



**TOWNSHIP OF WELLESLEY  
EMERGENCY RESPONSE  
PLAN**



**INTRODUCTION**

This plan has been prepared to serve as an operational guideline to the expected initial response to an emergency situation occurring within the municipal boundaries of the Township of Wellesley.

For this plan to be effective, it is essential that all stakeholders be familiar with its contents and its provisions. Further, this plan must be maintained as structures, reporting relationships and/or employees change within the municipal structure and/or those of the regional government and other agencies and organizations that are part of this Emergency Response Plan.

The Emergency Management and Civil Protection Act, RSO 1990, c. E9, as amended (hereafter referred to as “the Act”) provides the authority for the Township of Wellesley to develop this Emergency Response Plan. The Act also provides in part that the head of council of a municipality may declare that an emergency exists in the municipality or in any part thereof 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 of the municipality and to protect the property and health, safety and welfare of the inhabitants of the emergency area. (RSO 1990, c. E9, s.4(1)).

**SHORT TITLE**

This emergency plan may be cited as the “Township of Wellesley Emergency Response Plan” or “the Township Emergency Response Plan” or “the Township Plan”.

**AIM OF THE TOWNSHIP PLAN**

The aim of the Township Plan is to provide a structure for the effective implementation, coordination and administration of extra-ordinary actions, arrangements, or measures taken by the Township of Wellesley to protect the life, health and safety, welfare and property of residents and visitors to the township in the event of an emergency; to mitigate the impact of an emergency; and to guide recovery efforts from an emergency.

**EMERGENCIES DEFINED**

The Act defines emergency as: a situation or an impending situation caused by the forces of nature, an accident, an intentional act or otherwise that constitutes a danger of major proportions to life or property.

Further, the seven (7) Local Municipalities and the Regional Municipality of Waterloo have adopted the following guide to serve local officials during and following emergencies. (approved by REPAC - 2008.11.21) The activity, notification, and typical examples of each Level signify the variation of the impact to the community caused by the major incident or emergency.

The intent of the response levels is to bring clarity between the Local Municipality(s) and the Region of Waterloo, regarding coordination, communication and collaboration.

**Five Levels of Emergency Management Response in Waterloo Region****Level 1 – Monitoring by Municipal Officials****Activity**

- routine incident responded to by Police/Fire/EMS
- Social Services' First Response Protocol is implemented (up to 50 people evacuated for up to 72 hour period)
- incident monitored by other emergency response officials (i.e. MOH, Hydro, other utilities)
- Level I incident could lead to a Level II response/activation

**Notification**

- monitored by Fire Chief and CEMC and other key officials as appropriate
- discretion of the Fire Chief, notify the Mayor and CAO, and other key officials

**Typical Example(s)**

- gasoline tanker overturned
- house fire
- factory fire

**Level 2 – Partial Notification of Local Community Control Group (CCG)****Activity**

- Level II incident could lead to Level III response/activation
- Level II incident could be directly elevated to Level IV response/activation
- Social Services' First Response Protocol is implemented (up to 50 people evacuated for up to 72 hours)

**Notification**

- select members of the Local CCG are notified and may be on stand-by
- local CEMC will notify Regional Manager of Emergency Measures
- regional ECG may be notified and on stand-by (since Level II could lead directly to a Level III response/activation)

**EMERGENCIES DEFINED (continued)****Level 2 (continued)****Typical Example(s)**

- ice jam and potential flooding in the community
- March, 2007 ice storms
- significant chemical industrial fire

**Level 3 Full Notification/Activation of Local CCG****Activity**

- local Emergency Operations Centre (EOC) may be established
- local CCG is notified and may convene at the EOC
- emergency may or may not be declared
- Social Services' First Response Protocol is implemented (up to 50 people evacuated for up to 72 hour period)
- Level III incident could lead to Level IV response/activation

**Notification**

- regional Manager of Emergency Measures is notified by local CEMC
- region's ECG is notified and may convene at regional EOC

**Typical Example(s)**

- large scale hazmat incident
- large scale flood in a municipality

**Level 4 Regional Emergency****Activity**

- regional ECG and EOC are activated
- local community EOC(s) and CCG(s) will continue to be activated and meeting at their EOC(s)
- business cycles for multiple EOCs will be coordinated, thus ensuring collaboration and communication
- activation of reception/evacuation centres managed and operated by Social Services
- beyond the coping capacity of a local municipality

**Notification**

- regional ECG convened as per the Regional Emergency Response Plan
  - this means that the Mayor, Acting Mayor or designated Senior Municipal Official of the Township of Wellesley will be required to attend at the regional EOC (this will be designated in the notification)
  - this may be expanded to also include the CEMC of the Township (as an additional communication link)

**Typical Example(s)**

- major aircraft incident
- pandemic and other health emergencies, such as SARS
- widespread hydro-electric power outage
- severe weather event (tornado, ice storm)
- major flood with widespread impacts
- hosting of evacuees from outside Waterloo Region

**EMERGENCIES DEFINED (continued)**

**Level 5 Provincial Emergency**

***Activity***

- beyond the coping capacity of the combined resources of the regional and local municipalities
- regional and local municipal EOCs are activated

***Notification***

- provincial Emergency Operations Centre to coordinate daily teleconference with affected municipalities

***Typical Example(s)***

- ice storm, 1998
- blackout, 2003
- pandemic

## EMERGENCY CONTROL STRUCTURE

Emergencies are situations or the threat of impending situations abnormally affecting the lives and/or property of our society which, by their nature or magnitude, require a coordinated response by a number of agencies, both government and private, under the direction of appropriate officials – **as distinct from routine operations carried out by departments/agencies as part of normal day to day procedures.**

In emergency situations in the Township of Wellesley, these appropriate officials comprise the emergency control structure including the Community Control Group, the EOC Support Staff and the External Support Agencies.

The Community Control Group will manage and direct the overall response to an emergency situation in the Township of Wellesley.

The EOC Support Staff will provide assistance to the Community Control Group at the Emergency Operations Centre and such other locations as may be appropriate, and will provide information and advice to others impacted by the emergency.

