



THE REGIONAL MUNICIPALITY OF YORK

Emergency Plan

AND

Annexes



2009

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CHAPTER 1 - Introduction

Introduction

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

“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”

Aim

The aim of the Region’s Emergency Plan is to:

- Protect public safety
- Create disaster resilient communities
- Promote public confidence in the Region’s ability to manage a major emergency or disaster

Purpose

The purpose of the Region’s Emergency Plan is as follows:

- identify the roles, responsibilities and actions required of Regional Departments and York Regional Police in mitigating, preventing, preparing for, responding to and recovering from major emergencies and disasters;
- ensure a co-ordinated response by the Region, local municipalities, and other agencies in managing emergencies or disasters; to save lives, prevent injuries, protect property and the environment;
- enable decision makers to efficiently and effectively deploy available resources, and
- provide a means to identify, request and procure additional resources

The response to emergencies will be managed using the Regional Emergency Plan – Basic Plan (this document), and the functional responses organized in Annexes to this plan. This plan may be used in conjunction with business resumption plans.

Legal Authorities

The legislation under which the Region and its employees are authorized to respond to an emergency are:

- The *Emergency Management and Civil Protection Act, R.S.O. 1990, c. E.9*
- *Ontario Regulation 380/04*
- *York Region By-Law 2009-4*

Provincial *Emergency Management and Civil Protection Act*

Section 2.1 of the Act requires municipalities to develop and implement an emergency management program and adopt a by-law. An emergency management program must consist of:

- an emergency plan;

- training programs and exercises for employees of municipalities and other persons with respect to the provision of required services and procedures to be followed in emergency response and recovery activities;
- public education on risks to public safety and on public preparedness for emergencies; and
- any other element required by standards for emergency management programs that may be developed by the Minister of Community Safety and Correctional Services.

In developing the emergency management program, the municipality must identify and assess various hazards and risks to public safety that could give rise to emergencies and identify the facilities and other elements of the infrastructure that are at risk of being affected by emergencies.

Ontario Regulation 380/04

Regulation 380/04 came into force on December 31, 2004 and describes the essential level emergency management standards for Ontario Ministries and Municipalities. The specific municipal requirements are described below.

- Every municipality shall designate an employee or a member of Council as its Community Emergency Management program Co-ordinator (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 Region 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 Region's Emergency Management Program Committee on the above program.
- Every municipality shall have an Emergency Management Program Committee composed of: the CEMC, a senior municipal official 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 with appropriate communications systems.
- Every municipality shall designate an employee of the municipality as its Emergency Information Officer to act as the primary media and public contact in an emergency.

York Region By-law

Council approved the Emergency Management Program and the Emergency Operations Plan with the enactment and of *By-Law No. 2009-4* on January 22, 2009.

Regional Emergency Management Program Committee

This mandatory committee advises Council on the development and implementation of the Region's emergency management program and conducts an annual review of the Region's emergency management program with recommendations to Council for its revision, if necessary.

Incident Management System

The Incident Management System (IMS) has been adopted in this plan to define the basic command structure and to identify roles and responsibilities to ensure effective management of the emergency.

Plan Distribution and Maintenance

Distribution of the Region Emergency Plan and Annexes will be in hard copy to Departments and available electronically in Adobe Portable Document Format (PDF).

A copy of the Emergency Plan and Annexes will be available on the Region's website.

The Manager of Emergency Management maintains the master copy of the Region's Emergency Plan. Amendments to Annexes will be forwarded to Emergency Management.

CHAPTER 2 - DEFINITIONS

1. Action Plan

“The Action Plan contains objectives, reflecting the overall strategy and specific tactical actions and supporting information for the next operational period. The plan may be oral or written. When written, the Action Plan may have a number of attachments (evacuation plan, map, etc.)

2. Agency

A division of government with a specific function offering a particular kind of assistance. In IMS, agencies are defined either as jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources for other assistance).

3. Area Municipality

The municipality or corporation of the Town of Aurora, Town of Markham, Town of Newmarket, Town of Richmond Hill, City of Vaughan, Town of Whitchurch-Stouffville, Town of East Gwillimbury, Town of Georgina, and the Township of King.

4. Chair

The Head of Council or his/her designate for the Regional Municipality of York.

5. Chief Administrative Officer (CAO)

The Chief Administrative Officer of The Regional Municipality of York or designate. The CAO is the Chair of the Regional Emergency Control Group and REOC Director responsible for overall command within the Regional Emergency Operations Centre.

6. Community Emergency Management Co-coordinator (CEMC)

The Manager of Emergency Management or the alternate CEMC acts as the Community Emergency Management Co-coordinator for York Region. This person is responsible and accountable for the Region’s Emergency Management program and is a member of the Regional Emergency Control Group.

7. Command Post

A mobile communications/central control centre from which the Emergency Site Manager and Agency On-Scene Commanders will manage on-site activities and communicate with the applicable Regional Emergency Operations Centre and other communications centres.

8. Corporate Notification System

A method of alerting key personnel in the Regional Emergency Control Group or a department to advise them of an emergency situation.

