



EMERGENCY MANAGEMENT PLAN

TOWN OF AYLMER

REVISED: NOVEMBER 2021

TOWN OF AYLMER – Emergency Response Plan

Contents

DEFINITIONS	3
INTRODUCTION.....	6
THE AUTHORITY.....	6
THE AIM.....	6
GENERAL OVERVIEW OF THE TOWN OF AYLMER	6
POPULATION	6
EDUCATION	7
MEDICAL CARE	7
PROTECTIVE SERVICES.....	7
POWER.....	7
CONSERVATION AUTHORITY	7
DECLARATION OF AN EMERGENCY	7
ACTION PRIOR TO DECLARATION	7
MUNICIPAL EMERGENCY	7
TERMINATION OF EMERGENCY	9
REQUEST FOR PROVINCIAL / FEDERAL ASSISTANCE	9
CONTROL GROUP OPERATIONS:.....	9
EMERGENCY OPERATION CENTRE (EOC).....	9
COMMUNICATIONS ROOM	10
OPERATING CYCLE	10
EMERGENCY CONTROL GROUP NOTIFICATION SYSTEM	11
EMERGENCY CONTROL GROUP (ECG)	11
EMERGENCY CONTROL GROUP (ECG) RESPONSIBILITIES.....	11
DUTIES OF THE EMERGENCY CONTROL GROUP MEMBERS.....	13
MAYOR / ACTING HEAD OF COUNCIL:	13
PUBLIC WORKS DIRECTOR / ALTERNATE CEMC:	14
AMBULANCE REPRESENTATIVE:	15
HEALTH REPRESENTATIVE:	15
ONTARIO WORKS REPRESENTATIVE:.....	16
FIRE REPRESENTATIVE / CEMC:.....	17
POLICE REPRESENTATIVE:	17
COMMUNICATIONS MANAGER:	18
SUPPORT & ADVISORY STAFF:.....	18
THE CONSERVATION AUTHORITY WILL BE RESPONSIBLE FOR:	18
THE SOLICITOR:.....	18
SCHOOL BOARD:.....	18
PROVINCIAL MINISTRY:.....	19
CANADIAN RED CROSS SOCIETY:	19
HOSPITAL:	19
RADIO EMERGENCY SERVICE (A.R.E.S.):.....	19
ST. JOHN AMBULANCE:.....	20
SALVATION ARMY REPRESENTATIVE:	20
TELEPHONE REPRESENTATIVE:.....	20
OTHER OFFICIALS, EXPERTS, OR REPRESENTATIVES:.....	20
EMERGENCY SITE MANAGER:	21
MEDIA AND PUBLIC RELATIONS	21
INFORMATION OFFICER (THE MEDIA COORDINATOR):.....	22
ON-SITE MEDIA SPOKESPERSON:	22

TOWN OF AYLMER – Emergency Response Plan

THE CITIZEN INQUIRY REPRESENTATIVE:.....23
PUBLIC INFORMATION & INQUIRY:.....24
EVACUATION PLANNING..... 24
RECOVERY PLANNING 24
PLAN REVIEW, TESTING, AND MAINTENANCE..... 24

DEFINITIONS

Ambulance Representative

A designated representative of the Central Ambulance Communications Centre and/or Ambulance Service.

Citizen Inquiry Representative

During an emergency the Ontario Works Representative will be responsible for appointing a Citizen Inquiry Representative who will establish a Citizen Inquiry Service to work with the municipality and its residents to respond to and redirect inquires and reports from the public.

Emergency Area

The area in which the emergency exists.

Emergency Control Group

The group of individuals directing the services necessary for mitigating the effects of the emergency. The Administrator or CAO is responsible for coordinating the operations within the Emergency Operations Centre.

Emergency Site Manager

The person in charge of all operations at the scene of the emergency. This person may also be in charge of an essential emergency service such as Police or Fire. The Site Manager will ensure that updated information with respect to the scene is conveyed to, or obtained from, the Emergency Control Group.

Evacuation Centre

An evacuation centre is a facility that provides temporary care and shelter to persons displaced by the emergency. Persons may be sent to an evacuation centre after registering at a reception centre, and/or they may register at the evacuation centre directly.

Fire Representative (CEMC)

The Chief of the Fire Department or designated alternate.

