

THE CITY OF QUINTE WEST

PEACETIME EMERGENCY PLAN

(Revised 9 January 2002)

INTRODUCTION

The peacetime emergency plan is for the coordination of all required services in the event of a potential or actual emergency as declared by the Head of Council and will also act as a support resource for calls from other municipalities in need of emergency assistance.

AIM

To establish a course of action for the most effective and efficient deployment of all required services in order that the following may be assured:

- (a)** Earliest possible response to an emergency by all services that may be required and the establishment of overall Command and Control of emergency operations.
- (b)** Earliest possible control at the site to minimize crowd convergence, maintain order, prevent emergency operations from being impeded and to minimize or prevent additional casualties.
- (c)** Immediate action taken to eliminate all sources of potential danger in the area of the incident or emergency.
- (d)** The evacuation of any building considered to be in a hazardous situation.
- (e)** The rescuing of all persons affected by the emergency and the provision of first aid at the site.
- (f)** The controlled evacuation of homes and buildings and a balanced distribution of casualties and homeless to hospitals, schools and other designated facilities.
- (g)** The provision, where necessary, of essential social services that may be required for persons affected by the incident including emergency services personnel.
- (h)** Ensure that factual and official EOCG information is available and released at the earliest possible time to:
 - i. all officials involved in the emergency operations;
 - ii. the news media, (to help ease public anxiety, curiosity and to help reduce the number of on lookers at the scene); and
 - iii. any concerned individuals seeking personal information.

ORGANIZATION

a. All emergency operations will be directed and controlled by a group of officials responsible for providing the essential services needed to minimize the effects of an emergency on the municipality.

The group will be known as the "EMERGENCY OPERATIONAL CONTROL GROUP" (EOCG) and will be made up of the following:

The Mayor or his/her designate.

The Chief Administrative Officer or his/her designate.

The Director of Corporate Services or his/her designate

The Director of Works/Engineering/Environmental Services.

The Police Chief or his/her designate.

The Fire Chief or his/her designate.

The Manager of the Quinte West Public Utilities.

Medical Officer of Health, Hastings and Prince Edward Counties Health Unit or his/her designate.

Director of Hastings County Social Services or his/her designate.

Emergency Measures Co-ordinator or his/her designate.

If the first group deems it necessary, the following may be added to the Group.
Manager of Bell Telephone, Quinte Area or his/her designate. Manager of Centra Gas Company or his/her designate. Representative from the Ontario Provincial Police. Representative from the Department of National Defence.

b. The Emergency Operational Control Group will assemble at a designated control facility, which will be known as the Emergency Operations Control Headquarters.

PRIMARY - QUINTE WEST POLICE STATION
SECONDARY - DUFFERIN CENTRE - MAIN FLOOR RM #3

DECLARATION OF AN EMERGENCY

The Mayor, (or his/her designate if he is absent or incapacitated), may, on the advice of the members of the Emergency Operational Control Group, officially declare that an Emergency does exist and may for the purpose of the Plan, designate all or any part of the City of Quinte West as an EMERGENCY AREA. ***The Head of Council shall advise the Solicitor General's Office through Emergency Measures Ontario and advise the EMO POC in Toronto to ensure that they are aware of the emergency.***

In the event of a declaration, the (EOCG) will be responsible for the following:

1. Control municipal services and co-ordinate supporting agencies.
2. Assess requests for assistance and the allocation of available services, such as manpower and equipment.
3. Select assembly areas for staging resources, (manpower and equipment), and notify concerned persons.
4. Evacuate those buildings within the "EMERGENCY AREA" and consider buildings and personnel that are in the exposure area and may be at risk from the emergency.
5. Dispersal of people not directly connected with the operations, who by their presence are considered to be in danger, or whose presence interfere with or obstruct the efficient functions of the operation.
6. Discontinue any service where the continuation of such service constitutes a public hazard within the "EMERGENCY AREA".
7. Arrange for accommodation and maintenance on a temporary basis, for any residents who are in need of assistance due to displacement as a result of the emergency.
8. The calling out and employment of any municipality owned equipment and personnel, including all equipment held by the Emergency Measures Division as is deemed to be required in the emergency.
9. Requesting the assistance of personnel and equipment of voluntary and other agencies not under municipal control, as may be required emergency operations. e.g. St. John Ambulance Brigade, Red Cross, Salvation Army, Communications Club, Snowmobile Clubs, 4-Wheel Drive Clubs, Boaters and local industry.

10. Establish an information centre for the issue of accurate releases to the news media and for the issuing of authoritative instruction to the general public.
11. Establishing a reporting and inquiry centre to handle individual requests for information concerning all aspects of the emergency.
12. Establish a system to ensure balanced distribution of casualties to the various hospitals.
13. Maintain a log of actions taken during the emergency period.

ADDITIONAL ACTION

If the implementation of all these actions is insufficient to control the emergency, then assistance may be requested by the Mayor or designate, from the Provincial Government. Where this assistance is outside of normal departmental and service working arrangements with the municipalities, the request should be made through the Ontario Provincial Police Emergency Operations Centre for any Provincial assistance. This channel should also be used when Federal Assistance is required, especially in case of DND assistance.