- 9. Emergency**
“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.
- 10. Emergency Plan**
A written plan, based on a hazards identification and risk assessment, which is maintained by various jurisdictions for responding to a wide variety of potential threats.
- 11. Emergency Management and Civil Protection Act**
The *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9*, as amended.
- 12. Emergency Management Program**
A program that is based on a hazard identification and risk assessment process and leads to a comprehensive program that includes the five core components of mitigation, prevention, preparedness, response and recovery. The program will consist of a risk analysis, a current emergency response plan based on that analysis, the operation of an Emergency Management Program Committee, an Emergency Operations Centre, a formalized training and exercise program, a Community Emergency Information Plan, a Community Public Awareness Program, and will be reviewed annually.
- 13. Emergency Operations Centre**
A designated facility established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to the emergency.
- 14. Emergency Lodging Service**
Emergency Lodging Service arranges for safe, temporary lodging for homeless or evacuated people.
- 15. Emergency Site (Emergency Area)**
The area in which an Emergency exists.
- 16. Emergency Site Management Team**
The Emergency Site Management Team consists of the Emergency Site Manager/Incident Commander (when appointed), Agency On-Scene Commanders representing the responding agencies involved in the Emergency, and the On-Scene Media Spokesperson.
- 17. Emergency Social Services**
Emergency Social Services (ESS) is a planned emergency response organization designed to provide those basic services considered essential for the immediate and continuing well-being of persons affected by an emergency. Six emergency social services are considered essential: emergency food,

lodging, clothing, registration and inquiry, personal services, and reception centres. In York Region, the Community Services and Health Department is responsible for coordinating these services, in collaboration with community agencies.

18. Fire Service

The Fire Department of an Area Municipality or a combined Fire Department of one or more area municipalities.

19. Full Alert

The Emergency Alert level utilized when all members of the Regional Emergency Control Group and Regional Support Group are contacted and advised to report to the Regional Emergency Operations Centre.

20. Functional Emergency Plan

A written plan describing the functions in an Emergency of each Regional Department or service, and any agency with a designated emergency function.

21. Incident Commander

The person at the Emergency Site who is designated to coordinate and manage the response to the Emergency. The Incident Commander is appointed by the Municipal Emergency Control Group and reports to the Chief Administrative Officer at the Emergency Operations Centre

22. Incident Management System (IMS)

A standardized system that defines the basic command structure, and roles and responsibilities required for the effective management of an emergency incident or situation.

23. Inner Perimeter

A restricted area in the immediate vicinity of the Emergency Site as initially established by the Agency On-Scene Commander from a responding emergency service. Access to the inner perimeter is restricted to those essential emergency personnel actively involved in the Emergency. This perimeter will be confirmed by the Emergency Site Manager when so appointed.

24. Municipal Emergency Plan

An Emergency Plan prepared by one of the area municipalities.

25. Mutual Assistance Agreement

Written agreement between agencies and/or jurisdictions that they will assist one another on request, by furnishing personnel, equipment, and/or expertise in a specified manner.

26. Non-governmental Organization

Non-governmental organization (NGO) is an organization that is not part of a government and was not founded or funded by the Province. NGO's are usually non-profit organizations and are generally restricted to advocacy groups having

goals that are primarily noncommercial.

27. Operational Period

The period of time scheduled for execution of a given set of operational actions as specified in the action plan. Operational periods can be of various lengths, although usually not over 24 hours.

28. Outer Perimeter

A geographic area selected by the Emergency Site Manager and surrounding the inner perimeter. This area serves as a coordination and assembly area for essential emergency personnel. Access to the outer perimeter is restricted to essential personnel as determined by the Emergency Site Manager.

29. Provincial Emergency Operations Centre (PEOC)

Is the designated facility established to manage the response to and recovery from the emergency or disaster for the Province of Ontario.

30. Public Information Officer

The individual responsible for coordinating emergency information with the media, the public, and employees.

31. Reception Centre Services

Reception Center Services sets up and operates Reception centers, a one-stop service site, where evacuees are received and in which the five Emergency Social Services are provided: clothing, lodging, food, registration and inquiry, and personal services.

32. Recovery

Activities and programs designed to return conditions to a level that is acceptable to the Region.

33. Region

The Regional Municipality of York.

34. Regional Council

The Council of The Regional Municipality of York.

35. Regional Emergency Control Group (RECG)

A group of Regional Department Heads chaired by the CAO, which is responsible for directing all Emergency operations and providing the personnel and resources needed to effectively manage the Emergency within the Region.

36. Regional Emergency Management Program Committee

Mandatory committee which advises council on the development and implementation of the Region's emergency management program, and conducts an annual review of the Region's emergency management program with recommendations to Council for its revision, if necessary.

- 37. Regional Emergency Operations Centre (REOC)**
The location from which staff manage the Regional response to and recovery from the emergency or disaster.
- 38. Regional Emergency Public Information Centre (EPIC)**
A call centre established during an Emergency to respond to and redirect inquiries and reports from the public.
- 39. Regional Fire Coordinator (or Alternate)**
A Fire Chief from one of the fire departments in the Region, appointed by Regional Council, to serve as coordinator of the Region's Mutual Aid Fire Plan.
- 40. Response**
In emergency management applications, activities designed to address the immediate and short-term effects of the emergency.
- 41. Stand-by Alert**
The Emergency Alert level utilized when some or all members of the Regional Emergency Control Group and Regional Emergency Operations Centre (REOC) staffs are contacted and instructed to "stand-by" for further information or instructions.
- 42. Unified Command**
In IMS, unified command is a unified team effort, which allows all agencies with jurisdictional responsibility for the incident, either geographical or functional, to manage the response/recovery by establishing a common set of incident objectives, strategies and action plans.

