
Emergency Quick Reference Guide

- ⇒ Upon the arrival of three or more members, the Community Control Group (CCG) may initiate its function.
- ⇒ Ensure that all Community departments have been notified and either activated or placed on standby. Each CCG member is responsible for their own department.
- ⇒ The Mayor must inform the Province of Ontario that the Town of Smiths Falls has declared an emergency, and specify the nature of the emergency situation. The provision of a return contact number is required for communications purposes. The call is made to the Emergency Management Ontario.

The number to use for this purpose is **(416) 314-0472 or 1-866-314-0472**.

- ⇒ Turn to individual responsibilities within the plan. Provide input and assistance as required.
- ⇒ Each member of the CCG will report and respond to immediate needs in accordance with the Operations Cycle format.

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Introduction

The Emergency Plan for the Town of Smiths Falls has been developed to reflect the public safety requirements of our community. The effective use and maintenance of this plan is reliant upon all concerned being aware of its provisions and prepared to fulfill their roles and responsibilities in the event of an emergency. Responsible individuals, are expected to participate in emergency training, and exercises which will assist them in the fulfillment of their roles accordingly.

The heads of departments and agencies are expected to develop their own internal notification lists, procedures and contingency plans to fulfill their departmental or agency responsibilities.

Together we work to ensure that our community is prepared to respond to an emergency in the most effective manner possible.

Aim

The Aim of this plan is to protect the health, safety, welfare and property of the citizens of Smiths Falls, from the effects of a natural, technological or human caused emergency.

Authority

This Plan has been developed and will be implemented in accordance with the Emergency Management Act, detailed in Appendix “D”, which is the Provincial statute under which all emergency management activities are conducted in the Province of Ontario.

This Emergency Plan is Schedule “A” of By-law No. 7865-2004 which is the local authority for this plan and related activities. A copy of the By-law itself is contained within “Appendix E” of this Emergency Plan.

Freedom of Information and Protection of Privacy

Any personal information collected under the authority of this Plan shall be used solely for the purpose of planning, preparing and conducting response to emergencies as defined with the Emergency Management Act, and the release of information under this Plan shall be made in conformity with the Municipal Freedom of Information and Protection of Privacy Act.

Plan Maintenance

The Plan was written in 2004 and it is essential that it be kept current and viable by adherence to a maintenance schedule. Responsibility for the plan being kept up to date rests with the Community Emergency Management Coordinator who may delegate tasks accordingly.

The emergency telephone numbers will be reviewed on an annual basis.

The notification system will be tested annually.

The plan will be exercised once every year as a minimum requirement.

The Control Group and Support Staff shall receive training and participate in an exercise, once every year as a minimum requirement.

The Vital Services and/or Local Services Directory should be updated annually.

The Community Emergency Management Coordinator will determine the schedule under which the maintenance activities will be performed.

The Community Emergency Management Coordinator may update, correct or amend information contained within the appendices of this emergency plan on an as required basis

Distribution List

Position/Location	Number of Copies
Mayor	1
Chief Administrative Officer (CAO)	1
Dir. Community Services	1
Dir. Corporate Services/Treasurer	1
Fire Chief/CEMC	1
Fire Dispatch Centre	1
Director of Public Works & Utilities	1
Police Chief	1
Medical Officer of Health	1
Public Information Officer	1
Information Technology Officer	1
Administrative Assistant	1
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Emergency Response Plan Amendments

Amendment No.	Date of Amendment	Date Entered	Entered by
Amendment 01	January 2006	January, 2006	Nadine Botham
Amendment 02	September 2006	September, 2006	Nadine Botham
Amendment 03	December 13, 2006	December 13, 2006	Nadine Botham
Amendment 04	September 21, 2009	September 21, 2009	Nadine Botham
Amendment 05	March 2, 2011	March 2, 2011	Nadine Bennett
Amendment 06	October 2, 2012	October 2, 2012	Sandra Watters
Amendment 07	September 27, 2013	September 27, 2013	Sandra Watters
Amendment 08	December 1, 2014	December 1, 2014	Sandra Watters
Amendment 09	February 11, 2015	February 11, 2015	Sandra Watters
Amendment 10	August 26, 2016	August 26, 2016	Sandra Watters
Amendment 11	June 3, 2021	June 3, 2021	Brianne Harper
Amendment 12	November 5, 2021	November 5, 2021	Brianne Harper
Amendment 13	April 20, 2023	April 20, 2023	Joanne Plontz