RESPONSIBILITY

The Emergency Plan is the responsibility of the Mayor and Council and should be implemented as soon as an emergency occurs or if an emergency is expected to be of such a magnitude as to warrant its implementation.

As a general rule, an emergency is defined as a situation that has or may develop so as to overtax the capabilities of one municipal department and requiring the involvement of other services beyond that which is normally expected.

The decision to assemble the EOCG shall be made by the member of the EOCG who receives the initial warning and/or arrives first on the scene of the emergency or otherwise evaluates the situation as an abnormal event.

At such time the noted official will activate the alerting system in whole or in part by requesting that the Quinte West Fire Department initiate that part of the Emergency Plan.

EMERGENCY ALERTING SYSTEM

The Quinte West Fire Department is responsible for implementing the system.

On receipt of an official message from a member of the EMERGENCY OPERATIONS CONTROL GROUP activating the EMERGENCY ALERTING SYSTEM, the officer in charge will proceed in the approved order.

The EMERGENCY ALERTING SYSTEM will include all members of the EOCG and as circumstances dictate, such additional agencies that may be involved, when notified by the EOCG.

The Quinte West Fire Dept. will be supplied with an EMERGENCY TELEPHONE ALERT LIST by the EMO CO-ORDINATOR.

BIO-HAZARDS AND TERRORIST ACTIONS

The policies and procedure manual as established by the Health Organization shall be used for any Bio-Hazard or Terrorist Acts.

RECOVERY AND REPATRIATION PLAN

The Recovery and Repatriation Plan will be initiated by the EOCG when it is determined that this action is necessary.

REVISED: 9 JANUARY 2002

E.O.C.G. HEADQUARTERS

PRIMARY HEADQUARTERS

QUINTE WEST POLICE DEPARTMENT, 3 DIXON DRIVE

SECONDARY HEADQUARTERS

DUFFERIN CENTRE, MAIN FLOOR, ROOM #3

CONTACT – Quinte West Fire Department

REVISED: 9 JANUARY 2002

RESPONSIBILITIES OF THE MAYOR

- ◆ Shall be Chairman of the Emergency Operational Control Group.
- ◆ Shall, with due cause, declare that a Municipal Emergency situation exists.
- ◆ Shall, on the advice of the E.O.C.G., authorize and direct such actions as are necessary to safeguard the health, welfare and property of the people of the Municipality of The City of Quinte West, during a declared emergency.
- ◆ Shall release official statements to the news media and public which are made on behalf of the E.O.C.G.
- ◆ Shall, on the advice of the E.O.C.G., declare the Emergency Situation terminated and advise Emergency Measures Ontario.
- ◆ Shall ensure that a Municipal Emergency Plan exists, together with supporting procedures for the municipality and ensure that the Emergency Plan is reviewed and updated annually as required..

CONTACT - HIS WORSHIP MAYOR

CHIEF ADMINISTRATIVE OFFICER - EMERGENCY PROCEDURES

- ◆ Respond with Communicator to E.O.C.G. Headquarters (Take Emergency Plan, own Alert List, message pads & Pencils).
- ◆ Provide advice to the Mayor or his/her designate regarding legislative matters, administrative regulations, finance and accounting.
- ◆ Supply all necessary personnel to carry out administrative and financial tasks.
- ◆ Maintain own Alert List in order to communicate with emergency authorities and support staff.
- ◆ When the Mayor or his/her designate has declared a State of Emergency or a State of Impending Emergency, notify Emergency Measures Ontario officials immediately. This action will access financial assistance and federal resources. (See attached sample Declaration).
- ◆ Notify members of City Council and all Department Heads of the Mayor's action.
- ◆ Notify and mobilize support staff as required.
- ◆ In consultation with the Mayor and officials from Emergency Measures Ontario, determine the need to convene a meeting of City Council for the purpose of considering a resolution requesting the Province to declare a Disaster Area. This action would result in the formation of a local Community Disaster Relief Committee and would make available funding assistance to address property damage to homes, etc.
- ◆ Assist Mayor in advising Media and attend designated Media Area with Mayor for press releases.
- ◆ Initiate Recovery Plan or Repatriation Plan as required
- ◆ Assist Mayor or EMO in declaring the Emergency over and advise Emergency Measures Ontario.

CHIEF ADMINISTRATIVE OFFICER –

EMERGENCY MEASURES CO-ORDINATOR

- ◆ Shall establish an emergency control headquarters.
- ◆ Shall establish emergency communications.
- ◆ Shall be liaison with volunteer groups.
- ◆ Shall have emergency plans for community.
- ◆ Shall be an advisor to the E.O.C.G.
- ◆ Establish communications for Federal or Provincial Aid if required, and act as the designate to the Mayor for an emergency in progress or declaring the emergency over.
- ◆ Approve initiating the recovery or repatriation plan
- ◆ Provide press releases with the CAO in the Mayor's absence.

