

Clarington Municipal Emergency Management Plan

March 2024

Table of Contents

Purpose of the Plan 4

Scope 4

Legal Basis for the Plan 4

Legal Powers and Liability 4

Hierarchy of Plans 5

Graduated Approach 5

Escalation Pathway 5

Response Escalation Triggers 6

Coordination of Multi-level EOCs..... 7

Operational Phases 7

Monitoring for Emergencies 7

MEOC Activation 8

Concept of Operations.....13

MEOC Responsibilities.....15

Emergency Site Management28

Planning Cycle29

Incident Management System32

Recovery Planning34

Training 35

Municipality of Clarington Emergency Plan

Purpose of the Plan

Clarington's Emergency Management Plan prescribes the strategic planning and operational requirements for the management of an emergency affecting the municipality.

Scope

The scope of this plan includes the actions to be taken by Clarington's Municipal Emergency Control Group (MECG) in response to emergency situations that endanger public health, welfare and safety, the environment and property within the Municipality of Clarington and that require more than the routine response capability of the local emergency services and generally includes the following:

Legal Basis for the Plan

The *Emergency Management & Civil Protection Act*, R.S.O. 1990, c. E.9 and the Emergency Management By-law 2018-010 provides the legal authority for the Emergency Plan. The *Emergency Management & Civil Protection Act*, R.S.O. 1990, c.E.9 requires municipalities to develop and implement emergency management programs consisting of emergency plans, training programs and exercises, public education and any other elements prescribed by Regulation.

Clarington's emergency management plan and emergency management program are approved and adopted through Council by-law.

Legal Powers

The Mayor as head of council may declare that an emergency exists or may declare that an emergency has been terminated within Clarington and may take such action and make such orders as he or she considers necessary and are not contrary to law, to implement the Emergency Plan and to protect property, the health, safety and welfare of the inhabitants of the emergency area.

All employees of Clarington are authorized through the CAO as the EOC Manager to take action to implement this Plan or departmental support plans where such action is considered necessary even though an emergency has not yet been formally declared.

Hierarchy of Plans

Emergency response plans are integrated amongst tiers to coordinate activities in multi-jurisdictional responses.

Provincial Emergency Response Plan

The Provincial Emergency Response Plan (PERP) is an all-hazards plan used for response and coordination of emergencies involving multiple provincial organizations.

Regional Emergency Response Plan

The Durham Emergency Response Plan (DERP) is an all-hazards plan used for response and coordination of Regional emergencies including those involving multiple municipal organizations in the region.

The DERP conforms to the PERP when operationally possible and includes consideration for how the Region will work with the Province in an emergency.

Municipal Emergency Response Plans

Municipal emergency response plans are all-hazard plans that are used for response and coordination of municipal emergencies.

Municipal emergency plans conform to the DERP when operationally possible and include consideration for how the municipality will work with the Region and the Province in an emergency.

Graduated Approach

Within the region, an emergency may:

- Remain solely within the jurisdiction of the Region.
- Remain solely within the jurisdiction of a municipality.
- Impact the Region and one or more municipalities.
- Impact multiple municipalities.
- Impact the Province, the Region and/or one or more municipalities.

In a graduated approach, if the emergency exceeds part or all the capacity of an organization to effectively respond, it can request support from the next tier of government. Response activities may elevate to require a coordinated and collaborative approach between the Region and affected or supporting municipalities. In such cases, the Region may lead or support municipalities and aid in coordination.

Response Escalation Pathway

In most cases, significant escalation of an emergency requires additional support from the next higher tier of government. In rare cases, escalation may require that responsibility for the management and coordination of a response transitions to the next higher tier of government response. The path of escalation is shown in Figure 1.

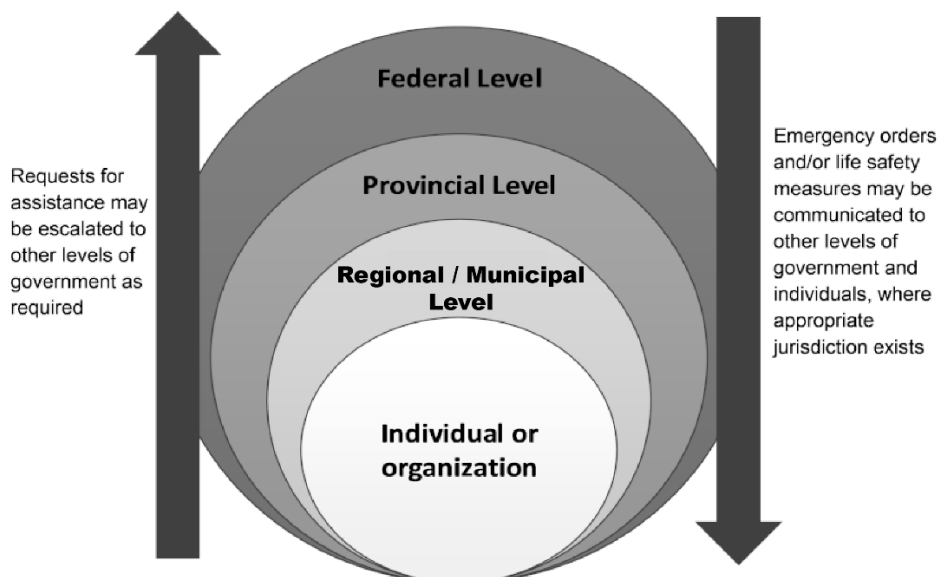


Figure 1: The graduated approach to emergency management

Response Escalation Triggers

Characteristics of an active emergency that may trigger the escalation of a response include:

1. Capacity Thresholds
 - The limit at which a municipality can maintain an effective response.
 - The inability of a jurisdiction to provide adequate local resources to a response.
 - The exhaustion of local resources including that provided by mutual aid, non-governmental organizations, and other organizations.
2. Widespread Emergencies
 - Active emergencies that include an increasing number of municipalities.
 - An increasing geographical scope consuming a significant area of the region.
 - Municipal emergencies that require multiple Regional resources, departments and / or services.
3. Multi-Jurisdictional Response
 - Increasing number of municipal emergency responses.
 - Additional levels of government.
 - Response efforts from multiple sectors.

Municipality of Clarington Emergency Plan

Coordination of Multi-level EOCs

The Municipal Emergency Operations Centre (MEOC) is the central hub for a municipality's emergency response activities and coordination.

The MEOC activates and operates to manage an emergency within its own jurisdiction and / or in coordination with the Region, where significant Regional resources are required or anticipated.

Where municipalities are responding to an emergency within their jurisdiction, they retain their own responsibilities for municipal emergency management.