Part 2 Emergency Operations and Procedures

2.0

Municipal Community Control Group (MCCG) – Responsibilities and Implementation

The Community Control Group is the group which is responsible for the direction and control of the overall emergency response within the community. The MCCG ensures the provision of the essential services necessary to minimize the effects of an emergency on the community.

The MCCG is made up of the following members;

Mayor (or alternate)
Chief Administrative Officer (CAO) (or alternate)
Police Chief (or alternate)
Fire Chief/CEMC (or alternate)
Director of Community Services (or alternate)
Director of Corporate Services/Treasurer (or alternate)
Director of Public Works & Utilities (or alternate)
Medical Officer of Health (or alternate)
Public Information Officer (or alternate)
Information Technology Officer (or alternate)
Administrative Assistant (Scribe) (or alternate)

IMPLEMENTATION:

Any member of the Community Control Group may request, through the CEMC/alternate, that the Emergency Plan be implemented.

It is the responsibility of the agency that is first at the scene of an emergency to notify the CEMC/alternate whether the emergency plan should be implemented. If the size or seriousness of the emergency is beyond the capability or responsibility of that agency, the Emergency Plan may be implemented in whole, or in part, based on conditions at the site or severity of the situation as determined by the CEMC/alternate.

The Fire Chief will immediately notify the Fire Dispatching Center who will contact the Mayor and other members of the Municipal Community Control Group (MCCG). Notification lists and procedures are located in Appendix A.

All members must respond to the who is responding app/callout. If a member is unable to attend they are to forward notification details to their alternate. This includes vacation and personal leave dates.

2.1

Emergency Operations Centre Procedures (EOC)

The Emergency Operations Centre (EOC) has both a primary and a secondary or alternate location. During the notification process, direction as to which location members of the MCCG will report to will be given. For example, members will be told that this is an emergency plan activation and that they should report to the primary EOC immediately. The primary and secondary locations are geographically separated so that if one or the other is endangered or rendered non-functional as a result of the emergency situation the other should be safe and operational.

Primary EOC Location; Smiths Falls Town Hall
77 Beckwith Street North

Secondary EOC Location; Waste Water Treatment Plant
180 Queen Street

Upon receiving notification, the CEMC/alternate or Chief Administrative Officer will contact the administrative staff who have been assigned the task of setting up the EOC. The EOC will be set up and operational within one hour of activation. The Operations Officer will supervise the set up and ensure operational viability.

Upon arrival at the EOC, each MCCG member/designate will;

- a. Sign In
- b. Check telephone/communications devices.
- c. Open personal log.
- d. Contact their own agency and obtain a status report.
- e. Participate in the initial briefing.
- f. Participate in planning initial response/decision making process.
- g. Pass MCCG decisions on to member's agencies/areas of responsibility.
- h. Continue participation in the EOC Operations Cycle.

Upon leaving the EOC, each MCCG member will;

- a. Conduct a hand over with the person relieving them.
- b. Sign out on the location board indicating where they can be reached.

Once the initial response is established, routines are put into place by the Operations Officer. The MCCG functions most efficiently on a system known as an Operations Cycle.

2.2

Operations Cycle

An operations cycle is how the MCCG manages overall emergency operations. MCCG members will come together usually around a planning board or map at which time they will in turn report their agencies' status to the Chair of MCCG. It is essential that every member, covering each area of responsibility, be heard from during this process. The MCCG is a team, and the actions taken by one, or the lack of action by one, may have a significant impact upon operations.

The round table discussion should include problems, questions, resources requests and any other relevant information so that timely informed decisions can be made as a group. Once the meeting is completed, the members should contact their agencies' and pass on any relevant information or directives that come out of the MCCG meeting. The frequency of the meetings are determined by the Chair in conjunction with the Mayor, but should reflect the pace of the emergency and occur on a scheduled basis which may be adjusted accordingly.