CONTACT -

FIRE DEPARTMENT EMERGENCY DISASTER PROCEDURE

- ◆ On receiving a report of a major incident the Officer in Charge shall notify the Fire Chief or Deputy Chief.
- ◆ The Chief or Deputy shall investigate and confirm that the situation requires involvement of the Mayor or his/her delegate.
- ◆ The Mayor or his/her delegate is to be advised of the nature and magnitude of the Emergency.
- ◆ On instruction from the Mayor or his/her delegate the Emergency Alert Phone List is to be employed. The calls will be made by the On Duty Fire Fighters and the message will be: e.g.

"Mayor _____ requests that _____ respond immediately to E.O.C.G. Headquarters, at the Quinte West Police Station as an emergency is in progress, briefing will be at _____ hrs."

DUTY OF FIRE CHIEF

- ◆ Advise Mayor of incident.
- ◆ On authorization of Mayor or his/her designate the Fire Chief shall:
- ◆ Order Emergency Alert System employed.
- ◆ Respond with Communicator to E.O.C.G. Headquarters.
(Take EMERGENCY PLAN - PORTABLE RADIO, MESSAGE PAD, & PENCILS)
- ◆ Provide tactical and logistical support to Deputy at Disaster Scene.
- ◆ Provide information and advice to E.O.C.G. on Emergency situation.
- ◆ Arrange for relief personnel and standby equipment at staging area.
- ◆ Assist with the Recovery or Repatriation Plan.

DUTY OF DEPUTY CHIEF

- ◆ Establish a Command Post.
- ◆ Arrange to have, "Command Post Beacon" raised.
- ◆ Put on Red Vest "Site Commander".
- ◆ Co-ordinate Fire Fighting Operations.
- ◆ Co-ordinate Rescue Operations.
- ◆ Provide assistance to Ambulance Personnel when staff available.
- ◆ Keep Fire Chief apprised of any and all changes to the situation.

DEPARTMENT RESPONSIBILITY

- ◆ To upgrade annually the names and addresses, phone numbers and available services and materials.
- ◆ To conduct every two years, a meeting to review procedures.
- ◆ On direction from Council, to conduct a paper or field exercise to test our operational efficiency.

CONTACT –

FIRE DEPARTMENT

FIRE CHIEF

DEPUTY FIRE CHIEF

POLICE DEPARTMENT EMERGENCY PROCEDURES

- ◆ Prepare E.O.C.G. Facility.
- ◆ Arrange for telephone Activation.
- ◆ Rapid response to an emergency.
- ◆ Crowd control within the emergency area.
- ◆ Traffic control to facilitate the movement of emergency vehicles, both in and out of the emergency area.
- ◆ Ensure safe movement of ambulances over routes to hospitals.
- ◆ Conduct the evacuation of buildings as authorized by the Mayor. If necessary transport War Chest to alternate E.O.C.G. Site.
- ◆ Arrange for the maintenance of law and order in any communal Emergency Welfare facility or Reception Centre.
- ◆ Ensure the protection of property against looting within the Emergency area.
- ◆ Provide River watching capability.
- ◆ Advise and assist the Coroner in event of fatal casualties. In event of an aircraft crash, notify Aircraft Crash Investigating Team.

CONTACT -

REVISED: 10 JANUARY 2002

**SUGGESTED INVENTORY OF E.O.C.G. WAR CHEST
TO BE MAINTAINED BY QUINTE WEST POLICE**

- ◆ Several current phone books.
- ◆ Stick on nametags.
- ◆ 3 – black 3 – red marking pens.
- ◆ 2 – Extra copies of Peacetime Disaster Plan
(to be kept current as updates received)
- ◆ Pkgs. of lead pencils (sharpened)
- ◆ Three pencil sharpeners
- ◆ 20 steno pads
- ◆ Supply of message forms (sample in binder)
- ◆ Supply of Purchase Order forms (sample in binder)
- ◆ 6 – current city maps
- ◆ 6 – area maps
- ◆ E.O.C.G. Phones

BELL CANADA

- ◆ If necessary Bell Canada will provide emergency service to the Emergency Operational Control Headquarters and to all emergency locations such as municipal offices, welfare centres, casualty collecting centres and information centres. The following numbers have been reserved for the Emergency Operational Control Headquarters:

(General Public Information Line)

- ◆ To activate these emergency numbers call Repair (24-Hour Service) at _____ and ask to have the emergency numbers associated with _____ activated.
- ◆ The Trenton switch is fully digital and the line load problems have been greatly reduced, however the possibility of switch overload still exists. The switch is continually monitored and should an overload situation occur, the switch would be manually changed to line load control and any emergency numbers previously identified, as requiring line load protection would get dial tone.
- ◆ The Federal Government, with input from the municipalities identify to Bell Canada which numbers will get line load protection. It is important to insure that the 12 numbers listed above are on the list of numbers requiring line load protection.
- ◆ The General Public line for information shall be disseminated during the emergency to the Media.