CHAPTER 3 HAZARD IDENTIFICATION AND RISK ASSESSMENT (HIRA)

HIRA Overview

The *Emergency Management and Civil Protection Act* requires every municipality to identify and assess the various hazards and risks to public safety that could give rise to emergencies and to identify the facilities and other elements of the infrastructure that are at risk of being affected by emergencies.

In 2008, York Region, in conjunction with the nine area municipalities, retained the services of a consultant to perform a Region-wide hazard identification and risk assessment.

A “hazard” is defined as a product, situation or location which contains an inherent danger which has a threat or threats to life, property or the environment associated with it.

A “threat” is the way in which the danger inherent in the hazard could manifest itself, given certain conditions, creating an emergency or disaster.

The consultant adopted an “all hazards approach” which resulted in a final listing of 13 hazards and costing evaluated for the top 4 threats.

According to the study, the top threats faced by the Region are:

- Widespread, epidemic disease in humans
- Widespread, multi-day power outages from severe winter storms
- Slow onset floods from heavy sustained rainfall
- Widespread property damage from severe summer storms
- Transportation-Hazardous Material Incidents

Critical Infrastructure is that infrastructure which, if destroyed, degraded or rendered unavailable for some period of time, would significantly impact life/health, safety, security, social or economic well being. The Region and its municipal partners review and update the Critical Infrastructure database annually.

For further information contact Emergency Management, Office of the CAO.

CHAPTER 4 - IMPLEMENTATION OF THE EMERGENCY PLAN

At the threat of an impending Emergency and/or at the scene of an emergency, the first responders will assess the situation to determine if this is an event that exceeds the capability of the area municipality and may require extraordinary measures to contain, respond to, and recover from the situation.

1.0 Action Prior to Declaration of an Emergency

When an Emergency appears imminent but has not yet been declared, members of the Regional Emergency Control Group (RECG) may take necessary action under the Emergency Plan to protect the lives and property of the inhabitants of the Region. When such actions are undertaken, they shall be reported as soon as practicable to the CAO, who shall in turn advise the Head of Council and Members of Regional Council of the actions taken and the circumstances under which they were taken.

The Chief of Police, Regional Fire Coordinator, or any other member of the RECG may request that the RECG assemble at the REOC or other specified location, or be placed on Standby Alert.

2.0 Municipal Emergencies

Response to Emergencies within the Province of Ontario is based on a "tiered" approach, with the area municipalities responsible for providing the first level of response. The Region automatically provides assistance to the affected municipality through the provision of support from York Regional Police and Emergency Medical Services. Municipalities may request the services of the Department of Community and Health Services. During a local emergency each of these agencies may provide personnel who serve as members of the Area Municipality Emergency Control Groups.

On declaration of a municipal emergency in one of the area municipalities, the Region will normally implement its own Emergency Plan by opening up the REOC with a skeletal staff. In addition to the support noted above, the Region will be prepared to provide additional support as requested by the Mayor of the affected municipality. This request would be made to the Head of Regional Council.

3.0 Declaration or Termination of a Regional Emergency

The decision to declare or terminate a Regional Emergency in all or in part of the Region is made by the Head of Council, following a recommendation from the RECG. The factors affecting this decision are:

- Response coordination required because of: significant number of people at risk, large widespread event, multiple emergency sites and multiple municipality's involved.
- Resource coordination required because of: limited municipal resources, significant need for outside resources, need to coordinate Regional resources.
- Declaration of a Local Emergency or Provincial Emergency is made

Should the Head of Council decide that a Regional emergency declaration is warranted, based on the advice of the CAO and the RECG, the he shall sign the Declaration of Regional Emergency form.

Upon activation of the York Emergency Plan, York Regional Police will immediately notify the members of the RECG (beginning with the CAO) that a Standby Alert has been issued, or that the RECG is to assemble at the REOC, or other specified location.

4.0 York Region's Emergency Notification System

The York Regional Police - Communications Branch has been assigned the function of alerting and calling out members of the RECG. At the request of the Police Chief, Regional Fire Coordinator, or a member of the RECG, the York Regional Police Communications Supervisor will immediately notify the members (beginning with the CAO) that a Standby Alert has been issued, or that the RECG are to assemble at the REOC or other specified location.

The Notification Annex describes the Notification criteria and process.

CHAPTER 5 – Regional Emergency Control Group and Regional Operations Center (REOC) Staffing and Responsibilities

The Regional Emergency Control Group is responsible for exercising overall management responsibility for the corporation's business continuity and coordination of emergency response and recovery operations.

Ontario Regulation 380/04 requires all municipalities to have a municipal control group to direct the respective municipalities response in an emergency, including the implementation of the municipality's emergency plan, and the development of procedures to govern its responsibilities in an emergency.

