



Stouffville

EMERGENCY RESPONSE PLAN

By-Law No. 2023-129-FR

Schedule “A”

2023

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INTRODUCTION

Emergencies are defined as situations or impending situations caused by forces of nature, accident or an intentional act that constitutes a danger of major proportions to life and property. They affect public safety, meaning the health, welfare, and property, as well as the environment and economic health of the Town of Whitchurch-Stouffville.

The current population of the Town of Whitchurch-Stouffville has surpassed 57,277 residents. In order to protect residents, businesses and visitors, the Town of Whitchurch-Stouffville requires a coordinated emergency response by a number of agencies under the direction of the Municipal Emergency Control Group. These are distinct arrangements and procedures from the normal, day-to-day operations carried out by emergency services.

The Town of Whitchurch-Stouffville Emergency Management Program Committee developed this emergency response plan. Every official, municipal department and agency must be prepared to carry out assigned responsibilities in an emergency. The response plan has been prepared to provide key officials, agencies and departments of the Town of Whitchurch-Stouffville important emergency response information related to:

- Arrangements, services, personnel, and equipment; and
- Roles and responsibilities during an emergency.

In addition, it is important that residents, businesses and interested visitors be aware of its provisions. Copies of the Town of Whitchurch-Stouffville Emergency Response Plan may be viewed at the Town Offices, Library and Town website.

For more information, please contact:

Community Emergency Management Coordinator
100 Weldon Road
Town of Whitchurch-Stouffville
(905) 640-9595 X 6225
william.snowball@townofws.ca

AUTHORITY

The legislation under which the Town of Whitchurch-Stouffville and its employees are authorized to respond to an emergency are:

- The Emergency Management & Civil Protection Act, R.S.O. 1990, c.E.9
- Ontario Regulation 380/04
- Town of Whitchurch-Stouffville By-law 2023-129-FR

Emergency Management & Civil Protection Act (EMCPA)

The Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9 states 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 property and the health, safety and welfare of the inhabitants of the emergency area.”

Ontario Regulation 380/04

Regulation 380/04 came into effect on December 31, 2004. It describes the essential level emergency management standards for Ontario Municipalities. The specific municipal requirements are as follows:

- Every municipality shall designate an employee or a member of Council as its Community Emergency Management Coordinator (CEMC) who shall complete training, as required by the Chief, Emergency Management Ontario
- The CEMC shall co-ordinate the development and implementation of the emergency management program within the Town and in so far as possible with the emergency management programs of other municipalities, Ontario ministries and organizations outside government that are involved in emergency management
- The CEMC shall report to the Town of Whitchurch-Stouffville's Emergency Management Program Committee on the above program
- Every municipality shall have an Emergency Management Program Committee composed of: the CEMC, senior municipal officials appointed by Council; and such other persons that may be appointed by council
- The group shall direct the municipality's response in an emergency, including the implementation of the municipality's emergency response plan
- The group shall develop procedures to govern its responsibilities in an emergency

- The members of the group shall complete the annual training that is required by the Chief, Emergency Management Ontario
- Every municipality shall have an annual practice exercise for simulated emergency incident training
- Every municipality must have an Emergency Operations Centre (EOC) with appropriate communications systems
- Every municipality shall designate an employee of the municipality as its Public Information Officer to act as the primary media and public contact in an emergency

Council Approval

Council approved the Emergency Management Program and the Emergency Response Plan, including the appointed positions, with the enactment of By-Law No. 2023-129-FR on November 1, 2023.

Emergency Management Program Committee (EMPC)

The Emergency Management Program Committee is responsible for:

- Advising council on the development and implementation of the Town's emergency management plan
- Conducting an annual review of the Town's emergency management plan and making recommendations to council for its revision if necessary

Chair of Emergency Program Committee

CEMC - Town of Whitchurch-Stouffville

Members (or Designates)

- Chief Administrative Officer
- Fire Chief
- Deputy Fire Chief(s)
- Town Clerk
- Commissioner of Engineering and Public Works
- Commissioner of Community Services
- Commissioner of Finance
- Commissioner of Development Services
- Emergency Information Officer (EIO)

Municipal Emergency Control Group (MECG)

The emergency response will be directed and controlled by a group of officials appointed by council who are responsible for coordinating the provision of the essential services necessary to minimize the effects of an emergency on the community. The MECG consists of the following officials:

- Chief Administrative Officer
- Fire Chief/CEMC
- Town Clerk
- Commissioner of Engineering and Public Works
- Commissioner Community Services
- Emergency Information Officer (EIO)

The MECG in consultation with the Community Emergency Management Coordinator may ask representatives from various organizations to attend the EOC in order to assist with the emergency. Such representatives are not part of the MECG and as such do not have to meet the training and exercise requirements under the EMCPA. Such representatives may include:

- Mayor or Designate of Council
- Commissioner of Finance/Treasurer
- Commissioner of Development Services
- Library CEO
- Chief Information Officer (IT)

Additional personnel called to assist may include:

- Emergency Management Ontario representative
- York Regional Police representative
- Conservation Authority representative
- Liaison staff from Provincial Ministries
- Utilities representative
- York Region Paramedic Services
- York Region Medical Officer of Health
- Any other officials, experts or representatives from the public or private sector as deemed necessary by the MECG

The MECG may function with only a limited number of persons depending upon the emergency. While the MECG may not require the presence of all the people listed as members of the control group, all members of the MECG (or alternates) must be notified.

