of a temporary morgue.
- Provide communications between the E.O.C. and Police Command.

b) Peterborough Fire Services

The service of the Fire Division is the protection of life, property, and the natural environment through; Fire Prevention, Public Education, Code Enforcement, and Emergency Fire and Rescue Response.

The responsibilities of the Fire Service include, but are not limited to, maintaining and providing the following:

- Provide for the activation of Mutual Aid as required.
- Provide operations connected with the fighting of fires.
- Provide rescue and extrication operations.
- Provide medical aid in concert with Paramedics and the Departments level of training.
- Provide a list of personnel, equipment, and apparatus for Fire and Emergency Services.
- Provide equipment and manpower to assist in pumping operations, conditions permitting.
- Activate the Peterborough County Emergency Fire Services Plan (Mutual Aid), as required.
- Provide interpretation, advice, and assistance on the Transportation of Hazardous Materials through CANUTEC, the M.O.E. Spills Action Centre and the Emergency Response Guide.
- Provide building information through departmental pre-plans and inspection records.
- Activate Provincial HUSAR Response Team, as required.
- Activate Provincial HAZMAT Response Team, as required.
- Provide Hydro related updates as required through usage of protected contact numbers.

c) Utility Services Department

The services of Utility Services Department include those areas of operation associated with general construction, maintenance and repair of roadways, physical infrastructure, urban and rural forestry, solid waste collection and disposal, landfill sites, street lighting, municipal wastewater collection and treatment, and public transportation.

The responsibilities of Utilities Services are, but not limited to, maintaining and providing the following:

- Provide an inventory of equipment and personnel available to assist in the response to an emergency.
- Ensure that an inventory of contractors and equipment suppliers to assist in an emergency is available.
- Provide transportation services and ensure that a list of transportation companies, including contacts and equipment available to assist in an emergency, is available.
- Ensure that all vehicles, equipment and personnel are available for assistance.
- Provide barriers and flashers for control for the Emergency Area.
- Clear debris, snow or other obstructions in and around the Emergency Area.
- Arrange delivery of emergency water supplies for human consumption.
- Conduct emergency pumping operations, sandbagging and other flood and water control measures.
- Maintain the essential services of storm sewes, sanitary sewers, and sewage treatment, as required for health and safety purposes.
- Provide supplies of fuel and oil for emergency services vehicles.
- Arrange for the provision of portable washrooms and other sanitary facilities and provide essential waste disposal.
- Maintain essential streets and access routes for pedestrian and vehicular access.

- Arrange and provide transportation for evacuation, as required.
- Provide equipment and personnel to assist in the clearing of trees and property.

d) Peterborough Utilities Group

The services of the Peterborough Utilities Group include water supply and distribution, and the distribution of electricity.

The responsibilities of the Peterborough Utilities Group include, but are not limited to, maintaining and providing the following:

- Ensure that vehicles, equipment and personnel are available to provide assistance.
- Provide adequate supply and distribution of potable water unless prevented by emergency conditions.
- Provide technological support and equipment.
- Provide electrical supply for emergency services if available.
- Ensure that water or electrical service is terminated if there is any danger to public safety.
- Maintain a log of all actions taken.

e) Emergency Social Services Team (E.S.S.)

The responsibilities of the Emergency Social Services Team include those areas of operation associated with the provision of Reception/Evacuation Centre services, including registration, support and inquiry, emergency feeding, emergency clothing, emergency lodging and personal services, as well as the coordination of supply and demand of E.S.S. human resources, both volunteer and compensated.

Resources

The City of Peterborough Community Emergency Management Coordinator (C.E.M.C.) will develop an E.S.S. Plan and maintain a list of equipment and personnel available to assist in the response to an emergency, including volunteers and community partner agencies.

Evacuation Centres

The City of Peterborough Community Emergency Management Coordinator (C.E.M.C.) will maintain a list of City of Peterborough facilities that have been identified as suitable Reception/Evacuation Centre sites. Peterborough County and the Township Community Emergency Management Coordinators' (C.E.M.C.) will identify and provide details of County sites that are suitable for the provision of Reception Centre/Evacuation services during a localized emergency event.