The Regional Emergency Control Group (RECG) is composed of:

- Regional Chairman and Chief Executive Officer
- Director of Government Relations and Executive Assistant to the Chairman and CEO
- Chief Administrative Officer
- Executive Director of Strategic Initiatives and Administration
- Commissioner of Community and Health Services
- Commissioner of Transportation Services
- Commissioner of Environmental Services
- Commissioner of Finance and Regional Treasurer
- Commissioner of Corporate Services
- Commissioner of Planning and Development Services
- Chief of York Regional Police
- Regional Fire Coordinator
- Regional Solicitor
- Medical Officer of Health
- General Manager of Emergency Medical Services
- Director of Corporate Communications
- Manager of Emergency Management

Head of Council (Policy Group)

Responsibilities:

The Regional Chair as Head of Council is authorized to declare an Emergency in all or in any part of York Region. The Head of Council may take any action and issue orders as necessary to implement the Emergency Plan and to protect property and the health, safety and welfare of the inhabitants in the Emergency area.

In exercising these powers, the Head of Council shall be advised by the RECG.

In addition to these general responsibilities, the Head of Council shall be responsible for the following:

- Provides overall emergency policy and direction to the EOC Director (CAO)

- Notify the Minister of Community Safety and Correctional Services, through Emergency Management Ontario, (416) 314-0472.
- Notify the Mayors of the area municipalities, Members of Regional Council, and neighbouring municipal officials (as required)
- Notify the public of the declaration of an Emergency.
- Notify the Region's Members of Parliament and Members of Provincial Parliament.
- Keep Members of Regional Council apprised of the Emergency situation.
- Formally request Provincial and/or Federal government assistance (through the Provincial Ministry of the Community Safety and Correctional Services), as required.
- Act as the primary spokesperson for the Region, authorize the release of information on behalf of the Region or delegate that authority to the CAO and/or the Public Information Officer.
- Issue authoritative instructions, information and warnings to the general public via the media as authorized and requested by various agencies.
- Officially declare that the Emergency has terminated and notify the Ministry of Community Safety and Correctional Services, the public, the Area Municipal Mayors, Regional Council, MPs and MPPs of the said termination.

Regional Emergency Operations Center Staffing

The CAO shall be the EOC Director and in that capacity shall oversee the activities of the staff in the REOC.

The CAO may add or remove members and assign staff depending on the nature of the emergency. The REOC may be staffed by the following persons or their designates:

- Command
 - EOC Director- Chief Administrative Officer or Executive Director, Strategic Initiatives and Administration
 - Liaison - Manager, Emergency Management
 - Emergency Information Officer- Director, Corporate Communications
 - Risk Management – Regional Solicitor, Risk Manager, Occupational Health and Safety Manager
- Operations
 - Chief, York Regional Police
 - Regional Fire Coordinator or Alternate
 - Commissioner of Community Services and Health
 - Medical Officer of Health or Associate Medical Officer of Health

- General Manager of Emergency Medical Services
- General Manager of Housing and LTC
- Commissioner of Transportation Services
- General Manager of Roads
- Commissioner of Environmental Services
- Planning
 - Commissioner, Planning and Development Services
 - Regional Clerk
 - Director, Geomatics
 - Program Manager, Emergency Plans and Operations
 - Program Manager, Emergency Exercises, Training and Public Education
- Logistics
 - Commissioner of Corporate Services
 - General Manager, Transit
 - Director of Human Resources
 - Director, Property Services
 - Director, Supplies and Services
 - Director, IT Services
- Finance
 - Commissioner, Finance Department and Treasurer

Regional Emergency Operation Center Staff Responsibilities

The primary responsibilities of the REOC staff is to implement the Emergency Plan and appropriate Departmental Annexes or business resumption plans during an emergency and to provide advice and assistance to the Head of Council.

During an emergency, REOC staff are responsible for directing and coordinating all emergency operations and providing personnel and resources needed by municipalities or first responders to effectively manage the emergency within the Region.

Individual Responsibilities

The EOC Director will be responsible for the following duties:

- Exercise overall management responsibility for the coordination between response and supporting agencies in the REOC. Set priorities for response efforts in the affected areas.
- Establish the appropriate staffing level for the REOC and continuously monitor organizational effectiveness to ensure that appropriate modifications occur as required.
- Ensure interagency coordination is established between the RECG and first responders and municipal EOC's.

- Confirm the adequacy of the expenditure limits as identified in the purchasing by-law.
- Advise the Head of Council on Regional polices and procedures as appropriate.
- Determine the need to activate an Emergency Public Information Center (EPIC) or hotline and assign responsibility.
- Ensure risk management principles and procedures are applied to all REOC activities
- Determine what sections are needed, assign section chiefs as appropriate and ensure they are staffing their sections as required.
 1. Operations Section Chief
 2. Logistics Section Chief
 3. Planning Section Chief
 4. Finance Section Chief
- Determine which management staff positions are required and ensure they are filled as soon as possible
 1. Information Officer
 2. Liaison Officer
 3. Risk Manager
 4. Legal Advisor
- Establish initial priorities for the REOC based on current status and information from municipal EOC or site commander.
- Schedule the initial REOC Action Planning meeting and have Planning Chief prepare the agenda
- Ensure that operational periods are established and that initial REOC response priorities and objectives are decided and communicated to all involved parties.
- In conjunction with the Emergency Information Officer, conduct news conferences and review media releases for final approval.
- In coordination with management staff, identify priorities and management function objectives for the initial REOC Action Planning meeting.
- Convene the initial REOC Action Planning meeting and ensure the Planning Section facilitates the meeting appropriately.
- Once the Action Plan is completed by the Planning section, review, approve and authorize its implementation.
- Conduct periodic briefing with the REOC Management Team to ensure response priorities and objectives are current and appropriate.

