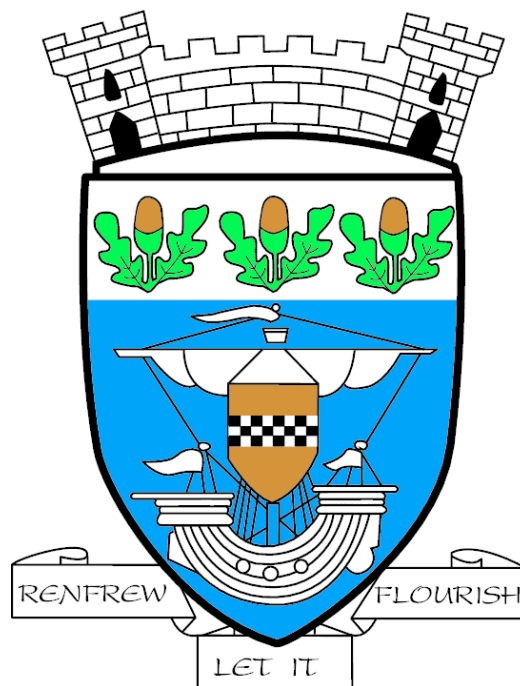


TOWN OF RENFREW

Emergency Plan



Revision 3, November 26, 2019

EMERGENCY PLAN

FORWARD

The aim of this Plan is to strategically coordinate the support of responders and to make extraordinary arrangements and measures to safeguard property, the environment and the health, safety and welfare of the residents, businesses and visitors of the Town of Renfrew. The Emergency Response Plan outlines a centralized controlled and coordinated response that involves a framework known as the Incident Management System (IMS). At every incident, there are specific management tasks that must be carried out regardless of the number of persons available or involved in the emergency response activity.

“An emergency means a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.”

These situations can threaten public safety, public health, the environment, property, critical infrastructure or the economic stability of Renfrew. The Town of Renfrew has developed an all-hazards risk-based emergency plan to address a range of risks that pose hazards to the community. This includes how the overall response will be coordinated within the Town’s Incident Management System, (IMS) framework.

This Emergency Response Plan (the Plan) further describes the concept of operations at the Town’s Emergency Operations Centre (EOC), the functional responsibilities of the Municipal Emergency Control Group (MECG) members under IMS, and the notification procedures to activate this plan in whole or part.

For this plan to be effective, it is essential that all concerned be made aware of its provisions and that every official and department be prepared to carry out their assigned functions and responsibilities in an emergency. Regular exercises will be staged to ensure the arrangements embodied in this plan are kept current and that all are kept familiar with its provisions. Department heads should likewise review and keep up to date their own procedures and arrangements for responding to emergencies.

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EMERGENCY PLAN REVISION HISTORY

Date	Revision	Description of Revision
October 24, 2011	1	Emergency Plan endorsed & new by-law
July 14, 2015	2	Emergency Plan endorsed by Council
November 26, 2019	3	Emergency Plan endorsed by Council

INTRODUCTION

1. Emergencies are defined as situations or the threat of impending situations abnormally affecting property and the health, safety and welfare of a community, which by their nature or magnitude requires a controlled and coordinated response, by all agencies. These are distinct from routine operations carried out by municipal agencies, eg. Fire, Police, or Development and Works Department, etc.
2. Legislation entitled “Emergency Management and Civil Protection Act, 2002”, is the primary authority enabling passage of the by-law formulating this Emergency Plan which will govern the provision of necessary services during an emergency. This plan also prescribes procedures under and the manner in which municipal employees and other persons will respond to an emergency. Important measures enabled under the legislation and which form parts of this plan are:
 - (a) expenditure of monies associated with the formulation and implementation of the emergency plan;
 - (b) authorization for municipal employees to take appropriate action before formal declaration of an emergency;
 - (c) specify procedures to be taken for safety and/or evacuation of persons in an emergency area;
 - (d) designate other Members of Council who may exercise powers and perform the duties of the Head of Council under the emergency plan during the absence of the Head of Council or upon his/her inability to act;
 - (e) establish committees and designate employees to be responsible for reviewing the emergency plan, training employees in their functions and implementing the emergency plan during an actual emergency;
 - (f) obtaining and distributing materials, equipment and supplies during an emergency; and
 - (g) such other matters as are considered necessary or advisable for the implementation of The Emergency Plan during an emergency.

