

**THE CORPORATION OF THE CITY OF PETERBOROUGH**

**BY-LAW NUMBER 05-240**

**BEING A BY-LAW TO PROVIDE FOR THE ADOPTION OF AN  
AMENDED EMERGENCY PLAN FOR THE CITY OF  
PETERBOROUGH**

THE CORPORATION OF THE CITY OF PETERBOROUGH BY THE COUNCIL  
THEREOF HEREBY ENACTS AS FOLLOWS:

1. The Emergency Plan attached hereto as Schedule A to this By-law is hereby adopted.
2. By-law 99-163 is hereby repealed.

By-law read a first, second and third time and finally passed this 15th day of  
November, 2005

(Sgd.) Henry Clarke, Deputy Mayor

(Sgd.) Nancy Wright-Laking, City Clerk



## EMERGENCY PLAN

This Emergency Plan is issued under the Authority of the Council of the Corporation of the City of Peterborough as per By-law 05-240 dated November 15, 2005.

Version #001

# EMERGENCY PLAN

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## LIST OF ANNEX'S

- Annex A First Line Response: Emergency Control Group
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- Annex C Third Line Response: Federal, Provincial and Durham Emergency Response Agencies and Officials
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## EMERGENCY PLAN

### FOREWORD

Municipal Emergencies could be defined as situations caused by the forces of nature, an accident, and an intentional act or otherwise that constitutes a danger of major proportions to life or property. The situations or the threat of impending situations, abnormally affecting the lives and property of our society, by their nature and magnitude require a controlled and co-ordinated response by a number of agencies, both governmental and private, under the direction of the appropriate elected officials, as distinct from routine operations carried out by an agency or agencies such as police forces, fire departments or hospitals.

Whenever an emergency occurs, which affects the lives and property of citizens, the initial and prime responsibility for providing immediate assistance rests with the local municipal government. This emergency plan is designed to ensure the co-ordination of municipal, private and volunteer services in an emergency to bring the situation under control as quickly as possible.

All municipal officials of the City of Peterborough, whether elected or appointed, must be fully conversant with the contents of this emergency plan and be prepared at all times to carry out the duties and responsibilities allotted to them.

## SECTION 1

### INTRODUCTION

Peterborough (2004 population 74,600) is a city (incorporated in 1905) on the Otonabee River in central-eastern Ontario, Canada. It is also the seat of Peterborough County.

Peterborough is known to be in "cottage country", a large recreational region of the province. Manufacturing is the biggest local industry, with General Electric and Quaker Oats maintaining large operations in Peterborough. The city is also a 'bedroom' community for workers of General Motors and other major factories in Oshawa.

The Trent-Severn Waterway passes through Peterborough, and there utilizes one of the first lift-locks ever implemented (Peterborough Lift Lock, which is still the world's largest hydraulic lift-lock).

Population (2004)	74,600
*% Change (1996 – 2001):	2.4
Population density <sup>1</sup>	1218.9/km <sup>2</sup>
Latitude and longitude	44° N 79° W1
Dwellings:	30,804
Postal code:	K9H, K9J, K9K, K9L
Area code:	705

#### Local and Global Markets

- The GPA (estimated population 130,000) is the regional centre for East Central Ontario with access to a contiguous market of ~350,000. Close proximity to major Canadian and US markets.
- 60% of all Canadians and 40% of all Americans live within 500 miles (800 km).
- Many companies serve international markets from Peterborough head office locations: PepsiCo Foods (Quaker), FisherCast Global, Milltronics-Siemens, Masterbrand Cabinets (NHB Industries Ltd.) Ontario Government Natural Resources Ministry.

#### Key Transportation Links

- Four-lane divided highway (35/115) to Highway 401 and Greater Toronto Area.
- Major trucking company routes.

- Full rail service capabilities.
- Municipal Airport with 5000' lighted runway and published GPS approach.
- Toronto airport is 90 miles (140 km) by major highway.
- On Trent-Severn Waterway linking Lake Ontario to Georgian Bay

#### Education & Training

- Trent University and Sir Sandford Fleming College offer applied science and research capabilities.
- World-class research facilities in watershed and environmental studies.
- Public, Catholic and French Language School Boards
- 30 elementary, 7 secondary schools.
- 3 private schools.

The purpose of this plan is to establish a plan of action for the earliest possible response to an emergency with the resources available to protect the health, safety, welfare and property of the inhabitants of the emergency area, and to prepare for and establish a procedure for the declaration of an emergency.

#### **OBJECTIVES**

1. To prepare and maintain an emergency plan for the efficient training and deployment of all personnel and services required in an emergency situation in the City of Peterborough.
2. To authorize employees of the municipality to take action under the emergency plan, including the state prior to formal declaration of the emergency.