During the period after the meeting and dissemination of information, members will be in the process of gathering information and preparing for the next scheduled meeting. MCCG members use this time to follow up and ensure MCCG decisions are being implemented. Each member is responsible for informing their respective agency of the schedule for MCCG meetings. No calls are supposed to interrupt the proceedings. All calls must occur prior to or after the formal meetings of the MCCG.

It is essential that the EOC is comfortable, has good communications and is secure from unnecessary distractions. Only MCCG members, and EOC support staff should have access to the EOC. No media are allowed into the EOC, nor is anyone who has not been authorized by the Chair.

In order to maintain an appropriate level of control, the MCCG Chairperson MUST be the Chief Administrative Officer.

2.3

Municipal Community Control Group (MCCG)

The MCCG is responsible for the following:

1. Implementing the Emergency Plan in whole or in part to respond to an impending, potential, or existing emergency.
2. Coordination and direction of community resources used to mitigate the effects of an emergency.
3. Ensuring that the composition of the MCCG is appropriate to mitigate the effects of a given emergency situation, by determining which, if any, ad-hoc members are required.
4. Advising the Head of Council regarding need for declaration or termination of an emergency.
5. Advising the Head of Council regarding requests for assistance from the Province, and the Federal Government.
6. Ensuring the provision of essential resources and services to support emergency response activities.
7. Coordination of services provided by outside agencies.
8. Ensuring that the Public Information Officer is kept informed and up to date to facilitate the information flow to the media and the public from the MCCG.
10. Coordinating the evacuation of citizens who may be in danger.
11. Discontinuing utilities or services provided by public or private concerns, ie. Hydro, water, gas, closing businesses.
12. Appeal for volunteers.
13. Establishment of advisory subcommittees to work on specific problem areas related to the emergency, as required.
14. Authorization of expenditures during the emergency; provision for cost accounting and facilitation of cost recovery.
15. Maintenance of an operational log detailing the group's decisions and activities.
16. Deactivating the plan, and notifying all of those who had been notified of its activation.
17. Conducting and participating in a debriefing, generating a post-emergency report and implementing recommendations for improvement of the emergency response plan.

2.4 Mayor (Mayor)

The Head of Council, or designate, is responsible for:

- a. Declaration of an Emergency.
- b. Termination of an Emergency.
- c. Notifying the Province of Ontario of the declaration of emergency, and termination of the emergency. (*Contact made through Emergency Management Ontario*)
- d. Take such action and make such orders, as considered necessary and not contrary to law, in order to protect the health, safety, welfare, environment and property of residents in the Town of Smiths Falls.
- e. Ensuring the members of Council are advised of the declaration and termination of an emergency, and are kept informed of the emergency operational situation.
- f. Ensuring that the local MPP and MP, neighboring municipalities and the County are advised of the declaration and termination, and kept informed of the emergency situation.
- g. Approving all major announcements and media releases prepared by the Public Information Officer, in conjunction with the Chairperson and CEMC/alternate.
- h. Maintain a personal log.

2.5

Chief Administrative Officer (Control Group Chairperson)

The Chief Administrative Officer is referred to as the “Chairperson MCCG” for emergency purposes. The responsibilities of the Chairperson (*or alternate*) are:

- a. Requesting Activation of the emergency notification system through CEMC/Alternate CEMC.
- b. As the Chairperson, coordinating all operations within the Emergency Operations Centre, including the scheduling of regular meetings.
- c. Chair meetings of the Municipal Community Control Group.
- d. Advising the head of council on policies and procedures, as appropriate.
- e. Approving, in conjunction with the head of council, major announcements and media releases prepared by the Public Information Officer, in conjunction with the CEMC/alternate.
- f. Approves additional staff as required.
- g. Monitor all events and actions taken.
- h. The provision of public information and inquiries.
- i. Maintaining a personal log.