The External Support Agencies will bring their specialized expertise and resources into operation in a manner co-ordinated with the directions and activities of the Community Control Group.

Key members of the Community Control Group have the authority to activate this plan and to require that its members assemble to address an emergency situation or pending emergency situation.

## ACTIVATION OF THE TOWNSHIP PLAN

This plan is considered activated at any time the Community Control Group (CCG) members are alerted and instructed to assemble at the Emergency Operations Centre (EOC).

**NOTE: The Township Plan may be activated WITHOUT the declaration of an emergency. Activation of the Township Plan DOES NOT CONSTITUTE an emergency declaration by the Township of Wellesley.**

## AUTHORITY TO ACTIVATE THE TOWNSHIP PLAN

The following persons (or their designated alternates) have the authority to activate the Township Plan:

- the Mayor of the Township of Wellesley
- the Chief Administrative Officer/Clerk of the Township
- the Township Fire Chief
- the Chief of Waterloo Regional Police or his alternate

**AUTHORITY TO ACTIVATE THE TOWNSHIP PLAN (continued)**

Any of the authorized persons may activate the Township Plan by contacting the Duty Officer of the Waterloo Regional Police and requesting that the Duty Officer activate the Emergency Alerting System.

You may reach the Duty Officer of the Waterloo Regional Police at:

**519 – 653 – 7700 extension 840**

The Duty Officer of the Waterloo Regional Police is responsible for immediately alerting the following members of the Community Control Group, or their designated alternates:

- the Mayor
- the Chief Administrative Officer/Clerk
- the Fire Chief
- the Director of Public Works
- the Director of Recreation
- the Chief Building Official
- the Community Emergency Management Coordinator (CEMC)
- the Chief of the Waterloo Regional Police
- the Commissioner of Social Services – Waterloo Region
- the Manager of Regional Emergency Services
- the Township Deputy Clerk

The Duty Officer of the Waterloo Regional Police will request that each of the persons alerted assemble at the Township’s Emergency Operations Centre, or alternate Emergency Operations Centre forthwith, and will pass along such other information as may be requested by the person activating the Emergency Alerting System.

**PLEASE REFER TO APPENDIX 2  
FOR THE CALL OUT LIST**

The Township Deputy Clerk is responsible for contacting other personnel.

The Township Deputy Clerk should refer to

**APPENDIX 3 – TOWNSHIP SUPPORT GROUP**

**COMMUNITY CONTROL GROUP RESPONSIBILITIES**

The Community Control Group (CCG) consists of senior elected and appointed officials of the Township of Wellesley and the Regional Municipality of Waterloo who will manage and direct the overall response to any emergency in the Township.

The CCG, under the chairmanship of the CAO/Clerk, will direct the assembly and assignment of resources to address the emergency situation. As a group, the CCG provides advice with respect to the need to and timing of declaring an emergency, disconnection of various utilities, evacuations, expenditures of municipal funds, communicating with the public, municipal councillors and other levels of government, calling for volunteers and their assignments, maintaining a log of actions taken, supporting recovery efforts and participating in event debriefing following the cessation of an emergency.

**DECISION MAKING AND SOLIDARITY**

At any time the Township Plan is activated by assembling the Community Control Group, decisions made and actions taken are made in consultation with the Mayor under the provisions of the Act.

During Community Control Group meetings, all members will provide advice and make recommendations. Once a decision is made by the CAO/Clerk, all members of the CCG must collectively support that decision under public scrutiny, whether opposed to those decisions at the discussion level or not.

In addition to these collective responsibilities, the following members of the Community Control Group have specific individual responsibilities:

- the Mayor
- the Chief Administrative Officer/Clerk
- the Township Fire Chief
- the Director of Public Works
- the Director of Recreation
- the Chief Building Official
- the Chief of Waterloo Regional Police
- the Commissioner of Social Services – Waterloo Region
- the Director of Emergency Medical Services
- the Community Emergency Management Coordinator

These individual responsibilities are set out on the following pages:

**INDIVIDUAL RESPONSIBILITIES****THE MAYOR**

The Mayor is the 'face and voice' of the township during an emergency; and is the visible leader who will provide timely information and advice to those impacted or potentially impacted by the emergency situation, through a variety of mediums.

The Mayor is also responsible for:

- when appropriate, activating the Emergency Alerting System
- upon the advice of the CCG, declaring an emergency
- upon the advice of the CCG, declaring an emergency terminated
- formally signing the declaration form
- formally notifying the following that an emergency has been declared, and terminated:
  - the Chair of the Regional Municipality of Waterloo
  - the Ministry of Community Safety and Correctional Services – Provincial Operations Centre
- with the assistance and support of members of the CCG, and EOC support staff ensuring that members of the Township Council are apprised of the emergency situation and updated regularly, to ensure that council operates through the Mayor, and not independently for the duration of the situation
- conveying concerns of Township Councillors to the CCG
- with the assistance and support of members of the CCG, ensuring that the media, the public and neighbouring municipal officials are advised of the declaration and the termination of an emergency
- representing the Township by acting as its primary spokesperson
- provide information to the Regional Emergency Control Group regarding the status of the municipal emergency situation
- liaise with the Township CAO and other senior Township officials

**INDIVIDUAL RESPONSIBILITIES (continued)****THE CHIEF ADMINISTRATIVE OFFICER/CLERK**

The CAO/Clerk is the senior administrative official of the Township. The CAO/Clerk is the Chair of the Community Control Group.

In addition, the CAO/Clerk is also responsible for:

- when appropriate, activating the Emergency Alerting System
- advising the CCG on Township policies and procedures when they may impact CCG decisions
- establishing an operations cycle and directing the activities of the CCG, particularly with reference to the timing and duration of business meetings in the operations cycle
- maintaining an agenda of issues/problems, actions, solutions requiring attention at each business meeting
- appointing an Emergency Site Manager, and ensuring that an appropriate communication link is maintained with that ESM
- approving major announcements and all media releases, in consultation with the CCG, prior to their release
- ensuring that appropriate support staff are available to the CCG
- ensuring that appropriate communications are established and maintained with the Regional CAO and area municipal CAOs as required
- serving as the Community Emergency Management Coordinator
- ensuring that an action log of decisions made is maintained for the duration of the emergency

**INDIVIDUAL RESPONSIBILITIES (continued)****TOWNSHIP FIRE CHIEF**

When an emergency occurs, or an emergency situation is pending and the CAO/Clerk is absent from the Township, the Township Fire Chief is the Alternate CAO/Clerk with respect to the role and responsibilities of the CAO/Clerk, as set out in this plan.