In addition it is important that residents, businesses and interested visitors be aware of its provisions. Copies of the City of Peterborough emergency plan may be viewed online at <http://www.emergency-management.ca> or at the Fire Department Headquarters at 210 Sherbrooke Street, Peterborough. For more information please contact the CEMC or Emergency Planner at 745-3284

## **SECTION 2**

### **AIM**

The aim of this plan is to make provision for the extraordinary arrangements and measures that may have-to be taken to protect the health, safety, welfare, environment and economic health of the residents, businesses and visitors of the City of Peterborough when faced with an emergency:

It enables a centralized controlled and coordinated response to emergencies in the City of Peterborough, and meets the legislated requirements of the Emergency Management Act.

## SECTION 3

### AUTHORITY

The Emergency Management Act (EMA) is the legal authority for this emergency response plan in Ontario.

The EMA states that the:

**"Every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan."**  
[Section 3 (1)]

**"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 property and the health, safety and welfare of the inhabitants of the emergency area."**  
[Section 4 (1)]

As enabled by the Emergency Management Act, this emergency response plan and its' elements have been:

- Issued under the authority of City of Peterborough *By-law #05-240*; and
- Filed with Emergency Management Ontario, Ministry of Community Safety and Correctional Services.

#### **a) Definition of an Emergency**

The Emergency Management Act defines an emergency as:

"An emergency means 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."

The Emergency Operations Centre (EOC) can be activated for any emergency for the purposes of managing an emergency, by maintaining services to the community and supporting the emergency site.

#### **b) Action Prior to Declaration**

When an emergency exists but has not yet been declared to exist, community employees may take such action(s) under this emergency response plan as may be required to protect property and the health, safety and welfare of the City of Peterborough.

## SECTION 4

### a) Notification Procedure of The Emergency Control Group

The City of Peterborough Emergency Plan and the Emergency Control Group depend on the Peterborough Lakefield Community Police Service to provide the essential 24-hour emergency contact location to initiate the notification and activation of the full response.

The Emergency Plan and the Emergency Operations Centre may be activated in response to a variety of problems and any one of the members of the Emergency Control Group may call for that activation. In the event that there is loss of phone communication, it is the responsibility of the Telecommunications Officer to contact and activate ARES, and a runner will be available.

Where the threat of an impending emergency exists the Emergency Control Group will be notified and put on standby.

#### **Purpose:**

The purpose of the Notification procedure is to enable the Police Station Commander to accurately receive notification from any member of the Emergency Control Group and to relay that information to the Emergency Control Group in a timely manner.

Refer to Annex "D" for procedure

Nuclear Emergency Notification of the Emergency Control Group

#### **Background:**

The City of Peterborough is designated by the Province of Ontario as a "Host Community". Residents of Durham Region in the case of a Nuclear Emergency at either the Darlington or Pickering Nuclear Generating Stations may be directed to Peterborough. Peterborough would serve as "host" in the case of an evacuation and will provide such assistance as emergency lodging, food, social services, site for decontamination of persons and vehicles and whatever comfort that can be reasonably provided.

The planning and preparation for this occurrence includes a formal notification system from Emergency Management Ontario to the designated municipalities and the host municipalities. The Peterborough Community Police Service is the designated 24-hour warning point for the alert and activation of the Peterborough part of the Provincial Nuclear Emergency Plan.

#### **Purpose:**

The purpose of this procedure is to enable the Station Commander to accurately

receive notification of an emergency at either Darlington or Pickering Nuclear Generating Station and to relay that information to the Emergency Control Group in a timely manner.

### **Requests for Assistance**

Assistance may be requested from the county at any time by contacting the County Warden. The request shall not be deemed to be a request that the county assume authority and control of the emergency.

Assistance may also be requested from the Province of Ontario at any time without any loss of control or authority. A request for assistance should be made by contacting Emergency Management Ontario. Requests for assistance from the Federal Government shall be made through Emergency Management Ontario.

The Emergency notification contact list, including contact numbers for requesting assistance, is attached as Annex A.

### **A Declared Community Emergency**

The Mayor or Acting Mayor of the City of Peterborough, as the Head of Council, is responsible for declaring an emergency. This decision is usually made in consultation with other members of the Emergency Control Group.

Upon declaring or terminating an emergency, the Mayor will notify:

- Emergency Management Ontario, Ministry of Public Safety and Security;
- Council;
- County Warden, as appropriate;
- Public;
- Neighboring community officials, as required;
- Local Member of the Provincial Parliament (MPP);
- Local Member of Parliament (MP).