MECG Responsibilities

The MECG is responsible for some or all of the following actions or decisions:

- Calling out and mobilizing their emergency response, agency and equipment
- Coordinating and/or 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 MECG are appropriate
- Advising the Mayor as to whether the declaration of an emergency is recommended
- Advising the Mayor of the need to designate all or part of the town as an emergency area
- Ensuring that an Emergency Site Manager (ESM) is appointed
- Ensuring that support to the ESM is provided by offering equipment, personnel, and resources, as required
- Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger
- Discontinuing utilities and/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 Coordinator and Citizen Inquiry Supervisor, for dissemination to the media and public
- Determining the need to establish advisory groups and/or sub-committees/working groups for any aspect of the emergency including recovery
- Authorizing expenditure of money required dealing with the emergency
- Notifying the service, agency or group under their direction, of the termination of the emergency
- Maintaining documentation outlining decisions made and actions taken, and submitting a summary of actions to the Chief Administrative Officer within one week of the termination of the emergency, as required
- Participating in the debrief and/or After-Action Review following the emergency

EMERGENCY NOTIFICATION

Only a member of the MEEG has the authority to activate the notification procedure contained in Annex A.

When a member of the MEEG, with the authority to activate the EOC, receives a warning of a real or potential emergency, that member will immediately activate the emergency notification process; giving the direction to initiate the notification of the MEEG, or the members of the MEEG that are deemed necessary to deal with the situation that exists at that time. The member initiating the call must provide pertinent details to the Emergency Contact (e.g. - a time and place for the MEEG to meet) as part of the notification procedure.

If deemed appropriate, the individual MEEG members may initiate their own internal notification procedures of their staff and volunteer organizations.

Where a threat of an impending emergency exists, any member of the MEEG may initiate the notification procedure and place MEEG members on standby.

Requests for Assistance

Assistance may be requested from the Regional Municipality of York at any time by contacting the York Regional Police Communications Centre or the appropriate Regional agency. The request shall not be deemed to be a request that the Regional Municipality of York assume authority and control of the emergency.

Where the resources of the Town of Whitchurch-Stouffville are deemed to be insufficient to deal with the emergency and assistance from the Region of York is required, the Mayor will request the Regional Chair to activate the Region of York Emergency Response Plan.

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 the Provincial Emergency Operations Centre (PEOC).

Definition of an Emergency

The Emergency Management and Civil Protection Act defines an emergency as:

“A situation or an impending situation caused by the forces of nature, a disease or other health risk, an accident, an intentional act or otherwise that constitutes a danger of major proportions to life or property.”

Action Prior to Declaration

When an emergency exists but has not yet been declared, municipal 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 residents of the Town of Whitchurch-Stouffville.

Declaration and Termination of a Community Emergency

The Mayor or Acting Mayor of the Town of Whitchurch-Stouffville, as the Head of Council, is responsible for declaring an emergency. This decision is usually made in consultation with other members of the MECG.

Upon declaring an emergency, the Mayor (or designate) will notify:

- Emergency Management Ontario, Treasury Board Secretariat Town Council
- Chair, Regional Municipality of York, or designate
- 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 the
- Premier of Ontario

When terminating an emergency, the Mayor (or designate) will notify:

- Emergency Management Ontario, Treasury Board Secretariat Town Council
- Chair, Regional Municipality of York, or designate
- Public
- Neighboring community officials, as required
- Local Member of the Provincial Parliament (MPP)
- Local Member of Parliament (MP)

EMERGENCY RESPONSE

Emergency Operations Centre

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.

Incident Management System (IMS)

The direction and control structure for the Town of Whitchurch-Stouffville's emergency operations is based upon the IMS. IMS is an internationally recognized, standardized emergency response system which defines the basic command structure and the roles and responsibilities required for the effective management of an emergency.

IMS is endorsed by Emergency Management Ontario and is used by the Regional Municipality of York's Emergency Management, as well as all of the local municipalities. The benefits of using IMS include: enhanced technical and functional interoperability; integrated communications; and standard terminology.

IMS consists of five key functions:

1. Command
2. Operations
3. Planning
4. Logistics
5. Finance/Administration

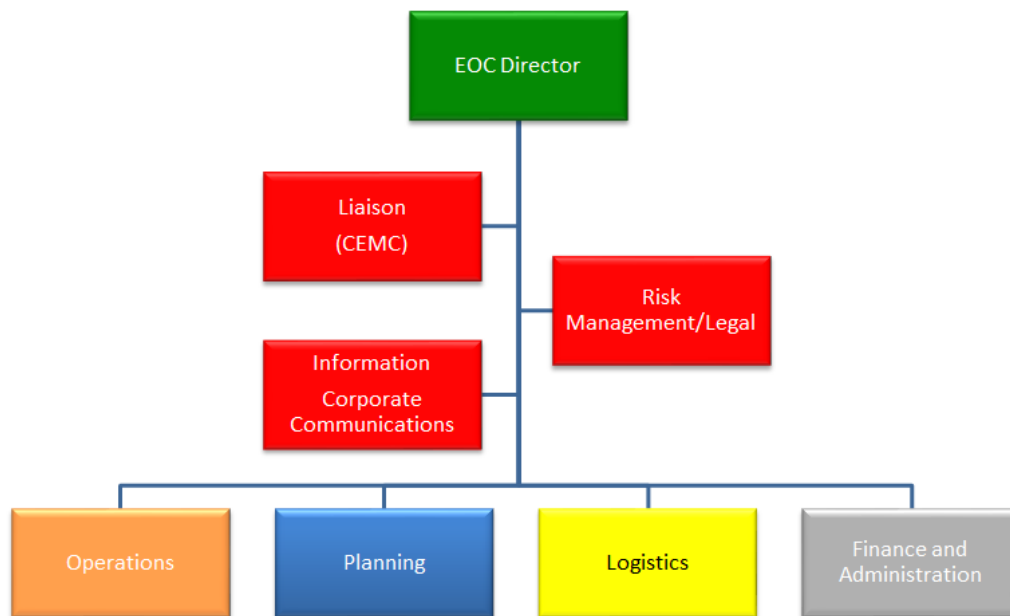


Figure 1: The 5 Key Functions of the Incident Management System

For greater clarity, wherever a position is identified in the Emergency Response Plan it shall also be understood to include the position's designate or alternate.