TOWN OF AYLMER – Emergency Response Plan

Head of Council/Mayor

The Mayor or Acting Mayor of the Town of Aylmer.

Health Representative

The Medical Officer of Health or designated alternate.

Inner Perimeter

A restricted area in the immediate vicinity of the emergency scene as established by the Site Manager. Access to the inner perimeter is restricted to those essential emergency personnel actively involved in the occurrence.

Media Coordinator

The Media Coordinator will be appointed by the Emergency Control Group and is responsible for coordinating the dissemination of information to the media from the Media Information Centre. The coordinator will report directly to the Administrator.

Media Information Centre

The location near but not in the Operations Centre from which the media may gather for updated media releases and press conferences. This location will be determined by the Media Coordinator.

On-Site Media Centre

The location at or near the scene from which the media may gather for updated media releases and press conferences. This location will be determined by the designated On-Site Media Coordinator, with the approval of the Site Manager.

On-Site Media Spokesperson

The On-Site Media Spokesperson is appointed by the Site Manager at the time of the emergency. This person is responsible for coordinating the fast accurate dissemination of information to the media from the On-Site Media Centre. The Spokesperson will also work closely with the Media spokesperson to ensure that information released to the media from the scene is consistent with information being released from the Media Information Centre.

TOWN OF AYLMER – Emergency Response Plan

Outer Perimeter

The geographic area surrounding the inner perimeter. This area will serve as a coordination and assembly point for essential emergency personnel. Access to the outer perimeter is restricted to essential emergency personnel as determined by the Site Manager.

Public Works Representative

The Manager of Operations for the Public Works Department, or designated alternate.

Reception Centre

A reception centre is a facility that is used as a short term redistribution point that receives and registers persons displaced by the emergency, reuniting them with families or dispatching them to evacuation centres or other accommodation.

Red Cross Representative

The Red Cross Representative is responsible for supervising and coordinating all activities of the Red Cross Branch during an emergency. It should be noted that the Red Cross Representative takes direction from the Ontario Works Representative.

Ontario Works Representative

The Director of Ontario Works or designated alternate.

Triage

The sorting and allocation of treatment to patients or victims according to a system of priorities designed to maximize the number of survivors.

TOWN OF AYLMER – Emergency Response Plan

Upon such declaration, the Mayor notifies:

1. The County Warden.
2. The Solicitor General of Ontario through Emergency Measures Ontario
(416) 314-3723 during business hours
(705) 329-6950 nights, weekends, and holidays
3. The Council of the Municipality; and
4. The Mayor shall ensure that the public, the media, and neighbouring municipal officials are also advised of both the declaration and termination of an emergency.

The Mayor may request assistance from the County of Elgin, without activating the County Plan, by contacting the County Warden, or County CAO, or County Emergency Measures Coordinator.

When the resources of the Municipality are deemed insufficient to control the emergency, the Mayor may request that the County Warden, or the County CAO, or County Emergency Management Coordinator, or their alternates activate the County Plan, once a local emergency has been declared.

For Coordination, if the emergency affects more than one Elgin County municipality, or if the emergency affects one or more municipality(s) and the City of St. Thomas, the County Plan will be activated.

Once the County Emergency Plan is activated, the Mayor or Acting Mayor and designated staff representatives from the Municipality will become members of the County Emergency Control Group.

The remaining Municipal staff from the Emergency Control Group within the Municipality will remain as the support group or support staff to the Mayor, or the Acting Mayor, or the designated Senior Municipal Official.

All decisions by the Emergency Control Group (as appropriate) affecting the lives and property of the inhabitants within the Town of Aylmer shall be made in consultation with the Mayor or Acting Mayor of the Municipality.

TOWN OF AYLMER – Emergency Response Plan

TERMINATION OF EMERGENCY

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

1. The Mayor or Acting Mayor; or
2. The Municipal Council; or
3. The Premier of Ontario.

Upon termination of a Municipal Emergency the Mayor or Acting Mayor shall notify:

1. The County Warden; and
2. The Municipal Council; and
3. The Solicitor General of Ontario through Emergency Measures Ontario; and
4. The public, media, and neighbouring municipal officials.

REQUEST FOR PROVINCIAL / FEDERAL ASSISTANCE

If locally available resources, including those that might be available from bordering municipalities and/or county sources, are insufficient to meet emergency requirements, then assistance may be requested from the Province.