CONTACT -

DIRECTOR OF PUBLIC WORKS/ENGINEERING/INSPECTIONS

- ◆ Shall commit all municipal personnel and equipment at his \ her disposal to alleviate the emergency.
- ◆ Provide barricades and flashers at the site of the incident, on receipt of the Emergency Alert.
- ◆ Organize and procure equipment for pumping operations.
- ◆ Arrange for the demolition of unsafe buildings.
- ◆ Assist the police with evacuation operations.
- ◆ Assist the fire fighters with rescue operations.
- ◆ Provide refuelling facilities for vehicles and equipment working during the Emergency especially after regular hours.
- ◆ Maintain an up-to-date inventory of supplies and equipment.
- ◆ Assist with the Recovery Plan as it applies to the City infrastructure.
- ◆ Initiate security with the Police for water contamination and arrange for an alternate supply as required.
- ◆ Provide advice and assistance to Hydro as required.
- ◆ Shall direct the Water and Sewer Dept as required.

CONTACT -

QUINTE HEALTH CARE - TRENTON

- ◆ QUINTE HEALTH CARE- Hospital Emergency Plan will be implemented by the Hospital Authorities, when informed that an Emergency situation exists.
- ◆ Quinte Health Care will immediately send its Administrative Executive or designate to Emergency Control Headquarters.
- ◆ Ambulance Dispatch will follow the instruction as laid down In Quinte Health Care Emergency Plan for Ambulance Dispatch.
- ◆ Shall co-ordinate alternate sites as required and advise EMO Co-ordinator of available beds.

CONTACT –

HASTINGS AND PRINCE EDWARD DISTRICT SCHOOL BOARD

- ◆ Will be responsible for the control of school population, school buildings, facilities and school buses that may be in the emergency staging areas.
- ◆ Schools may be required for Emergency Operational Control Headquarters and/or Welfare Centres. When used as a Welfare Centre, the staff of the school (IF AVAILABLE), will be used to staff the centre with the Principal or Board's designate.
- ◆ Personnel from Hastings County Social Services Department, the senior of which will control Welfare operations through the Board's designate, will augment the staff and volunteers.
- ◆ Specialists may augment the Welfare Centre staff; e.g. Food Caterers, Salvation Army, Red Cross, St. John Ambulance, etc.
- ◆ The use of the Schools, (as facilities), shall be in accordance with the written agreement with the School Board.
- ◆ Shall provide facilities for the Recovery or Repatriation Plan.

CONTACT -

HYDRO ONE

- ◆ Shall provide a rapid response to any emergency.
- ◆ Shall advise on the assessment of damage to the electric service systems.
- ◆ Discontinue Hydro Utility services to any consumer when authorized by the Mayor, or where it is considered in the interest of public safety.
- ◆ Provide alternative electrical service where necessary and practical, e.g. emergency electric generators, temporary power lines, etc.
- ◆ Maintain an up-to-date inventory of supplies and equipment that might be required by the department in an emergency, indicating type, quantity, location and how to procure.
- ◆ Will activate the Hydro Emergency Agreement if deemed necessary.
- ◆ Assist with the Recovery or Repatriation Plan as required.

CONTACT –

TRENTON MEMORIAL HOSPITAL

- ◆ Trenton Memorial Hospital Emergency Plan will be implemented by the Hospital Authorities, when informed that an Emergency situation exists.
- ◆ Trenton Memorial Hospital will immediately send its Administrative Executive or designate to Emergency Control Headquarters.
- ◆ Ambulance Dispatch will follow the instruction as laid down in Trenton Memorial Hospital Emergency Plan for Ambulance Dispatch.
- ◆ Shall co-ordinate activities with the Quinte Health Care as required.
- ◆ Shall advise the EMO Co-ordinator of available beds and alternate sites.
- ◆ Shall assist with the Recovery Plan.

CONTACT -

TRANSPORTATION

Boldrick Bus Company will be responsible for all emergency transportation arrangements including repatriation.

- ◆ Provide vehicles at Welfare, Reception Centres and at Emergency Operational Control Headquarters and Staging areas as required.
- ◆ Have a list of standby equipment available for emergency use.
- ◆ Provisions should be made for the evacuation of large numbers of people if necessary.
- ◆ Boldricks, or designate, will report to Emergency Operational Control Headquarters as soon as alerted.

CONTACT -

8 WING/CFB TRENTON

- ◆ 8 Wing Trenton has Emergency Plans and Procedures for responding to any emergency.
- ◆ They will assist the civilian authorities when properly authorised.

Under certain emergency circumstances the Mayor may ask for assistance from DND by following the prescribed steps through the OPP network to the Ontario Solicitor General's Office or contacting Land Forces Central Area Headquarters. In the event of a loss-of-life threatening scenario contact the Duty Operations Officer at for immediate assistance.

The EMO shall be notified

CONTACT-

REVISED: 9 JANUARY 2002

ONTARIO PROVINCIAL POLICE

- ◆ On being informed of a declared Emergency Situation, the concerned Detachment Commander of the Ontario Provincial Police will send a representative to the Emergency Control Headquarters.
- ◆ The Belleville Detachment Commander will implement the O.P.P. Disaster Plan.
- ◆ The O.P.P. representative will advise the Emergency Operational Control Group concerning matters that come under Ontario Provincial Police Control.