2.6

Director of Community Services (Community Services)

The Director of Community Services or alternate is responsible for;

- a. Requesting activation of the emergency notification system through the CEMC/alternate.
- b. Ensure Municipal facilities are available for evacuation or reception center purposes if required.
- c. Liaise with the Director of Social Services, or alternate, regarding use of municipal facilities for evacuation/reception centers.
- d. Providing municipal staff and coordinate the organization of volunteers to assist in operations of evacuation/reception centres.
- e. Establish a communication with Director of Social Services respecting the provision of care, feeding and shelter of evacuees.
- f. Seek assistance from public or private facility and coordinators respecting alternate evacuation for use during an emergency.
- g. Maintain a personal log.

2.7

Director of Corporate Services/Treasurer (Corporate Services)

The Director of Corporate Services/Treasurer or alternate is responsible for;

- a. Requesting activation of the emergency notification system through the CEMC/alternate.
- b. The provision of any additional support staff.
- c. The provision of I.T. assistance.
- d. The provision of finance assistance.
- e. The provision of logistics/purchasing assistance.
- f. The provision of staff and volunteer health and safety.
- g. Advising the head of council on policies and procedures, as appropriate.
- h. Maintain a personal log.

2.8 Director of Public Works & Utilities (Public Works & Utilities)

Director of Public Works and Utilities or alternate is responsible for;

- a. Requesting activation of the emergency notification system through the CEMC/alternate.
- b. Providing the MCCG with information and advice on Public Works, Water/Waste Water matters.
- c. Liaison with the senior public works officers from the neighboring community(s) to ensure a coordinated response.
- d. The provision of engineering assistance.
- e. The construction, maintenance and repair of public roads.
- f. Assistance with road closures and/or roadblocks.
- g. Discontinuing any public works service to any consumer, as required, and restoring these services when appropriate.
- h. Liaise with Electrical, Gas or other utilities.
- i. Providing public works vehicles and resources to any other emergency service, as required.
- j. Maintain liaison with flood control, conservation and environmental agencies and being prepared to take preventative action.
- k. Maintenance of sanitation and safe supply of potable water as required.
- l. The provision for equipment for emergency pumping operation.
- m. Assess the potential impacts of emergency conditions on sources of municipal drinking water. Provide the MECG with information and advice on matters related to utilities including the location of intakes and/or supply wells and anticipated contaminant travel times. Take actions to prevent contamination of drinking water supplies, including liaising with water treatment plant operators to determine if pumping from water sources or pumping to the distribution system should be suspended temporarily until the emergency is over.
- n. Identify any transportation corridors which could lead to the drinking water supply being impacted during an emergency. Provide advice to the MECG on estimated travel times to the drinking water supply via transportation corridors.
- o. Providing an Operations Liaison if required.

- p. Maintain a personal log.

2.9 Police Chief (Police)

The Police Chief or alternate is responsible for:

- a. Requesting the activation of the emergency notification system through the CEMC/alternate.
- b. Establishing and maintaining ongoing communications with the senior police representative at the emergency site.
- c. The provision of traffic control to facilitate the movement of emergency vehicles.
- d. Co-ordination of evacuation routes.
- e. The protection of life and property and the provision of law and order.
- f. Ensure perimeter security and crowd control at emergency site as required.
- g. The provision of police services in evacuation centres, morgues, and other facilities as required.
- h. Notifying the coroner of fatalities.
- i. Liaison with external police agencies, as required.
- j. Providing an Operations Section Chief if requested to by the MCCG.
- k. Maintaining a personal log.

2.10

Fire Chief

The Fire Chief, or designate, is responsible for:

- a. Providing the MCCG with the information and advice on fire fighting and rescue matters.
- b. Establishing an ongoing communications link with the senior fire official at the scene of the emergency.
- c. Initiating Mutual Aid as required.
- d. Determining if additional or specialized equipment is required ie. Haz Mat, Technical Rescue or other specialized resources.
- e. Coordinating or providing assistance with, rescue, first aid, casualty collection, evacuation etc.
- f. Notify the MOECG Spills Action Centre (SAC) and the MCCG, with an increase awareness of protection zone for municipal drinking water sources and local source protections plans.
- g. Liaise with Office of the Fire Marshall (OFMEM).
- h. Liaise with Electrical, Gas or other utilities.
- i. Providing an Operations Section Chief as required.
- j. Maintaining a personal log.
- k. The protection of life and property.
- l. Secure scene if needed.