The Ministry of the Solicitor General, through Emergency Measures Ontario, is the focal point for provincial assistance during an emergency. It **should** be notified if the threat of an emergency exists and **must** be notified when an emergency has been declared. While it will not take over and manage the emergency, it can provide liaison and coordination, and a central point for contact with other provincial ministries and the federal government if required.

All requests for provincial and federal assistance should be directed through Emergency Measures Ontario. During working hours Emergency Measures Ontario (416) 314-3723 and (705) 329-6950 nights, weekends, and holidays.

CONTROL GROUP OPERATIONS:

EMERGENCY OPERATION CENTRE (EOC)

Depending upon the location of the emergency, the Emergency Control Group will assemble at the Emergency Operations Centre closest to the emergency site.

TOWN OF AYLMER – Emergency Response Plan

If this location is inappropriate, the location of the Emergency Operations Centre will be determined by the Mayor or Acting Mayor and Administrator, after consultation with the emergency response agencies involved.

The Emergency Control Group will assemble at the centre they are advised to go to when notified, and determine if the site is appropriate

COMMUNICATIONS ROOM

While the Emergency Control Group is engaged in meetings, they will require assistants to take messages and convey their decisions. Therefore, a separate communications room must be established within the same building near the Emergency Operations Centre.

Each member of the Emergency Control Group should designate at least one person, depending on the nature and scope of the emergency, to handle in-coming and out-going communications or assist as otherwise required.

The communicators will be responsible for operating telephones and radios within the communications room and relaying message between their respective representatives on the Emergency Control Group and other key locations.

OPERATING CYCLE

It is important that the Emergency Control Group meets regularly to share information and make decisions. It is also important that members of the group have time to deal with their individual responsibilities.

When the Emergency Plan is activated, frequency of meetings and agenda items will be established by the Administrator. Meetings will be kept as brief as possible to allow members to carry out their individual responsibilities.

At each meeting the members will bring each other up to date on what has happened since the last meeting, make recommendations on issues presented, and arrive at decisions. Maps and status boards will be prominently displayed and kept up to date by the Administrator. When the meeting ends, each member will do what is individually required of them and gather information to share at the next meeting.

TOWN OF AYLMER – Emergency Response Plan

Although each member of the Control Group represents an individual agency, it is important that individual members function as a team to establish the most effective response to the emergency. It is equally important the individual members of the Emergency Control Group are relieved of their duties at regular intervals.

EMERGENCY CONTROL GROUP NOTIFICATION SYSTEM

The Mayor, the Administrator, Fire Chief, Medical Officer of Health, Police, Ambulance, Public Works or Utilities Representative may request the activation of the Emergency Notification System.

To activate the Emergency Notification System, contact Municipal Support Staff listed as “Supportive Staff Directory Section A-2”.

EMERGENCY CONTROL GROUP (ECG)

The emergency control group is the following officials:

- **Mayor**
- **Director of Operations (Alternate CEMC)**
- **Police Chief / Deputy Chief**
- **Fire Chief (CEMC)**
- **CAO**
- **Treasurer**
- **Media Coordinator / Information Officer (appointed by the ECG)**
- **Clerk**
- **Manager Parks and Recreation**

Additional personnel deemed necessary by the Emergency Control Group (i.e., Provincial / Federal Ministry representatives, industrial representatives, school boards, legal, financial representatives) can be called upon at any time.

An alternate contact person shall be designated for each member of the ECG.

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

EMERGENCY CONTROL GROUP (ECG) RESPONSIBILITIES

Some or all the following actions/decisions will have to be considered and dealt with by the ECG:

TOWN OF AYLMER – Emergency Response Plan

- Determining the status of the emergency by acquiring and assessing information.
- Advising the Mayor as to whether the declaration of an emergency is recommended.
- Mobilizing emergency services, personnel, and equipment.
- Coordinating and directing these services and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law.
- Coordinating and/or overseeing the evacuation of inhabitants considered to be in danger and working with the Red Cross in establishing a Registration and Inquiry Centre to handle requests regarding evacuees.
- Arranging for services and equipment from local agencies not under municipal control, i.e., private contractors, volunteer agencies, services clubs.
- Notifying and requesting assistance from various levels of government and any public or private agencies not under Municipal control, as considered necessary.