A community emergency may be terminated at any time by:

- Mayor or Acting Mayor; or
- Town Council; or
- Premier of Ontario.

## SECTION 5

### EMERGENCY CONTROL GROUP

#### a) Emergency Operations Centre

The Emergency Control Group will report to the Primary Emergency Operations Centre, or the alternate if the Primary is unavailable for use.

#### b) Emergency Control Group (ECG)

The emergency response will be directed and controlled by the Emergency Control Group, a group of officials who are responsible for coordinating the provision of the essential services necessary to minimize the effects of an emergency on the community. Each member of the Emergency Control Group has a minimum of two alternates.

The Emergency Control Group consists of the following officials:

- a. Mayor
- b. City Administrator
- c. Operations Officer/CEMC
- d. Emergency Information Officer
- e. Public Inquiry Officer
- f. Business Continuity Officer
- g. Police Chief
- h. Fire Chief
- i. City Engineer (Director of Utility Services)
- j. Director of Community Services
- k. Director of Social Services
- l. Medical Officer of Health
- m. President, Peterborough Utilities Services
- n. Administrative Resource Officer
- o. Telecommunications Officer

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

#### c) Operating Cycle

Members of the Emergency Control Group will gather at regular intervals to inform each other of actions taken and problems encountered. The Chief Administrative Officer will establish the frequency of meetings and agenda items. Meetings will be

kept as brief as possible thus allowing members to carry out their individual responsibilities. The Administrative Resource Officer will maintain status board and maps and which will be prominently displayed and kept up to date.

**d) Emergency Control Group Responsibilities**

**The members of the Emergency Control Group (ECG) are responsible for the following actions or decisions:**

- Calling out and mobilizing their emergency services, agency and equipment; Coordinating and directing their service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
- Determining if the location and composition of the Emergency Control Group are appropriate;
- Advising the Mayor as to whether the declaration of an emergency is recommended;
- Advising the Mayor on the need to designate all or part of the town as an emergency area;
- Ensuring that an Emergency Site Manager (ESM) is appointed;
- Ensuring support to the ESM by offering equipment, staff and resources, as required;
- Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger;
- Discontinuing utilities or services provided by public or private concerns, i.e. hydro, water, gas, closing down a shopping plaza/mall;
- Arranging for services and equipment from local agencies not under community control i.e. private contractors, industry, volunteer agencies, service clubs; Notifying, requesting assistance from and/or liaison with various levels of government and any public or private agencies not under community control, as considered necessary;
- Determining if additional volunteers are required and if appeals for volunteers are warranted;
- Determining if additional transport is required for evacuation or transport of persons and/or supplies;
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Officer, for dissemination to the media and public;
- Determining the need to establish advisory groups and/or subcommittees/ working groups for any aspect of the emergency including recovery;
- Authorizing expenditure of money required for dealing with the emergency;
- Notifying the service, agency or group under their direction, of the termination of the emergency;

- Maintaining a log outlining decisions made and actions taken;
- Participating in the debriefing following the emergency.

## SECTION 6

### EMERGENCY RESPONSE

#### a) Individual Responsibilities of the Emergency Control Group

##### MAYOR

##### GENERAL

The Mayor shall provide information to Council and the Public with regards to impacts of an emergency on our municipality and declare a state of local emergency when required.

During the emergency, the Mayor will provide information necessary to keep the media and public informed.

##### DUTIES OF THE MAYOR

##### **In an emergency, the Mayor shall:**

- a. Upon recommendation of the Emergency Control Group, declare that a state of local emergency exists within the municipality.
- b. Upon recommendation of the Emergency Control Group, declare that a state of local emergency has terminated within the municipality.
- c. Provide Council with status updates on a regular basis.
- d. Establish liaison with federal and provincial elected officials.
- e. Approve the expenditure of funds to meet the requirements of the emergency.
- f. In concert with the Operations Officer and Emergency Information Officer, confirm a schedule of press releases, integrated with the Emergency Public Information plan.
- g. Maintain a log of all actions taken.

## **CITY ADMINISTRATOR**

### GENERAL

The City Administrator shall provide and direct as required, all emergency response or support activities within the Emergency Operations Centre.

### CHIEF ADMINISTRATIVE OFFICER

The City Administrator shall be the Co-ordinator, shall convene all meetings of the Emergency Control Group and shall be the chief administrative officer for the Emergency Control Group at such time as an Emergency is declared.