Aim

The aim of this plan is to make provision for the extraordinary arrangements and measures that may have to be taken to safeguard property and the health, safety and welfare of the inhabitants of the Town of Renfrew when faced with an emergency.

ENDORSEMENT OF EMERGENCY PLAN

This document supports 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 Town of Renfrew.

Emergency Management and Civil Protection Act states that “every municipality shall develop and implement an emergency management program and the council of the municipality shall by by-law adopt the emergency management program. 2002, c. 14, s. 4”.

CEMC Endorsement

Kevin G Welsh
Fire Chief/CEMC

Date

Owner Endorsement

Don Eady
Mayor

Date

Kim R. Bulmer
Clerk

Date

MUNICIPAL CONTROL GROUP

1. Composition:

Emergency operations will be directed and controlled by the elected and appointed officials listed hereunder who will assemble for this purpose at an Operations Centre. This group will be known as the Municipal Control Group (MCG) and will be composed of:

- (a) Mayor or in the absence of the Mayor, the Reeve, or in the absence of the Mayor and the Reeve, any member of Council
- (b) Clerk/Alternate
- (c) Treasurer/Alternate
- (d) Fire Chief (CEMC), or in the absence of the Fire Chief, the officer-in-charge and/or Alternate CEMC
- (e) The Director of the Department of Development and Works, or in the absence of the Director, a designate.
- (f) Director of Parks and Recreation or in the absence of the Director, a designate.

These additional resources may be requested to attend the EOC to provide advice as necessary:

- County of Renfrew Emergency Services Director/CEMC or alternate,
- The Medical Officer of Health or their designate,
- Ontario Provincial Police Detachment Commander or their designate.
- Enbridge Gas Representative
- Renfrew Power Generations Representative
- Renfrew Hydro Representative
- Ontario Power Generations/Hydro One Representative

2. The Municipal Control Group will first assemble at the Primary Emergency Operations Centre or the Alternate Emergency Operations Centre.

3. The coordinator for the Emergency Operations Centre during an emergency will be the Clerk or alternate.

4. Authority:

The Emergency Management and Civil Protection Act states a “Head of Council 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/she considers necessary and are not contrary to the law to implement the emergency plan of the municipality and to protect the property and the health, safety and welfare of the inhabitants of the emergency

area". Accordingly, it is clear that the principal function of the MCG, and the Support Group if assembled, is to assist the Head of Council in making and placing in effect any decisions and orders that are made to control and mitigate the effects of an emergency.

5. Initial Response & Subsequent Action:

An emergency will usually be reported or discovered by either police or fire services that would, in any event, be among the first to be called to the scene of a potential emergency. A senior member of the Fire Department should personally assume control at the site of an emergency or arrange for an on-site coordinator to take charge immediately and then, depending upon the situation, he/she may make a decision to alert and assemble the MCG in accordance with the procedure as outlined in detail in Appendix I.

IMPLEMENTATION OF THE EMERGENCY PLAN

1. The Emergency Plan may be activated by the member of the Municipal Control Group (MCG) who first receives notice or warning of an emergency or an impending emergency condition or if the size, potential hazard, or seriousness of the emergency or disaster appears beyond the capability or responsibility of the responding agency, then the responding agency may request the activation of the Emergency Plan.

2. The Emergency Alerting of the Municipal Control Group

The Municipal Control Group shall be activated by notifying the Renfrew Fire Department Communications Centre, informing them of the emergency or impending emergency condition and directing that the Municipal Control Group be contacted in Appendix I.

3. Operation Centre's for Municipal Control Group (MCG)

Fire Communications officials shall notify the members of the MCG to meet at either the Primary Emergency Operations Centre or the Secondary Emergency Operations Centre.

4. Primary Emergency Operations Centre - Town Hall

The Primary Emergency Operations Centre is located at the Town Hall at 127 Raglan Street South. Members of the MCG will meet in the Council Chambers while the remainder of the entire Town Hall complex will immediately be set up to be used as the Emergency Operations Centre if required. The Town Hall is a two-story structure housing the Finance Department and Department of Development and Works along with many ancillary rooms to effectively operate an operations centre. The facility has a standby emergency power supply in the form of a diesel generator. Many areas could be quickly turned into such areas as communications rooms, conference rooms and media rooms. The building also has kitchen facilities and temporary-sleeping accommodations could be arranged in various parts of the building as well as in other nearby Municipal buildings. (Fire Hall and Library)