- Determining if additional volunteers are required and if appeals for volunteers are warranted.
- Determining if additional transportation is required for evacuation or transport of persons and/or supplies.
- Ensuring that pertinent information regarding the emergency is promptly forwarded for dissemination to the media and public.
- Determining the need to establish advisory group(s) and/or sub-committees.
- Authorizing expenditure of funds required to deal with the emergency for the preservation of life and health.
- Maintaining a log outlining decisions made and actions taken and submitting a summary of the log to the Administrator within one week of the termination of the emergency, as required.
- Arranging for emergency accommodation and/or welfare services for residents temporarily evacuated from their homes.
- Establishing a reporting and inquiry centre to handle individual requests concerning any aspect of the emergency.
- Ensuring that all emergency personnel are advised of the termination of the declared emergency.
- Appointing an Emergency Site Manager.
- Reviewing and revision of the Emergency Plan.
- Ensuring that the Critical Stress Incidence Debriefing is available to responders.
- Ensuring that the emergency is reviewed and a recovery plan, if required, is in place before the local emergency is terminated.
- Participating in the debriefing following the emergency.

TOWN OF AYLMER – Emergency Response Plan

- Addressing the emotional trauma to the Community.

DUTIES OF THE EMERGENCY CONTROL GROUP MEMBERS

MAYOR / ACTING HEAD OF COUNCIL:

The Mayor, or Acting Head of Council, will be responsible for the following duties:

- Implementing the Plan in response to a request for assistance from a member of the ECG, or emergency response agency.
- Declaring an emergency to exist.
- Declaring that the emergency has terminated.
- Notifying the Solicitor General of Ontario via Emergency Measures Ontario, of the declaration of the emergency, and termination of the emergency.
- Chairing meetings of the ECG.
- Requesting assistance from senior levels of government and from constituent municipalities not involved with the emergency, when required.
- Approving and making news releases and public announcements in conjunction with the Media Coordinator.
- Ensuring that all members of the ECG are kept apprised of developments as soon as possible.

CAO and Clerk:

The CAO, or alternate (Clerk), will be responsible for the following duties:

- Authorizing expenditures and the acquisition of equipment and personnel when necessary.
- Making decisions, determining priorities, and issuing direction to the Heads of Departments.
- Ensuring that all required members are present when the ECG is assembled.
- Organizing and supervising the Emergency Operations Centre (EOC) during the emergency, including arrangements for feeding and relief of Centre personnel.
- Coordinating all operations within the EOC, including the scheduling of regular meetings.
- Arranging for effective communications to and from the emergency site.
- Providing security for the Emergency Operations Centre, as required.
- Providing identification cards to ECG members and support staff.
- Coordinating the maintenance and operation of feeding, sleeping, and meeting areas of the ECG, as required.
- Maintaining a record of actions taken by the ECG in dealing with the emergency.
- Providing advice to the ECG on legal and financial matters.

TOWN OF AYLMER – Emergency Response Plan

- Ensuring that records of expenses are maintained for future claim purposes.
- Acting as principal staff officer to the Mayor or Acting Mayor.
- Coordinating and processing requests for human resources.
- Under the direction of the ECG, coordinating offers of and appeals for volunteers.
- Selecting the most appropriate sites for the registration of human resources.
- Ensuring records of human resources and administrative details are completed.
- When volunteers are involved, ensuring that a Volunteers Registration Form is completed and a copy of the form is retained for Municipal records (see County/City Directory, Appendix H for a copy of the registration form).
- Ensuring identification cards are issued to volunteers and temporary employees, where practical.
- Arranging for transportation of human resources to and from sites.
- Obtaining assistance, if necessary, from Employment and Immigration Canada, as well as other government departments, public and private agencies, and volunteer groups.
- Compiling reports for council.
- Regularly reviewing the contents of the Emergency Response Plan to ensure that they are up to date and in conformity with Provincial procedures.
- Organizing and coordinating training and participation in drills and exercises.
- Reviewing the Ontario Disaster Relief Program directives on a regular basis.
- Organizing any required debriefing sessions.

TREASURER

The Treasurer or alternate person will be responsible for:

- Authorizing expenditures and the acquisition of equipment and personnel when necessary.
- Ensuring the prompt payment and settlement of all legitimate invoices and claims incurred during an emergency.
- Compiling records of costs incurred because of emergency action.
- Any other duties required in the financial operations of the municipality in a emergency.