In addition, the Township Fire Chief has the following responsibilities:

- when appropriate, activate the Emergency Alerting System
- make arrangements, as required, for additional fire or emergency team responses with adjacent fire services, the Regional Fire Coordinator and/or the Fire Marshall of Ontario
- advising the CCG on matters of fire suppression and/or fire prevention in areas where the emergency has caused increased fire risks
- establishing an inner perimeter at the emergency scene when Fire is the lead agency
- providing an Emergency Site Manager (ESM) if required
- exercising control of the fire department and its resources, and any responding firefighting apparatus and manpower, in the event of Regional Mutual Aid activities
- serving as the Alternate Community Emergency Management Coordinator
- maintaining a log of actions taken by resources under his control for the duration of the emergency
- ensuring that his support staff are trained to take and deliver messages in a timely manner when he is attending operations cycle business meetings
- liaise with the Regional Fire Co-ordinator as to the status of related activities and requirements

**INDIVIDUAL RESPONSIBILITIES (continued)****DIRECTOR OF PUBLIC WORKS**

The Director of Public Works is responsible for:

- exercising control of Public Works department resources, and ensuring that all vehicles and equipment are available for immediate use, in accordance with the directions of the CCG, including assisting other agencies
- coordinating the acquisition, scheduling maintenance of other modes of transportation for personnel, supplies, etc., as required by the CCG, including liaising with Grand River Transit, appropriate personnel in area municipalities and the Region of Waterloo
- liaising with appropriate staff at the Region of Waterloo for support and assistance with respect to water and sewer systems
- liaising with the Township Fire Chief as it relates to the supply of water for firefighting purposes
- provision of potable water, supplies and sanitation facilities as directed by the Commissioner of Public Health/Medical Officer of Health
- arranging for the inspection and demolition of unsafe buildings as directed by the Township's Chief Building Official
- arranging for transportation of volunteers as required by the Director of Human Resources
- liaising with appropriate utilities to disconnect any service that may represent a hazard/danger and/or arrange for alternate service as appropriate
- liaising with the Grand River Conservation Authority with respect to floods and flood related emergencies
- ensuring the implementation of the Township of Wellesley Contingency Plan for Spills of Oil and Other Hazardous Materials, as necessary
- liaising with Directors of Public Works of area municipalities and/or the Commissioner of Transportation and Environmental Services for the Region of Waterloo to ensure coordination of equipment and resources
- providing an Emergency Site Manager if required
- ensuring that his support staff are trained to take and deliver messages in a timely manner when he is attending operations cycle business meetings

**INDIVIDUAL RESPONSIBILITIES (continued)****DIRECTOR OF RECREATION**

In the event of an emergency, the Director of Recreation will assume the role of Director of Human Resources for the duration of the emergency, and in that regard will be responsible for:

- coordinating and processing requests for human resources – volunteers and/or temporary staff in support of CCG directions
- in conjunction with the Media Coordinator, coordinate offers of and appeals for volunteers
- selecting, opening and staffing the most appropriate site(s) for registration of volunteers
- ensuring that the necessary volunteer registration forms are completed for all Township volunteers
- providing liaison with Reception/Evacuation Coordinators regarding the distribution/completion of volunteer registration forms
- receiving and maintaining all completed volunteer registration forms and other human resources information
- ensuring that registered volunteers, temporary workers and others as appropriate, receive identification cards
- providing necessary information to the Director of Public Works to enable him to arrange transportation for volunteers

In addition, the Director of Recreation will be responsible for:

- liaising with the Regional Commissioner of Social Services with respect to the need to activate evacuation and registration centre(s)

**SEE APPENDIX 4 for contact information**

- ensuring that all Township owned facilities are opened and maintained as required
- arranging for security at Township facilities as required
- coordinating the provision of food and other refreshments for the CCG and the support personnel at the EOC

**INDIVIDUAL RESPONSIBILITIES (continued)****CHIEF BUILDING OFFICIAL**

In the event of an emergency, the Chief Building Official will assume the role and responsibilities of Media Coordinator for the purpose of managing external communications for the duration of the emergency situation.

As the Media Coordinator, the Chief Building Official will be responsible for:

- monitoring media reporting with respect to the emergency situation and preparing regular and timely summaries of that reporting to the Chair of the CCG
- developing and maintaining an accurate directory of telephone numbers through which the media may be contacted, and a similar list of numbers that members of the media may call to obtain up-to-date information
- providing advice to the CCG with respect to content for media releases, including drafting those releases, obtaining the approval of the CAO/Clerk prior to distribution; and ensuring their timely distribution to the media, members of council, the CCG, and township staff
- establishing a Media Centre and ensuring that it contains sufficient copies of all media releases, and is available to all media
- arranging media briefing timetables, and media briefings; and serving as the briefing coordinator, by introducing township spokespersons, conducting the question and answer sessions and concluding briefings in a timely and professional manner
- liaising with Waterloo Regional Police Public Information Officer(s) and with the Emergency Site Manager with respect to on-scene spokespersons, media tours, etc.
- liaising with the Citizen Inquiry Supervisor to ensure that those responding to public inquiries receive and understand the most up-to-date information for public dissemination, and that information relayed by the public is passed along to the CCG in a timely manner
- maintain a chronological log of key media communications and events
- working with the Mayor and others to assist them in preparing for media briefings, including developing key messages and order of speaking
- maintaining a log of media reports (print, voice and video), and ensuring it is complete at the conclusion of the emergency

**INDIVIDUAL RESPONSIBILITIES (continued)****COMMUNITY EMERGENCY MANAGEMENT COORDINATOR**

In the event of an emergency, the Community Emergency Management Coordinator will be responsible for:

- ensuring that the EOC is set up, that CCG members' staff rooms are available; that telephone numbers are provided; and that all appropriate materials are at hand for the CCG and their support personnel
- assisting the CAO to manage the business meeting portion of the emergency operations cycle, and provide strategic advice as required
- ensuring that required forms for declaring and terminating an emergency are at hand as required
- assisting the Mayor and/or the CAO in communicating with other governments (province, region, area municipalities)
- participating in the post-emergency debriefing and develop the report on the emergency
- ensure that declaration of emergency and termination of emergency forms are faxed to the Provincial Operations Centre
- liaise with representatives of Emergency Management Ontario
- ensure that the Regional Manager of Emergency Measures is notified upon the activation of the Township plan.