### DUTIES OF THE CITY ADMINISTRATOR

The City Administrator shall:

- a. Provide regular updates and act as principal advisor to the Mayor and Council on all emergency related matters.
- b. Ensure that operational information updates are available for circulation, discussion and display within the Emergency Operations Centre.
- c. Schedule and Chair all meetings of the EOC, and make operational decisions that will respond to, contain and control the emergency.
- d. Approve news releases and public announcements prior to their release.
- e. Upon recommendation of the Emergency Control Group, request Provincial assistance.
- f. Ensure that the necessary administrative and clerical staff are provided to assist the Emergency Control Group.
- g. Secure the necessary financial support from existing sources or from Provincial or Federal authorities. Support shall be provided by the City Treasurer.
- h. Ensure that the appropriate legal and statutory requirements are met. Legal assistance shall be provided by the City Solicitor.
- i. The Administrator shall, after consultation with the Emergency Control Group, appoint an On-Site Commander.
- j. Initiate ODRAP/Fundraising efforts when necessary
- k. Maintain a log of all actions taken.

## **OPERATIONS OFFICER**

### GENERAL

The Operations Officer is responsible for ensuring the EOC is set up, maintained and run in an effective manner, and for ensuring the health and nutritional needs of the members of the Emergency Control Group are met

### DUTIES OF THE OPERATIONS OFFICER

The Operations Officer shall:

- a. Set up and organize the Emergency Operations Centre (EOC) and coordinate the operations of the EOC.
- b. Direct the activation of the Public Information Plan
- c. Organize media spokespeople and maintain schedule for the duration of the emergency.
- d. Be the official contact for the Emergency Site Manager (ESM)
- e. Direct the activation and call in of OCEAP.
- f. Arrange for appropriate security measures and personnel for the EOC and Public Inquiry Centre.
- g. Ensure status boards and maps are maintained by Administrative Resource Officer.
- h. Ensure alternates of EOC members are alerted and on standby to perform duties in the EOC should the emergency situation last long enough to warrant relief for the Primary members.
- i. To ensure the health and nutritional needs of the members of the EOC and Public Inquiry Centre are adequately met while the EOC is activated.
- j. Ensure staff and Emergency Control Group are aware of counseling services available through the Employee Assistance Program/Activate Critical Incident Stress Management Teams
- k. Coordinate and participate in all de-briefings
- l. Maintain a log of all actions taken.

## **EMERGENCY INFORMATION OFFICER (EIO)**

### GENERAL

The Emergency Information Officer is a member of the public information response team and assists with the management of the media during the emergency.

### DUTIES OF THE EMERGENCY INFORMATION OFFICER

The Emergency Information Officer shall:

- a. Consult with the Emergency Control Group on the need for news briefings and conferences, the granting of media interviews, the status of media monitoring, recommended responses to media misinformation and rumour, the content of official statements, announcements and other forms of public communication, and the release of any disaster-related information to the public.
- b. Consult with other members of the Emergency Control Group on the status of the emergency situation and on any need for resources that could be fulfilled for the dissemination of information to the public for assistance.
- c. Apprise the Emergency Operations Centre members of any significant information received by the public
- d. Issue passes, ID to all bona fide media representatives assigned to direct coverage of the emergency by their organizations and keep an up-to-date accreditation register
- e. Provide technical and logistical supports to accredited media representatives as requested.
- f. Correct misinformation by contacting media program producer
- g. Ensure that a log is kept of all media inquiries to be transformed into a media inquiry summary and assessment component of the final operational evaluation report of media activities
- h. Prepare and submit an analysis of media coverage, and recommend necessary adjustments to the Public Information Plan.
- i. Maintain a log of all actions taken.

## **PUBLIC INQUIRY OFFICER (PIO)**

### GENERAL

The Public Inquiry Officer is a member of the public information response team and assists with the management of the public inquires during the emergency.

### DUTIES OF THE PUBLIC INQUIRY OFFICER

The Public Inquiry Officer shall:

- a. Consult with other members of the Emergency Control Group on the status of the emergency situation and on any need for resources that could be fulfilled by the dissemination of information to the public for assistance.
- b. Apprise the Emergency Operations Centre members of any significant information received by the public
- c. Participate in status meetings (scrums)
- d. Prepare and submit a final report containing an operational evaluation of the public information services provided during the emergency
- e. Provide direction to the public information team with respect to production and distribution of information, response to inquiries and data management
- f. Ensure requests for service are directed to the appropriate agency
- g. Notify Emergency Information Officer of misinformation, as provided by public, for correction
- h. Coordinate Public Inquiry Staff callout and shift scheduling.
- i. Maintain a log of all actions taken.

## **BUSINESS CONTINUITY OFFICER**

### GENERAL

The Business Continuity Officer will be responsible for ensuring staffing levels are maintained in essential services throughout the City, and will be responsible for dealing with all remuneration issues for employees dealing with the emergency.

