



EMERGENCY MANAGEMENT PLAN

TOWN OF AYLMER

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DEFINITIONS

Ambulance Services

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

Community 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 Area

The area in which the emergency exists.

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 Community 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.

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 Community 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.

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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.

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.

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.

Triage

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

INTRODUCTION

The purpose of this plan is to provide elected officials, personnel, and emergency response agencies with an overview of the guidelines to their expected response and responsibilities to an emergency within the Town of Aylmer. For this plan to be effective it is imperative that all officials, departments, and agencies be aware of their respective roles and be prepared to carry out their assigned responsibilities.

For the purposes of this plan, an **emergency** is defined as an abnormal situation which threatens the health, safety, welfare, and property of a community, and requires a coordinated and controlled response from elected officials, personnel, and emergency response agencies.

While many emergencies could occur within the Town of Aylmer, the most likely to occur are floods, water and land pollution, blizzards, cold waves, fire, fog, frost and freeze-ups, high winds, ice storms, severe thunderstorms, snowstorms, tornadoes, hazardous chemical spills, power failures, transportation accidents involving hazardous materials, strikes and disorder.

THE AUTHORITY

The Province of Ontario has passed an Act which provides for the formulation and implementation of emergency plans (title – The Emergency Management & Civil Protection Act, R.S.O. 1990, C. E9) by the Council of the Town of Aylmer. This Act makes provision for the Mayor to declare that an emergency exists in the municipality and also provides the Mayor with the authority to take such action or deliver such orders as he/she considers necessary, provided such action is not contrary to the laws which implement the emergency plan of the municipality. The Act also provides for the designation of one or more members of council who may exercise the powers and perform the duties of the Mayor during his/her absence or inability to act.

THE AIM

The focus of this plan is to provide a guideline for the most effective response to an emergency in the Town of Aylmer, and in so doing safeguard the health, safety, welfare and property of its populace. **This plan will govern the provision for requested services during an emergency.**

GENERAL OVERVIEW OF THE TOWN OF AYLMER

POPULATION

The population of the municipality is: 8,095

EDUCATION

The Municipality's educational facilities consist of 6 Schools. (Public & Private Schools).

MEDICAL CARE

The Municipality is serviced by St. Thomas – Elgin General Hospital and the Tillsonburg District Memorial Hospital. Ambulance Services is the responsibility of the County of Elgin and is contracted through Medavie Elgin.

PROTECTIVE SERVICES

- Fire fighting operations are the responsibility of the Municipality through the Municipal Fire Station.
- Law enforcement is carried out by the Aylmer Police Services.

POWER

Electricity is provided by EARTH Power. (East Elgin Comm. Complex – Hydro One)
Natural gas is provided by EPCOR.

CONSERVATION AUTHORITY

Waterways throughout the Municipality are under the jurisdiction of the Catfish Creek Conservation Authority.

DECLARATION OF AN EMERGENCY

ACTION PRIOR TO DECLARATION

When an emergency exists, but has not yet been declared to exist, Municipal employees may take such action(s) under this emergency plan as may be necessary to protect the lives and property of the inhabitants of the Town of Aylmer.

MUNICIPAL EMERGENCY

The Mayor or Acting Mayor of the Town of Aylmer, as Head of the Council, is responsible for declaring that a municipal emergency exists within the boundaries of the Municipality. This decision is made in consultation with other members of the Community Emergency Control Group.

Upon such declaration, the Mayor notifies:

1. The County Warden.
2. The Ministry of Emergency Preparedness and Response
(416-314-0472) Primary

(416-314-6220) Contingency Number

The Council of the Municipality; and
3. 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 Community Emergency Control Group.

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The remaining Municipal staff from the Community 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 Community 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.

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 Ministry of Emergency Preparedness and Response 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 Emergency Preparedness and Response, 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.

CONTROL GROUP OPERATIONS:

EMERGENCY OPERATION CENTRE (EOC)

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

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.

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The Community 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 Community 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 Community 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 Community Emergency Control Group and other key locations.

OPERATING CYCLE

It is important that the Community 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.

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 Community Emergency Control Group are relieved of their duties at regular intervals.

COMMUNITY 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”.