Municipal emergency operations integrate with Regional emergency operations through the common processes of the Incident Management System. This includes:

- Adopting common response goals and objectives
- Integrating planning and response through the appropriate IMS sections
- Coordinated communications, both in the conduct of operations and the provision of emergency information

Municipal Requests for Assistance from the Region

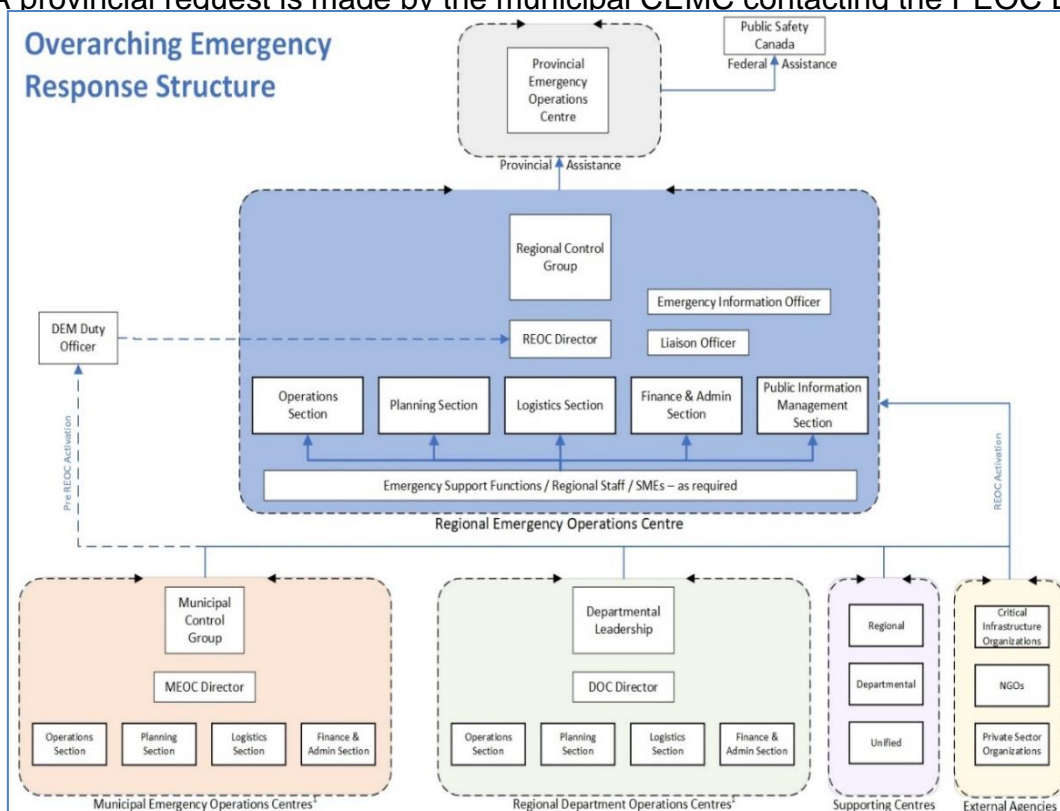
Requests for Regional assistance are directed to the DEM Duty Officer or the REOC Liaison Officer in the REOC, if active.

For immediate time-sensitive requests, a municipality may contact the applicable Regional departmental on-call staff or call-in system directly. When a Regional department receives a request for assistance directly from a municipality, they shall notify DEM DO or the REOC Liaison Officer, if active, of this request.

Municipal Requests for Assistance from the Province

The Region or a municipality may request assistance from the province where a municipal or Regional resource does not exist or is otherwise unavailable.

A provincial request is made by the municipal CEMC contacting the PEOC DO.

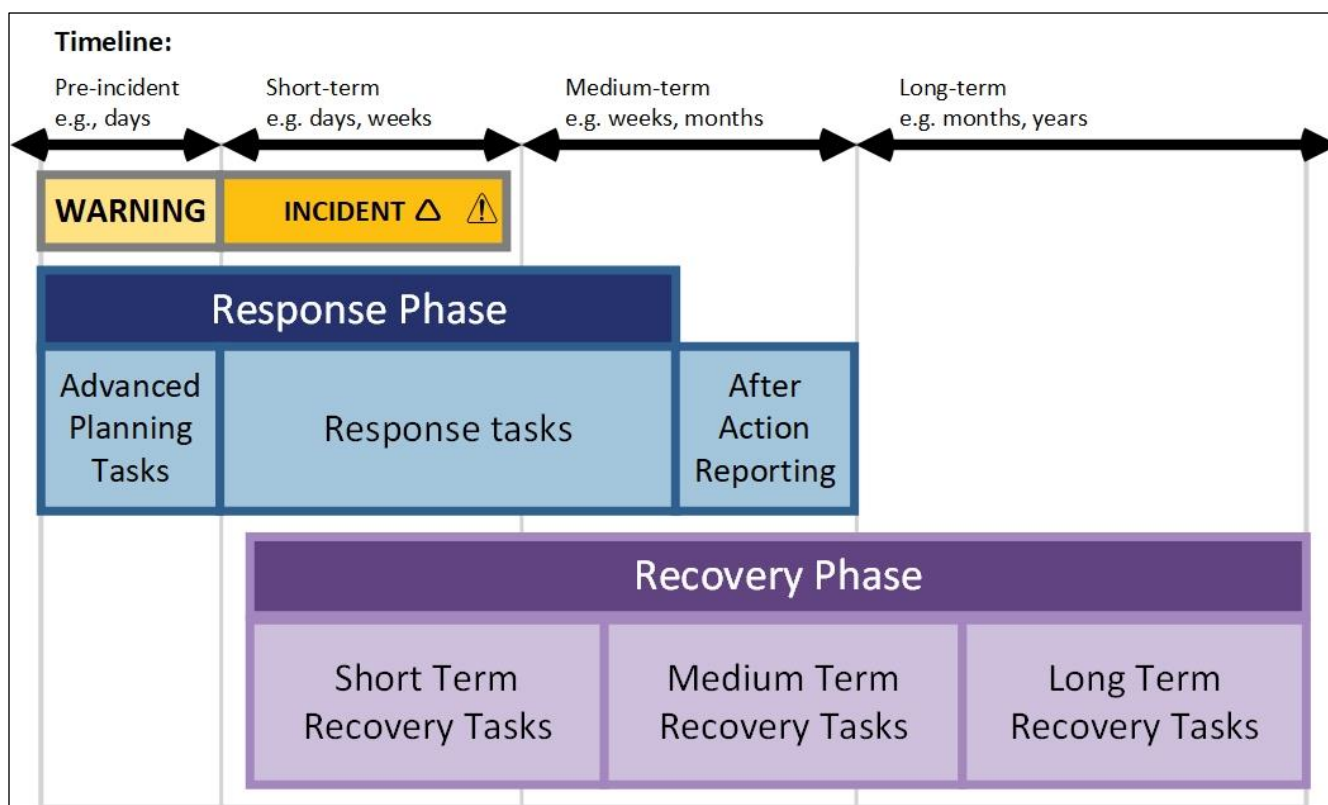


Operational Phases

There are two progressive and overlapping operational phases in an emergency: response and recovery.

Response phase: The aim of measures taken during response is to ensure that a controlled, coordinated, and effective response is quickly undertaken at the outset of the emergency to minimize its impact on public safety.

Recovery phase: The aim of measures taken during recovery is to assist individuals, businesses, and communities to return to a state of normalcy.



Monitoring for Emergencies

Prior to an emergency, the Region and each municipality shall continuously develop situational awareness of potential threats and hazards as a means to monitor for risks within their jurisdiction. Pertinent information concerning a new, evolving or increasing risk shall be distributed to applicable organizations.

During an emergency, situational awareness by both the Region and municipalities shall continue to be developed and shared as well as ongoing monitoring activities for any additional threats and hazards unrelated to the current emergency.

Municipal Notification to the Region

Notifications to the Region shall be made through the DEM Duty Officer or the REOC Liaison Officer, if the REOC is activated.