### DUTIES OF THE BUSINESS CONTINUITY OFFICER

The Business Continuity Officer shall:

- a. Determine the level of staffing required for municipal operations not directly associated with an emergency and arrange support services.
- b. Commence the long-term operational plan (Business Continuity Plan) and establish the priorities for the re-establishment of any service discontinued as a result of the emergency.
- c. Obtain, record and maintain an inventory of employee skills and limitations related to emergency operations, to be verified through Emergency Control Group.
- d. Assist with providing necessary staff to assist with emergency operations by matching employees' skills with required job (prior to an emergency). Arrange to make contact with employees not ready assisting with emergency operations. List will be categorized into two:
  - i. Staff with reassignments
  - ii. Staff in a pool that can be reassigned.
- e. Ensure appropriate remuneration/overtime policy is in place for all employees working on emergency, both union and non-union.
- f. Address issues of food, nutrition, health and wellness of all employees associated with the emergency.
- g. Ensure Critical Incident Stress Management is available as needed during an emergency to the staff and the public.
- h. Maintain a log of all actions taken

## **POLICE SERVICES**

### GENERAL

The duties of the Police continue to be:

- a. Protection of life and property
- b. Preservation of the peace
- c. Prevention of crime and disorder
- d. Crowd and traffic control
- e. Investigation of offences.

### Emergency Control Group Notification

The Station Commander of the Peterborough Lakefield Community Police Service, upon confirmation from one of the members of the Emergency Control Group, shall initiate action to activate the Notification Procedure by advising the other members of the Emergency Control Group.

### POLICE DUTIES

The Police Service will implement its procedure for Major Incident Plan including:

- a. Alert and assist other emergency agencies.
- b. Notify the ambulance service of the emergency and provide an initial estimate of the casualties.
- c. Control and disperse crowds within the Emergency Area.
- d. Control traffic in the immediate vicinity of the Emergency Area to facilitate the movement of emergency vehicles.
- e. Provide traffic control to facilitate movement of ambulances to hospitals and medical facilities and to assist in the movement of other emergency vehicles to and from the Emergency Area.
- f. Alert persons endangered by the disaster and evacuate buildings or areas as authorised and directed by the Emergency Control Group.
- g. Prevent unauthorised entry into the Emergency Area and maintain law and order and prevent looting within the Emergency Area.
- h. Maintain order in any evacuation centre.
- i. Provide notification of fatalities to the coroner.
- j. Provide assistance to the coroner in the location and operation of a temporary morgue.

## **FIRE DEPARTMENT**

### **GENERAL**

The duties of the fire department continue to be:

- a. Protection of Life and Property
- b. Suppression and prevention of fires
- c. Rescue and extrication.

### **INDUSTRIAL DIRECTORY/HAZARDOUS GOODS**

The Fire Chief shall ensure that a list of all industrial and commercial businesses and contacts are maintained. The Fire Chief shall ensure that a current copy is maintained and is available to the Emergency control group of the inventory of hazardous materials and hazardous physical agents that are present in the work place.

### **AIRPORT**

The Fire Chief shall ensure that a plan of emergency procedures is prepared for the Peterborough Municipal Airport and that the necessary training and practice is undertaken to implement the procedures.

### **FIRE DUTIES**

The Peterborough Fire Department shall:

- a. Provide all operations connected with the fighting of fires.
- b. Provide all rescue and extrication operations
- c. Provide and operate resuscitation equipment.
- d. Provide equipment and manpower to assist in pumping operations, conditions permitting.
- e. Activate the mutual aid fire system as required.

## **UTILITY SERVICES DEPARTMENT (Public Works)**

### GENERAL

**The duties of the Utility Services Department include those areas of operation associated with:**

- a. Solid waste collection and disposal
- b. Maintenance of sanitary and storm sewerage
- c. Maintenance of sidewalks, streets, bridges
- d. Street lighting
- e. Public transportation
- f. Provide urban forestry skilled labour
- g. Building inspection

### EQUIPMENT

The City Engineer (Director of Utility Services) shall ensure that an inventory of equipment and personnel is available to assist in the response to an emergency.

### CONTRACTORS AND EQUIPMENT

The City Engineer (Director of Utility Services) shall ensure that an inventory of contractors and equipment suppliers is available to assist in an emergency.

### TRANSPORTATION

The City Engineer (Director of Utility Services) shall ensure that a list of transportation companies with contacts and equipment available to assist in an emergency is provided.