COMMUNITY EMERGENCY CONTROL GROUP (MECG)

The Community Emergency Control Group is the following officials:

- **Mayor**
- **Director of Operations (Alternate CEMC)**
- **Police Chief / Deputy Chief**
- **Fire Chief (CEMC)**
- **CAO**

Additional personnel deemed necessary by the Community 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 MECG.

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

COMMUNITY EMERGENCY CONTROL GROUP (MECG) RESPONSIBILITIES

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

- 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 our NGO's 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.

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- 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.
- Addressing the emotional trauma to the Community.

DUTIES OF THE COMMUNITY 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 MCEG, or emergency response agency.
- Declaring an emergency to exist.
- Declaring that the emergency has terminated.
- Notifying The Ministry of Emergency Preparedness and Response via Emergency Measures Ontario, of the declaration of the emergency, and termination of the emergency.
- Chairing meetings of the MCEG.
- 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 MCEG are kept apprised of developments as soon as possible.

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CAO and Clerk:

The CAO, 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 MECG 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 MECG members and support staff.
- Coordinating the maintenance and operation of feeding, sleeping, and meeting areas of the MECG, as required.
- Maintaining a record of actions taken by the MECG in dealing with the emergency.
- Providing advice to the MECG on legal and financial matters.
- 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 MECG, 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.

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- Reviewing the Ontario Disaster Relief Program directives on a regular basis.
- Organizing any required debriefing sessions.

TREASURER

The Treasurer 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 :

MANAGER PARKS AND RECREATION WILL ASSIST IN THESE DUTIES

The Public Works Director be responsible for the following duties:

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

ELGIN COUNTY EMS – MEDAVIE HEALTH SERVICES

The Elgin EMS – Medavie Health Services Representative will be responsible for the following duties:

- Providing information on the movement of casualties from the disaster site;

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- Advising the County MCEG on requirements for additional casualty transportation means, beyond ambulance resources, that the County MCEG may be able to obtain;
- Determining if additional medical resources are needed for casualty management at the emergency site.
- Identify or request additional Ministry of Health resources required by any facility which operates under the direction of the Ministry of Health in accordance with Ministry procedures.
- Liaise with CACC (Communication Centre)
- Liaise with Hospital

St. Thomas -Eglin General Hospital:

Will be responsible for the following duties:

- Providing advise to the MCEG 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.
- 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.

SOUTHWEST PUBLIC HEALTH

The Southwest Public Health Representative will be responsible for the following duties:

- Providing advice to the MCEG on health matters;
- Taking a lead role in the EOC for a human health emergency, or during a pandemic as outlined in the Elgin St. Thomas Pandemic influenza Plan;
- Keeping the Health Unit staff informed;
- Consulting regarding staffing and resources at each Evacuation Centre to support the Manager of each Reception/ Evacuation Centre in public in efforts to meet the needs of evacuees;
- Arranging for mass immunization where needed;
- Arranging for precautions in regard to water supplies when warranted;

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- Notifying other agencies and senior levels of government about health-related matters in the emergency;
- Consulting regarding the safety of food supplies and the safe disposal of sewage and waste;
- Consulting regarding adequate general sanitation and personal hygiene at emergency reception centers;
- Consulting regarding proper burial of the dead;
- Coordinating the response of health unit services and facilities.
- Maintaining a personal Log of all actions taken

ST. THOMAS ELGIN SOCIAL SERVICES

The St. Thomas Elgin Social Services Representative will be responsible for the following duties:

- Providing advice to the County MECG on Social Service matters;
- Providing Registration and Intake at the Reception / Evacuation Center
- Will be the primary contact with NGOs or other service providers as deemed necessary;
- According to the nature of the emergency, in consultation with community partners and NGOs, be prepared to assist municipalities in their efforts to support their residents whose lives have been impacted by the emergency with the provision of:
 - a) Providing Emergency clothing
 - b) Providing Emergency lodging
 - c) Registration and inquiry services to reunite families and to collect information and answer queries concerning the safety and whereabouts of missing persons;
 - d) Emergency feeding to sustain those without food
 - e) Providing qualified staff at Evacuation/Reception Centre(s) housing evacuees as required and as resources permit;
- Liaising with the Health Representatives in addition to nursing staff, pharmacies etc. on areas of mutual concern required during operations in Evacuation Centers;
- Facilitate or arrange assistance and counseling to 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 Southwest Public Health Representative, establishing an 'outreach program' for victims of the emergency;
- Notifying the Police of the number and locations of the Emergency

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Reception/ Evacuation Centers;

- 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 Social Service matters in the emergency.
- Maintaining a personal log of all actions taken

FIRE CHIEF (CEMC):

Will be responsible for the following duties.