Municipality of Clarington Emergency Plan

A municipality shall notify the Region in any of the following instances:

- A municipal emergency operations centre has been activated
- An emergency occurs that may, or will, exceed a municipality's capacity to respond
- An emergency occurs that requires more than one municipality to respond
- An emergency occurs that may generate significant public or media interest

Regional Notification to Municipalities

Notifications to municipalities shall be made through appropriate CEMC or the MEOC Liaison Officer, if the MEOC is activated.

The Region shall notify municipalities in any of the following instances:

- The REOC has been activated
- Any other municipality has activated their MEOC
- An emergency occurs that may, or will, exceed the Region's capacity to respond
- An emergency occurs that requires more than one municipality to respond
- An emergency occurs that may generate significant public or media interest

Upon notification of a potential or actual emergency within a municipality, the Region shall notify the remaining CEMCs, or MEOCs if activated.

Activation Levels

There are four activation levels employed by Clarington's EOC:

Level 0: Routine Monitoring

Level 1: Enhanced Monitoring

Level 2: Partial Activation

Level 3: Full Activation

The activation level assumed by will depend upon activity levels, the severity of the emergency, the appropriate type and level of staffing required to monitor or respond.

Level 1 – Enhanced Monitoring		
Operational Functions	Region	Municipalities
Operational Implications	<ul style="list-style-type: none">• Develop and distribute enhanced situational awareness• Does not require an REOC response.	<ul style="list-style-type: none">• Develop and distribute enhanced situational awareness• Does not require an MEOC response.

Municipality of Clarington Emergency Plan

	<ul style="list-style-type: none"> • May require some multi-agency coordination and/or support 	<ul style="list-style-type: none"> • May require some multi-agency coordination and/or support
Notifications	<ul style="list-style-type: none"> • DEM DO, or REOC Liaison Officer (LO) (if activated), notifies all municipalities • DEM DO, or REOC LO (if activated), notifies: <ul style="list-style-type: none"> – Director, Emergency Management – Regional CAO – Regional Chair – Corporate Communications – Other Regional departments and external agencies (as required) 	<ul style="list-style-type: none"> • CEMC, or designate, notifies DEM DO • CEMC notifies: <ul style="list-style-type: none"> – Municipal CAO – Mayor – Corporate Communications – Other municipal departments and external agencies (as required) – Other municipalities as appropriate
EOC staffing (recommended)	<ul style="list-style-type: none"> • EOC Director • Liaison Officer • Regional EIO 	<ul style="list-style-type: none"> • EOC Director (CEMC) • Liaison Officer • Municipal EIO
Potential Operational Activities	<ul style="list-style-type: none"> • Support municipal operations • Support on-site Regional operations • Increasing situational awareness with appropriate distribution • Communications development and coordination • Proactive contingency planning 	<ul style="list-style-type: none"> • Support Regional operations • Support on-site municipal operations • Increasing situational awareness with appropriate distribution • Communications development and coordination • Proactive contingency planning
	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

Level 2 – Partial Activation

Operational Functions	Region	Municipalities
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Municipality of Clarington Emergency Plan

Operational Implications	<ul style="list-style-type: none"> • May require coordination of information and/or resources with and among: <ul style="list-style-type: none"> – one or more municipalities – Regional departments – Regional operations centres – External organizations 	<ul style="list-style-type: none"> • May require coordination of information and/or resources with and among: <ul style="list-style-type: none"> – The REOC – One or more municipalities and the REOC – External organizations
Notifications	<ul style="list-style-type: none"> • DEM DO, or REOC LO (if activated), notifies all municipalities • DEM DO, or REOC LO (if activated), notifies: <ul style="list-style-type: none"> – Regional CAO – Regional Chair – Corporate Communications – Other Regional departments and external agencies, as appropriate – PEOC • REOC activated staff according to the REOC Staffing Plan 	<ul style="list-style-type: none"> • CEMC, or designate, notifies: <ul style="list-style-type: none"> – Municipal CAO – Mayor – Corporate Communications – Other municipal departments and external agencies (as required) – DEM DO – other municipalities as appropriate – PEOC • MEOC activated staff according to the MEOC Staffing Plan
EOC staffing (recommended)	<ul style="list-style-type: none"> • EOC Director • Liaison Officer • Regional EIO • Planning Section Chief • Operations Section Chief • Regional staff as required 	<ul style="list-style-type: none"> • EOC Director • CEMC • Liaison Officer • Municipal EIO • Planning Section Chief • Operations Section Chief • Municipal staff as required
Potential Operational Activities	<ul style="list-style-type: none"> • Support municipal response operations • Support on-site Regional operations • Coordination of Regional departmental operations • Continuous situational awareness with appropriate distribution 	<ul style="list-style-type: none"> • Support municipal operations • Support on-site Regional operations • Coordination of municipal departmental operations • Continuous situational awareness with appropriate distribution • Communications development

Municipality of Clarington Emergency Plan

	<ul style="list-style-type: none"> • Communications development and coordination • Contingency planning • Development of: <ul style="list-style-type: none"> – IMS 201 – IMS 209 – IAP • Conducting regular event coordination briefings • Supporting Regional business continuity operations 	<p>and coordination</p> <ul style="list-style-type: none"> • Contingency planning • Conducting regular event coordination briefings • Supporting municipal business continuity operations
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Level 3 – Full Activation		
Operational Functions	Region	Municipalities
Operational Implications	<ul style="list-style-type: none"> • Requires extensive coordination of information and resources amongst multiple agencies for long periods of time • Includes: <ul style="list-style-type: none"> – One or more MEOC activations – Regional DOCs, operations centres and / or services – Multiple external organizations • Possible to exceed Regional capacities and resources • May require: <ul style="list-style-type: none"> – PEOC support and assistance – Declaration / termination of an emergency 	<ul style="list-style-type: none"> • Requires extensive coordination of information and resources amongst multiple agencies for long periods of time • Includes: <ul style="list-style-type: none"> – Multiple municipal departments and services – Multiple external organizations • Possible to exceed municipal capacities and resources • May require: <ul style="list-style-type: none"> – REOC support and assistance – PEOC support and assistance – Declaration / termination of an emergency
Notifications	<ul style="list-style-type: none"> • DEM DO, or REOC LO (if activated), notifies: <ul style="list-style-type: none"> – Regional CAO 	<ul style="list-style-type: none"> • CEMC, or designate, notifies: <ul style="list-style-type: none"> – Municipal CAO – Mayor

Level 3 – Full Activation		
	<ul style="list-style-type: none"> – Regional Chair – Corporate Communications – Other Regional departments and external agencies, as appropriate – All municipalities – PEOC • REOC activated staff according to the REOC Staffing Plan 	<ul style="list-style-type: none"> – Corporate Communications – Other municipal departments and external agencies (as required) – DEM DO – other municipalities as appropriate – PEOC MEOC activated staff according to the MEOC Staffing Plan
Recommended EOC staffing	<ul style="list-style-type: none"> • RCG • All REOC Management Section members • All REOC IMS sections • REOC section units as required • External REOC representatives, as required 	<ul style="list-style-type: none"> • MCG • All MEOC Management Section members • All MEOC IMS sections • MEOC section units as required • External MEOC representatives, as required
Operational Activities	<ul style="list-style-type: none"> • Continuous response planning and operations through planning cycle activities, regular event coordination briefings and completing: <ul style="list-style-type: none"> – Regional IMS 201 – Regional IMS 209 – Regional IAP • Coordinated consequence management; • Coordinated resource management; • Coordination of management linkages to the emergency site, MEOC(s), DOCs, external agencies and the PEOC; • Coordinate and support communications when 	<ul style="list-style-type: none"> • Continuous response planning and operations through planning cycle activities, regular event coordination briefings and completing: <ul style="list-style-type: none"> – Municipal IMS 201 – Municipal IMS 209 – Municipal IAP • Coordinated consequence management; • Coordinated resource management; • Coordination of management linkages to the emergency site, departmental services, external agencies, REOC and the PEOC; • Coordinate and support communications when