The responsibilities of Emergency Social Services staff in the Emergency Operations Centre shall be:

- Establish Reception/Evacuation Centres with regards to the opening, security, facility contact, identification and coordination of the required E.S.S. functions and necessary human resources. Provide registration, emergency clothing, emergency food, emergency lodging, and other personal services as deemed necessary.
- Work with the impacted municipality to coordinate the movement of people from the Emergency Area to Reception/Evacuation Centres, once the Centres have been established.
- Work with the United Way of Peterborough and District to select the most appropriate site(s) for registration of human volunteer resources, if required at the Reception/Evacuation Centre.
- Maintain records of human resources/administrative details, evacuee details and costs associated with the provision of emergency social services, and arrange for the provision of such details to the responsible Township(s) for cost recovery purposes. When applicable, provide such details to the Ministry of Municipal Affairs and Housing for consideration under the Ontario Disaster Relief Assistance Program (O.D.R.A.P.).
- Coordinate transportation for E.S.S. Team human resources, as required.
- Obtain assistance, if necessary, from the Provincial Ministry of Community and Social Services.

f) Information Technology

The services of Peterborough Technology Services (P.T.S.) include those areas of operation associated with the application of City of Peterborough owned computers, data and voice networks, telephone systems and visual displays to store, retrieve, transmit and manipulate data. Within this plan, PTS will provide on-going support to the Emergency Operation Centre (E.O.C.).

The responsibilities of Peterborough Technology Services include, but are not limited to the following:

- Maintain all telephone, computer and audio visual equipment in the main and alternate E.O.C. in a state of readiness.
- Provide recommendations concerning updates and acquisition of new equipment/technologies to Emergency Management staff.
- Upon activation of the E.O.C., Public Inquiry Centre and Reception/Evacuation Centres, attend the facility to ensure smooth operation of all I.T. related equipment.
- Participate within the I.M.S. structure as a member of the Logistics Section, as deemed necessary.

g) Geographic Information System

Geographic Information Services (G.I.S.) include those areas of operation associated with the capture, storage, manipulation, analysis, management and presentation all types of geographical data in order to facilitate decision making. Essentially, G.I.S. is a collection of map layers, each linked to information that can be analyzed or queried to reveal more information. Within this plan, GIS will provide on-going support to the Emergency Operation Centre (E.O.C.) and Incident Site Command post, as required.

The responsibilities of Geographic Information Systems include, but are not limited to the following:

- Upon activation of the E.O.C., attend the facility to provide visual and hard copy representation of requested mapping information.
- Query the G.I.S. system in order to obtain requested population data, demographics, scene perimeters and plume modeling.
- Liaise with Emergency Management Ontario G.I.S. staff in order to corroborate information.
- Participate within the I.M.S. structure as a member of the Planning Section.

Section 19

Allied Agencies

a) Medical Officer of Health

Activation

The Medical Officer of Health may be activated either directly or during a multi-municipal event, via the E.C.G. Liaison Officer. When a representative is required to attend the E.O.C. they will be assigned to the appropriate I.M.S. Sector by the E.O.C. Commander.

General

The responsibilities of the Medical Officer of Health include those areas of operation associated with:

- Communicable Diseases
- Health Hazards
- Public Health Inspection Services
- Advice on Medical Services
- Public Health Advisories

The responsibilities of the Medical Officer of Health include, but are not limited to the following:

- Provide information and advice to the Emergency Control Group (E.C.G.) and the general population on matters concerning public health.
- Protect the health of the community from inherent health threats by enforcement of the applicable legislation.
- Continue delivery of established programs to ensure continuity of care and general health protection.
- Collaborate with other health care providers and institutions to deliver emergency health related services to victims of the emergency.
- Activation and direction of the Pandemic Influenza Contingency Plan.
- Activation and direction of the Human Health Emergency Response Plan.
- Activation and direction of the Extreme Heat Response Plan.
- Activation and direction of the Extreme Cold Response Plan.

b) Peterborough County/City Paramedics

The services of the Peterborough County/City Paramedics include those areas of operation associated with the provision of paramedic services at the site of the emergency, continuity of paramedic services coverage throughout the remainder of the community (County and City), and liaise with the Peterborough Regional Health Centre to help facilitate emergency medical services at the hospital.

The responsibilities of the Paramedic Services include, but are not limited to the following:

- Establish an ongoing communication link with the senior Paramedic official at the scene of the emergency.
- Obtain Paramedic Services from another County, if required.
- Ensure sufficient resources are available and assigned in order to perform triage treatment and transportation for the emergency.
- Advise the E.C.G. if other means of transportation is required for a large-scale response.
- Liaise with the Ministry of Health and Long Term Care Central Ambulance Communication Centre to ensure balanced emergency coverage is available at all times throughout the community.
- Collaborate with other healthcare providers and institutions to deliver emergency health related services to victims of the emergency.
- Ensure liaison with the receiving hospitals.
- Ensure liaison with the Medical Officer of Health, as required.
- Ensure distribution of casualties in an appropriate and effective way.
- Maintain a log of all actions taken.

Section 20

Non Government Organization(s) (N.G.O.)

a) Canadian Red Cross (C.R.C.)