**INDIVIDUAL RESPONSIBILITIES (continued)****WATERLOO REGIONAL POLICE CHIEF**

In the event of an emergency in the Township of Wellesley, the Chief of Police or his designated representative has the following responsibilities:

- when appropriate, activate the Emergency Alerting System
- managing the police role at the site of the emergency including, but not limited to: establishing his on-scene command post, designating an officer-in-charge to coordinate with the ESM and other responders
- providing an Emergency Site Manager where the emergency dictates that police is the lead agency
- establishing an inner perimeter when police is the lead agency
- establishing and maintain an outer perimeter as requested by the ESM
- ensuring that the appropriate police resources are available to carry out the tasks assigned by the ESM and/or the CCG
- alerting persons likely to be affected by an evacuation order, and coordinate evacuation processes to designated centres
- providing a police presence at the EOC, evacuation centres and other sites as requested
- notifying the coroner of fatalities and provide assistance with the management of fatalities

**INDIVIDUAL RESPONSIBILITIES (continued)****DIRECTOR OF EMERGENCY MEDICAL SERVICES**

In the event of an emergency in the Township of Wellesley, the Director of Emergency Medical Services or his designated representative has the following responsibilities:

- managing the EMS resources at the site including, but not limited to, providing an on-site command post for EMS purposes, designating an officer-in-charge as a member of the site management team, to coordinate site triage and treatment
- providing liaison with the Commissioner of Health/Medical Officer of Health for information regarding invalids or disabled citizens in the affected area who may require special assistance
- liaising with local hospitals for distribution of casualties through the Cambridge Central Ambulance Communications Centre (CACC) dispatch
- assessing the need and making the case for on-site medical teams from hospitals, special emergency health service support units, air ambulances, radio/telephone links with Ministry of Health, etc., and at the direction of the CCG, forwarding these requests to CACC
- if required, providing an Emergency Site Manager
- ensuring that medical supplies are available at the emergency area and the reception/evacuation centres

**INDIVIDUAL RESPONSIBILITIES (continued)****COMMISSIONER OF SOCIAL SERVICES**

In the event of an emergency in the Township of Wellesley, the Commissioner of Social Services is responsible for:

- directing the opening and operation of reception/evacuation centres with the assistance of the Public Health Department and designated volunteer agencies for the registration, feeding, care, clothing, welfare and shelter of persons using the centres
- liaising with the Waterloo Regional Police Services regarding the establishment of additional reception/evacuation centres and other centres of mutual concern
- ensuring that a property representative is notified when Public or private property is required as reception/evacuation centres, and that staff/volunteers using that facility take direction from the representative with respect to the maintenance, use and operation of the facility
- ensuring that volunteers involved in these activities complete a volunteer Registration Form, and that a copy of each is retained for township use
- participating in a debriefing and assisting in the preparation of the report on the emergency

**INDIVIDUAL RESPONSIBILITIES (continued)****COMMISSIONER OF PUBLIC HEALTH/MEDICAL OFFICER OF HEALTH**

In the event of an emergency in the Township of Wellesley, the Commissioner of Public Health/Medical Officer of Health is responsible for:

- serving as the co-ordinating link for all health-related services at the Community Control Group
- liaising with the Provincial Ministry of Health and Long Term Care, Public Health Branch
- providing advice on any matter that may adversely affect public health, including risk to public safety, and the need to evacuate buildings or neighbourhoods
- providing authoritative instructions on health matters to the Media Co-ordinator
- ensuring that all aspects of public health and welfare are addressed in a timely manner consistent with the provisions of the Region of Waterloo emergency plan
- notifying the Director of Public Works regarding the need for potable water supplies and sanitation facilities
- providing liaison with the Commissioner of Social Services on areas of mutual concern regarding the operation of registration/evacuation areas

## EMERGENCY OPERATIONS CENTRE SUPPORT STAFF

Key township staff, who are not part of the Community Control Group, are integral to the successful management of emergency situations.

They form part of the Emergency Operations Centre Support Staff. Their responsibilities are set out in the following pages.

## TOWNSHIP DEPUTY CLERK

In the event of an emergency in the Township of Wellesley, the Township Deputy Clerk is responsible for:

- notifying as many of the following township personnel as may be required to ensure that two (2) scribes will be in attendance at the EOC: **see Appendix 3 for contact numbers**
  - the Accounts Receivable Clerk
  - the Bookkeeper
  - the Accounts Payable Clerk
  - the Planner
- notify the Switchboard Operator and require her/his attendance at the EOC
- assisting the CEMC in the set-up of the EOC and ensuring that the appropriate supplies are maintained throughout the emergency
- fulfill the duties of SCRIBE until the designated scribes arrive at the EOC
- co-ordinate the provision of clerical staff to assist the CCG as required

In addition, the Township Deputy Clerk will serve as Citizen Inquiry Supervisor, and will be responsible for:

- designating Citizen Inquiry Telephone Lines at the Township offices or such other location as may be required
- continual liaison with the Media Co-ordinator to obtain current information and to manage the passing of this information to citizens who contact the inquiry line
- establishing and maintaining an up-to-date and accurate list of contact numbers for key agencies, operations and sites established for the duration of the emergency such as, but not limited to;
  - Emergency Site Manager, Evacuation & Registration Centres, external support agencies, and the like ...
- redirecting inquiries to the appropriate agency/individual
- arranging interim staffing to support the Citizen Inquiry

operations for the duration of the emergency

**SCRIBES**

The Accounts Receivable Clerk is designated as the primary Scribe.