Level 3 – Full Activation		
	<p>multiple EOCs are activated;</p> <ul style="list-style-type: none">• Coordination of information to the public and news media• Longer term recovery planning• Overseeing business continuity for the Region	<p>multiple EOCs are activated;</p> <ul style="list-style-type: none">• Coordination of information to the public and news media• Longer term recovery planning• Overseeing business continuity for the rest of the municipality

Instructions for Level 2 and 3 Activations

The CEMC shall:

- a) Contact the EOC EIO, EOC Ops, and EOC PWs to advise them that the EOC has been activated, and to report to the EOC
- b) Contact DEMO Duty Officer to advise that the EOC has been activated.
- c) Contact Oshawa Fire Services Communications and advise that the EOC has been activated.
- d) Report to the EOC.

Once contacted by the CEMC, the EIO shall:

- a) Contact the EOC CIC Supervisor to advise them that the EOC has been activated, and to report to the EOC
- b) Report to the EOC

Once contacted by the CEMC, the EOC Ops shall:

- a) Contact the contracted Security Company to have them respond to the EOC to maintain lobby security for the MCG
- b) Contact the EOC IT, and EOC GIS to advise them that the EOC has been activated and to report to the EOC
- c) Report to the EOC

Once contacted, each EOC Primary or Alternate person shall:

- a) Immediately contact their Primary Support person to advise them that the EOC has been activated, and to report to the EOC.
- b) Report to the EOC

If unable to reach a Primary person(s) the following message shall be left:

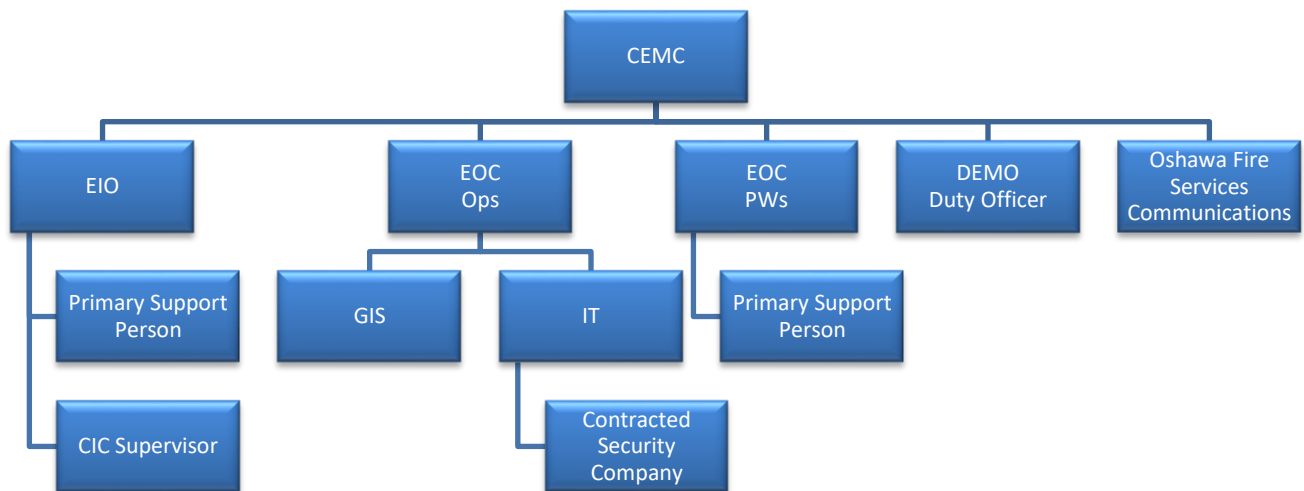
“This is the CEMC/EIO/EOC Ops. The EOC has been activated due to an emergency. This is not a simulation. Please return my call immediately at xxx-xxxxx to confirm you have received it, and immediately report to the

Municipality of Clarington Emergency Plan

EOC at Fire Station #2 in Newcastle.

If a return phone call is not received within 5 minutes, the Primary person(s) shall be contacted a second time. If contact is still unsuccessful, the Alternate person(s) shall be contacted.

EOC Activation Fan-Out Sheet



Concept of Operations

The concept of operations defines the overall approach in responding to an emergency.

Standardized Response Goals

These goals shall be considered when developing and prioritizing response objectives:

- 1) Protect the safety of all responders.
 - Provision for physical safety and mental health of emergency responders
- 2) Protect and preserve life.
 - Provision of urgent emergency needs including rescue and emergency medical triage and care, issuing of information and warnings
- 3) Treat the sick and injured.
 - Provision of urgent medical care
 - Trauma management and mental health crisis intervention
- 4) Care for immediate needs.

Municipality of Clarington Emergency Plan

- Provision of immediate emergency needs, food, shelter, and clothing
 - Provision of immediate emergency needs of affected pets and livestock
 - Protection of community member's safety, including visitors and tourists
- 5) Ensure the continuity of essential services & government.
- Protection of critical infrastructure and community assets that are essential to the health, safety, and welfare of people, and that support community resilience
- 6) Protect public health.
- Protection of community members' continuing health, with particular emphasis on vulnerable populations
- 7) Protect the environment.
- Protection of natural environments, sensitive areas, and those elements critical to the health of the environment
- 8) Protect property.
- Protection of property from imminent threats
 - Protection of residential property as a place of primary residence.
 - Protection of agricultural properties, production facilities and livestock
- 9) Prevent or reduce economic and social losses.
- Reduce the short- and long-term impacts to economic and social sectors, with particular emphasis on the impact to vulnerable populations

MECG Responsibilities

The core functions of the EOC:

- Effective policy and strategic direction to the emergency.
- Support of emergency operations at the site(s).
- Consequence management.
- Resource management.
- Coordinate management linkages to the emergency site, external agencies DEMO, and the PEOC.
- Coordinate and provide information to the public and news media.

Specific functions of the EOC:

- Ensure effective, efficient and timely implementation of the Emergency Plan
- Support all emergency operations during the response and recovery

Municipality of Clarington Emergency Plan

- Support and direct their agencies/departments to ensure that actions necessary for the mitigation of the emergency are conducted efficiently, effectively and not contrary to law
- Ensure that adequate services are provided outside of the emergency Site for the remainder of the municipality
- Collect timely and accurate information from the emergency Site for MCG decisions
- Authorize and coordinate an evacuation if required/recommended by the Site
- Request assistance from Durham Emergency Management Office (DEMO), and or PEOC for the coordination of Regional or Provincial support agencies and emergency services, and other municipalities/levels of government
- Authorize any extraordinary expenditures required for emergency operations or recovery
- Advise the Mayor as to whether or not an Emergency Declaration is warranted, and when the emergency is over (recommend that it be officially terminated)
- Ensure the provision of Critical Incident Stress Debriefings (CISD) to emergency responders and the affected population as required
- Determine if an Emergency Recovery Committee needs to be established before emergency response efforts have been completed
- Maintain all records of decisions made and actions taken by MCECG
- Provide a comprehensive written Post Emergency Report
- Organize and participate in the debriefing following an emergency