Activation

The Canadian Red Cross may be activated by the City of Peterborough, via the C.E.M.C. or E.C.G. Liaison Officer, to assist with Emergency Social Services, as required.

The responsibilities of the Canadian Red Cross (C.R.C.) include the following:

- Activate the local Red Cross Emergency Response Plan.
- Establish and maintain contact with the Reception/Evacuation Centre Manager.
- Provide staffing for reception and information centres, as requested.
- Assist with registration and inquiry services, emergency lodging services, and other necessary emergency social services as set out in the City of Peterborough Emergency Social Services Plan.

b) The Salvation Army

Activation

The Salvation Army may be activated by the City of Peterborough C.E.M.C. or E.C.G. Liaison Officer to assist with Emergency Social Services or emergency site responder rehabilitation, as required.

The responsibilities of The Salvation Army include the following:

- Activate the Salvation Army local emergency response system.
- Establish and maintain contact with the Reception/Evacuation Centre Manager.
- Arrange for the provision of food, drink and clothing at the Reception and Evacuation Centres, as required.
- Provide rehabilitation (food/refreshments) to on-scene emergency personnel, as requested.
- Mobilize and co-ordinate the response of the Salvation Army personnel from outside the Peterborough area, if required.

c) St. John Ambulance

Activation

The St. John Ambulance Service may be activated by the City of Peterborough C.E.M.C. or E.C.G. Liaison Officer to assist with Emergency Social Services, as required.

The responsibilities of the St. John Ambulance include the following:

- Upon receiving notification, activate the organization.
- Establish and maintain contact with the Reception/Evacuation Centre Manager.
- Provide assistance in the delivery of triage, first aid and casualty handling, at the Reception/Evacuation Centres, as required.

d) Amateur Radio Emergency Services(A.R.E.S.)

Activation

The Amateur Radio Emergency Services may be activated either directly or during a multi-municipal event by the City of Peterborough C.E.M.C. or the E.C.G. Liaison Officer. When a representative(s) is required to attend the E.O.C. they will be assigned to the Logistics section.

The responsibilities of the Amateur Radio Emergency Service include the following:

Under the direction of the Logistics Officer, the Amateur Radio Emergency Service shall:

- Provide radio communication where needed, in support of the municipal emergency response.
- Designate operators to report to the Emergency Operations Centre (E.O.C.).
- Activate all A.R.E.S. members to monitor the appropriate frequency and to remain on stand-by.
- Maintain a record of all activity and IN/OUT@ message register.

Section 21

Incident Commander “I/C” - (Site)

Accountable to: E.O.C. Commander

The Incident Commander is responsible for the overall management of the incident, including the establishment of incident objectives/strategies and the overall coordination of incident activities. For most incidents, a single individual will fulfill the function of Incident Command. However under unique conditions, a Unified Command model may be established. Unless otherwise delegated, all incident activities are the responsibility of the Incident Commander. The Incident Commander may have a Deputy from the same organization/jurisdiction, or from an assisting organization/jurisdiction.

Activation:

The first arriving agency, officer or senior personnel will establish Incident Command.
The incident type will generally dictate the agency who will assume command, and the type of command structure, be it single or unified.

Transfer of Command:

The transfer of command will take place as per agency protocols; normally the arrival of higher ranking officers will initiate the transfer of command. Transfer of command to the most appropriate agency will occur throughout various phases of event. The transfer of command will take place with a detailed face to face briefing.

Incident Command

There is one Incident Commander per Incident/Site. In the event there is more than one incident location/site there will be an Incident Commander (I/C) established for each location/site, and will be referred to as the Area Commander (A/C).

The Incident Commander's role is to provide the necessary on-site management, direction, control and coordination of the emergency response by establishing Incident Command, an Incident Command Post, and by implementing the Provincial Incident Management System (I.M.S.).

Responsibilities of the Incident Commander

- Assume and establish the appropriate Command Structure for the Incident (Single or Unified).
- Implement the I.M.S. and direct, control and coordinate the on-site emergency response.
- Establish and provide for Planning, Logistics, Finance/Administration and Operations, as required.
- Establish an Incident Command Post (I.C.P.).
- Establish and maintain emergency response communications.

- Establish and maintain communications with the Emergency Operations Centre.
- Provide Situational Reports to on-site personnel and agencies.
- Provide Situational Reports to the Emergency Control Group.
- Conduct size-up and develop an Incident Action Plan and set the Operational Period.
- Conduct the necessary briefings as required.
- Seek approval from E.C.G. on financial limits for procurement of resources.
- In consultation with the Liaison Officer (E.O.C.) provide for site visits and tours of municipal and other Government Officials, as required.
- Take such action as deemed necessary to minimize the effects of the emergency or disaster.
- Maintain a log of all actions taken.