Management/Command

The EOC Command section, led by the EOC Director, has overall authority for the control and direction of the emergency response. EOC Command has 3 supporting functions: Risk Management/Legal (ensures good risk management practices are applied throughout the emergency; provision of legal advice), Liaison (coordination of agencies involved in the response), and Information (dissemination of information to the media and the public).

Operations

The Operations section coordinates the operational requirements of the response, directs resources, personnel, and equipment, as required, to fulfill emergency management requirements.

Planning

The Planning section gathers information critical to the incident in order to develop, disseminate and evaluate incident action plans.

Logistics

Logistics arranges for and coordinates all material, services, personnel, equipment and resources required to manage and resolve the emergency. Logistics tracks usage and current locations of these same items.

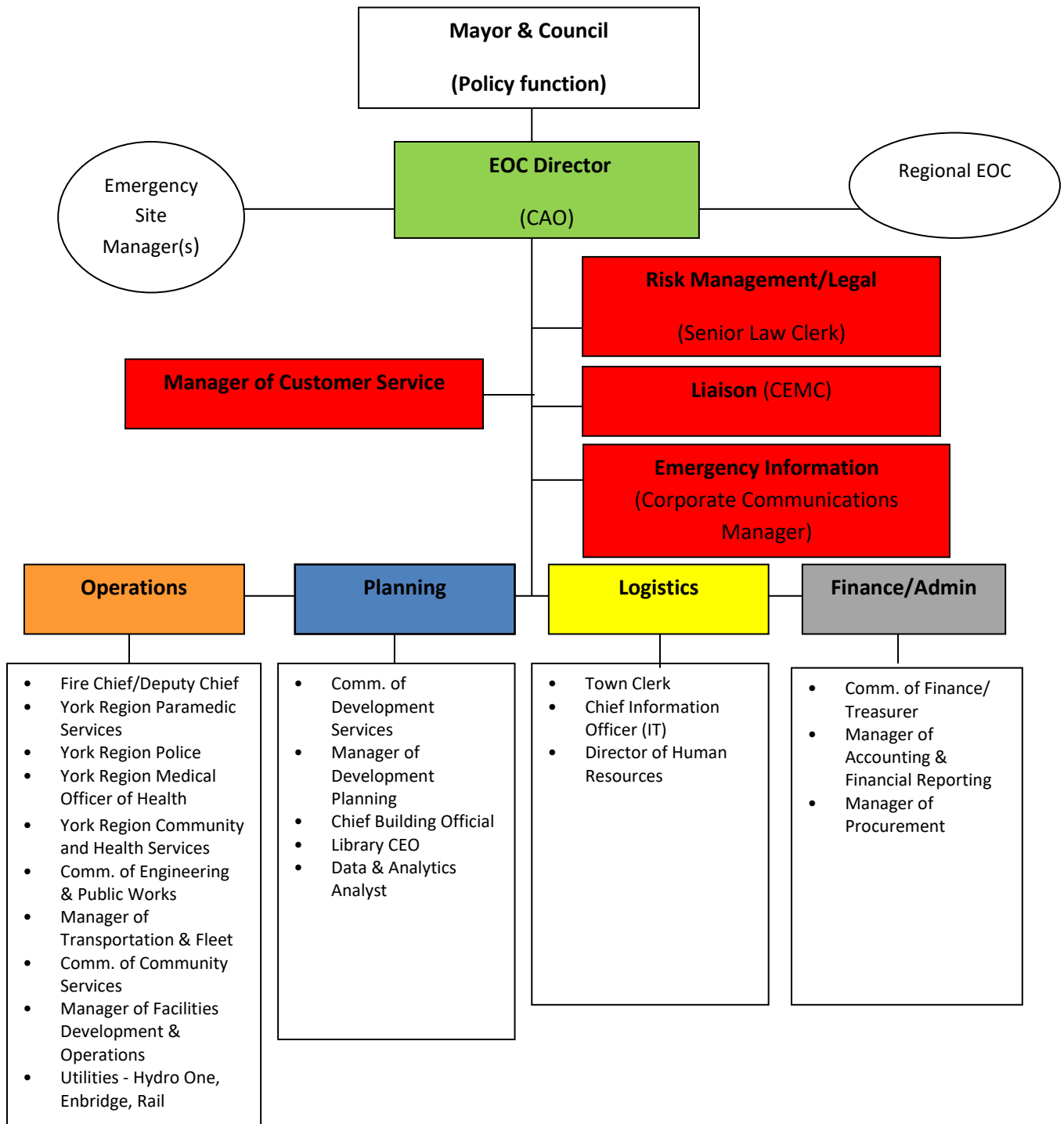
Finance/Administration

Finance/Administration performs duties related to administrative, financial, compensation and claims, specific to the emergency. This includes keeping track of incident-related costs, staff compensation and claims.

Operating Cycle

The Chiefs of Operations, Planning, Logistics, and Finance/Administration Sections will gather at regular intervals to inform the EOC Director and each other of actions taken and problems encountered. The EOC Director will establish the frequency of operating cycle meetings and agenda items. Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities. Planning Section will maintain a status board and maps which will be prominently displayed and kept up to date. Meetings should be documented.

Town of Whitchurch-Stouffville EOC Organization Chart



Management/Command Section

The Management Function has overall authority for the control and direction of the emergency response and the resources required to manage the emergency.