MCECG Position Responsibilities

EOC Manager

Notify CEMC when any changes in contact information occur
Authorize activation of Emergency Plan and EOC
Report to EOC upon activation
Ensure EOC Operations Officer maintains/secures record of decisions/actions

Municipality of Clarington Emergency Plan

Establish and maintain communication link with Site so that timely and accurate operational updates are obtained and provided
Ensure that both the Media Centre, and the Citizen Inquiry Centers are operational, and contact information is available to the public
Provide overall support of emergency response activities
Coordinate response activities with agencies/municipalities/Region/Province
Provide regular updates and act as principal advisor to Mayor and Council
Confirm with Mayor that a declaration of emergency be made as required
Conduct Planning Cycle meetings on scheduled basis and recap current events
Commence short-term and long-term operational planning as soon as possible
Identify priorities for re-establishment of any services that have been damaged, temporarily suspended or reduced as a result of the emergency
Approve news releases/public service announcements from EOC prior to release
Activate mutual aid agreement, or any other agreement, when existing resources are inadequate to meet demands of emergency
Request assistance from other levels of governments as appropriate through the regional DEMO and provincial PEMO, upon recommendation from the MCG
Ensure necessary level of continuous service to unaffected part of town in accordance with legal obligations and available resources
Determine and establish structure and reporting requirements of the Emergency Recovery Committee, if required
Recommend to the Mayor when the declaration of emergency should be terminated

Emergency Information Officer

Notify CEMC when any changes in Contact Information occur
Prepare and maintain a data base of media releases and responses designed for a variety of emergencies
Report to EOC and advise MCG on matters relating to area of responsibility

Municipality of Clarington Emergency Plan

Open, maintain and secure Service Log of decisions/actions
Notify department staff with designated emergency response duties of situation and provide necessary direction
Activate Citizen Inquiry Centre (CIC), and EOC Media Centre.
Establish contact with the Site PIO
Monitor readiness status of CIC and Media Centre and brief EOC Manager Participate in Planning Cycle Meetings
Maintain constant communication with CIC and Site and ensure consistency of messaging.
Prepare information for approval of EOC Manager prior to release to media
Establish schedule of press conferences, news releases and Public Service Announcements
Arrange additional facilities or resources required to support the Citizen Inquiry Centre and Media Centre(s)
Monitor media to identify emerging and ongoing issues
Prepare Mayor, and EOC members for news conferences
Ensure that the public is advised of all critical information in a timely manner utilizing multiple communication methods

Public Works Officer

Notify CEMC when any changes in Contact Information occur
Report to EOC and advise MCG on matters relating to area of responsibility
Open, maintain and secure Service Log of decision/actions
Notify department staff with designated emergency response duties of situation and provide necessary direction
Participate in Planning Cycle Meetings
Provide personnel and material resources in support of emergency response operations
Assess the need for and arrange delivery of temporary sanitation facilities

Municipality of Clarington Emergency Plan

Ensure provision of fuel for emergency vehicles
Assess the need for and provide sources of potable water in accordance with requirements of the Medical Officer of Health (MOH)
Ensure roads are open and accessible for emergency response services
Maintain traffic routes and establish liaison Region/Province to obtain status of roads/highways
Advise MCG when damaged structures exceed safe limits
Arrange for demolition of unsafe structures when authorized by the MCG
Establish priorities for restoration of affected Works and Infrastructure
Establish priorities in cooperation with providers for restoration of Gas, Phone, Hydro services damaged as a result of the emergency
Provide lists of Works vehicles, equipment, supplies and contractors
Assist with cleanup,/repairs/similar activities during post-emergency
Coordinate closure of municipal parks, cemeteries, and outdoor rec areas
Provide spill management support, details of watercourse, surface/ground water, sewer outfall locations, etc

Fire Officer

Checklist Item
Report to EOC and advise MCG on matters relating to area of responsibility
Open, maintain, and secure Service Log of decisions made and actions taken in respect to area of responsibility
Participate in Planning Cycle Meetings
Notify department staff with designated emergency response duties of situation and provide necessary direction
Activate Fire Mutual Aid Agreement as required
Support firefighting operations

Municipality of Clarington Emergency Plan

Checklist Item
Ensure that dangerous goods support services are contacted when required
Staff the vehicle wash at Orono Emergency Workers Centre in the event of a nuclear emergency
Provide discretionary assistance to EMS/Paramedic and Police services
Brief the EOC Manager on new developments
Appoint Site Incident Commander (IC) when requested by EOC Manager
Develop short-term and long-term plans for Fire Services

EOC Operations Officer

Notify CEMC when any changes in Contact Information occur
Report to EOC and activate it. Ensure all stations/equipment are operational. Have all EOC members sign in when they arrive, and sign out when they leave. (MIS and GIS reports to this position)
Open, maintain and secure Service Log of decisions/actions
Notify department staff with designated emergency response duties of situation and provide necessary direction
Participate in Planning Cycle Meetings. Maintain a record of actions and plans in meetings, and update at each meeting.
Coordinate arrangements for staff, facilities, equipment, documentation, and any other related items including food, supplies, etc.
Ensure security of the EOC
Assist the EIO to ensure that the Citizen Inquiry Centre and Media Centre(s) are open and ready to receive staff on arrival
Provide informational updates and status reports to EOC Manager on affected and non-affected areas in the municipality

Municipality of Clarington Emergency Plan

Establish liaison on behalf of EOC Mgr with Regional Durham Emergency Management Office (DEMO) and Provincial Emergency Management Office (PEMO), and request assistance as required
Process and record expenditures to meet requirements of response activities within approved guidelines and policy
Assist with shift rotations based on input from MCEG members.
Ensure signed Declaration of Emergency and Termination are catalogued
Provide support to EOC Manager and MCEG as necessary

GIS Officer

Checklist
Notify CEMC when any changes in Contact Information occur
Report to EOC and set up GIS area, including tables and chairs, projector, laptops, screen, etc.
Provide support to MCEG via GIS functions. This position reports to the Operations Officer
Notify department staff with designated emergency response duties of situation and provide necessary direction

IT Officer

Notify CEMC when any changes in Contact Information occur
Report to EOC and provide support for all computer/phone/printer technology. This position reports to the Operations Officer
Notify department staff with designated emergency response duties of situation and provide necessary direction
Ensure all technology/equipment at EOC is operational
Provide technology support where and when necessary
Ensure technology is supported and operational at the Citizen Inquiry Centre

Municipality of Clarington Emergency Plan

Direct and coordinate activities of Amateur Radio Club(s) when these organizations are operating in support of the emergency
--

Establish priorities for re-establishment of any telecommunications facility damaged as a result of the emergency

Citizen Inquiry Center Officer, or EIO

Notify CEMC when any changes in Contact Information occur

Establish Citizen Inquiry Centre (CIC)
--

Notify department staff with designated emergency response duties of situation and provide necessary direction
--

Participate in Planning Cycle Meetings via phone as requested

Open, maintain and secure Service Log of decisions made and actions taken in respect to area of responsibility
--

Maintain contact with the EIO and prepare information for public release or inquiries, as directed by the EIO

Activate and coordinate staffing and operations requirements in the CIC in coordination with the EIO
--

Mayor (Executive Authority)

The Mayor, or alternate, will exercise executive authority through regular updates provided by the EOC Manager. The alternates to the Mayor are designated Members of Council. The Chief Administrative Officer is the EOC Manager and will assume the Mayor's authority for any decisions or directives related to emergency response operations.