PUBLIC WORKS DIRECTOR / ALTERNATE CEMC:

MANAGER PARKS AND RECREATION WILL ASSIST IN THESE DUTIES

The Public Works Director is alternate CEMC, be responsible for the following duties:

- Providing the ECG with advice on public works, roads, water & sewer matters.

TOWN OF AYLMER – Emergency Response Plan

- Arranging for the dispatch of staff and equipment to assist in containing the emergency if required.
- Maintaining liaison with flood control, conservation and environmental authorities and preparing for relief or preventative measures.
- Arranging for the clearing of emergency routes and the marking of obstacles if required, in consultation with the Police Representative.
- Arranging for engineering materials and equipment from the County and Provincial resources, from neighboring municipalities, and from private contractors when necessary.
- Assisting fire fighting authorities in dealing with special hazards such as chemical spills, explosions, or noxious fumes.
- Establishing radio communications, if required, and calling on the services of the Amateur Radio Emergency Service.
- Re-establishing essential road services at the end of the emergency period.
- Ensuring that roads are maintained and accessible during an emergency.
- Providing an Emergency Site Manager if required.

AMBULANCE REPRESENTATIVE:

The Ambulance Representative, or alternate will be responsible for the following duties:

- Providing information on the movement of casualties from the disaster site;
- Advising the Emergency Control Group on requirements for additional casualty transportation means, beyond ambulance resources, that the Emergency Control Group may be able to obtain.
- Determining if additional medical resources are needed for casualty management at the emergency site, in consultation with the Medical On-Site Coordinators, and initiating requests for such with medical authorities.
- Authorizing additional Ministry of Health resources required by any facility, which operates under the direction of the Ministry of Health in accordance with Ministry procedures.

HEALTH REPRESENTATIVE:

The Health Representative, or alternate, will be responsible for the following duties:

- Providing advise to the ECG on health matters.
- Keeping the Health Unit staff informed.
- Providing Staff at each Evacuee Centre to assist the Manager of each Reception/ Evacuee Centre in public health matters, and in assisting evacuees.
- Providing a 24-hour Nurse at each Evacuee Centre housing more the 50 evacuees.
- Arranging for mass immunization where needed.

TOWN OF AYLMER – Emergency Response Plan

- Arranging for precautions regarding water supplies when warranted.
- Notifying other agencies and senior levels of government about health-related matters in the emergency.
- Ensuring the safety of food supplies and the safe disposal of sewage and waste.
- Ensuring adequate general sanitation and personal hygiene at emergency reception centres.
- Ensuring proper burial of the dead.
- Coordinating the response of health unit services and facilities.

ONTARIO WORKS REPRESENTATIVE:

The Ontario Works Representative, or alternate, will be responsible for the following duties:

- Providing advise to the ECG on Ontario Works matters.
- According to the nature of the emergency, in consultation with the Red Cross, Salvation Army and St. John Ambulance, be prepared to assist municipalities in their efforts to support their residents whose lives have been impacted by the emergency with the provision of:
 - Emergency clothing to provide adequate protection from the elements,
 - Emergency lodging to provide adequate temporary accommodation for the homeless,
 - Registration and inquiry services to reunite families and to collect information and answer queries concerning the safety and whereabouts of missing persons,
 - Emergency feeding to sustain those without food or adequate food preparation facilities,
 - Liaising with the Health Representative on areas of mutual concern required during operations in evacuee centres, and
 - Individual and family services to assist and counsel individuals and families in need and to provide special care to unattached children and dependent adults.
- In consultation with the Health Representative, establish and 'outreach program' for victims of the emergency.
- Providing staff to operate Citizen Inquiry Centre.
- Liaising with public and private nursing care homes as, required.
- Notifying the Police of the number and locations of the Emergency Reception Centres.
- Contacting and providing direction to volunteer agencies able to assist in welfare functions, such as Red Cross, Women's Institutes, etc.
- Notifying senior levels of government on Ontario Works matters in the emergency.

TOWN OF AYLMER – Emergency Response Plan

FIRE REPRESENTATIVE / CEMC:

The Fire Representative, or alternate, will be responsible for the following duties.