2.11 CEMC (Alternate)

The Community Emergency Management Coordinator is responsible for:

- a. Activating the emergency notification system.
- b. Providing information, advice and assistance to members of the MCCG on emergency management programs and principles.
- c. Coordinate the provision of clerical staff to assist in the Emergency Operations Center as required.
- d. Provide direction to the EOC Support staff as required in support of the Control Group and ensure proper set-up and operation of the EOC.
- e. Maintain Emergency Response Plan in accordance with requirement of the Emergency Management Act.
- f. The Coordinator can update the appendices of an emergency response plan to include information about vulnerable areas and other relevant information, as part of the annual review of the program and plan. The local lead source protection authority can provide the data to enable municipalities to produce their own maps of vulnerable areas, or provide the maps directly. The Coordinator could ensure that neighboring municipalities are aware of the location of other drinking water intakes/wellheads and take this into account through their emergency management programs. This would apply in the event of an emergency in one municipality that could impact the local drinking water supply of another. The Coordinator could also establish notification procedures between neighboring municipalities to ensure the protection of drinking water sources in an emergency.
- g. Participates in interviews and media conferences.
- h. In conjunction with the Administrative Assistant, coordinate a post-emergency debriefing and assist in development of a final report to Mayor and Council.
- i. Is the liaison to the PEOC, Field Officer and OFMEM.
- j. Will provide Council with updates and post emergency debrief.
- k. Responsible for the annual Emergency Management exercise.
- l. Responsible for completing forms for annual compliance.
- m. Maintain a personal log.

2.12 Medical Officer of Health

The Medical Officer of Health, or designate, is responsible for:

- a. Participate as a member of the activated Municipal Emergency Control Group.
- b. Ensure the implementation of provisions under the Health Protection and Promotion Act (HPPA) including but not limited to making specific recommendations/issuing orders regarding health hazards, evacuation, isolation, and quarantine.
- c. Ensure essential public health services relevant to the emergency are provided including but not limited to:
 - Public health announcements
 - Food safety
 - Water quality
 - Vaccination clinics
 - Control of disease outbreaks
 - Health information
 - Inspecting evacuation/reception centres and feeding operations
 - Health hazard identification, communication, mitigation/remediation
- d. Provide advice on public health matters to the Municipal Emergency Operations Centre.
- e. Identify groups most at risk from the emergency and ensure appropriate actions are taken to mitigate the effects of the emergency on them (vulnerable populations).
- f. Liaise with the emergency and social services, relevant agencies, government ministries, departments, volunteer groups, as required.
- g. Implement recommendations for limiting morbidity and mortality of citizens and responders affected by the emergency based on risk assessment, epidemiology and data analysis.
- h. Prevent and control the spread of infectious disease(s) by providing accurate information to health care professionals and the public.
- i. Provide accurate information to officials, the media and concerned citizens.
- j. Ensure that all media releases and interviews on public health issues are coordinated through the Public Information Officer at the activated Municipal Emergency Operation Centre.

- k. Ensure that records are kept of orders given, actions taken and results of special investigations undertaken.
- l. Evaluate the effectiveness and efficiency of the public health response to the emergency.
- m. Provide advice on any matters which may adversely affect public health, provide authoritative instruction on health and safety matters to the public through the Public Information Officer, and ensure the safety of drinking water in conjunction with the Superintendent of Utilities (water/waste water).
- n. Cooperate with other emergency response agencies to ensure a coordinated and comprehensive response.
- o. In the event of mass casualties, liaise with the coroner and monitor the situation to ensure the spread of disease is minimized.
- p. Provide services to address post emergency issues resulting from the emergency and assist with the recovery phase.
- q. Assist in the restoration of normal services in the community.
- r. Participate in debriefing.
- s. Compile a report on all decisions made and actions taken during the emergency to be submitted to the Municipal Emergency Operations Centre upon termination of the emergency.
- t. Liaison with the ambulance service representatives.
- u. Maintaining a personal log.