The Mayor's responsibilities include, but are not limited to the following:

- Declaration or termination of a state of emergency within Clarington
- Policy decisions beyond the authority of the Chief Administrative Officer as the EOC Manager
- Coordination with the Durham Region Chair

Municipality of Clarington Emergency Plan

- Keeping Council informed and instructing Council as required.
- Communications with all other levels of government
- Municipal Council Spokesperson

Community Emergency Management Coordinator (CEMC)

The Director of Emergency Services / Fire Chief will fulfill the role of the CEMC and administer the Clarington Emergency Preparedness Program as prescribed by Provincial legislation. This involves:

- Maintaining the Emergency Plan
- Maintaining the EOC and related procedures
- Verifying that Municipal departments maintain their individual emergency plans and response capability
- Managing Municipal emergency training and exercise program
- Complying with provincial reporting requirements

Additional Staff Should the MCEG be Expanded.

Director of Community Services

The Director of Community Services general duties may include:

- Closure of indoor recreation facilities
- Operational planning, decisions, and coordination within the Department of Community Services
- Facilitating the opening of recreation facilities for warming or cooling centers

During an emergency they are responsible for the following specific functions:

- Assist in coordination of emergency transportation services for evacuees. Liaise with Durham Regional Police for regional transit assistance
- Provision of resources to other departments as required
- For the development and coordination of the social component of Clarington's recovery plan

Municipality of Clarington Emergency Plan

Treasurer

To facilitate, monitor, and authorize the expenditure of financial resources in periods of extended EOC activation.

Human Resources Manager

To coordinate and provide guidance and direction of the recruitment and use of volunteers or other temporary staff.

Durham Regional Police Services (DRPS)

- Provision of law enforcement
- Protection of life and property
- Crowd control and dispersal if necessary
- Traffic control, particularly to facilitate the movement of emergency vehicles and to restrict access to essential emergency personnel only
- Evacuation and post-evacuation security and planning
- Liaison with OPP
- Assistance for EMS with casualties if required
- Recommendation of activation of mutual aid and mutual assistance agreements

A Senior Officer should be designated to represent DRPS in the MCEG, and advise the most effective use of Police services and resources. This individual shall:

1. Report to the EOC and advise the MCEG on area of responsibility.
2. Open, maintain and secure Service Log of decisions made and actions taken in respect to area of responsibility.
3. Participate in Planning Cycle Meetings as requested.
4. Notify CEMC when any changes in Contact Information occur.

Region of Durham Paramedic Services (RDPS)

- Coordination of the transportation of medical evacuees
- Coordination of EMS/Ambulance buses in support of the emergency
- Supervision and assistance with emergency evacuation of hospitals, nursing homes, chronic care facilities, homes for the aged
- Liaison with police and fire officials, area hospital administrators, the provincial Medical Officer of Health (MOH)
- Alert MOH of potential health issues such as epidemics
- Recommendation of activation of mutual aid and mutual assistance agreements

A Senior Officer should be designated to represent RDPS at the MCEG, and advise the most effective use of EMS/Ambulance/Paramedic services and resources. This individual shall:

Municipality of Clarington Emergency Plan

1. Report to the EOC and advise the MECG on area of responsibility.
2. Open, maintain and secure Service Log of decisions made and actions taken in respect to area of responsibility.
3. Participate in Planning Cycle Meetings as requested.
4. Notify CEMC when any changes in Contact Information occur.

Emergency Site Representative(s)

RDPS will designate a Coordinator or Agency Commander at the emergency site.

Durham Region Health Department (DRHD)

- Response to needs directed to the Health Unit
- Arrangement of Critical Incident Stress Debriefings in collaboration with the Durham Region Social Services and Clarington Human Resources
- Assessment of potential for evacuation of medical care-giving facilities
- Liaison with and coordination of activities between health care facilities, EMS/Paramedic services, and other private health care organizations
- Advice and assistance to the public by providing information on health hazards
- Liaison with the Provincial Ministry of Health to coordinate evacuation and resource requirements
- Control of communicable disease by enforcing regulations, including isolation and quarantine of infected individuals
- Ensuring food safety through inspection, testing, and destruction
- Assistance to the Public Information Officer (PIO) at the EOC, and Site Media Spokesperson (SMS) and Incident Commander (IC) at the emergency site with public communications, as required
- Recommendation of activation of mutual aid and mutual assistance agreements

Emergency Operations Centre (EOC) Representative

A senior representative should be designated to represent the DRHD at the MECG, and advise the most effective use of Health services and resources. This individual shall:

1. Report to the EOC and advise the Municipal Control Group (MCG) on area of responsibility.
2. Open, maintain and secure Service Log of decisions made and actions taken in respect to area of responsibility.
3. Participate in Planning Cycle Meetings as requested.
4. Notify CEMC when any changes in Contact Information occur.

Emergency Site Representative(s)

DRHD will designate a representative at the emergency site if required.

Durham Region Social Services (DRSS)

- Provision of emergency social assistance to persons affected by the emergency
- Activation of Emergency Evacuation Centre plan as required
- Equipping and operating the Reception and Evacuation Centre(s)

Municipality of Clarington Emergency Plan

- Provision of emergency food, clothing, lodging, personal services, registration and inquiry services
- Direction of emergency support activities of volunteer agencies such as the Red Cross, St. John Ambulance, The Salvation Army, etc.
- Arrangement for Critical Incident Stress Debriefings in collaboration with the Durham Region Health Department (DRHD) and Clarington's Human Resources
- Liaison with the School Board(s) officials regarding the opening, maintenance and operation of their facilities for use as Evacuation Centres
- Assistance to the Public Information Officer (PIO) at the EOC, and the Emergency Inquiry Services Supervisor (EISS) at Town Hall to provide the media and public with pertinent information regarding the Reception and Evacuation Centres
- Coordination of long term social assistance support services as required
- Liaison with Ministry of Community and Social Services officials as required
- Recommendation of activation of mutual aid and mutual assistance agreements

Emergency Operations Centre (EOC) Representative

A senior representative should be designated to represent the DRSS at the MECG, and advise the most effective use of Social services and resources. This individual shall:

1. Report to the EOC and advise the Municipal Control Group (MCG) on area of responsibility.
2. Open, maintain and secure Service Log of decisions made and actions taken in respect to area of responsibility.
3. Participate in Planning Cycle Meetings as requested.
4. Notify CEMC when any changes in Contact Information occur.

Emergency Site Representative(s)

DRSS will designate a representative at the emergency site if required.

Durham Region Transit (DRT)

- Arrangement of transportation for evacuees upon request, movement of casualties, residents or nursing homes, homes for the aged, and long-term care facilities
- Establishment of contact with the School boards in order to provide coordinated approach to supply and demand of emergency transportation needs
- Re-routing of transit vehicles around emergency areas, and ensure the level of service is maintained in unaffected areas of town
- Recommendation of activation of mutual aid and mutual assistance agreements

Emergency Operations Centre (EOC) Representative

A senior representative should be designated to represent DRT with MECG, and advise the most effective use of Transit services and resources. This individual shall:

1. Report to the EOC and advise the MECG on area of responsibility.
2. Open, maintain and secure Service Log of decisions made and actions taken in respect to area of responsibility.
3. Participate in Planning Cycle Meetings as requested.