The Management Section comprises the following positions:

- Director, Emergency Operations Centre
- Risk Management/Legal Group
- Liaison
- Emergency Information
- Manager of Customer Service

Mayor or Acting Mayor

The Mayor or Acting Mayor performs the Policy function which is to provide emergency policy and direction to the Town's Emergency Operations Centre (EOC). The Mayor has the following responsibilities:

- Providing overall leadership in responding to an emergency
- Activating the emergency notification system
- Declaring an emergency within the designated area
- Declaring that the emergency has terminated
- (Note: Council may also terminate the emergency)
- Notifying Provincial Emergency Operations Centre, Treasury Board Secretariat of the declaration of the emergency, and termination of the emergency
- Notifying the Chair of The Region of York of the declaration of the emergency, and termination of the emergency, or of the activation or partial activation of the EOC
- Ensuring the members of Council are advised of the Declaration and Termination of an emergency, and are kept informed of the emergency situation
- Maintaining a personal log of all actions taken
- In coordination with the Public Information Officer and following consultation with the Municipal Emergency Control Group, speak on behalf of the Town regarding media releases and public announcements
- The Mayor is the key spokesperson for the Town of Whitchurch-Stouffville. The Mayor should appear at the press conference with technical advisors or experts to assist with answering any technical questions posed by the media

EOC Director - Chief Administrative Officer

The Chief Administrative Officer (or designate) is the Director of the EOC for the Town of Whitchurch-Stouffville. The Director of the EOC has the following responsibilities:

- Chair the Municipal Emergency Control Group (MECG)
- Activate the emergency notification system through the Emergency Notification Procedures

- Exercise overall management responsibility for the coordination between response and supporting agencies in the Emergency Operations Centre
- Set priorities for response efforts in the affected areas
- Establish the appropriate staffing level for the EOC and continuously monitor organizational effectiveness to ensure that appropriate modifications occur as required
- Liaise with the Mayor on policies and procedures, as appropriate
- Approve, in conjunction with the Mayor, major announcements and media releases prepared by the Emergency Information Coordinator, in consultation with the MCEG
- Ensure that a communication link is established between the MCEG and the Emergency Site Manager
- Ensure risk management principles and procedures are applied to all EOC activities
- Determine what sections are needed, assign Section Chiefs as appropriate and ensure they are staffing their sections as required:
 - Operations Section Chief
 - Logistics Section Chief
 - Planning Section Chief
 - Finance Section Chief
- Determine which management staff positions are required and ensure they are filled as soon as possible:
 - Risk Management/Legal
 - Liaison Officer
 - Emergency Information Officer
 - Safety Officer
 - Administrative Support/Customer Service
- Call out additional Town staff to provide assistance, as required
- Ensure that operational periods are established and that initial EOC response priorities and objectives are decided and communicated to all involved parties
- Document all decisions/approvals
- Maintain a personal log of all actions taken

Senior Law Clerk

The Town of Whitchurch-Stouffville Senior Law Clerk serves as Risk Management/Legal support to the Management Section. The Risk Management/Legal support function has the following responsibilities:

- Provide advice to EOC Staff on matters of a legal nature as they may apply to the actions of the Town of Whitchurch-Stouffville in its response to the emergency, as requested
- Assist in the assessment of actions or inactions that may lead to corporate risk management
- Assist with the assessment of claims and compensation against or for the municipality
- Provide research and advice for consideration and termination of a municipal declaration of emergency
- Provide the MCEG with information and advice on by-law enforcement matters
- Maintaining a personal log of all actions taken

Liaison

The Community Emergency Management Coordinator (CEMC), or alternate, serves as the Liaison support function of the Management Section. In this position the CEMC acts as the primary contact for Assisting or Supporting Organizations and has the following responsibilities:

- Advise Command of issues related to outside assistance and support, including current or potential inter-organization needs
- Gather information from and about organizations that are involved with the incident. This includes obtaining from their representatives, information about standard and specialized resources they might have, or special support that they might need, and whether there are considerations or restrictions that may impact how such resources may be used
- Serve as a coordinator for organizations not represented in Command
- Provide briefings to organization representatives about the operation
- Maintain a list of supporting and assisting organizations, and keeping it updated as the incident evolves
- Maintain a personal log of all actions taken

Emergency Information Officer (EIO) & Manager of Customer Service

The Corporate Communications Manager acts as the EIO. As a support function to the Command Section, the EIO has the following responsibilities:

- Provide Town residents and businesses with timely and up-to-date information on the nature and status of emergencies, public safety measures (including evacuation or shelter in place) and other instructions as required
- Ensure that the media releases are approved by the MCEG (in consultation with the mayor) prior to dissemination, and distributing hard copies of the media release to the EOC, the MCEG, and other key persons handling inquiries
- Coordinate the release of timely and accurate information to the news media using a variety of tactics: including Media Advisories, Press Conferences
- Coordinate the release of timely and accurate information via The Town's social media channels: including Facebook, Twitter
- Respond to and redirect individual requests for, or reports on, information concerning any aspect of the emergency
- Maintain continuous contact with the MCEG, Site Manager and participating agencies (e.g. Conservation Authorities) to ensure that frequent and accurate information releases can be formulated
- Monitor news coverage, and correcting any erroneous information
- Maintain copies of media releases and newspaper articles pertaining to the emergency
- Give interviews on behalf of the Town of Whitchurch-Stouffville Council

- Coordinate interviews and media opportunities when necessary and appropriate
- Maintain a personal log of all actions taken

Operations Section

The Operations Section coordinates the operational requirements of the response and directs resources, personnel, and equipment, as required, to fulfill emergency management requirements.