### DUTIES OF UTILITY SERVICES DEPARTMENT

The Utility Services Department shall:

- a. Ensure that all vehicles, equipment and personnel are available for assistance.
- b. Provide barriers and flashers for control for the Emergency Area.
- c. Clear debris, snow or other obstructions in and around the Emergency Area.

- d. Conduct emergency pumping operations, sandbagging and other flood and water control measures.
- e. Maintain the essential services of sanitary sewers and storm sewers as required for health and safety purposes.
- f. Inspect buildings and facilities for safety, demolish unsafe buildings and secure premises.
- g. Provide supplies of fuel and oil for emergency services vehicles.
- h. Provide portable washroom and other sanitary facilities and provide essential waste disposal.
- i. Maintain essential streets and access routes for pedestrian and vehicular access.
- j. Provide transportation for evacuation as required.
- k. Provide equipment and personnel to assist in the clearing of trees and property.
- l. Maintain a log of all actions taken.

## **COMMUNITY SERVICES DEPARTMENT**

### GENERAL

The duties of the Community Services Department include those areas of operation associated with:

- a. Provision of reception/ evacuee centres
- b. Co-ordinate supply and demand of human resources, both volunteer and compensated.

### EQUIPMENT

The Director of Community Services shall ensure that a list of equipment and personnel is available to assist in the response to an emergency.

### EVACUATION CENTRES

The Director of Community Services shall ensure that a list of schools and facilities is available to assist the Emergency control group to provide for evacuation of persons from an Emergency Area and shall designate the evacuee centres as required.

### DUTIES OF THE COMMUNITY SERVICES DIRECTOR

The Community Services Director shall:

- a. Establish evacuation centres with regards to the opening, security, contacts and funding for the provision of accommodations.
- b. Assist and arrange the movement of people to evacuation centres from the Emergency Area.
- c. Co-ordinate supply and demand of human resources.
- d. Select the most appropriate site(s) for registration of human resources.
- e. Maintain records of human resources and administrative detail that may involve financial liability.
- f. Ensure that identification cards are issued for feeding and other purposes.
- g. Arrange for transportation of human resources.
- h. Obtain assistance, if necessary, from Human Resources Development Canada.
- i. Advise the Operations Officer on all matters of human resources planning; and
- j. Maintain a log of all actions taken.

## **SOCIAL SERVICES DEPARTMENT**

### GENERAL

The responsibilities of the Social Services Department include those areas of operations associated with:

- a. Emergency feeding
- b. Emergency lodging
- c. Emergency clothing
- d. Emergency registration and inquiry
- e. Emergency assistance services; and

### EQUIPMENT and PERSONNEL

The Director of Social Services shall ensure that a list of equipment and personnel is available to assist in the response to an emergency.

### EVACUATION CENTRES

The Director of Social Services shall provide staffing of evacuation and/or reception centres in conjunction with designated agencies for the registration, feeding, care, clothing and shelters of persons using the centres.

### DUTIES OF THE SOCIAL SERVICES DIRECTOR

The Social Services Department shall:

- a. Establish centres as required to provide for the continuity of assistance programs and to provide emergency assistance services.
- b. Co-ordinate the volunteer agencies involved in the Social Services sector.
- c. Register, control and supervise evacuees entering and leaving the evacuation centres.
- d. Maintain evacuation centres and direct funding where needed for the provision of food, accommodation, clothing and support care.
- e. Activate Humane Society Emergency Pet Plan.
- f. Activate plan for Special Needs groups
- g. Activate Access Centre
- h. Maintain a log of all actions taken.

## **MEDICAL OFFICER OF HEALTH**

### **GENERAL**

The duties of the Medical Officer of Health include those areas of operation associated with:

- a. Communicable Diseases
- b. Health Inspection Services
- c. Advice on Medical Services
- d. Public Health Advisory
- e. Ensuring Emergency Medical Services at the emergency site
- f. Liaise with the Peterborough Regional Health Centre to help facilitate medical services at the hospital.

### **DUTIES OF THE MEDICAL OFFICER OF HEALTH**

The Office of the Medical Officer of Health shall:

1. Provide information and instructions to the County control Group (C.C.G.) and the population on matters concerning public health.
2. Protect the health of the community from inherent health threats by enforcement of the applicable legislation.
3. Continue delivery of established programs to ensure continuity of care and general health protection.
4. Assist other health institutions to deliver emergency services to victims of the emergency.
5. In conjunction with the Director, Emergency Medical Services, ensure the following:
  - a. Establishing an ongoing communications link with the senior EMS official at the scene of the emergency.
  - b. Obtaining EMS from other Municipalities for support, if required.
  - c. Ensuring triage at the site.
  - d. Advising the CCG if other means of transportation is required for large-scale response.
  - e. Liaison with the Ministry of Health and Long Term Care

Central Ambulance Communication Centre to ensure balanced emergency coverage is available at all times throughout the community.