4. Notify CEMC when any changes in Contact Information occur.

Emergency Site Representative(s)

DRT will designate a representative at the emergency site if required.

Other Support Staff – Evacuation Centre Staff

Arrangements have been made with a number of schools and municipal recreation facilities to be used as Evacuation Centres. An evacuation centre is a facility where registration and inquiry, emergency feeding and/or temporary accommodations are provided for persons forced from their homes during an emergency. A number of resource personnel are designated to set up, staff and operate these centres. They are not part of the Emergency Response Organization but receive training to operate these facilities.

During a nuclear emergency, Durham Region and/or host municipalities outside the Primary Zone will operate evacuation centres.

A reception centre is a location where evacuees are monitored for radioactive contamination and decontaminated if required. Durham Region and/or host municipalities outside the Primary Zone will operate all reception centres.

Durham Emergency Management Office will coordinate the opening of evacuation centres.

Emergency Site Management

During an emergency, Emergency Response personnel from many agencies will congregate at the Emergency Site and work together as a team to mitigate the effects of the emergency situation. In order to ensure that Emergency Site operations are conducted in an organized and coordinated manner, an Incident Commander (IC) shall be appointed by the MECG. They will be responsible for the coordination of all Emergency Site Team activities including operations and logistics.

1. **Emergency Site**

The Emergency Site is the geographic location where the emergency occurs and where the immediate impact is greatest. In a large scale emergency there may be one or more Emergency Sites.

2. **Agency Incident Commander**

Each Agency Incident Commander is in charge of that agency's operations at the Emergency Site. S/he reports operationally to the senior agency representative in the EOC and coordinates with the IC as a member of the Emergency Site Team.

3. **Emergency Site Team**

The Emergency Site Team is composed of the IC and the Agency Incident Commanders/Representatives. The Team is augmented by the Site Media Spokesperson and various technical, logistics, telecommunications and administrative specialists as required.

4. **Incident Commander (IC)**

The Incident Commander is the direct link between the response operations at the Emergency Site and the planning and support activities at the EOC. A senior officer(s) from one of the lead response agencies is appointed by the MCG to ensure that all activity at the Emergency Site is coordinated. Once appointed by the MCG, the IC no longer represents or is in command of their agency for the duration of the appointment. They assume responsibility for overall coordination of all operations at the Emergency Site, but not the command of any specific response agency. The IC has responsibility for all activities within the site perimeters. Anything outside those boundaries is the responsibility of appropriate off-site response agencies, coordinated by the MCG.

In large-scale emergencies, with several Emergency Sites, each site will have an IC appointed by the MCG.

Authority of the Incident Commander

The IC is given authority by the MCG to:

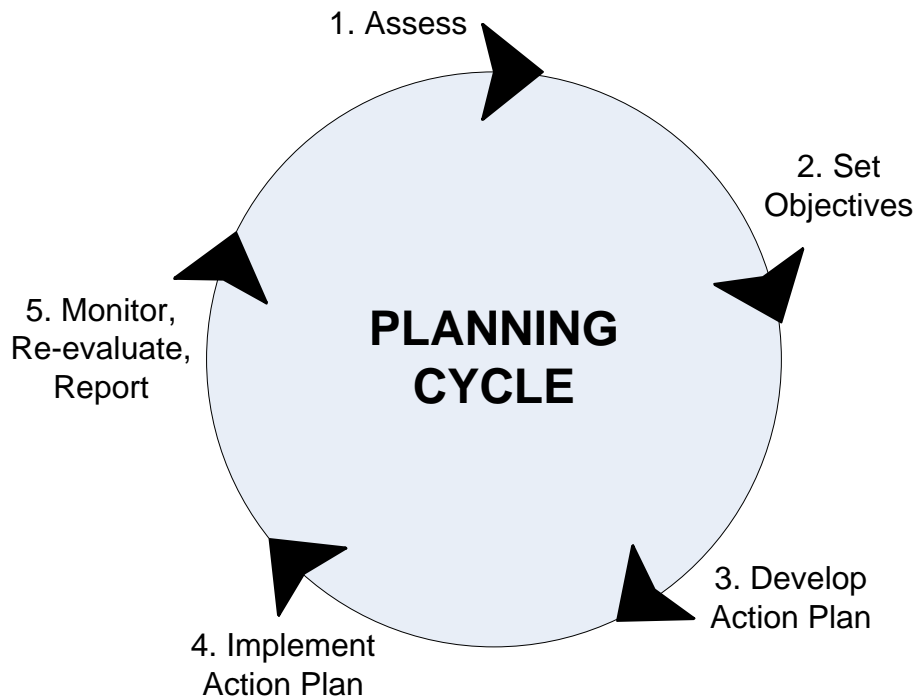
- a) call meetings of the Emergency Site Team to share information, and establish common goals and objectives;
- b) set priorities regarding the use of limited resources;
- c) mediate conflicts between Incident Commanders of responding agencies;
- d) request additional resources from the EOC Manager in the EOC; and
- e) request assistance from responding agencies for communications, technical support personnel and equipment.

5. **Site Media Spokesperson**

The Lead Agency at the Site will designate the Site Media Spokesperson depending on the nature of the emergency. This individual is responsible for coordinating the fast, accurate dissemination of information to the media at the site. The Site Media Spokesperson speaks for all agencies on the site and reports operationally to the IC. The Site Media Spokesperson works closely with the EIO at the EOC to ensure that all information released to the Media from the scene is consistent with information being released by the IEO at the EOC Media Information Centre.

Planning Cycle

The Planning Cycle is an interactive, continuous five-step process whereby information is cooperatively shared for joint decision-making and action during an emergency.



Step 1: Assess the Situation

Determine what is happening:

1. Gather information.
2. Collect, de-conflict and analyze information.
3. What are the potential threats and impacts?
4. What have your first responders started?

Step 2: Set Objectives

Objectives must:

1. State the desired results;
2. Be prioritized;
3. State what must be achieved by measureable and attainable outcomes; and
4. Develop a broad, general plan for results.

Step 3: Develop Action Plan

An Action Plan for results will:

1. Assign responsibilities and resources;
2. Determine how it will be monitored; and
3. Establish business cycle and reporting procedure.

Step 4: Implement the Plan

Carry out the action plan as agreed upon in an:

1. orderly;
2. timely; and
3. effective manner.

Step 5: Monitor, Re-evaluate, Report

Put the monitoring and reporting mechanism in place.

Feed monitoring information into Planning Cycle.

Disseminate information through:

1. Situation report(s);
2. Briefing(s);
3. Lessons learned; and
4. Set the next meeting and sequence of meetings.

Planning Cycle Protocol

- Share information; provide highlights; briefly summarize status and needs.
- Everyone stands and stays until the end.
- No cell phones or Blackberries.
- Service logs remain at the workstation.

Establishing an Incident Action Plan (IAP)

Typically with the arrival of the first responding team, that team will formulate a basic, verbal IAP while they are assessing the situation, requesting services and making decisions. For many simple incidents, this will often be the only plan needed. For other incidents, this initial-type IAP will be a beginning measure only until a more formal plan can be developed.

As the response develops with many services becoming involved, a site management team evolves with service commanders being in charge of their personnel. A Site Management Team is established, composed of the relevant service commanders, and a Site Manager is appointed (or pre-designated) to coordinate the response actions at the site. Foremost among the tasks of the Site Management team is to develop an Incident Action Plan. This plan will most likely be a short written document in bulleted form based on a matrix. As a minimum, this IAP describes the situation, outlines the objectives that must be achieved to resolve the incident, and determines the tactics that will be used to achieve the objectives in the safest and most effective manner.