The Operations Section may be staffed by the following positions, according to the requirements of the emergency:

- Fire Chief/Deputy Chief
- York Region Paramedic Services
- York Region Police/OPP
- Commissioner of Engineering and Public Works
- Manager of Transportation and Fleet
- Commissioner of Community Services
- Manager of Facilities Development and Operations
- York Region Medical Officer of Health
- York Region Community and Health Services
- Utilities - Hydro One, Enbridge, Rail

Fire Chief/Deputy Chief

As a member of the Operations Section, the Fire Chief/Deputy Chief has the following responsibilities:

- If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the EOC
- Activate the emergency notification system through the Notification Procedures (Annex A)
- Provide the MCEG with information and advice on firefighting and rescue matters
- Depending on the nature of the emergency, assign the Site Manager and inform the MCEG
- Establish an ongoing communications link with the senior fire official at the scene of the emergency
- Inform the Mutual Aid Fire Coordinator and/or initiating mutual aid arrangements for the provision of additional firefighters and equipment, if needed
- Determine if additional or special equipment is needed and recommend possible sources of supply, e.g., breathing apparatus, protective clothing; etc.
- Provide assistance to other community departments and agencies and being prepared to take charge of or contribute to non-firefighting operations if necessary, e.g., rescue, first aid, casualty collection, evacuation

- Provide advice and clarifications about the implementation details of the Emergency Response Plan

As the CEMC, the Fire Chief/Deputy Chief is responsible for:

- Activating and coordinating the EOC
- Ensuring that security is in place for the EOC and registration of EOC Staff
- Ensuring that all EOC Staff have necessary plans, resources, supplies, maps, and equipment
- Ensuring that the operating cycle is met by EOC Staff and EOC documentation is maintained and kept for future reference
- Addressing any action items that may result from the activation of the Emergency Response Plan and keep MCEG members informed of implementation needs
- Maintaining the records and logs for the purpose of debriefings and post-emergency reporting that will be prepared
- Providing advice and clarification about the implementation details of the Emergency Response Plan
- Providing the liaison with the York Region CEMC, local municipal CEMCs, external government agencies, community support agencies, and any other liaison function required
- Maintaining a personal log of all actions taken

York Paramedic Services

As a member of the Operations Section, York Region Paramedic Services has the following responsibilities:

- If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the EOC
- Ensure liaison with the Medical Officer of Health, as required
- Liaise with the Ontario Ministry of Health & allied Emergency Medical/Paramedic Services agencies
- Recommend specific responses to conditions that could affect the Paramedic Services interaction
- Liaise with the allied Emergency Medical/Paramedic Services agencies on areas of mutual concern which may include:
 - Triage
 - Stabilization of patients
 - Transport to hospitals
 - Any other issues needed in pre-hospital care
 - Liaise with other agencies as required to augment and coordinate Emergency Medical Services resources

- Provide an Incident Commander, if required
- Delegate York Region Paramedic Services (formerly York Region EMS) representatives to provide support as requested to local municipal EOC and ECG for emergencies impacting Paramedic Services
- Maintaining a personal log of all actions taken

Chief, York Regional Police

York Regional Police, as a member of the Operations Section, has the following responsibilities:

- If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the EOC
- Notify necessary emergency and community services, as required
- Establish a site command post with communications to the EOC
- Depending on the nature of the emergency, assign the Site Manager and inform the MECC
- Establish an ongoing communications link with the senior police official at the scene of the emergency
- Establish the inner perimeter within the emergency area
- Establish the outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to all but essential emergency personnel
- Provide traffic control staff to facilitate the movement of emergency vehicles
- Alert persons endangered by the emergency and coordinating evacuation procedures
- Ensure liaison with the Emergency Social Services function regarding the establishment, security and operation of evacuation and reception centers
- Ensure the protection of life and property and the provision of law and order
- Provide police service in the EOC, reception centers, morgues, and other facilities, as required
- Notify the coroner of fatalities
- Ensure liaison with other community, provincial and federal police agencies, as required
- Maintain a personal log of all actions taken

Commissioner of Engineering and Public Works

As a member of the Operations Section, the Commissioner of Engineering and Public Works has the following responsibilities:

- If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the EOC
- Provide the MECC with information and advice on engineering and public works matters
- Depending on the nature of the emergency, assigning the Site Manager, and informing the MECC
- Establish an ongoing communications link with the senior public works official at the scene of the emergency

- Ensure liaison with the public works representative from the neighboring community(s) to ensure a coordinated response
- Ensure provision of engineering assistance
- Ensure construction, maintenance and repair of town roads
- Ensure the maintenance, in conjunction with the Region, of sanitary sewage and water systems
- Provide equipment for emergency pumping operations
- Ensure liaison with the Fire Chief concerning emergency water supplies for firefighting purposes
- Provide emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health
- Discontinue any public works service to any resident, as required, and restoring these services when appropriate
- Ensure liaison with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions
- Provide public works vehicles and equipment as required by any other emergency services
- Ensure liaison with the conservation authority regarding flood control, conservation and environmental matters and being prepared to take preventative action
- Maintain a personal log of all actions taken

Commissioner of Community Services

The Commissioner of Community Services is responsible for:

- Liaising with York Region Community Health Services to ensure the coordination of the well-beings of residents
- Ensuring the well-being of residents who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration and inquiries and personal services
- Supervising the opening and operation of temporary and/or long-term evacuee centers, and ensuring they are adequately staffed
- Liaising with the Medical Officer of Health or representative on areas of mutual concern regarding operations in evacuee centers
- Ensuring that representatives of the York Region Board of Education and/or York Region Catholic School Board is/are notified when facilities are required as evacuee reception centers, and that staff and volunteers utilizing the school facilities take direction from the Board representative(s) with respect to their maintenance, use and operation
- Ensuring liaison with Nursing Homes or homes for the Aged as required
- Making arrangements for meals for the staff/volunteers at the EOC and the Site
- Maintaining a personal log of all actions taken

York Region Medical Officer of Health or Associate Medical Officer of Health

As a member of the Operations Section, the Medical Officer of Health (MOH) or Associate MOH has the following responsibilities:

- If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the EOC
- Act as a coordinating link for all emergency health services at the MEEG
- Ensure liaison with the Ontario Ministry of Health and Long-Term Care, Public Health Branch
- Depending on the nature of the emergency, assign the Site Manager and inform the MEEG
- Establish an ongoing communications link with the senior health official at the scene of the emergency
- Ensure liaison with the ambulance service representatives
- Provide advice on any matters, which may adversely affect public health
- Provide authoritative instructions on health and safety matters to the public through the Emergency Information Coordinator
- Coordinate the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health and Long-Term Care policies
- Ensure coordination of all efforts to prevent and control the spread of disease during an emergency
- Notify the Public Works Representative regarding the need for potable water supplies and sanitation facilities
- Ensure liaison with Community and Health Services on areas of mutual concern regarding health services in evacuee centers
- Maintain a personal log of all actions taken

York Region Community and Health Services

As a member of the Operations Section, the Community and Health Services has the following responsibilities:

- If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the EOC
- Ensure any operational objectives and assignments identified in the EOC Action Plan related to Community Services or Emergency Social Services are carried out effectively
- Liaise with the municipalities and school boards to determine requirements for Emergency Social Services
- At the discretion of the Commissioner or if requested by a municipality, open and operate temporary and/or long-term Reception Centers and ensure they are adequately staffed
- Establish the Departmental Emergency Operation Centre (DEOC) as required
- Liaise with the Medical Officer of Health on areas of mutual concern regarding operations in Reception Centers
- Food safety and water quality
- General sanitation and health hazards

- Infection prevention and control
- Accommodation standards for emergency lodging
- Assessment of the public health status of the affected community
- Liaise with the Medical Officer of Health on public health issues related to the incident (e.g. outdoor air quality or water quality in the event of a spill, impact to a community, advice on evacuation or shelter-in-place) or other potential health hazards in the community
- When Regional social services are being delivered in a Reception Centre, ensure that a facility representative is notified and that staff and volunteers utilizing the facility take direction from the aforementioned representative with respect to its maintenance, use and operation
- Provide an Incident Commander to manage the emergency delivery of Regional social services within Reception Centers, if required
- Notify NGO's as required, of the location of designated Reception Centers/Emergency Lodging Facilities
- Liaise with York Region Transit/Viva for the provision of transportation of evacuees to and from Reception Centers
- Where applicable, liaise with the Incident Commander of the Reception Centre and provide the RECG and Chairman with advice or updates on social services related matters
- Work with the Public Information Officer regarding information required by the Emergency Public Information Centre
- Liaise with other levels of government, as required
- Delegate Emergency Social Services (ESS) representatives to provide support as requested to local municipal Emergency Operations Centers (EOC) and Emergency Control Groups (ECG) for emergencies impacting ESS
- Maintain a personal log of all actions taken

Utility Representative

As a member of the Operations Section, the Utility Representative has the following responsibilities:

- Monitor the status of utility outages and customers without services
- Provide updates on utility outages, as required
- Provide liaison with other area utilities, as required
- Ensure liaison with the public works representative
- Maintain a personal log of all actions taken

Planning Section

The Planning Section gathers information critical to the incident in order to develop, disseminate and evaluate incident action plans.

The Planning Section may be staffed by the following positions, according to the requirements of the emergency:

- Commissioner of Development Services

- Manager of Development Planning
- Chief Building Official
- Manager of Customer Service
- Library Services
- Data and Analytics Analyst

Commissioner of Development Services

The Commissioner of Development Services is the Planning Section Chief. The Planning Section Chief has the following responsibilities:

- Ensure that the following responsibilities of the Planning Section are addressed as required:
 - Collect, analyze, and display situation information
 - Prepare periodic Situation Reports
 - Prepare and distribute EOC Action Plan and facilitate Action Planning process
 - Conduct Advance Planning activities and reports
 - Document and maintain files on all EOC activities
- Address any action items that may result from the activation of the Emergency Response Plan and keep EOC Staff informed of implementation needs
- Provide accurate up to date mapping for the Municipality and surrounding area, in consultation with GIS staff
- Establish the appropriate level of organization for the Planning Section
- Exercise overall responsibility for the coordination of activities within the section
- Keep the EOC Director informed of significant issues affecting the Planning Section
- Ensure that Status Reports are completed and utilized as a basis for EOC Situation Reports and EOC Action Plans

Provide updated maps for the MCEG and EOC

- Assisting the Mayor as required
- Ensuring all-important decisions made and actions taken by the EOC are recorded
- Arranging for printing of materials, if required
- Coordinating the provision of clerical staff to assist at the Emergency Operations Centre, as required
- At the direction of the Mayor, ensure that all Town Council members are advised of the declaration and termination of the emergency
- At the direction of the Mayor, arrange a special meeting of Council, as required and advise members of Council about the details of the emergency
- Ensuring all important decisions made and actions taken by the MCEG are recorded
- Collecting, organizing and filing all completed event or disaster related forms, including: all EOC position logs, Situation Reports, EOC Action Plans and any other related information, just prior to the end of each operational period
- Distributing EOC Situation Reports, EOC Action Plan, and other documents, as requested
- Maintaining a permanent archive of all Situation Reports and EOC Action Plans associated with the emergency
- Distributing EOC Situation Reports, EOC Action Plan, and other documents, as requested

- Maintaining a permanent archive of all Situation Reports and EOC Action Plans associated with the emergency
- Coordinating the provision of clerical staff to assist in the EOC, as required
- Upon direction by the Mayor, or alternate, ensure that all Council are advised of the declaration and termination of declaration of the emergency
- Upon direction by the Mayor, arrange special meetings of Council, as required, and advise members of Council of the time, date, and location of the meetings
- Maintaining a personal log of all actions taken
- Maintain a personal log of all actions taken