5. Alternate Emergency Operations Centre - Ma-Te-Way Activity Centre

The alternate Emergency Operations Centre is the Ma-Te-Way Activity Centre located at 1 Ma-Te-Way Park Drive. Members of the MCG will meet in the Community Hall portion of the building while the remainder of the complex will be set up and used as the Emergency Operations Centre if required. The Activity Centre is a two-story structure with kitchen facilities on the second floor level alongside the Community Hall that would be the meeting room of the MCG. The Town of Renfrew owns a 94 KW diesel generator that can power the facility. Each agency has the capability to provide for their individual Radio communications needs through the provision of mobile/portable radio that can be stationed at Ma-Te-Way Centre to facility sector specific communications.

EMERGENCY COMMUNICATION PLAN

Aim

The aim of Renfrew's Emergency Communications Plan is to provide effective communications to support municipal and volunteer agencies or organizations during an emergency or disaster.

Concept

The concept of the Emergency Communications Plan is to provide for:

- (a) emergency alerting systems;
- (b) co-ordinate and controlled operations;
- (c) communication links to the various municipal and volunteer agencies;
- (d) communication links to higher levels of government.

Emergency Alerting System

The Renfrew Fire Department Communication Centre will alert the members of the Municipal Control Group and other emergency responders using the procedure identified in Appendix I.

Emergency Two-Way Radio Communications

The site manager will be in radio contact with the emergency operation centre through the use of the Renfrew Fire Department radio frequency. Arrangements can be made at a later date to have an Emergency Measures Organization frequency assigned exclusively for this purpose.

Inter-Agency Communication

Inter-agency communication will be handled at the Fire Station alarm room where all frequencies are presently available with the exception of the Ontario Provincial Police. Department heads assembled in the emergency operations centre would communicate with their respective agencies or departments through the use of portable two way radios (this is extremely undesirable but the only available option presently); or where available, through the use of cellular phones.

Emergency Telephone Communications

There are connection lines established in both the primary and alternate emergency operation center which provide for use of the new internet based phone system installed by the town in 2019. When an emergency occurs the Municipal Control Group will be required (each member of the group) to disconnect their desk phone and bring it with them to the EOC. This phone can be re-connected to the internet via the wiring array in the EOC allowing continuity of their town responsibilities using their extension numbers.

Mobile Command Post

The Ontario Provincial Police and Renfrew County Paramedics have a mobile command post fully equipped with communication capabilities including telephones available upon request through the appropriate agency lead.

RESPONSIBILITIES

Municipal Control Group

The following actions/decisions may have to be considered and dealt with by the MCG:

- (a) declaring an “emergency to exist”;
- (b) designating any area in the Town as an “emergency area”;
- (c) “authorizing expenditures” of funds for implementing The Emergency Plan;
- (d) “evacuating” those buildings or sections within an emergency area which are themselves considered to be dangerous or in which the occupants are considered to be in danger from some other source;
- (e) “casualty collection and evacuation” in support of emergency health care authorities;
- (f) “dispersing people” not directly connected with the operations who by their presence are considered to be in danger or whose presence hinders in any way the efficient functioning of emergency operations;
- (g) “discontinuing utilities” or services provided by public or private concerns without reference to any consumers in the municipality, or when continuation of such utilities or services constitutes a hazard to public safety within an emergency area;
- (h) “arranging for accommodation and welfare”, on a temporary basis, of any residents who are in need of assistance due to displacement as a result of the emergency;
- (i) “calling in and employment of any personnel and equipment” which is required in the emergency;
- (j) “arranging for services and equipment” from local agencies not under municipal control, ie. private contractors, volunteer agencies, service clubs, etc.;
- (k) “arranging assistance” from senior levels of government and of other personnel and equipment of volunteer and other agencies not under municipal control as may be required by the emergency;
- (l) “establishing an information centre” for issuance of accurate releases to the news media and for issuance of authoritative instructions to the general public;
- (m) “establishing a reporting and inquiry centre” to handle individual requests for information.