- Providing advice on fire fighting and rescue matters to the ECG.
- Confirming that local fire fighting rescue and life saving resources are sufficient for the operational situation and arranging for further assistance as required.
- Providing advice to municipal departments to bring into play other equipment and skills needed to cope with the emergency.
- Coordinating assistance from the Mutual Aid Fire System and the Fire Marshal of Ontario as required.
- Determining if special equipment or supplies, not available can be located elsewhere and advising the ECG.
- Coordinating assistance of fire equipment and personnel with other departments and agencies in large scale non-firefighting operations (rescue, first aid, casualty collection).
- Liaising with the Ministry of the Environment on fires involving potentially dangerous materials.
- Liaising with the Ministry of Natural Resources on forest fires.
- Providing an Emergency Site Manager if required.

POLICE REPRESENTATIVE:

The Police Representative, or alternate, will be responsible for the following duties:

- Providing advice on police (law enforcement) matters to the ECG.
- Arranging for assistance to local authorities in implementing traffic control to permit rapid movement of emergency equipment.
- Coordinating police operations and responses with Municipal Service Departments and with neighboring police authorities.
- Establishing security around the emergency area to control access and protect property.
- Sealing off the area of concern, controlling and, if necessary, dispersing crowds within the emergency area.
- Alerting persons endangered by the emergency and coordinating evacuation procedures.
- Liaising with the Ontario Works Representative regarding the establishment and operation of evacuation and reception centers.
- Providing for police services in evacuee centres, morgues, and other facilities, as required.
- Liaising with other municipal, provincial, or federal police agencies as required; Informing the ECG on the actions take by the Police;
- Providing an Emergency Site Manager if required.

TOWN OF AYLMER – Emergency Response Plan

COMMUNICATIONS MANAGER:

A Communications Manager shall be appointed by the lead agency of the emergency or an employee with Emergency Planning experience, and will be responsible for the following duties:

- Provide the Administrator with reports on the emergency and any other pertinent information at regular intervals, or as requested.
- Aid the communicators in relation to communications equipment problems, where possible and practical.
- Coordinate and prioritize the flow of messages between the Communications Room and the Emergency Control Group, and other desired groups or locations.
- Maintenance of a chronological log of significant communications and events.
- Maintenance of a situation or status board, and.
- Maintenance of a map(s) containing vital information related to the emergency.

SUPPORT & ADVISORY STAFF:

Staff from the following Support and Advisory Services may be required to provide support, logistics and advice to the ECG:

THE CONSERVATION AUTHORITY WILL BE RESPONSIBLE FOR:

- Providing advice on the abatement of flood emergencies.
- Assisting in acquiring resources to assist in flood emergencies.

THE SOLICITOR:

The Solicitor for the Municipality will be responsible for:

- The provision of advice to any member of the ECG on matters of a legal nature as they may apply to the actions of the Municipality in its response to the emergency, as required.

SCHOOL BOARD:

Upon being contacted by the Ontario Works Representative, the School Board Representative will be responsible for:

- Providing any school for use as an evacuation or reception center.
- Notifying required transportation companies to transport residents to evacuation or reception centres.
- Providing school board representatives to coordinate activities with respect to maintenance, use and operation of the facilities being used as evacuation or reception centres.

TOWN OF AYLMER – Emergency Response Plan

PROVINCIAL MINISTRY:

Provincial Ministry Representatives will be responsible for:

- Providing advice on matters of Provincial concern to members of the ECG.
- Assisting in the garner of resources.
- Coordination of Provincial response agencies.

CANADIAN RED CROSS SOCIETY:

The Canadian Red Cross Society will receive requests for support from the Ontario Works Representative. The responsibilities of the Red Cross Representative during an emergency are to:

- Activate the Society's emergency alert system.
- Co-ordinate the Society's response in co-operation with the Ontario Works Representative, if an evacuation is required.
- Provide registration and inquiry to meet the following objectives:
 - Collect accurate and reliable information and answer inquiries as to the condition and whereabouts of disaster victims in co-operation with local hospitals and reception centres; and
 - Assist in reuniting separated family members as quickly as conditions permit.
- Operate an inquiry bureau to deal with national and international requests as directed by the Society's National office.
- Set up and operate an evacuation centre, upon the request of the Ontario Works Representative.
- Assist with first aid established at reception centers if required.
- Ensure that volunteers are properly registered so that Workplace Safety Insurance coverage is provided during an emergency.