- Document all decisions/approvals.
- Approve resource requests not included in Action Plan, as required.
- Formally request assistance from neighbouring regional governments and the City of Toronto (in accordance with the various Mutual Assistance Agreements), as required.

Executive Director, Strategic Initiatives and Administration will assume the role EOC Director in the absence of the CAO as a member of the RECG in the REOC.

- Undertake special assignments at the request of the CAO.

The Liaison Officer is responsible for assisting and advising the EOC Director. The Manager of Emergency Management, will:

- Function as point of contact for, and interaction with, representatives from other agencies arriving in the REOC, and any organizations not represented in the REOC.
- Assist and serve as an advisor to the REOC Director and Control Group as needed, providing information and guidance related to the external functions of the REOC.
- Provide general advice and guidance to external agencies and REOC staff as required.
- Supervise the set-up of the REOC.
- Assist REOC Director in determining appropriate staffing for the REOC.
- Ensure a REOC organization and staffing chart is posted and updated.
- Ensure access control to the REOC is established immediately.
- Carry out the detailed liaison with the Emergency Management Ontario (EMO) Provincial Emergency Operations Centre (PEOC) and various municipal Emergency Operations Centres.
- Assist the REOC Director in developing overall REOC priorities as well as priorities for the initial Action Plan.
- Prepare external non-represented agency information for briefings with the REOC Management Team.
- Ensure that operational priorities and objectives identified in the REOC Action Plans are communicated to external non represented agencies.
- Ensure any EPIC established by the RECG is provided with the most current information.

- Request the assistance of York Amateur Radio Emergency Services in providing emergency and backup telecommunications links between the REOC and any other locations, as required.

The Public Information Officer (PIO) will:

- Serve as the coordination point for all public information, media relations and internal information sources for the REOC.
- Ensure that any Toll-Free Public Information Service (hotline or call center) established for the public to access helpful information or advice is provided with timely and accurate messaging sheets so they can offer only confirmed and approved information.
- Ensure the public within the affected area receives complete, accurate and consistent information about life safety procedure, public health advisories, relief and assistance programs, and other vital information.
- Provide communications advice to the Head of Council, REOC Director and RECG.
- Coordinate and supervise writers assigned to communications tasks.
- Maintain the website and intranet for REOC information, as appropriate.
- Review all communications including EPIC messages and gain approval for release by the Regional Chair or the CAO.
- Forward all communications approved by the Head of Council or the REOC Director to the Emergency Public Information Center (EPIC).
- Liaise with Public Information Officers at site(s) and municipal EOC's.

Legal Services will be responsible for the following services:

- Provide advice to the RECG on matters of a legal nature, as they may apply to the actions of the Region in its response to the Emergency, as requested.
- Work with and provide advice to Risk Management.
- Liaise with representatives from the Ontario Ministry of Community Safety and Correctional Services and provide advice to the Chair and the RECG with respect to interpretation of legislation governing the control of response to an Emergency, by the RECG.
- Assess and provide advice with respect to any right of action pursuant to Section 12 of the *Emergency Management and Civil Protection Act* against any person(s) causing an Emergency, to recover expenses incurred by the Region, and to ensure that necessary evidence is preserved to assert such action at a later date.

Insurance and Risk will be responsible for the following services:

- ***Risk Management*** – Ensures that good risk management practices are applied throughout the response organization and that every function contributes to the management of risk. Protects the interests of all REOC participants, agencies, and organizations by ensuring due diligence in information collection, decision-making, and implementation. Monitors situations for risk exposures and ascertains probabilities and potential consequences of future events.
- ***Safety*** – Risk Management provides advice on safety issues. Risk Management has the authority to halt or modify any and all unsafe operations within or outside the scope of the REOC Action Plan, notifying the REOC Director of actions taken. It should be noted that while Risk Management has responsibility for safety, it is recommended that a safety specialist be appointed who is familiar with all aspects of safety and relevant legislation.

York Regional Police as part of Operations will be responsible for the following duties:

- If assigned by the REOC 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 REOC.
- Ensure any operational objectives and assignments identified in the REOC Action Plan related to public safety are carried out effectively.
- Establish a site command post with communications to the REOC.
- Provide the RECG with advice on public safety matters.
- Provide an Incident Commander, if required.
- Establish an ongoing communications link with the Emergency Site Manager.
- Establish an inner perimeter within the Emergency area.
- Establish an outer perimeter in the vicinity of the Emergency in order to facilitate the access/egress of emergency vehicles and to restrict the movement of non-essential personnel.
- Provide traffic control to facilitate the movement of emergency vehicles.
- Alert persons endangered by the Emergency and coordinate evacuation procedures, including traffic control on evacuation route.
- In cooperation with the Community and Health Services Department and community partners ensure public safety is protected, and the safe and orderly flow of traffic is maintained at Reception Centers.