Head of Council

The Mayor or alternate, in consultation with the MCG, will perform the following responsibilities:

- (a) chair meetings of the MCG;
- (b) declare an emergency to exist;
- (c) appoint an agency and municipal official to be on site coordinator;
- (d) Contact the Emergency Information Officer (EIO), as appointed by Council
- (e) ensure the Solicitor General of Ontario has been notified of the declaration of an emergency;
- (f) make decisions, determine priorities and issue operational direction through the operations officer and the members of the Municipal Control Group;
- (g) request assistance from neighboring municipalities and/or from senior levels of government, when required;
- (h) approve news releases and public announcements; and
- (i) terminate the emergency at the appropriate time and ensure all concerned have been notified.

Clerk (“Operations Officer”)

The Clerk or alternate will perform the duties and responsibilities of a “operations officer”, as such they will:

- (a) organize and supervise the Operations Centre and, in particular, make arrangements for obtaining and displaying up to date information at all times;
- (b) arrange and coordinate telecommunications systems;
- (c) advise the Mayor or alternate on administrative matters, and;
- (d) be responsible for media arrangements and assist in the preparation and issue of press releases and public announcements.

Treasurer

The Treasurer or alternate will perform the duties and responsibilities of the “MCG accountant”, as such they will:

- (a) authorize all expenditures of funds and issue all purchase orders assigned to the emergency;

- (b) procure any long term/short term loans required to see the municipality through the emergency ;
- (c) authorize any contracts with outside agencies, and;
- (d) advise the Mayor or alternate on all financial matters.

Fire Chief

Upon learning of a potential emergency, the Fire Chief or alternate should consider the need for possible activation of the emergency plan, and if warranted, they should trigger the emergency alert system described in Appendix I. Thereupon they should report to the Emergency Operations Centre to sit as a member of the MCG and perform the following additional functions and responsibilities:

- (a) provide Head of Council and the other members of the MCG with information and advice of firefighting and fire prevention matters;
- (b) if appropriate, appoint a temporary “on site coordinator” to control operations at the scene of an emergency until the official appointment of an “on site coordinator” by the Head of Council;
- (c) inform the Renfrew County Mutual Fire Aid Co-ordinator and trigger mutual aid arrangements for the provision of additional firefighting equipment and manpower if needed and coordinate the efforts of those who respond;
- (d) determine if additional or special equipment is needed and recommend possible sources of supply, e.g., breathing apparatus, protective clothing, chemical suits, etc;
- (e) provide a mobile emergency command type vehicle for use by, or as directed by, the “on site coordinator”; and
- (f) provide assistance to other municipal departments and agencies and be prepared to take charge or contribute to non-fire fighting operations if necessary, e.g. rescue, first aid, casualty collection, evacuation, spill of hazardous materials etc.
- (g) contact alternate CEMC, Captains

Director of Development and Works

Upon learning of a potential emergency, the Director or alternate should consider the need for the possible activation of the emergency plan and, if warranted, they should trigger the emergency alert system as described in Appendix I. Thereupon they should report to the Emergency Operations Centre to act as a member of the MCG and to perform the following additional functions and responsibilities:

- (a) provide the Head of Council and members of the MCG with information and advice on engineering and related matters;

- (b) if appropriate, appoint a temporary “on site coordinator” to control operations at the scene of an emergency prior to the official appointment of an “on site coordinator” by the Head of Council;
- (c) maintain liaison with flood control, conservation and environmental agencies and be prepared to conduct relief or preventative operations;
- (d) provide engineer materials, supplies and equipment and if not otherwise available, make arrangements for sources of supply from neighboring municipalities, private contractors, etc.;
- (e) assist traffic control, evacuations, etc., by clearing emergency routes, marking obstacles, providing road signs and barricades, etc.;
- (f) maintain liaison with private utility companies (hydro, gas, telephone, etc.) and make recommendations for discontinuation of any utility, public or private, where necessary in the interest of public safety;
- (g) make recommendations and demolish unsafe structures if ordered by Head of Council;
- (h) maintain up to date inventory of supplies and equipment of private contractors and other municipalities in the area that might be required in the event of an emergency and;
- (i) re-establish essential services at the conclusion of an emergency.
- (j) Contact General Foreman and Assistant Foreman

Director of Parks and Recreation

Upon learning of a potential emergency, the Director or alternate should report to the Emergency Operations Centre to act as a member of the MCG and to perform the following additional functions and responsibilities:

- (a) assist with the arranging of special transportation in the event of a need for mass evacuation of a part of the municipality.
- (b) assist the County of Renfrew, Ontario Works (Social Services) with any accommodation arrangements and in particular any required use of recreational facilities during the emergency
- (c) recruit recreational staff and volunteers to assist where required or as determined by the MCG;
- (d) assist other departments and/or emergency services as required by the MCG;
- (e) assist with the arranging and development of any special equipment required by emergency services at the scene of the emergency;
- (f) assist the Clerk with the overall coordination of the emergency Operations Centre.