Whenever the Community Control Group conducts a business meeting as part of the operations cycle, the Scribes are required to maintain a log of the key proceedings of that meeting.

More specifically, the Scribes are responsible for:

- assisting the CEMC in the set up of the EOC and ensuring that supplies are maintained throughout the emergency
- ensuring that attendance logs for the business meetings is maintained and accurate
- maintaining notes of the proceedings of the meetings; in particular, noting key decisions made (and the time); listing all tasks assigned, including completion targets where discussed
- at the conclusion of each business session, prepare a summary of the key assignments for the Chair of the CCG and, at his/her direction, provide copies to all members of the CCG
- maintaining a chronological log of the completion of each assigned task, and provide timely summaries of this log to the Chair of the CCG
- at the conclusion of the emergency, obtain copies of the logs kept by members of the CCG and retain them with originals of scribing notes of the proceedings of the CCG meetings
- transcribing logs of the CCG meetings at the conclusion of the emergency, and provide copies to the members of the CCG for use during the debriefing session

**EOC SECURITY**

In the event of an emergency in the Township of Wellesley, the By-law Enforcement Officer will assume the role of EOC Security, and will be responsible for:

- controlling access and egress from the EOC proper, and for maintaining the attendance log for the ECO
- assisting in the ordering and distribution of food supplies for EOC personnel
- assist where practical in responding to counter inquiries
- assist in the set-up for media scrums
- guide EOC members and their alternates, as well as their support staff to their designated work area, and assist in logging onto computer and telephone systems as required

**SWITCHBOARD OPERATOR**

In the event of an emergency in the Township of Wellesley, the switchboard operator will be responsible for:

- opening and operating the switchboard at the Township office
- notifying the after hours answering service, as required
- receiving incoming calls and directing them to the appropriate office of EOC support personnel
- responding to inquiry calls with the most up-to-date information available
- receiving and recording information calls and ensuring that that information is passed to the appropriate EOC personnel

**EMERGENCY OPERATIONS**

**MUNICIPAL EMERGENCY OPERATIONS CENTRE**

In the event of an emergency, an Emergency Operations Centre (EOC) will be established in accordance with the Township Plan.

The EOC will be the facility at which the Community Control Group members, their support staff and such support and advisory staff from the Township, and other agencies will attend to make decisions, share information and provide support as required to mitigate the effects of the emergency.

**SEE APPENDIX 9 FOR THE LOCATION OF THE  
EMERGENCY OPERATIONS CENTRE**

**OPERATIONS MANAGEMENT**

The Emergency Operations Centre has been designed to facilitate effective communication and co-ordination between the Community Control Group, its individual members and their support network, emergency control and/or support staff at emergency site(s), and other agencies involved in mitigating the impact of the emergency.

The Chief Administrative Officer/Clerk is responsible for managing the overall business operations within the EOC. Primary tool employed by the CAO to structure co-ordination/information sharing and decision-making between the CCG members is the 'emergency operations cycle'.

**EMERGENCY OPERATIONS CYCLE**

**OPERATIONS CYCLE MEETINGS**

Whenever the CCG assembles at the EOC, it is the responsibility of the CAO to convene a CCG meeting. This meeting is the primary component of the operations cycle.

During this CCG meeting, individual CCG members are expected to provide a brief summary of the situation, from their perspective; to advise of the actions required in the near term; and the resources they have available and/or may require.

As information is shared, directions are given and decisions are made with respect to mitigating the impact of the emergency; and the meeting is adjourned so that CCG members may attend to their roles and assignments.

**EMERGENCY OPERATIONS CYCLE****OPERATIONS CYCLE MEETINGS (continued)**

Upon the adjournment of the meeting, CCG members return to their communication rooms, in the second component of the operations cycle, to undertake steps to mitigate the emergency, carry out assignments from the above-noted meeting and, the third component of the operations cycle, gather information and support requirements for the next meeting.

**Whenever the CCG meeting is in session, participants must temporarily suspend external communication and temporarily delegate responsibility for such external communications to their support personnel.**

**LAYOUT OF THE EMERGENCY OPERATIONS CENTRE**

The Emergency Operations Centre is the central administrative location for all members of the CCG. The EOC will consist of the following:

- a room for formal operations cycle meetings of the CCG
- a separate room for support personnel for each of the following CCG members or EOC Support Staff:
  - Waterloo Regional Police
  - Waterloo Regional Social Services
  - Waterloo Public Health
  - Wellesley Township Fire Department
  - Wellesley Township Public Works
  - Wellesley Township Media Co-ordinator
  - Emergency Communications
  - Media Room
  - Citizen Inquiry

**The floor plan establishing those offices  
in the Emergency Operations Centre  
can be found in Appendix 9.**

## EMERGENCY SITE OPERATIONS

During any major emergency, emergency responders (Fire, Police, EMS, etc) will congregate where the emergency exists and will work together to:

- protect life, health, safety and property of the public
- protect life, health and safety of emergency response personnel
- mitigate/remove the danger/hazard presented by the emergency.

These 'emergency site operations' are controlled and co-ordinated to make the most efficient use of personnel and equipment, and upon activation of this plan, are supported by the Emergency Operations Centre.

## EMERGENCY SITE MANAGER (ESM)

In the event of an emergency the CAO, on the advice from the CCG, will appoint an Emergency Site Manager (ESM) from the lead agency involved in the specific emergency.