- Providing advice on fire fighting and rescue matters to the MCEG.
- 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 MCEG.
- 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, will be responsible for the following duties:

- Providing advice on police (law enforcement) matters to the MCEG.
- 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.

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- 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 MCEG on the actions take by the Police;
- Providing an Emergency Site Manager if required.

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 Community 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 MCEG:

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 MCEG on matters of a legal nature as they may apply to the actions of the Municipality in its response to the emergency, as required.

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PROVINCIAL MINISTRY:

Provincial Ministry Representatives will be responsible for:

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

ST. THOMAS ELGIN GENERAL HOSPITAL

The St. Thomas Elgin General Hospital Representative will be responsible for the following duties:

- Implementing their respective Hospital Disaster Plan;
- Liaising with the Health Care and Paramedic Services 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.

ELGIN AMATEUR RADIO SOCIETY (E.A.R.S)

The Elgin Amateur Radio Society Representatives will be responsible for the following duties:

- Providing auxiliary communication requirements to supplement the County and emergency communications systems, as needed;
- Contacting other communications experts, as required
- Maintaining a personal log of all actions taken

Victim Services Elgin

Victim Services will be responsible for providing the following should the individuals who qualify for services

- Facilitate phone calls to Community Agencies to assist with accommodations/gift cards
- Provide emotional support and practical assistance during the event
- Provide referral information
- Maintaining a personal log of all actions taken

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ST. JOHN AMBULANCE

The St. John Ambulance will receive requests for support from the St. Thomas Elgin Social Services 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 stations at reception centers, as required;
- Ensure that all St. John Ambulance volunteers are properly registered so that WSIB Insurance coverage is in the event of an Emergency.
- Maintaining a personal log of all actions taken should St. John Ambulance be involved in the EOC
- Provide mental health care through volunteers with training in psychological first aid
- Provide registration and intake at the reception center should the municipality require that support.
- Provide initial health intake for survivors at a reception center require that service
- Provide wellness checks within the community provided the county/ municipality can meet some safety provisions to support the effort.

SALVATION ARMY

The Salvation Army will receive requests from the St. Thomas Elgin Social Services Representative. The Salvation Army Representative is responsible for the following duties:

- Activate the Division's emergency alert system;
- Coordinate the Division's response in cooperation with the St. Thomas Elgin Social Services Representative, if an evacuation is required;
- Coordinate the provision of meals to personnel at the disaster site and reception center;
- Provide bedding and clothing, in cooperation with St. Thomas Elgin Social Services;
- Provide and coordinate clergy assistance;
- Ensure that volunteers are properly registered so that Workplace Safety Insurance coverage is provided during an emergency.
- Activate the deployment of a reception center trailer with provisions for 30 survivors should the county / municipal resources be exhausted.

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- Assist the county / municipality's response through donations management should the situation arise.
- Maintaining a personal log of all actions taken should The Salvation Army be involved in the EOC

ONTARIO 211 SERVICE

The Ontario 211 Service will be responsible for:

- Providing municipally authorized telephone and web information to residents impacted by an emergency;
- Providing municipally authorized information about relief assistance or instructions to protect their safety.

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 MEEG.

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 Community 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.

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- 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.

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 MECG on how the Media Information Centre will be set up.
- Liaising regularly with the MECG 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
 - MECG
 - Switchboard for Emergency Services

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- 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.
- Redirecting all inquiries regarding decisions made by the MECG 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
 - MECG
 - 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 Township of Aylmer and shall be responsible for:

- Establishing a Citizen Inquiry Service, including the appointment of personnel and designation of telephone lines.

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- 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 MECG 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.

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 MECG.

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. For the Town of Aylmer, in most cases, will utilize the East Elgin Community Complex.

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 Community 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 Community Emergency Control Group.