- f. In conjunction with the CEO of the Peterborough Regional Health Centre, ensure the following:
- g. Establish an ongoing communication link with the senior official at the PRHC.
- h. Liaise with other health institutions to receive overflow patients if required.
- i. Advise CCG if other means of transportation is required for large-scale events.
- j. Ensure up-to-date information is shared from all sources pertaining to any disaster related issues.
- k. Maintain a log of all actions taken.

## **PETERBOROUGH UTILITIES SERVICES**

### GENERAL

The duties of the Peterborough Utilities Services include those areas of operation associated with:

- a. Water supply and distribution
- b. Distribution of electricity

### DUTIES OF THE PRESIDENT

The President of Peterborough Utilities Services shall:

- a. Ensure that vehicles, equipment and personnel are available to provide assistance.
- b. Provide adequate supply and distribution of potable water unless prevented by emergency conditions.
- c. Provide technological support and equipment.
- c. Provide electrical supply for emergency services if available.
- d. Ensure that water or electrical service is terminated if there is any danger to public safety.
- e. Maintain a log of all actions taken.

## **ADMINISTRATIVE RESOURCE OFFICER**

### GENERAL

The Administrative Resource Officer supports the efficient functioning of the Emergency Operations Centre.

### DUTIES OF THE ADMINISTRATIVE RESOURCE OFFICER

The ARO shall:

- a. Open the Log Sheet.
- b. Log Emergency Control Group Members arrival and records attendance.
- c. Record information on the main events board.
- d. Ensure log supplies, forms and office supplies are adequate.
- e. Co-ordinate provision of clerical staff as necessary.
- f. Ensure logs are being completed and collects them from the Emergency Control Group at the end of shift.
- g. Notify alternate EOC representative, provide a situation briefing and arrange for shift change.
- h. Assist the Operations Officer with shift change schedule for the Emergency Control Group.
- i. Ensure phones of Emergency Control Group members are answered during scrum sessions.
- j. Keep the Emergency Operations Centre clean and tidy at all times.

## **TELECOMMUNICATIONS OFFICER**

### DUTIES

The Telecommunications Officer shall:

- a. To provide telecommunications in support of emergency or disaster operations;
- b. To provide back-up telecommunications as required;
- c. To establish ARES locations to be staffed;
- d. To direct and coordinate the actions of the Amateur Radio Emergency Service response;
- e. To distribute the ARES information flow to the EOC: and
- f. To ensure that logs are maintained of all actions taken.

## **ON-SITE COMMANDER**

### GENERAL

The On-Site Commander's role is to provide the necessary on-site direction, control and coordination of the emergency response.

### DUTIES OF THE ON-SITE COMMANDER (OSC)

The On-Site Commander shall:

- a. Direct, control and coordinate the on-site emergency response effort of the Emergency Response Team in accordance with direction from the City Administrator;
- b. Establish a command post for the control and coordination of emergency on-site operations;
- c. Establish the Emergency Response Team communications;
- d. Maintain contact with the Emergency Control Group and all response elements;
- e. Advise the Emergency Control Group of the requirements at the site.
- f. Assess the situation, establish an aim and determine the site operational plan;
- g. Continuously update the Emergency Control Group of site operations;
- h. Take such action as necessary to minimize the effects of the emergency or disaster; and
- i. Maintain a log of all actions taken.

## **b) Other Responsibilities And Functions**

### **ONTARIO COMMUNITY EMERGENCY ASSISTANCE PROGRAM (OCEAP)**

#### GENERAL

To provide entry verification to the EOC, Public Inquiry Centre and Evacuation Centre(s)

#### DUTIES OF OCEAP

Upon receiving notification by the Operations Officer OCEAP shall:

- a. Activate the organization
- b. Respond as directed to specified locations

### **CANADIAN RED CROSS**

#### GENERAL

To provide registration and inquiry services at evacuation/reception centres in support of the emergency response.

To provide the Director of Social Services staff resources to perform the emergency lodging requirements at designated reception/evacuation centres.

#### DUTIES OF THE RED CROSS

Upon receiving notification by the Social Services Director, the Red Cross shall:

- a. Activate the local Red Cross Emergency Response Plan.
- b. Establish and maintain contact with the Social Services Director in the Emergency Operations Centre.
- c. Assist in the establishment, staffing and management of reception and information centres.
- d. To provide emergency lodging services that organizes safe, temporary lodging to persons in need.
- e. Maintain a record of all actions taken.

## **SALVATION ARMY**

### GENERAL

To provide immediate food, drink and clothing to persons in need due to the emergency.