Chief Building Official

As a member of the Planning Section, the Chief Building Official has the following responsibilities:

- Provide the EOC staff with information and advice on building conditions matters
- Provide a representative as required to examine and certify buildings structurally damaged, order demolition, repairs, etc.
- Provide property data as required by EOC staff
- Provide advice and information on all Building Code related matters
- Make recommendations on the demolition of unsafe structures
- Provide general planning assistance to the EOC
- Maintain a personal log of all actions taken

Data & Analytics Analyst

As a member of the Planning Section, Data & Analytics Analyst have the following responsibilities:

- Ensure that maps and status boards are kept up to date, in consultation with the Planning Department and GIS staff
- Provide the MCEG with advice on data/analytics
- Assist with other planning issues, as needed
- Utilize remote sensing and other analytics
- Other duties as required
- Maintain a personal log of all actions taken

Library CEO

As a member of the Planning Section, the Library CEO has the following responsibilities:

- Assist with Planning Section duties as assigned
- Assist with information gathering, as required
- Other duties as required
- Maintain a personal log of all actions taken

Logistics Section

The Logistics Section arranges for and coordinates all material, services, personnel, equipment, and resources required to manage and resolve the emergency. The Logistics Section tracks usage and current locations of these items.

The Logistics Section may be staffed by the following positions, according to the requirements of the emergency:

- Town Clerk
- Chief Information Officer (IT)
- Manager of Human Resources

Town Clerk

As a member of the Logistics Section, the Town Clerk has the following responsibilities:

- Assisting the Mayor as required
- Ensuring all-important decisions made and actions taken by the EOC are recorded
- Arranging for printing of materials, if required
- Coordinating the provision of clerical staff to assist at the EOC, as required
- At the direction of the Mayor, ensure that all Town Council members are advised of the declaration and termination of the emergency
- At the direction of the Mayor, arrange a special meeting of Council, as required and advise members of Council about the details of the emergency
- Ensuring all important decisions made and actions taken by the MCEG are recorded
- Collecting, organizing and filing all completed event or disaster related forms, including: all EOC position logs, Situation Reports, EOC Action Plans and any other related information, just prior to the end of each operational period
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- Coordinating the provision of clerical staff to assist in the EOC, as required
- Upon direction by the Mayor, or alternate, ensure that all Council are advised of the declaration and termination of declaration of the emergency
- Upon direction by the Mayor, arrange special meetings of Council, as required, and advise members of Council of the time, date, and location of the meetings
- Maintaining a personal log of all actions taken
- Coordinate and process requests for human resources
- Coordinate offers of, and appeals for, volunteers with the support of the MCEG
- Select the most appropriate site(s) for the registration of human resources
- Ensure records of human resources and administrative detail, that may involve financial liability, are completed

- Ensure that a Volunteer Registration Form is completed, when volunteers are involved, and a copy of the form is retained for town records
- Ensure identification cards are issued to volunteers and temporary employees, where practical
- Arrange for transportation of human resources to and from site(s), in consultation with the Director, Recreation and Culture Services
- Ensure liaison with community support agencies (e.g. St. John Ambulance, Canadian Red Cross)
- Obtain assistance, if necessary, from Human Resources and Skills Development Canada, as well as other government departments, public and private agencies and volunteer groups
- Maintain a personal log of all actions taken

Chief Information Officer (IT)

As a function of the Logistics Section, Chief Information Officer (IT) has the following responsibilities:

- Activate the emergency notification system of the local amateur radio operators' group, if required
- Initiate the necessary action to ensure the telephone system at the municipal offices and EOC function as effectively as possible, as the situation dictates
- Ensure that the emergency communications center is properly equipped and staffed with appropriate technical staff to maintain equipment and trouble shoot problems
- Maintain an inventory of community and private sector communications equipment and facilities within the community, which could, in an emergency, be used to augment existing communications systems
- Make arrangements to acquire additional communications resources during an emergency
- Arrange for the operation of computer and other technical resources, as required
- Arrange for technical support services to the various EOC sections and branches
- Maintain a personal log of all actions taken

Finance and Administration Section

The Finance and Administration Section may be staffed by the following positions, according to the requirements of the emergency:

- Commissioner of Finance/Treasurer
- Manager of Accounting & Financial Reporting
- Manager of Procurement

The Commissioner of Finance/Treasurer, Manager of Accounting & Financial Services, or designate is the Chief of the Finance/Administration Section. This section performs administrative,

staffing and financial duties specific to the emergency, including keeping track of incident-related costs. Additional responsibilities of the Finance/Administration Section are as follows:

- Provide information and advice on financial matters as they relate to the emergency
- Address any action items that may result from the activation of the Emergency Response Plan and keep MECG informed of implementation needs
- Activate units within Finance Section, as required
- In consultation with the EOC Director, confirm adequacy of expenditure limits as identified in the Purchasing Policy
- Ensure there is a continuum of payroll process for all employees
- Ensure liaison, if necessary, with the Treasurers/Directors of Finance of neighboring municipalities and the Regional Municipality of York
- Ensure that records of expenses are maintained for future claim purposes
- Ensure the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency
- Assist with coordination of all requirements under the Disaster Recovery Assistance for Ontarians (DRAO) and Municipal Disaster Recovery Assistance (MDRA) in coordination with the Minister Municipal Affairs and Housing within 14 working days of the onset of the disaster
- Maintain a personal log of all actions taken

Manager of Procurement Services

As a member of the Logistics Section, the Manager of Procurement Services is responsible for:

- Providing and secure equipment and supplies not owned by the Town of Whitchurch-Stouffville
- Ensuring liaison with Finance/Administration Section in order to assist with maintaining accurate records of expenses
- Ensuring liaison with purchasing agents of the neighboring communities and the Regional Municipality of York, if necessary
- Maintaining and update a list of all vendors (including 24-hour contact numbers) who may be required to provide supplies and equipment
- Maintaining a personal log of all actions taken

Response Relationships

Relationship between the EOC and the Emergency Site Manager (ESM)

Depending on the nature of the emergency, and once the ESM has been assigned, the EOC relationship with the Emergency Site Manager is to offer support with equipment, staff and other resources, as required.