HOSPITAL:

The Hospital Representative will be responsible for:

- Implementing their respective Hospital Disaster Plan.
- Liaising with the Health and Ambulance Representatives with respect to hospital and medical matters, as required.
- Evaluating requests for the provision of medical site teams/medical triage teams.
- Liaising with the Ministry of Health, as appropriate.
- Maintaining a log of all actions taken.

RADIO EMERGENCY SERVICE (A.R.E.S.):

The Radio Emergency Service Representative will be responsible for:

TOWN OF AYLMER – Emergency Response Plan

- Providing additional communication requirements to supplement the Town and emergency communications systems, as needed.
- Contacting other communications experts, as required.

ST. JOHN AMBULANCE:

The St. John Ambulance will receive requests for support from the Ontario Works or Ambulance Representative during an emergency to:

- Activate the Division's emergency alert system.
- Co-ordinate the Division's response in co-operation with the Health Representative.
- Provide first Aid.
- Establish first aid posts at reception centers, as required.
- Ensure that volunteers are properly registered so that Workplace Safety Insurance coverage is provided during an emergency.

SALVATION ARMY REPRESENTATIVE:

The Salvation Army will receive requests from the Ontario Works Representative. The responsibilities of the Divisional Commander or alternate of the Salvation Army during an emergency are to:

- Activate the Division's emergency alert system.
- Coordinate the Division's response in cooperation with the Ontario Works Representative, if an evacuation is required.
- Coordinate and feeding of personnel at the disaster site and reception centre.
- Provide bedding and clothing, in cooperation with Ontario Works.
- Provide and coordinate clergy assistance.
- Ensure that volunteers are properly registered so that Workplace Safety Insurance coverage is provided during an emergency.

TELEPHONE REPRESENTATIVE:

The Telephone Representative` will be responsible for:

- When possible, establishing and ensuring that telephone communication needs are provided to the EOC, emergency site, and anywhere else required.

OTHER OFFICIALS, EXPERTS, OR REPRESENTATIVES:

Other Officials, Experts, or Representatives will be responsible for:

- Any special advice or expertise necessary to abate the emergency as required by the ECG.

EMERGENCY SITE MANAGER:

The Emergency Site Manager's task is to take control of the scene and coordinate the response. Once appointed, the Emergency Site Manager should be relieved of all other duties and will remain in control of the scene unless the Emergency Control Group deems it necessary to appoint a replacement. Some of the duties of an Emergency Site Manager include:

- Setting up a command post and establishing regular communications with the other agencies on the site, and with the EOC.
- Establishing authority and supervising all operations within the outer perimeters of the site.
- Organizing a management team and arranging a management cycle.
- Determining the inner and outer perimeters, and ensuring they are set up.
- Organizing the layout of the site.
- Conferring with the heads of the other agencies at the site, to ascertain what is happening and what is needed.
- Passing information on what is happening, and requests for resources to the EOC, and passing direction and information from the EOC to others at the site.
- Directing and coordinating the activities of the response agencies at the site.
- Determining what resources are necessary and asking the EOC to provide them.
- Arranging a system of relief, rest areas, food, etc., for site workers.
- Ensuring worker and volunteer safety.
- Arranging media visits to the site.
- Planning for site activities and the resources to support them.
- Maintaining a log of all actions

MEDIA AND PUBLIC RELATIONS

It is important to coordinate the release of accurate information or instructions to the news media, the public, and individual requests for information concerning any aspect of the emergency.

To fulfill these functions during an emergency, the following positions may be established:

- Media Coordinator
- On-Site Media Spokesperson
- County Citizen Inquiry Representative

Depending on the scope of the emergency, there may be a need for an On-Site Media Centre near the emergency site, and a Media Information Centre near, but not in, the EOC. In some cases, a joint media information centre may be more desirable.

TOWN OF AYLMER – Emergency Response Plan

INFORMATION OFFICER (THE MEDIA COORDINATOR):

The Media Coordinator will be responsible for:

- Establishing a communications link with the On-Site Media Spokesperson, the Citizen Inquiry Representative, and any other media coordinator(s) (i.e., Provincial, Federal, private industry, etc.) involved in the incident.
- The dissemination of information, and planning for news releases at appointed times.
- Ensuring that all information released to the media and public is consistent and accurate.
- Appointing an assistant to attend the On-Site Media Information Centre, and appointing any other personnel required.
- Designating and coordinating a Media Information Centre for members of the media to assemble for the issuance of accurate media releases and authoritative instructions to the public.
- Briefing the ECG on how the Media Information Centre will be set up.
- Liaising regularly with the ECG to obtain the appropriate information for media releases, coordinate individual interviews, and organize press conferences.
- Establishing telephone numbers for media inquiries and ensuring that the following are advised accordingly:
 - Media
 - ECG
 - Switchboard for Emergency Services
 - On-Site Media Spokesperson
 - Municipal Citizen Inquiry Representatives
 - Any other appropriate persons, agencies, or businesses.
- Providing direction and regular updates to the Citizen Inquiry Representative to ensure that the most accurate and up-to-date information is disseminated to the public.
- Ensuring that all information released to the media and public is first approved by the Mayor.
- Monitoring news coverage and correcting any erroneous information.

ON-SITE MEDIA SPOKESPERSON:

If necessary, an On-Site Media Spokesperson shall be appointed by the Emergency Site Manager and is responsible for:

- Establishing a communication link and regular liaison with the Media Coordinator at the EOC.
- Responding to inquiries from the media pertaining to the scene only, and only after clearance by the Media Coordinator.

TOWN OF AYLMER – Emergency Response Plan

- Redirecting all inquiries regarding decisions made by the ECG and the emergency to the Citizen Inquiry Representative.
- Establishing and coordinating a media information centre in a safe, appropriate location, at or near the site, for the media to assemble.
- Advising the following persons and agencies of the location and telephone number(s), as available, of the Site Media Information Center:
 - Media
 - ECG
 - Switchboard for Emergency Services
 - Municipal Citizen Inquiry Representatives
 - Any other appropriate persons, agencies, or businesses.
- Ensuring that media arriving at the site are directed to the site information center.
- Where necessary and appropriate, coordinating media photograph sessions at the scene.
- Coordinating on-scene interviews between emergency services personnel and the media.

THE CITIZEN INQUIRY REPRESENTATIVE:

The Citizen Inquiry Representative will be provided for by the Ontario Works Representative and shall be responsible for:

- Establishing a Citizen Inquiry Service, including the appointment of personnel and designation of telephone lines.
- Informing the Media Coordinator of the establishment of the Citizen Inquiry Service and designated telephone number(s).
- Advertising public information phone numbers through the media as quickly as possible and advising that 9-1-1 is not to be used as an inquiry line.
- Apprising the affected emergency services and the ECG of the establishment of the Citizen Inquiry Service and designated telephone number(s).
- Liaising with the Media Coordinator to obtain current information on the emergency.
- Responding to and redirecting inquiries and reports from the public based upon information from the Media Coordinator.
- Responding to and 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.
- Responding to and redirecting inquiries pertaining to persons who may be located in evacuation or reception centres to the registration and inquiry telephone number(s);
- Procuring staff to assist as required.

TOWN OF AYLMER – Emergency Response Plan

PUBLIC INFORMATION & INQUIRY:

Depending on availability, information concerning an emergency will be communicated to the public through several means. These include newspaper, radio, television, public addressing system, telephone, newsletter, and individual visitation.

Where appropriate, public meetings will be held to provide information to members of the public concerning an emergency. Such meetings will be coordinated and conducted by the ECG.

EVACUATION PLANNING

In an emergency, it may be necessary for residents to be temporarily evacuated. When such an evacuation is deemed necessary, one or more emergency reception centres may need to be opened in a safe area. The County has an agreement with the Thames Valley District School Board, which guarantees that their institutions may be used as temporary reception centres in the event of an emergency.

Further information about Evacuation Planning can be found in the County/City Directory, Section M.

RECOVERY PLANNING

This plan assigns responsibilities and outlines activities that may be required to bring the municipality back to its pre-emergency state. The plan will be activated (in whole or part) at the direction of the Emergency Control Group. This will be determined by the nature of the emergency and its aftermath but will normally occur once the immediate response to the emergency has been completed.

PLAN REVIEW, TESTING, AND MAINTENANCE

This plan shall be reviewed annually in January, and where necessary shall be revised by the Emergency Planning Committee.

Each time the plan is revised, it must be forwarded to Council for approval; however, revisions to an appendix or minor administrative changes can be made without Council approval.

The Town of Aylmer Emergency Planning Committee will determine when exercises will be conducted to test the overall effectiveness of the plan and to provide training to the members of the Emergency Control Group.