### DUTIES OF THE SALVATION ARMY

Upon receiving notification from the Emergency Control Group, the Salvation Army shall:

- a. Activate the local Salvation Army's emergency response system.
- b. Establish and maintain contact with the Social Service Director in the Emergency Operations Centre.
- c. At the request of the Social Services Director, provide food and clothing at the reception and evacuation centres.
- d. Mobilize and co-ordinate the response of Salvation Army personnel from outside the Peterborough area, if required.
- e. Maintain a log of all actions taken.

## **ST. JOHN AMBULANCE**

### DUTIES OF THE ST. JOHN AMBULANCE

St. John Ambulance shall:

- a. Upon receiving notification, activate the organization.
- b. Under the direction of the Director of Social Services and the Managers of the Reception Centres and/or Evacuation Centres, provide personnel to assist with triage, first aid and casualty handling.
- c. Maintain a log of all actions taken.

## **PETERBOROUGH COMMUNITY ACCESS CENTRE**

### GENERAL

To assist the Medical Officer of Health to deliver emergency health services (nursing) during an emergency response.

### DUTIES OF THE ACCESS CENTRE

The Peterborough Community Access Centre shall:

- a. Provide information to the Medical Officer of Health on the number, location and needs of ill and disabled residents within our community in an emergency.
- b. Provide medical resources, trained staff and materials to the Medical Officer of Health as required.
- c. Maintain a log of all actions taken.

## **AMATEUR RADIO (ARES)**

### DUTIES OF THE AMATEUR RADIO EMERGENCY SERVICE

Under the direction of the Telecommunications Officer, the Amateur Radio Emergency Service shall:

- a. Provide radio communication where needed in support of the municipal emergency response.
- b. Designate operators to report to the Peterborough Emergency Operations Centre.
- c. Activate all ARES members to monitor the appropriate frequency and to remain on stand-by.
- d. Maintain a record of all activity and IN/OUT @ message register.

## SECTION 7

### **PUBLIC INFORMATION PLAN**

The aim of the Public Information Plan is to support the City of Peterborough Emergency Plan. When an emergency or disaster strikes, the Public Information Plan provides a framework through which:

- Vital information can be communicated to affected segments of the community
- General information of public interest can be broadly disseminated
- Human and physical resources can be rapidly deployed and mobilized to carry out public information responsibilities related to the emergency or disaster.

The implementation and maintenance of the Public Information Plan are the responsibility of the Operations Officer acting in close consultation with the Mayor, the Chief Administrator Officer and other members of the Emergency Control Group.

The Public Information Plan may be implemented in whole or in part, depending on the requirements of each situation.

Refer to Annex "E"

## SECTION 8

### COMMUNITY EMERGENCY MANAGEMENT COORDINATOR (CEMC)

The responsibilities of the Community Emergency Management Coordinator (CEMC) shall include:

Successfully complete all training as required by Emergency Management Ontario and maintain familiarity at all times with current standards and legislated community accountabilities, ensuring that senior management and elected officials are aware of the latter.

Identify emergency management program financial and resource requirements and prepare, or assist in the preparation of, an annual emergency program budget submission.

Form a Community Emergency Management Program Committee to address the following:

- a. Conduct the community's Hazard Identification and Risk Assessment process.
- b. Prepare and obtain EMO approval of a community emergency response plan.
- c. Ensure the designation and development of an appropriate community Emergency Operations Centre.
- d. Conduct the critical infrastructure identification process.
- e. Document the existing community emergency response capability and identify and attempt to address additional needs.
- f. Conduct annual training for the members of the Emergency Control Group and Emergency Operations Centre staff.
- g. Conduct an annual exercise to evaluate the community emergency response plan.
- h. Identify individual to act as community emergency information staff.
- i. Develop and implement a community emergency management public awareness program.
- j. Conduct an annual review of the community emergency management program.

- k. Provide emergency management expertise and administrative support to the Emergency control group during an emergency
- l. Maintain the response plan to ensure it is up to date and accurately reflects the community risk assessment and emergency management program priorities.
- m. Liaise with the sector EMO Community Officer at all times to ensure that the community emergency management program maintains the legislated standards.
- n. Maintain familiarity with the Joint Emergency Preparedness Program (JEPP) and prepare or assist others to in the preparation of funding requests to be submitted on the community's behalf.
- o. Monitor the community's level of mandated emergency program achievements and process the required verification documents to Emergency Management Ontario.
- p. Ensure that equipment and supplies are available in the designated Emergency Operations Control Centre to the satisfaction of the Emergency Control Group.
- q. Compile a final report on the emergency.