### Note:

**Once appointed, the Emergency Site Manager reports DIRECTLY to the CAO/Clerk for the duration of the emergency or until relieved. Further, once appointed, the ESM is relieved of responsibility for operations of his/her own agency.**

The appointment will have regard for:

- availability of experienced personnel approved by their agency
- knowledge of the responding agencies responsibilities and their resources

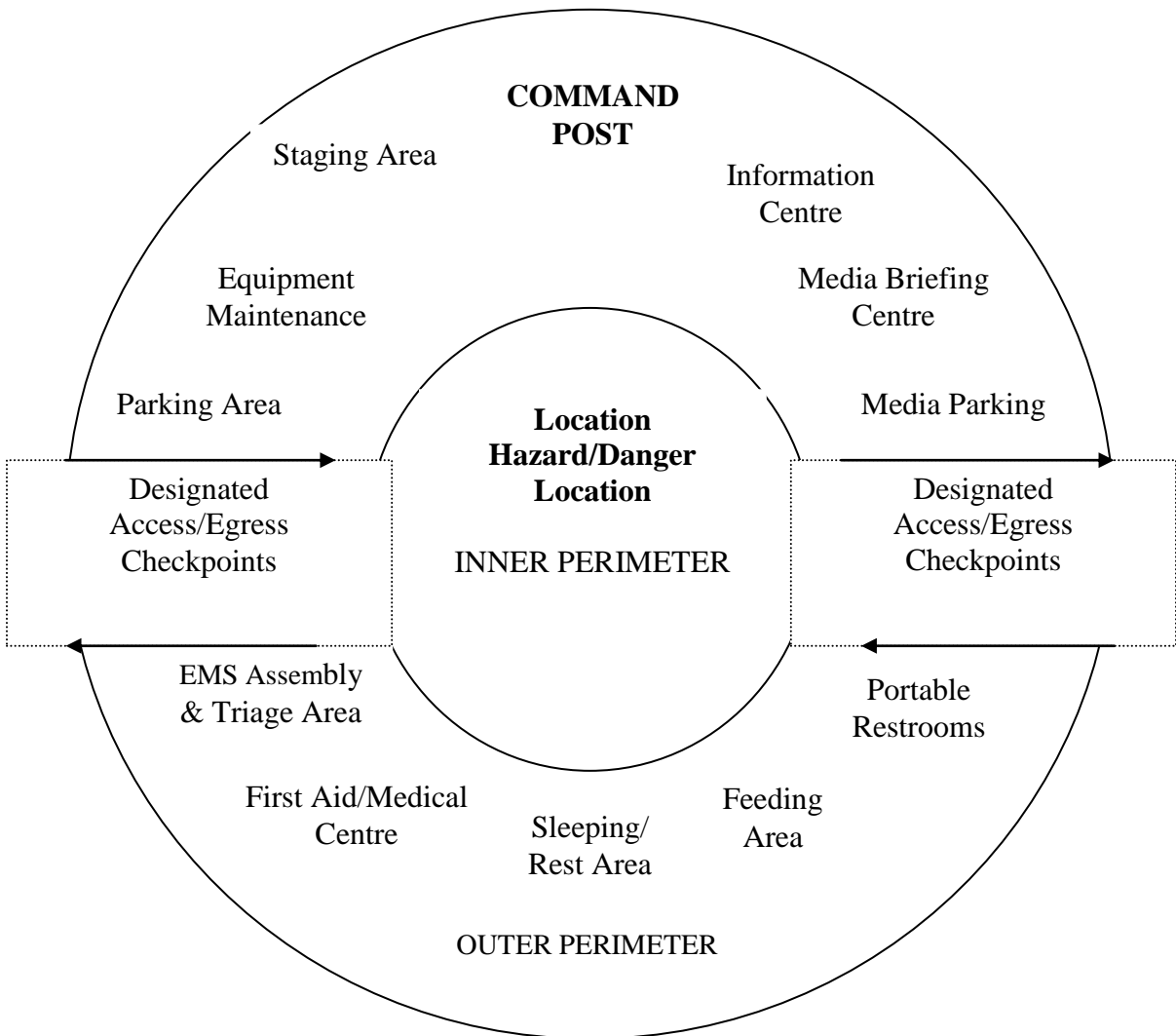
Once appointed, the Emergency Site Manager has the authority to:

- call and chair meetings of the responding agency commanders (officials in charge) for information sharing, resource allocation and establishing objectives
- mediate conflicts between agencies and to settle those conflicts where mediation is not successful, and to seek the direction of the CAO/Clerk should resolution at the emergency site not be feasible
- establish and maintain a communication link with the CAO/Clerk and the EOC for the flow of timely information and advice
- direct that appropriate action be taken to feed, shelter and relieve emergency site workers, taking into account alternate resource availability, weather, lighting, stress, etc.
- appoint and/or assist those appointed to manage, catalogue and report Information from the site (such as media spokespersons, media tours, etc)
- have regard for provincial laws and corporate policies that may impact

the decisions and activities undertaken at the site

**EMERGENCY SITE LOCATION, LAYOUT, CONTAINMENT**

The emergency site is the location containing and immediately surrounding the danger/hazard. An emergency site is typically comprised of an inner perimeter, and outer perimeter.



**EMERGENCY DECLARATION/TERMINATION**

Emergency declarations promote a sense of urgency during an emergency situation regarding the danger present, and formally engage the powers of the Emergency Management and Civil Protection Act.

An emergency declaration should be made at any time the Township of Wellesley must implement 'extra ordinary' actions to protect the life, health, safety and property of its residents.

**DECLARATION OF A MUNICIPAL EMERGENCY**

The Mayor or Acting Mayor (pursuant to the provisions of Motion # 292 and Confirming By-law 45 - 2010) is empowered by the Emergency Management and Civil Protection Act to declare an Emergency to exist within the Township of Wellesley or any part thereof.

This decision is made in consultation with and on the advice of the CCG.

**Once a decision is made to declare an emergency, the Emergency Declaration Form ( found in Appendix 6 ) must be completed, signed and dated. Once completed, it must be faxed to the Provincial Operations Centre: FAX 1 – 416 – 314 - 3257**

**DECLARATION OF A REGIONAL EMERGENCY**

The Regional Chair (or the Chair's designated alternate) is empowered by the Act to declare an emergency to exist within the boundaries of The Regional Municipality of Waterloo.

**NOTE: Municipal emergencies that have been declared remain in effect if the Township is part of the declared Regional Emergency**

**DECLARATION OF A PROVINCIAL EMERGENCY**

The Premier of the Province of Ontario (or designated alternate) has the power under the Act to declare a 'provincial emergency' to exist within the boundaries of the Province of Ontario.

Note: The Premier has the power to declare an emergency in any community within the boundaries of the Province of Ontario.

**TERMINATION OF A MUNICIPAL EMERGENCY**

At any time that an emergency has been declared to exist, it **MUST** be terminated at a later time.