Regional Fire Coordinator as part of Operations will be responsible for the following duties:

- If assigned by the REOC 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 REOC.
- Ensure any operational objectives and assignments in the REOC Action Plan related to fire safety are carried out effectively.
- Provide the RECG with advice on firefighting matters.
- Establish an ongoing communications link with the Fire On-Scene Commander.
- Inform the Mutual Aid Fire Coordinators and/or initiate mutual aid arrangements for the provision of additional personnel and equipment, if needed.
- Determine and arrange for additional specialized equipment, if required.
- Provide an Incident Commander, if required.
- Provide assistance to other municipal departments and agencies by being prepared to take charge of, or contribute to, non-firefighting operations, if necessary (e.g., rescue, first aid, casualty collection, evacuation, etc.).

Medical Officer of Health or Associate Medical Officer of Health as part of Operations will be responsible for the following duties:

- If assigned by the REOC 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 REOC.
- Ensure any operational objectives and assignments identified in the REOC Action Plan related to public health are carried out effectively.
- Liaise with the Ontario Ministry of Health and Long Term Care - Public Health Branch.
- Provide advice to the RECG on Public Health issues and recommend specific response to conditions that could affect the health of the community.
- Liaise with the Commissioner of Community Services and Health on areas of mutual concern regarding health services in emergency facilities that include:
 - Food and water safety
 - General safety and sanitation

- Disease control
- Accommodation standards
- Health assessment needs and post traumatic stress management
- Liaise with agencies as required to augment and coordinate public health resources.
- Provide an Incident Commander, if required.

General Manager of Emergency Medical Services as part of Operations will be responsible for the following duties:

- If assigned by the REOC 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 REOC.
- Ensure any operational objectives and assignments identified in the REOC Action Plan related to emergency medical services are carried out effectively.
- Liaise with the Ontario Ministry of Health and allied Emergency Medical Services agencies.
- Recommend specific responses to conditions that could affect the Emergency Medical Services interaction.
- Liaise with the allied Emergency Medical 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.

Commissioner of Transportation Services as part of Operations will be responsible for the following duties:

- If assigned by the REOC 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 REOC.

- Ensure any operational objectives and assignments identified in the REOC Action Plan related to transportation services are carried out effectively.
- Provide emergency traffic detour plans in coordination with York Regional Police.
- Provide the RECG with information and advice on roads or transit matters.
- Implement the Transportation Services Spill Control Contingency Plan, as required, to ensure that all hazardous or environmentally significant spills are contained and cleaned up, and all residues safely disposed of.
- Liaise with public utilities to disconnect any service representing a hazard and/or arrange for the provision of alternate services or functions.
- Coordinate transportation requirements (requested by the REOC, a municipality or site incident commander) and contact the contracted operators to make requests for emergency operations support as needed.
- Administer Memorandum of Understanding (MOU) agreements with other jurisdictions, public agencies and private industry for use of their transportation assets, where appropriate, during emergency situations.
- Ensure the Transit Operations Centre (TOC) is established, if required
- Ensure that selected YRT staff and the Emergency Information Officer are provided with timely information on emergency transportation arrangements that can be disseminated to the public.
- Provide Transportation Services vehicles and equipment as required for emergency services.
- Provide an Incident Commander, if required.
- Maintain communications with flood control conservation authorities, the Ontario Ministry of Natural Resources and environmental agencies.

Commissioner of Environmental Services as part of Operations will be responsible for the following duties:

- If assigned by the REOC 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 REOC.
- Ensure any operational objectives and assignments identified in the REOC Action Plan related to water/wastewater or solid waste infrastructure are carried out effectively.

- Provide and repair water, sewer services in consultation with officials of the area municipalities and of the Province of Ontario, where required.
- Provide the RECG with information and advice on public works and engineering matters.
- Arrange for the provision of emergency supplies of potable water and emergency sanitary facilities, in consultation with the Medical Officer of Health.
- Assist the Area Municipal Fire Services with the provision of equipment and resources for pumping operations and emergency water supplies for firefighting.
- Maintain communications with flood control conservation authorities, the Ontario Ministry of Natural Resources and environmental agencies.
- Provide an Incident Commander, if required.

Commissioner of Community and Health Services, as part of Operations will be responsible for the following duties:

- If assigned by the REOC 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 REOC.
- Ensure any operational objectives and assignments identified in the REOC 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 Centres and/or evacuation centers and ensure they are adequately staffed.
- Establish the Departmental Operation Center as required.
- Liaise with the Medical Officer of Health on areas of mutual concern regarding operations in Reception Centres that include:
 - Food and water safety
 - General safety and sanitation
 - Disease control
 - Accommodation standards
 - Health Assessment needs and post traumatic stress management

- Ensure that a representative of the York Region District School Board, and/or York Catholic District School Board, and/or Community Hall and/or shopping mall representatives are notified when a facility is required as a Reception Centre, and that staff and volunteers utilizing the facility take direction from the aforementioned representative with respect to its maintenance, use and operation.
- Liaise with the Agency On-Scene Commanders of the social service agencies and provide the RECG and the Chair with advice on social service related matters.
- Provide an Incident Commander, if required
- Notify the Executive Director of the Canadian Red Cross of the location of designated Reception Centres/Emergency Lodging Facilities.
- Liaise with York Region Transit for the provision of transportation to Reception Centres.
- Work with the Public Information Officer regarding information required by the Emergency Public Information Center.