The EOC will also ensure that the rest of the community maintains municipal services.

Relationship between Emergency Site Manager (ESM) and on-site Senior Representatives of Agencies

The senior representative for each emergency responder (police, fire, EMS, public works) at the site will consult with the ESM, so as to offer a coordinated and effective response. Regular briefings will be held at the site and chaired by the ESM, so as to establish the manner and process to the emergency.

Relationship between the Town of Whitchurch-Stouffville and the Regional Municipality of York

Some services are provided by the Regional Municipality of York to the Town of Whitchurch-Stouffville. In the event of an emergency, it is important that the two levels of local government operate in a cohesive, planned manner. This plan contemplates the sharing of resources to provide the citizens of the Town of Whitchurch-Stouffville and the Region of York with an effective, planned and cooperative approach to emergency management.

Risk analysis and critical infrastructure assessments have been jointly completed by the Region and the Town as well as the surrounding area municipalities.

It is recognized that in the event of a large-scale emergency involving several or all of the nine area municipalities, that the ability of the Region to provide staff to all nine EOCs and the Regional EOC may become strained, in which case the local area municipality may receive assistance from those agencies by communications link, rather than a direct presence in the local EOC.

PLAN MAINTAINANCE & TESTING

Annual Reviews and Evaluation of the Plan

The Emergency Management Program Committee shall review and evaluate the Town of Whitchurch-Stouffville emergency management program and emergency response plan, on an annual basis. On behalf of the Emergency Management Program Committee, the Community Emergency Management Coordinator shall recommend to the Chief Administrative Officer changes to the Emergency Response Plan for Town of Whitchurch-Stouffville Council approval.

Likewise, any annexes are to be reviewed by the person(s) responsible in conjunction with the Community Emergency Management Coordinator, any identified changes are to be made accordingly.

Each person, agency, service area or department listed in this plan is responsible for notifying the CEMC of any revisions, administrative changes or updated contact information affecting the Plan or its Confidential Appendices. To keep the Plan current, revisions to appendices and minor administrative changes will be made by the CEMC, without resubmitting the plan to the Emergency Management Planning Committee or Town of Whitchurch-Stouffville Council for approval.

Training and Exercise Program

The Community Emergency Management Coordinator is responsible for conducting annual training and Emergency Response Plan exercises for the Municipal Emergency Control Group

and Emergency Operations Centre staff. Recommendations resulting from such exercises are to be incorporated into the next edition of this plan.

Review of the Emergency Response Plan, testing and exercises are mandated to be done at least once per year under the requirements of the Emergency Management and Civil Protection Act and Regulations.

DISTRIBUTION LIST

Copy Number	Location	Issued to
1	Clerk's Office (Public Viewing)	Front Desk
2	Fire & Emergency Services	Fire Chief
3	Fire & Emergency Services	Fire Chief's Vehicle
4	Fire & Emergency Services	Deputy Fire Chief
5	Fire & Emergency Services	Deputy Fire Chief's Vehicle
6	Fire & Emergency Services	Admin. Secretary
7	Mayor's Office	Mayor
8	Mayor's Office	Councilor's reference copy
9	Councilors	1 Per (No annexes)
10	Public Works	Commissioner, Engineering & Public Works
11	Public Works	Manager, Transportation & Fleet
12	Public Works	Manager, Development Engineering
13	Public Works	Manager, Environmental Services
14	CAO's Office	Chief Administrative Officer
15	Finance/Treasury	Commissioner, Finance Services/Treasurer
16	Planning & Development Services	Commissioner, Development Services
17	Planning & Development Services	Director, Planning Services
18	Leisure & Community Services	Commissioner, Community Services
19	Leisure & Community Services	Manager, Facilities Development and Operations
20	Corporate Services	Town Clerk
21	Clerks	Council Coordinator
22	Clerks	Clerk (Spare)
23	Museum	Curator
24	Library	CEO
25	Library (Public Viewing)	CEO
26	York Region Police Headquarters	Unit Commander Emergency Planning
27	York Region Police 5 District	5 District Unit Commander
28	York Regional Police Sub-Station	Unit Commander
29	York Region Emergency Management	CEMC
30	York Region Emergency Management	Program Manager
31	York Region Paramedic	Chief General Manager
32	York Region Paramedic	Special Response Unit Commander
33	York Region Paramedic	Emergency Management Planner
34	EOC – St. 5-1 Filing Cabinet	CEMC
35	EOC – St. 5-2 Filing Cabinet	CEMC
36	Fire Department	Station 5-1
37	Fire Department	Station 5-2
38	OPP Aurora Detachment	Detachment Commander
39	Richmond Hill Fire Dispatch	Dispatch Supervisor
40	York Regional CAO's Office	Regional CEMC

UPDATES AND AMENDMENTS

[illegible]

ANNEXES

INTERNAL DOCUMENTS ONLY

- A. By-law 2023-129-FR, Emergency Management Program and Emergency Response Plan By-law
- B. EOC Standard Operating Guideline (SOG)
- C. Crisis Communication Plan
- D. Emergency Telecommunications Plan
- E. IT Plan
- F. TRCA Flood Site Specific Flood Response Package
- G. Electrical Power Outage Plan (word document attached)
- H. Fuel Contingency Plan (word document attached)