The Incident Action Plan is developed in five steps by the Emergency Operations Centre and the Site Management Team.

Planning Cycle Summary				
Step 1: Assess the Situation	Step 2: Set Objectives	Step 3: Develop Action Plan	Step 4: Implement the Plan	Step 5: Monitor, Re-Evaluate, Report
<p>GOAL: Determine the nature and threat of the incident.</p>	<p>GOAL: Objectives must be measurable and attainable. Results should be clear and concise.</p>	<p>GOAL: Determine how the objectives will be carried out.</p>	<p>GOAL: Service Commanders generate incident response orders and dispatch as determined.</p>	<p>GOAL: Determine if circumstances have altered the situation so that the plan must be modified.</p>
<p>HOW: Gather Information – sources of information vary depending on the incident, but may include:</p> <ul style="list-style-type: none"> • observations, • expert advice, • weather reports, • strategic maps, • media coverage. <p>Analyze information for potential threats and impacts.</p> <p>Evaluate any actions started by first responders.</p>	<p>HOW: Objectives should include:</p> <ul style="list-style-type: none"> • the safety of responders, • the safety and well-being of civilians, • stabilizing the incident, • protecting property and the environment, and • protection of law and order. 	<p>HOW: Assign responsibilities and resources.</p> <p>Determine how it will be monitored.</p> <p>Establish business cycle and reporting procedure.</p>	<p>HOW: Issue orders or directives.</p> <p>Carry them out in an orderly, timely, and effective manner.</p>	<p>HOW: Put the monitoring and reporting mechanism in place.</p> <p>Feed monitoring information into Planning Cycle.</p> <p>Disseminate information.</p>

Incident Management System

Incident Management System is utilized by Clarington for Community Emergency Management Programs.

The Incident Management System provides a command structure that is common to all emergency operations centers including the Provincial, Regional, department, and Municipal Emergency Operations Centre. It is a simple model that allows the organizational flexibility to upscale or downscale supporting resources as needed.

It is expected that all emergency sites and each community organization deployed will utilize the Incident Management System. All groups utilize all the same functions and management structure at all emergency operations centers and all emergency sites as required. Each group maintains contact with its counterpart in the Municipal/Regional Operations Centre(s) or respective organization centres. (See Figure 2.)

The standardized Incident Management System is modeled after the North American emergency management standards and recommended best practices that draw substantially from the National Fire Protection Association (NFPA) 1561 and the National Incident Management System.

Incident Management System Function Details

Command (EOC Manager) – Has the authority to give formal orders, instructions, or directives. The three functions that support Command are:

Safety – Ensure safety of all site personnel, and pass on information received from Command Emergency Operations Centre indirectly impacting the overall safety of the emergency management efforts;

Liaison – Staff located in the Emergency Operations Centre that act as a link between Command Emergency Operations Centre and their organizations/group of organizations involved in the management of the situation; and

Emergency Information – Includes the development and timely dissemination of approved emergency information messages and bulletins to the media and the public.

The Operations Section (Fire Officer, Public Works Officer)– Staff is responsible for coordinating the operational requirements (resources and equipment) of the site as required to fulfill the emergency management requirements. Staff action decisions made by the Emergency Site Manager/Command and share information between all elements as required.

The Planning Section – (Operations Officer, EOC Manager) - Staff is responsible for the development, dissemination and evaluation of emergency management and response plans. These response plans are incident specific and may make modifications should they be required. Staff action decisions made by the Emergency Site Manager/Command and share information between all elements as required.

The Logistics Section – (Operations Officer, Public Works Officer, Fire Officer) Staff is responsible for coordinating all material, services, equipment and the resources required to manage and resolve the emergency. Staff act on decisions made by the Emergency Site Manager/Command and share information between all elements as required.

The Finance and Administration Section – (Operations Officer) Staff perform administrative, financial, and staffing duties specific to the emergency. This includes capturing incident-related costs, maintenance and scheduling of support personnel, records, and administrating contracts.

It must be recognized that there is an overlap of the above four groups within the Emergency Operations Centre. The MEOG will perform some or all functions depending upon the nature of the emergency.

Emergency Operations will be carried out in such a manner as to permit the departments, Emergency Operations Centre, external organizations, institutions, and industry to operate cohesively. The Incident Management System will be used to define the basic command structure, roles, and responsibilities required for the effective management of an emergency situation.

The Emergency Site Manager also uses this structure and reports to the equivalent command in the Emergency Operations Centre. Once a Site Manager is designated, they report to the EOC Manager.

Nuclear Emergency

Under the *Emergency Management & Civil Protection Act*, R.S.O., 1990, Chapter E.9, the emergency powers conferred upon the Premier of Ontario may be delegated to a minister of the Crown. In the case of a nuclear emergency, that minister will be the Minister of Community Safety and Correctional Services.

Overall Direction - Response organizations for a nuclear emergency are the same as for any emergency. However, in a nuclear emergency, the Premier of Ontario will provide overall direction to the management of the response. Overall coordination will be provided through the Provincial Emergency Operations Centre (PEOC).

During nuclear emergencies, the Province is in control of offsite emergency operations

Municipality of Clarington Emergency Plan

from the beginning of a nuclear emergency at either the Pickering or Darlington Nuclear Generating Station. All other agencies and organizations including the Municipality of Clarington shall conform to the directives in the Provincial Nuclear Emergency Response Plan (PNERP).

During nuclear emergencies, the Province will direct offsite response activities of the designated municipalities. Durham Region directs and coordinates the offsite response activities of local municipalities through the MECG from the Regional Emergency Operations Centre.

Using a consultative process, Durham Region will assist the local municipalities with the implementation of protective actions and precautionary management in their community as directed by the PEOC under the PNERP.

Recovery Planning

Recovery planning is a process of returning a community back to normal or near normal once the immediate threat to life and property has passed. The process starts when directed by the MECG and the timing will be determined by the nature of the emergency.

In some emergencies, response and recovery actions could be happening simultaneously.

In a nuclear emergency, the Provincial Emergency Operations Centre will advise Durham Region when the immediate emergency has passed and the recovery process will begin. This information would then be communicated to the EOCs of the affected municipalities.

Normally, recovery planning will commence when the immediate response to an emergency has been completed and the situation has been stabilized. To begin the recovery process, a series of committees may need to be formed to deal with various aspects of the community assistance. These might include the following areas of need:

Financial assistance;

Infrastructure repair/rebuilding; and

Personal assistance.

Training

The *Emergency Management & Civil Protection Act*, R.S.O., 1990, Chapter E.9, 3 (5),

Municipality of Clarington Emergency Plan

requires that every Municipality conduct MCEG training programs annually to ensure the readiness of employees of the municipality and other persons to act under the Emergency Plan.

The CEMC is responsible for coordinating training programs and exercises to ensure the readiness of Municipal staff to act under the Plan. The CEMC will maintain a database of staff training.

Staff training may be achieved through any or all of the following activities:

Staff attending internal or external general training sessions;

Staff attending refresher and/or upgrading sessions, as required;

New staff, or staff transferred to different positions, attending training; and/or

Departmental distribution of related material or information newsletters to staff with responsibilities under the Plan.

Each department is responsible for ensuring that its staff is trained to carry out their assigned duties under this plan.