2.13 Public Information Officer (Information Officer)

The Public Information Officer reports to the Chairperson and is responsible for:

- a. Ensuring that the Information Centre is set up and operational following a directive from the Emergency Control Group.
- b. Prepare initial and subsequent media releases in the Emergency Management Control Group template related to the state of emergency, subject to approval by the Mayor, Chairperson and CEMC/alternate in a timely fashion.
- c. Establish and maintain linkages with provincial, county and industry media officials as appropriate.
- d. Coordinate interviews and media conferences under the direction of the Chairperson, Mayor and CEMC.
- e. Ensuring set up and staffing of public inquiry lines.
- f. Coordination of public inquiries in consultation with the Director of Corporate Services/Treasurer.
- g. Monitoring news coverage.
- h. Maintaining copies of all media releases.
- i. Ensure effective information transfer including drinking water advisories issued by the Medical Officer of Health.
- j. Liaise with the Chairperson, Mayor and CEMC/alternate regarding media releases/interviews and media conferences.
- k. Maintaining a personal log.

2.14

Information Technology Officer (I.T.)
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The Information Technology Officer or alternate reports to the CEMC/alternate and is responsible for:

- a. When required, activation of who is responding APP.
- b. Ensuring that the communication system in the Emergency Operations Centre is activated and functioning.
- c. Initiating the necessary action to ensure that the Town of Smiths Falls telephone system at the Emergency Operations Centre functions as effectively as possible.
- d. Ensuring that the Town of Smiths Falls telephone messaging is adjusted appropriately to reflect the circumstances of the emergency.
- e. Ensure that connectivity to the Internet/E-mail and any other communication technology is maintained as required.
- f. Obtaining extra cellular phones, as required.
- g. Preparing a distribution list of items issued and maintaining an inventory of telephone lines, equipment, etc.
- h. Provide advice and assistance as required.
- i. Maintain a personal log.

2.15 Administrative Assistant (Scribe)

The Administrative Assistant(s) is/are responsible for:

- a. Assisting the CEMC/alternate, as required.
- b. Ensuring all important decisions made and actions taken by the Municipal Community Control Group are recorded.
- c. Ensuring that maps and status boards are kept up to date.
- d. Arranging for printing of material and/or distribution of material as required.
- e. Ensuring identification cards are issued to authorized MCCG members and Support Staff for access to EOC.
- f. Notifying any additional support staff as directed by the Director of Corporate Services/Treasurer.
- g. Other duties as assigned by the Chairperson or CEMC/alternate.
- h. GEMS Operator.
- i. Maintain a personal log.

Part 3 Emergency Support

When required by the Incident Commander, the emergency support member will support the MCCG.

3.0 **Canadian Red Cross - Responsibilities**

- a. Upon receiving notification, activate the local Red Cross Emergency Response Plan.
- b. Provide support to the emergency response.
- c. Provide registration and inquiry services if required.
- d. Assist Ambulance personnel at first aid stations established at reception centres, on an as-need basis.
- e. Liaise with Regional Red Cross to access additional resources.
i.e. Emergency Response Team.
- a. Establish and maintain contact with the Incident Commander.

3.1

Clergy Responsibilities

- a. Provide for multi-denominational religious observances.
- b. Establish visitations to evacuees in evacuation centres on a scheduled basis.
- c. Provide guidance to the MCCG regarding matters of a religious nature.
- d. Provide advice regarding care of the deceased in areas which relate to religious observances.
- e. Liaise with Director of Community Services, Social Services regarding the use of churches and related facilities for reception and evacuation centres.

3.2

Boards of Education - Responsibilities

- a. Provide schools for reception centres, as required and/or practical.
- b. Provide schools for evacuation centres, as required and/or practical.
- c. Provide access to school facilities in accordance with the agreement regarding access/use of schools by the municipality in the event of an emergency for reception and evacuation facilities.
- d. Provide liaison with the Director of Community Services, Social Services and the MCCG.

3.3

Legal Advisor - Responsibilities

- a. Provide legal opinions and advice to the MCCG as required.
- b. Provide legal representation as required.