A municipal emergency declaration by the Mayor or alternate may be terminated by the Mayor or alternate, or by a majority vote of the Township Council.

The Premier of the Province of Ontario may declare a municipal emergency terminated.

Any decision to terminate a municipal emergency should be made in consultation with the Community Control Group.

**Once a decision is made to terminate an emergency, the Emergency Declaration Form ( found in Appendix 7 ) must be completed, signed and dated. Once completed the form must be faxed to the Provincial Operations Centre. FAX 1 – 416 – 314 – 3257**

**TERMINATION OF A REGIONAL EMERGENCY**

Any time a regional emergency has been declared to exist, it **MUST** be terminated at a later time.

A regional emergency may be declared to be terminated by the Regional Chair or by a majoring vote of Regional Council.

The Premier of the Province of Ontario may declare a municipal emergency terminated.

**TERMINATION OF A PROVINCIAL EMERGENCY**

Any time a provincial emergency has been declared to exist, it **MUST** be terminated at a later time.

A provincial emergency may be declared to be terminated by the Premier.

**DUTY TO NOTIFY****NOTIFICATION – DECLARATION OF MUNICIPAL EMERGENCY**

The Emergency Management and Civil Protection Act requires that certain notifications be made forthwith in the event that a municipal emergency is declared.

Upon completing the Emergency Declaration Form, the Solicitor General of the Province of Ontario is to be notified forthwith.

Notification to the Solicitor General is to be made by a facsimile copy of the Emergency Declaration Form sent to Emergency Management Ontario (Ministry of Community Safety & Correctional Services).

**The fax number is 1 – 416 – 314 – 3257.**

**That fax transmission must be confirmed by a telephone call to Emergency Measures Ontario. This telephone number can be found in Appendix 4.**

**The number for Emergency Measures Ontario is 1 – 866 – 314 – 0472.**

In addition, the following persons/agencies are to be notified of every emergency declaration made by the Mayor:

- Chair, Regional Municipality of Waterloo
- Members of Township Council
- Heads of Council of local municipalities in Waterloo Region
- Local Member(s) of the Legislative Assembly of Ontario
- Local Member(s) of Parliament
- Members of the public (via media announcement)

**NOTIFICATION OF TERMINATION OF MUNICIPAL EMERGENCY**

The Emergency Management and Civil Protection Act requires that, when a declared emergency is declared to be terminated, certain notification be made forthwith. Those to be notified include:

- the Ministry of Community and Correctional Services, through  
Emergency Measures Ontario at the following telephone number  
**FAX 1 – 416 – 314 – 3257 TELEPHONE 1 – 866 – 314 - 0472**
- Chair, Regional Municipality of Waterloo
- members of Township Council
- Heads of Council of local municipalities in Waterloo Region
- Local MPPs and MPs
- Members of the public (via media announcement)

**EMERGENCY INFORMATION TO THE PUBLIC**

Whenever the Township plan is activated, it is important to ensure that the Township establishes and maintains timely communication with its residents.

The Community Control Group, and in particular the Media Co-ordinator, will take all necessary and appropriate steps to ensure that accurate and timely information about the emergency is available through:

- its citizen inquiry system
- regular updates on its website
- the release of regular media announcements
- media interview – both at the EOC and at the emergency site insofar as is practical

**MEDIA INFORMATION CENTRE**

There is a designated area within the primary EOC that is to serve as a media information centre- a location where members of the media may obtain up to date copies of media releases, media briefing timetables and the like.

Depending on the size and location of the emergency, the Media Information Centre may be located at a site other than the primary EOC. In such cases, that information will be transmitted to all the media in a timely fashion.

Depending on the size of the emergency and its expected duration, it may be necessary and appropriate to establish an on-site media centre. Consideration of this possibility will be taken in consultation with the Emergency Site Manager.

Should an on-site media centre be established, the Media Co-ordinator will consult with the CAO and the Emergency Site Manager with respect to the person to be appointed.

The on-site media co-ordinator will work in co-operation with the ESM with respect to arranging media visits/tours to the site.

**MEDIA SPOKESPERSONS**

***The Mayor*** serves as the voice of Council during emergency operations. The Mayor will attend all media briefings (where practical) to present general information about the emergency, emergency operations and explain any 'extra-ordinary' measures – such as the rationale behind an evacuation order.

***The Chief Administrative Officer*** serves as the voice of the Community Control Group. The CAO will attend all media briefings (where practical) or be represented by one or more members of the CCG, to explain the emergency efforts being undertaken by staff, other government and/or non-government partners in emergency operations.

***One or more subject matter specialists*** may be required to attend media briefings to address specific matter relevant to their areas of expertise.

**EXTERNAL SUPPORT AGENCIES**

Representatives of the following agencies/organizations may be called upon to attend at the EOC and/or participate in meetings of the CCG, to bring their agency's resources and/or experience to bear on the emergency situation:

- |  |   |
|--|---|
| <input type="checkbox"/> Kitchener-Wilmot Hydro Inc.                   | <input type="checkbox"/> Waterloo North Hydro.          |
| <input type="checkbox"/> Union Gas                                     | <input type="checkbox"/> Grand River Transit            |
| <input type="checkbox"/> Waterloo Region School Board(s)               | <input type="checkbox"/> Hospital Administrators        |
| <input type="checkbox"/> Ontario Provincial Police (OPP)               | <input type="checkbox"/> Critical Incident Stress Teams |
| <input type="checkbox"/> Grand River Conservation Authority            | <input type="checkbox"/> Amateur Radio                  |
| <input type="checkbox"/> Emergency Measures Ontario                    | <input type="checkbox"/> Ontario Hydro                  |
| <input type="checkbox"/> Waterloo Region Manager of Emergency Services |   |

**EMERGENCY ASSISTANCE/RESOURCES****ASSISTANCE FROM NEIGHBOURING MUNICIPALITIES**

During emergency operations, the CCG members determine the allocation of township resources to support emergency sites, emergency operations or other functions within the township. Depending on the emergency situation, the township may also need to co-ordinate response/assistance with neighbouring municipalities, the regional government and/or the provincial government.