Commissioner of Planning and Development Services Department as Planning Section Chief will be responsible for the following duties:

- If assigned by the REOC 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 REOC.
- Ensures 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 REOC Action Plan and facilitate Action Planning process
 - Track Resources
 - Conduct Advance Planning activities and report
 - Document and maintain files on all REOC activities
 - Provide technical support services to the various REOC sections and branches.
- Establishes the appropriate level of organization for the Planning Section.
- Exercises overall responsibility for the coordination of activities within the section.
- Keeps the REOC Director informed of significant issues affecting the Planning Section.
- In coordination with the RECG, ensures that Status Reports are completed and utilized as a basis for REOC Situation Reports and REOC Action Plans.

- Provide staff to assist the Public Information Officer.

Regional Clerk as part of the Planning Section will:

- Collect, organize and file all completed event or disaster related forms, including: all REOC position logs, Situation Reports, REOC Action Plans and any other related information, just prior to the end of each operational period.
- Provide document reproduction services to REOC staff.
- Distribute the REOC Situation Reports, REOC Action Plan, and other documents, as requested.
- Maintain a permanent archive of all Situation Reports and REOC Action Plans associated with the event or disaster.
- Assist with preparation and distribution of the REOC After Action Report.
- Supervise the Documentation Unit.

Director of Geomatics Division is part of Planning is responsible for the provision of all Geomatics services to the REOC. On notification that the REOC is to be opened, the Director, as a member of the Regional Emergency Control Group will:

- Provide and set-up GIS technology in the REOC.
- Provide current quality information to support REOC.
- Provide products and services to support queries, analysis and decision-making.
- Provide electronic map display for the REOC.
- Create and maintain maps that were used during the emergency so that they could be used in a review of the event or response to it.

Commissioner of Corporate Services as Logistics Section Chief will be responsible for the following duties:

- If assigned by the REOC 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 REOC.
- Ensure the Logistics function is carried out in support of the REOC. This function includes providing telecommunication services and information technology, locating or acquiring equipment, supplies, personnel, facilities, and transportation as well as arranging for food,

lodging, and other support services as required both for the REOC, DOC's, Call Centres and site requirements.

- Ensure that appropriate security measures have been established to allow for only authorized access to the REOC facility and documentation.
- Ensure section objectives as stated in the REOC Action Plan are accomplished within the operational period or within the estimated time frame.
- Coordinate closely with the Operations Section Chief to establish priorities for resource allocation within the operational area.
- Keep the REOC Director informed of all significant issues relating to the Logistics Section.
- Ensure critical resources are allocated according to REOC Action Plan policy, priorities and direction.
- Coordinate the provision of food and lodging for REOC and Site Personnel.

Director of Supplies and Services is part of Logistics and is responsible for ensuring required logistical support is available in the REOC, Departmental Operations Centres, Reception Centers, and any Call Centres, including:

- Meals
- Accommodations
- Assist in purchases under Clause 10 of *By-law A-0207-2000-041*, To Provide For The Purchase of Goods and Services
- Ensure that operators are provided to staff the Region's switchboard on a 24 hour 7 day basis
- Printing requirements

Director of Information Technology Services is part of Logistics and is responsible for the provision of all Information Technology (IT) services to REOC. On notification that the REOC is to be opened, the Director will:

- Supervise the set-up and take down of the telephone and IT system in the primary or alternate REOC.
- Ensure that an IT technician is available on a 24 hour 7 day basis to the REOC.
- Ensure the physical set-up the Emergency Public Information Centre, as directed by the EOC Director.
- Ensure that telephone support is available on a 24/7 basis to support the REOC and any Emergency Public Information Centre that is established.

Director of Property Services as part of Logistics will be responsible for the following services:

- Security and parking at the REOC and associated functions, e.g., media, EPIC.
- Continuity of REOC facility services, i.e. maintenance, access, power, HVAC, audio-visual
- Implementation of facility emergency plans, Fire Safety, suspicious packages, bomb threats
- Contract and lease administration for additional resources, e.g. snowplowing,
- Provision of space and furniture requirements for REOC and associated functions.

Director of Human Resource Services Department as part of Logistics will be responsible for the following duties:

- Provide advice to the RECG on Human Resource Policies
- Coordinate volunteers from community agencies and the public to assist in providing services to the public, as required.
- Provide advice regarding the employment and/or redeployment of the Region's employees, including those at the scene.

Commissioner of Finance as Finance Section Chief will be responsible for the following duties:

- If assigned by the REOC 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 REOC.
- Activate units within the Finance Section as required.
- In consultation with the REOC Director, confirm adequacy of expenditure limits as identified in the Purchasing Policy
- Ensure that financial records are maintained for claim purposes.
- Ensure there is a continuum of payroll process for all employees.
- Ensure the prompt payment and settlement of all legitimate invoices and claims incurred during an Emergency.
- Liaise, if necessary, with the Treasurer(s) and purchasing agents of the neighbouring regions and area municipalities.