CONTACT -

NOTIFICATION DURING OFFICE HOURS SHOULD BE DIRECTED TO
EMERGENCY MEASURES ONTARIO OPERATIONS OFFICER AT:

EMO POC

REVISED: 10 JANUARY 2002

LOWER TRENT REGION CONSERVATION AUTHORITY

The LTRCA is responsible for the early detection and warning of flood events. As such, the LTRCA will:

- ◆ Maintain a flood warning system to alert municipal representatives, media, police forces, the Ministry of Natural Resources and other agencies of flooding potential.
- ◆ Provide technical advice to municipalities in preventing or reducing the effects of flooding.
- ◆ Maintain a liaison with the local Response Co-ordinator in matters related to declaring a provincial flood emergency, and securing provincial resources in the event of a declared provincial flood emergency.
- ◆ Maintain awareness of the status of the provincial response to flood emergency through consultation with the local Ministry of Natural Resources Response Co-ordinator.
- ◆ Advise the local Response Co-ordinator of the need for additional resources as well as the need for declaration of a provincial flood emergency.
- ◆ Following consultation with municipalities, advise the local Response Co-ordinator when the flood emergency no longer exists.

CONTACT-

HASTINGS COUNTY SOCIAL SERVICES

- ◆ Provide Social Assistance to any person in need of food, accommodation, and clothing due to an emergency situation when authorized by the Mayor.
- ◆ Arrange for the opening, operation, direction and supervision of sufficient Social and Reception Centres required to provide the immediate use or emergency Social Services.
- ◆ Arrange with School Authorities for the use of school (s) as a Social Service Centre(s) and the use of the school staff if available to staff them.
- ◆ Arrange for volunteer agencies to assist school staff, e.g. Salvation Army, Red Cross, St. John Ambulance, food caterers.
- ◆ Arrange for a Registration and Inquiry Section for the collection of names, addresses and phone numbers with the assistance of Red Cross.
- ◆ Assist with the Recovery or Repatriation Plan.
- ◆ Prepare for long term displacement or alternate accommodations.

CONTACTS -

AMBULANCE SERVICE

NOTE: THIS GUIDELINE DOES NOT SEEK TO OVERRIDE EXISTING LOCAL EMERGENCY PLANNING BUT INSTEAD SHOULD BE INTEGRATED AND CO-ORDINATED INTO THE PLANS OF OTHER EMERGENCY RESPONSE AGENCIES.

AIM:

The Multi-Casualty Incident Response and Planning Guidelines provide a common operating procedure for the ambulance services system during a major incident to ensure:

- 1) a common protocol of response for ambulance services;
- 2) support for the development of local ambulance services' disaster plans.

GOALS:

- ◆ To initiate and maintain communications between the incident site and local health agencies
- ◆ To provide necessary pre-hospital care.
- ◆ Transportation and distribution of the casualties in an effective manner.

OPERATIONS:

- ◆ The first ambulance to arrive at the scene of a major incident becomes the ambulance Command post and the most senior paramedic will assume the role of the AMBULANCE SITE CO-ORDINATOR, until relieved by oncoming Supervisory staff. The site co-ordinator will be identified by a yellow vest, and is responsible for all operational control of ambulance activity, on-site casualty care, liaison with other emergency agencies at the site—COMMAND POST--
- ◆ The first paramedics' on scene will INITIATE LIAISON with other emergency agencies at the site, identify potential hazards, nature of incident, Number of additional ambulances and staff that may be required.

General Procedures:

- ◆ Medical Personnel:
 - medical personnel will report to the Ambulance Site co-ordinator
 - persons claiming to be doctors or nurses must present acceptable identification
 - questionable credentials will be referred to the police
- ◆ Volunteer Organizations:
 - report to ambulance/site command post
- ◆ Arrival of Ambulances at Hospitals
 - Arrangements to be made with local hospitals to ensure efficient transfer of patients at hospital's receiving area only, and quick equipment retrieval from patient's/ hospital.

OPERATIONS:

General Procedures:

- ◆ Casualty Distribution:
 - The Quinte Thousand Islands Ambulance Communications Centre will be solely responsible for co-ordinating through the Ambulance SITE CO-ORDINATOR, the best and most appropriate casualty Distribution, taking into account the entire local area resources, type of injuries, etc.

AMBULANCE CONTACT:

Trenton:

IN MY ABSENCE or if initial contact fails:

- Contact Q.T.I.C.A.C.C.
- ** Ask for the Designated Duty Officer covering the area of the DISASTER and/or concern.

MEDICAL OFFICER OF HEALTH

- ◆ The Medical Officer of Health will arrange for the dissemination of all special instructions to the population concerning public health.
- ◆ Arrange for mass immunization if deemed necessary.
- ◆ Ensure safe drinking water.
- ◆ Shall specifically monitor the food supplies and food production and remain for adverse effects and especially emergency feeding operations.
- ◆ Solicit the assistance of Provincial Officials if deemed necessary.
- ◆ Distribute such emergency health equipment as he may hold from the Provincial Health Services, to agencies requiring such equipment during the duration of the emergency.
- ◆ Shall assist with the Recovery or Repatriation Plan as required.