Emergency Information Officer

As appointed by Council, the Emergency Information Officer (EIO) will be contacted by telephone in the event of an emergency. In the event that the EIO is not available the O.P.P. Commanding Officer will be the alternate.

The responsibilities of the EIO during an emergency are, too:

- (a) prepare self help information for rapid distribution;
- (b) keep the public informed of significant developments occurring during the emergency or disaster;
- (c) establish communication requirements;
- (d) arrange for media facilities at the Emergency Operations Centre;
- (e) provide public relations support at the emergency site(s) if required;
- (f) gather, process and disseminate information from the emergency services; and
- (g) maintain a log of all actions taken.

The media centre will be housed in the downstairs boardroom of the Town Office where adequate telephones and electrical outlets will be installed as required.

Members of the media will be issued with identification tags, and only the media will be allowed in the media center.

Supporting Agencies

Ontario Provincial Police Detachment Commander

Upon learning of a potential emergency, the Detachment Commander or alternate should consider the possible need for activation of the emergency plan, and, if warranted, they should trigger the emergency alert system outlined in Appendix I. Thereupon they would report to the Emergency Operations Centre to sit as a member of the MCG and to perform the following additional functions and responsibilities:

- (a) provide the Head of Council and members of the MCG with information and advice on law enforcement matters;
- (b) if appropriate, appoint a temporary "on site coordinator " to control operations at the scene of an emergency prior to the official appointment of an onsite coordinator by the Head of Council;

- (c) seal off areas of concern;
- (d) control and, if necessary, disperse crowds within the “emergency area”;
- (e) control the movement of emergency vehicles to and from the site of the emergency;
- (f) coordinate police operations with other municipal departments and arrange for additional supplies and equipment when needed, e.g. barriers and flashers, etc;
- (g) conduct evacuation of buildings or areas when ordered by the Head of Council;
- (h) arrange for maintenance of law and order in temporary facilities, e.g. evacuation centres;
- (i) protect property in the emergency area;
- (j) arrange for additional “police assistance,” if required.
- (k) advise the Coroner in the event of fatalities and perform whatever additional responsibilities may be necessary under the Coroners Act.

Medical Officer of Health

Upon learning of a potential emergency, the designated health official for health matters or alternate official should consider the need for possible activation of The Emergency Plan and if warranted, trigger The Emergency Alert System at Appendix I. Thereupon they should report to the Emergency Operation Centre to act as a member of the MCG and either perform the following functions, or report the situation to a competent medical authority who would then take such appropriate action, in conjunction with the MCG, as the situation warrants:

- (A) **Public Health** matters will be the responsibility of the Medical Officer of Health or their alternate who will take charge in such situations and;
 - (1) provide advice on public health matters to the Head of Council;
 - (2) arrange for dissemination of special instructions to the population on matters concerning public health;
 - (3) arrange for mass immunization where needed;
 - (4) arrange for testing of water supplies and, when warranted, make recommendations for arranging alternate supplies;
 - (5) notifying other agencies and senior levels of government about health related matters.
- (B) **Mass Casualties** Arrangements for coping with mass casualties will be made jointly by the Medical Officer of Health and the Renfrew Ambulance Service. Such

arrangements will normally have been worked out beforehand to provide for the following activities:

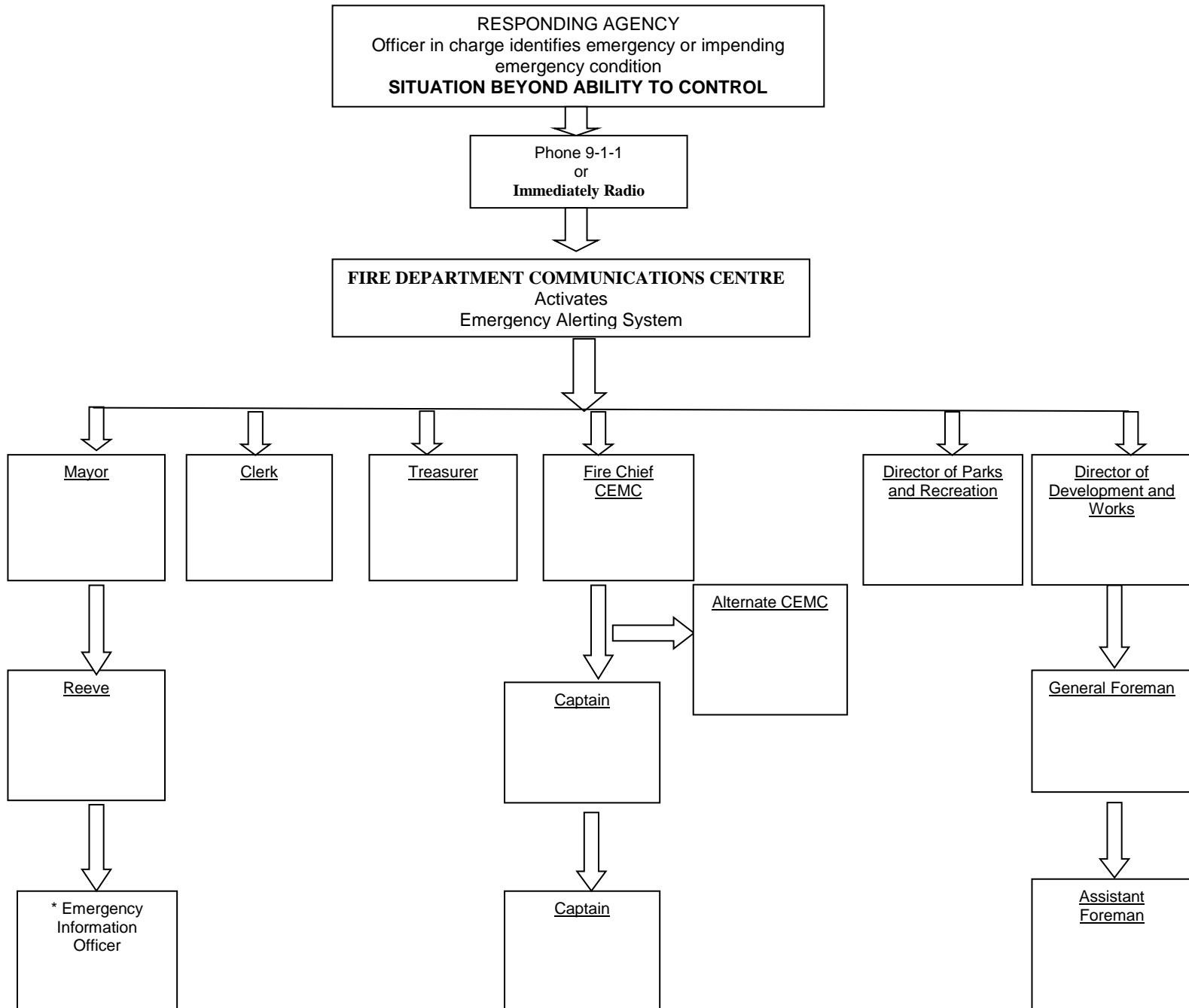
- (1) bringing casualties to a central point for triage and, afterwards, arranging a balanced distribution of casualties to hospitals, and;
- (2) provision of first aid for minor casualties who would not require transportation to a hospital.

County of Renfrew Emergency Services

Upon learning of a potential emergency, the CEMC or alternate should report to the Emergency Operations Centre to act as a member of the MCG and to perform the following additional functions and responsibilities:

- (a) provide advice to Head of Council and other members of the MCG respecting emergency needs, inform that the County has resources to draw upon such as Public Works, Social Services, and relationships with upper tier government agencies.
- (b) according to the nature of the emergency, ensure the survival and well being of people during and following a major emergency by arranging for:
 1. Emergency clothing to provide adequate protection from the elements,
 2. Emergency lodging to provide adequate temporary accommodation for the homeless,
 3. Registration and inquiry services to re-unite families and to collect information and answer queries concerning the safety and whereabouts of missing persons,
 4. Emergency feeding to sustain those without food or adequate food preparation facilities, and
 5. Individual and family services to assist and counsel individuals and families in need and to provide special care to unattached children and dependent adults.
- (c) Request assistance from outside agencies, i.e. Canadian Red Cross, St. John's Ambulance, and Salvation Army etc.

EMERGENCY OPERATIONS ALERTING FLOW CHART



* as appointed by Council

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