- Ensure all requirements under the Ontario Disaster Relief Assistance Program are met by the Region and affected municipalities and submitted to the Minister of Municipal affairs and Housing within 14 days of the disaster.

CHAPTER 6- REQUESTS FOR ASSISTANCE

Mutual Assistance Agreements

General

The *Emergency Management and Civil Protection Act* authorizes municipalities to enter into agreements wherein each party may provide assistance, in the form of personnel, services, equipment and material, if called upon to do so by a requesting municipality in times of Emergency.

Mutual Assistance Agreements enable municipalities, in advance of an Emergency, to set the terms and conditions of the assistance which may be requested or provided. Municipalities requesting and providing assistance are therefore not required to negotiate the basic terms and conditions under stressful conditions and may request, offer and receive assistance according to predetermined and mutually agreeable relationships.

Current Agreements

York Region has Mutual Assistance Agreements with Toronto, Halton, Durham and Peel Regions and the York Region District School Board.

Execution of Mutual Assistance Agreements

The request or response to a request is made by the CAO.

The CAO, on advice from the RECG, makes the final determination to ask for assistance from a neighbouring municipality. The CAO also makes the decision to provide assistance to a neighbouring municipality under a Mutual Assistance Agreement.

Assistance from the Province of Ontario

Emergency Management Ontario

On the declaration of an Emergency by the Head of Council, Emergency Management Ontario may deploy a liaison team to the REOC. This team will provide advice and assistance to the RECG.

Ontario Disaster Relief Assistance Program

The Ontario Disaster Relief Assistance Program (ODRAP) is intended to alleviate the hardship suffered by private homeowners, farmers, small business enterprises and non-profit organizations, whose essential property has been damaged in a sudden and unexpected natural disaster, such as a severe windstorm, tornado, flood, forest fire or ice storm. The ODRAP provides funds to those who have sustained heavy losses for essential items such as shelter and the “necessities of life”. ODRAP does not

provide full cost recovery for all damages resulting from a disaster; it only helps eligible recipients restore essential furnishings and property to pre-disaster condition.

The ODRAP provides assistance when damages are so extensive that they exceed the financial resources of the affected individuals, the municipality and community at large. This program does not cover damages to privately-owned, non-essential property, nor to essential property where private insurance is normally available.

If the disaster is of such size and extent that damages are widespread, similar to that experienced during the 1998 Eastern Ontario ice storm, the Province of Ontario, in conjunction with the Federal Government, would initiate the Disaster Financial Assistance Arrangements (DFAA).

The Minister of Municipal Affairs and Housing is authorized to declare a “disaster area” for the purposes of the ODRAP program. The Regional Council, when asking for assistance under the ODRAP program, must adopt a resolution outlining the following:

- the Region's request for disaster assistance and declaration
- whether all or a specified portion of the Region is to be declared a “disaster area”

The Province will contribute up to \$2.00 for every local dollar raised, to an amount necessary to settle all the eligible claims, up to 90 per cent of all eligible costs. Thus, no surplus funds are created.

Regional property damaged by natural disasters may also be eligible for financial assistance under ODRAP.

The Program may be viewed and downloaded from the Province of Ontario web site at <http://www.mah.gov.on.ca/Page238.aspx>

Assistance from the Federal Government

Requests for personnel or resources from the Federal Government must be submitted through the Province of Ontario. Federal assistance will only be provided once the resources of the Region and Province have been exhausted.

Financial assistance for natural disasters is available through the Federal Government’s Disaster Financial Assistance Fund. This assistance is initiated by the Province.

CHAPTER 7– BUSINESS CONTINUITY AND PANDEMIC PREPAREDNESS

The primary risks identified to the Region during an influenza pandemic outbreak are staff shortages, supply shortages and external dependencies.

The strategy York Region has adopted in preparation for influenza pandemic is two pronged. Firstly, maintain the critical business functions (continuity of operations) as identified in the Business Continuity Program and secondly, support the efforts of the Public Health Branch in its response to an outbreak.

The 32 Business Resumption Plans recently developed under the Business Continuity Program can be utilized by the senior management to identify the essential services that must be maintained and staffed, and to help identify which businesses can be reduced, or temporarily suspended. Staff with transferable skills from those operations that have been reduced or suspended can be redeployed to support either Health Services or other critical Regional operations.

The Community and Health Services Department have developed a Pandemic Response plan to assist Health staff in their response should an influenza pandemic occur.

As identified in the interim pandemic influenza guidelines from Emergency Management Ontario, July 2006 “Municipalities may also anticipate that during a pandemic, Provincial orders will be made under the *Emergency Management and Civil Protection Act* and the *Health Protection and Promotion Act* that will compel certain municipal actions under the direction of the local medical officers of health”. These municipal actions may include opening of influenza assessment, treatment or referral centers, and the compliance of public health measures such as restricting public gathering, closing schools, etc.

During an influenza pandemic, the provision of key public information and direction to municipalities will originate with the Provincial Emergency Operations Center.