CONTACT -

UNION GAS CORPORATION

- ◆ Assess damage to their installations.
- ◆ Cut off service to homes, businesses, or industry when deemed necessary for public or property safety or when requested by the EOCG.
- ◆ Advise the EOCG as to when their services could be restored.
- ◆ Activate own Emergency Plan.
- ◆ Shall make their equipment and manpower available to the municipality in case of an emergency situation.
- ◆ Manager or designate will report to EOCG Headquarters when alerted.

TOLL FREE – AFTER HOURS NUMBER

CONTACT -

THE CANADIAN RADIO RELAY LEAGUE, INC.
ACTIVATION OF A.R.E.S.

6-1

If a potential "emergency" situation is developing, locally, the Radio Amateur who is first in the position to determine this shall contact the E.C. (Emergency Co-ordinator) or the A.E.C. . The local repeaters Shall be put on "Stand by" Alert.

6-2

The E.C. or an A.E.C. shall being the telephone alert to all A.R.E.S. members, as shown on the Telephone tree page attached to this plan.

6-3

When a Public Official (Mayor, Reeve) is aware of an Emergency which might require communications that could be provided by Amateur Radio, the R.C.O. (Red Cross Ontario) Belleville Branch, should be advised. They are responsible to ensure the Amateur Radio E.C. or the Asst.E.C. are advised, if their services are required.

6-4

The key to activation of A.R.E.S. is to use the telephone service before enough emergency telephone traffic develops to paralyze that system.

6-5

In event the telephone service goes out first, it is the responsibility of every Radio Amateur to Monitor either _____ or the other local Repeaters. The E.C. will wet up nets, on each frequency, as required, each with its own Controller.

6-6

The Repeaters shall be used in the following Order:

- 1 - BELLEVILLE
- 2 - BELLEVILLE
- 3 - PICTON
- 4 - TRENTON
- 5 - COBOURG
- 6 - KINGSTON

CONTACT -

TRENTON MINISTERIAL

1. In a disaster involving the City of Trenton or surrounding area the Control Command Centre (Q.W. Police Station) would contact the Chairperson of the Trenton Ministerial, the Rev'd. PAUL WEBB, or failing that, as alternate, the Rev'd. Don McCloud, or, failing that, the "Clergy on Call" through the Quinte Health Care Hospital Pager System, to activate the clergy response. The Control Command Centre will notify the Chairperson as to whether it is "an exercise" or real "No Duff" Disaster.

2. Upon contact, the Ministerial Chairperson (or alternate) would:
 - establish the Clergy CC and report its location and telephone number to Control Command Centre. This Clergy Control Centre ("Clergy CC") would be a church closest to the disaster.

 - call all the clergy on the ministerial list to attend the Clergy CC.

3. Clergy reporting into the Clergy CC will bring their current denominational yearbook and any items required for emergency pastoral care. At the Clergy CC, they would deposit their yearbook and obtain a clergy disaster response tag (sample attached) to be worn at all times during the response.

4. The Chairperson (or alternate) would then deploy his resources in the following manner:
 - (a) three clergy to the disaster site:
 - one Roman Catholic clergy to the disaster site for extreme unction (last rites) and other ministrations to members of the Roman Catholic Church.

 - one Protestant clergy to the disaster site for ministrations to those of the Protestant Church

 - one further clergy to maintain communications with and move between the Clergy CC and the disaster site as needed.

- (b) one or more clergy to the evacuation centre(s) as named by the Control Command.
- (c) one R.C. and one P. clergy to attend the QUINTE HEALTH CARE Hospital.
- (d) two clergy to stand by to relieve the clergy at the Disaster site.
- (e) the rest of the clergy to remain at the Clergy CC to standby to notify the next-of-kin.
- (f) in a situation involving the military community, co-ordinate efforts with Base Chaplains (P & RC) for appropriate response.

5. The duties of the clergy would be as follows:

(i) The Chairperson

- will initiate clergy recall
- will set up the Clergy CC with phone lines, coffee, etc.
- will establish a next-of-kin reception and information area in the Clergy CC.
- will co-ordinate clergy response
- will establish communication links with Control Command and with the disaster site (telephone or radio), and be the authorized communications person at the Clergy CC.
- will confirm names, sex, age and pertinent information of fatalities and those injured as available.
- will confirm to Command Control that next-of-kin have been notified.
- will deploy his/her clergy resources as deemed fit.

(ii) The Clergy attending the disaster site:

- and
- will identify themselves to perimeter security for entrance to the site and proceed to sight command vehicles, fire truck, police van and ambulance to report that they are on site.
 - will minister to dead, dying and injured as required.
 - will begin to log pertinent information in regard to fatalities or injured, forward it to Clergy CC for co-relations with Central Command, (as a double-check for names and information).
 - will only pass information to site command vehicles and/or Clergy CC.

(iii) The Clergy attending evacuation centres:

- will provide the care and comfort of the Church to those displaced during the disaster as required.
- will maintain some contact with the Clergy CC.
- will disseminate information as directed by the Chairperson at the Clergy CC
- will forward concerns of those in the evacuation centre to Clergy CC for action as required. i.e. - missing persons, dangerous contents of housing, etc.)