This could include assistance through emergency response plans, or agreements such as Fire Mutual Aid Plans.

Any request for emergency assistance made by the Township of Wellesley to a neighbouring municipality should be made:

- Head of Council to Head of Council, or
- CAO to CAO, or
- Fire Chief through Emergency Dispatch, or
- Department Head to Department Head

Such requests for assistance should be made on the basis of prior consultation with the CCG.

It is possible that neighbouring municipalities may request emergency assistance from the Township of Wellesley while dealing with emergency situations within their municipalities.

If such a request is made prior to the activation of the Township Plan the Department Head will make a determination of its capability to assist.

If such a request is made after the activation of this plan, the CCG will evaluate the request and make a determination regarding the capability of the Township to assist.

**ASSISTANCE FROM THE REGIONAL MUNICIPALITY**

At any time the township plan is activated, certain agencies/departments of the Regional Municipality of Waterloo may be involved in emergency operations. These agencies are expected to provide representation as part of the Township's CCG. These include but are not limited to:

- Public Health Department
- Social Services Department
- Waterloo Regional Police Services
- Waterloo Region Emergency Medical Services
- Waterloo Region Manager of Emergency Services

These representatives of these agencies are responsible for co-ordinating Regional assistance at the Township's Emergency Operations Centre.

**ASSISTANCE FROM THE PROVINCE OF ONTARIO**

When the combined resources of the Regional Municipality of Waterloo and the seven Area Municipalities are deemed insufficient; or where the specialized skills/services of provincial assets are required, a request may be made to the Province of Ontario for assistance under the provisions of the Emergency Management and Civil Protection Act by communicating with the Provincial Emergency Management Centre Duty Officer.

**The telephone number for that office is                    1-866-314-0472.**

**ASSISTANCE FROM VOLUNTEERS/VOLUNTEER AGENCIES**

Depending on the specific emergency, assistance may be required from civilian volunteers and/or various designated volunteer emergency support agencies.

Requests for such assistance will be at the direction of the CCG.

Where requests for civilian volunteer assistance is to be made, the CCG should carefully consider the ramifications of seeking such volunteers if a declaration of an emergency has not been made.

**Only persons who volunteer to assist the township after a declaration that an emergency exists has been made are deemed to be 'municipal workers' under the provisions of the Workplace Safety Insurance Board.**

**EMERGENCY EXERCISES**

The Township Plan details the response protocol for any emergency occurring within the boundaries of the Township of Wellesley.

For this plan to be effective, it must be tested on a regular basis.

This plan is to be tested by using emergency exercises of varying types, duration and complexity to ensure its contents remain appropriate and ready to be implemented at any time.

The Community Emergency Management Co-ordinator is responsible, for the co-ordination and implementation of local exercises to test any component of the plan.

At least one (1) annual exercise shall be conducted in order to test the overall effectiveness of this emergency plan and to provide training to the Community Control Group and their alternates, and other individuals or groups identified in the plan.

Revisions to this plan shall incorporate recommendations that flow from an evaluation of performance during such exercises.

It is the responsibility of every member of the Community Control Group to ensure that service specific exercises are conducted on a regular basis to test and to update the functional procedures and plans to deliver their responsibilities in the event of an emergency.

**PLAN MAINTENANCE AND REVISION**

The Township Plan will be maintained by the CEMC and the Township Fire Chief.

It is the responsibility of each department/service/CCG member involved with this plan to notify the CEMC of any revisions required to the plan, its appendices or administrative procedures attached thereto.

The Township Plan will be reviewed annually, in a manner deemed appropriate by the CEMC and, where revisions are deemed to be warranted, will be reviewed by a meeting of the Community Control Group.

Once revisions are approved, the Township Fire Chief will be responsible for ensuring forthwith that revisions are prepared, circulated and recorded in the master copy of the township plan.

**DEFINITIONS**

**CAO** Chief Administrative Officer

**CACC** Central Ambulance Communication Centre

**CCG** Community Control Group

**CEMC** Community Emergency Management Co-ordinator

**EMO** Emergency Measures Ontario

**EMS** Emergency Medical Services

**EOC** Emergency Operations Centre

**ESM** Emergency Site Manager

**MOH** Medical Officer of Health

**CAO/Clerk** The senior administrative official of the Township of Wellesley

**Central Ambulance Communication Centre**

The ambulance communications centre from which ambulance resources are dispatched across a defined area.

**Community Control Group**

Specified municipal and regional staff who, together with the Mayor, meet to manage emergency response and mitigation when an emergency situation occurs or is imminent in the Township of Wellesley

**Community Emergency Management Co-ordinator**

A municipal staff position assigned responsibility for ensuring the development and maintenance of emergency response plans, and readiness and training programs to enhance response capabilities in times of emergencies.

**Critical Incident Stress Team**

A trained volunteer cadre of specialists from within the ranks of Police, Fire and Emergency Medical Services available to assist with stress debriefing during and after emergencies.

**Emergency Measures Ontario**

A division of the Provincial Ministry of Corrections and Public Safety charged with responsibility for co-ordinating emergency response

**DEFINITIONS (continued)**

**Emergency Medical Services**

A division of the Regional Municipality of Waterloo, responsible for Ambulance and paramedic response within the Region of Waterloo

**Emergency Site Manager**

A person appointed by the CAO to co-ordinate emergency response resources at the site of an emergency situation under The Township Plan.

**Head of Council**

The Mayor of a lower tier municipality in the Region of Waterloo. Also the Chair of the Regional Municipality of Waterloo.

**Inner Perimeter**

A restricted area in the immediate vicinity of an emergency scene as established by the Emergency Site Manager. Access to the inner perimeter is restricted to members of emergency response agencies and other designated emergency response personnel.

**Medical Officer of Health**

An appointed person responsible for the delivery of Public Health Programs within the Region of Waterloo.

**Outer Perimeter**

A specified geographic area surrounding the inner perimeter that serves as an assembly point for essential emergency resources. Access to the outer perimeter is strictly controlled and permitted only by permission of the Emergency Site Manager.

**Triage**

The process of sorting patients/victims and allocation of treatment based on priority needs at the scene, designed to maximize the number of survivors.