(iv) The Clergy attending Quinte Health Care Hospital (or other medical centre as required):

- will identify themselves to the medical team.
- will offer the ministrations of the Church as required.
- will log names and pertinent information of fatalities. (DOA, etc.) and injured, and communicate this to the Clergy CC, for correlation and verification of information from the Control Command Centre.
- will minister to the next-of-kin that may/will attend their relatives' bedside.
- will begin to ascertain the denomination of the fatalities and injured and notify, via the Clergy CC, the family clergyperson or denominational representative.

(v) The Clergy back-up for disaster site.

- will stand by at Clergy CC, and, at the request of the disaster site clergy, will provide relief coverage.

(vi) The remaining Clergy attending the Clergy CC:

- will be going to correlate information relevant to notification of next-of-kin (NOK) (Correct name, address, etc. which may be collected from personal effects of fatalities or recorded information from communicative injured and other sources.
- will, in co-operation with the Red Cross as needed, locate NOK who are out of town.
- at the request of the Chairperson will proceed to the residence of the next-of-kin (if local) and make the notification.
- will provide immediate pastoral care to NOK as appropriate and set up support care via NOK's friends, neighbours in the case where clergy must make another notification.
- will ascertain the family's denomination and activate the family's clergy or denominational representative as required.
- will proceed to contact out of town clergy (if NOK out of town or province) via denominational year books to make notifications as required, ensuring that the Clergy CC is notified by that clergy that notification is complete.
- if no church or clergy is in the immediate area of the NOK, (very unusual), via the Command Control Centre, will ask the local RCMP to make the notification and confirmation of the notification.

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- will inform the Clergy CC that notification has taken place.

6. After the disaster response is completed, the clergy must return to the Clergy

CC to receive any further information or instruction, to give input to the "After Disaster Report" (see 7.), to retrieve their Denominational Year Book, and their Clergy Disaster Identifier Tag.

7. The Clergy CC will forward and "After Disaster Report" to the Command Control Centre, noting shortcomings, communication breakdowns and recommendations for the future. This should be actioned for both "Exercise" and REAL "NO DUFF" disasters.
8. This disaster response format should be reviewed yearly by the Trenton Ministerial to further "fine tune" the response, instruct new clergy to the ministerial and alter procedures as required.

CONTACT-

ALTERNATE -

CANADIAN RED CROSS SOCIETY

(Registration & Inquiry Service)

1.1 At the request of the Ministry and Social Services of Emergency Operational Central Group (E.O.C.G.), establish and coordinate a Central Registry, plus Registration and Inquiry (R&I) Centres at Evacuee Centres to:

- * provide information on the whereabouts of evacuees
- * Help re-unite families

1.2 Initiate a fan-out system to notify Red Cross staff and volunteers of the implementation of the Red Cross Emergency Plan (fan-out system and plan presently being developed).

1.3 Register evacuees and responding volunteers. Red Cross volunteers will accept registrations, collect them, and transfer all information to the Central Registry.

NOTE: Registration is voluntary. Evacuees may request that the information provided be kept confidential.

1.4 Establish communication links and regular liaison with the Public Information Co-Ordinator.

1.5 Ensure phone numbers of the Central Registry are publicized to facilitate public inquiries. Ensure appropriate emergency staff and agencies are also notified.

1.6 Maintain filing and recording systems of Registrations and Inquiries at the Central Registry.

1.7 Accept inquiries, complete the "inquiry form" and respond to inquiries as able and authorized to do so. Inform the inquirer if the person in question is not registered.

1.8 Redirect public inquiries about unauthorized information to the Public Information Co-Ordinator or to the appropriate agency.

1.9 Maintain the Central Registry for a reasonable period of time after the emergency has ended to provide people with information as required.(2 weeks approx.)

- 2.0 Request assistance as required from neighbouring Red Cross branches via the Red Cross Regional Office and/or Ontario Division office.
- 2.1 Contact local amateur radio and C.B. clubs to assist with R&I communications as required.
- 2.2 Maintain logs.
- 2.3 Work in co-operation with St. John Ambulance as per the collaborative agreement between the two agencies.
- 2.4 Ensure records will be destroyed after one year, as per M.F.I.P.P.A. legislation unless legal action pending.
- 2.5 It may be necessary to set aside 48-72 hours to allow for the collection and organization of information before the inquiry system can be fully operational.

CONTACTS-

REVISED: 14 JANUARY 2002

EMERGENCY MORGUE

- ◆ TRENTON COMMUNITY GARDENS, ICE ARENA WILL BE THE LOCATION FOR THE MORGUE. THE ARENA MANAGER WILL BE THE SUPERVISOR.
- ◆ THE WEAVER FAMILY FUNERAL HOMES, (EAST AND WEST CHAPEL), ARE ALTERNATE MORGUES

CONTACT-

REVISED: 14 JANUARY 2002

NEWS MEDIA

- ◆ Emergency Operational Control Headquarters will use CJBQ and CJTN to inform emergency personnel and the public of the situation and the action to be taken.
- ◆ Trenton Community Gardens Auditorium will be the location used for Press Releases. Information will be faxed from the E.O.C.G. Headquarters, and will be controlled by Parks and Recreation Director, and/or Assistant.

REVISED: 15 JANUARY 2002

ANCILLARY LIST

- ◆ **QUINTE UNITED IMMIGRANT SERVICES:**

- ◆ **OPP BELLEVILLE DISPATCH**

- ◆ **C.F.B. TRENTON -**

- ◆ **CNR & CP POLICE - 24 HOURS**

- ◆ **XEROX - PHOTOCOPIERS & FAX MACHINES CONTACT: DANIEL CLEARY OR
BILL AUSTING**

- ◆ ***EMERGENCY MEASURES ONTARIO***

CONTACT -

RECOVERY PLAN

The Recovery Plan will be initiated by the EOCG, and the immediate needs of the community and the status of the emergency will determine the degree of response. The Recovery Plan will include a Recovery Committee and several sub-committees reporting directly to the Recovery Committee.

RECOVERY COMMITTEE

- ◆ Head of Council
- ◆ EMO Coordinator, (Member of Council)
- ◆ CAO
- ◆ Fire Chief
- ◆ Chairs of each Sub-Committee

RESPONSIBILITIES

- ◆ Shall ensure that the public and elected officials are kept current on the status and activities of the recovery process
- ◆ Advise neighboring communities of the status of the recovery and what impact this will have on those communities.
- ◆ Request funding from senior levels of government and recommend to Council any requirements for expenditures, new by-laws or changes to existing by-laws and other matters that require Council approval.
- ◆ Shall ensure that there is continuity of any mandated services to those residents not impacted by the emergency.
- ◆ Determine when the recovery plan and activities should be terminated.
- ◆ Prepare final reports and recommend any required amendments.

HUMAN NEEDS SUB-COMMITTEE

The Human Needs Sub-Committee will be chaired by the Social Services Director and staffed with Representatives from the Health Department, Community and Leisure Services, the School Board and the Red Cross. The Chair may incorporate other agencies to assist.

- ◆ Ensure that the temporary evacuation centers continue until no longer needed, including, food, clothing and personal services as available.
- ◆ Assist the homeless citizens with locating long term shelter.
- ◆ Ensure that donated materials are properly stored and/or distributed
- ◆ Anticipate special needs for the handicapped, children, elderly and pets.
- ◆ Ensure that health standards are maintained.
- ◆ Provide counseling services as required.
- ◆ Partner with local businesses and industry to accommodate early return to the work place.
- ◆ Assist victims with replacement documents.
- ◆ Arrange financial assistance when possible.
- ◆ Coordinate mail service where possible.
- ◆ Assure citizens of proper security and provide security to valuables and property as required.
- ◆ Direct citizens whose primary jobs may have been lost as a result of the emergency, to retraining programs.
- ◆ Coordinate transportation for medical care.
- ◆ Ensure that burials are addressed in a timely and appropriate manner.
- ◆ Brief the Recovery Committee and submit a detailed report.

INFRASTRUCTURE SUB-COMMITTEE

Infrastructure Sub-Committee will be chaired by the Director of Public Works and staffed with representatives from the Quinte Health Care, Fire Department, Building Department, OH&S and the Public Works Department and any other agencies necessary to deal with the recovery plan.

- ◆ Determine with the assistance of engineering reports, the extent of damage to homes, buildings, roads, bridges and utilities.
- ◆ Coordinate safe access to incident or emergency sites with the assistance of the QWPD.
- ◆ Liaison with Insurance adjusters and expedite demolition permits as required.
- ◆ Provide residents and business an opportunity to remove personal belonging and secure their sites.
- ◆ Ensure traffic controls are restored ASAP.
- ◆ Establish protocols for re-building houses repairs to damaged houses and buildings.
- ◆ Shall ensure that proper sanitation of drinking water occurs and that garbage and vermin control measures are taken.
- ◆ Recommend to Council or private enterprise that tipping fees be waived.
- ◆ Ensure proper OH&S policies for rescue and volunteer workers.
- ◆ Develop a list of reliable contractors.
- ◆ Coordinate the use of volunteer labour for clean up on public or private property.
- ◆ Report to the Recovery Committee and submit a detailed report.

FINANCIAL SUB-COMMITTEE

The Financial Sub-Committee will be chaired by the Director of Finance and staffed with representatives from Council and Social Services and any other agencies that the Chair feels is appropriate.

- ◆ Maintain accurate financial records of all emergency related expenditures.
- ◆ May coordinate the formation of a “Disaster Relief Committee”, in accordance with the MMA Guidelines.
- ◆ Advance funds as necessary to those in need and arrange for recovery said funds.
- ◆ Prepare and submit claims against those responsible for the emergency.
- ◆ Prepare claims for provincial and federal funding.
- ◆ Determine what impact the emergency has against the City Operating Budget.
- ◆ Prepare Insurance claims on behalf of the City and assist as required with personal claims of those residents affected by the emergency.
- ◆ Report to the Recovery Committee and submit a detailed report.

“Assistance for any provincial or federal help will be conducted through the EOCG with Emergency Measures Ontario.”