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TOWNSHIP OF CRAMAHE EMERGENCY RESPONSE PLAN

Updated: 18 June 2008

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 of people, as well as the environment and economic health of the community.

The population of the Township of Cramahe is approximately 5800 residents.

In order to protect residents, businesses and visitors, the Township of Cramahe requires a controlled and co-ordinated emergency response by a number of agencies under the direction of the Community Control Group. These are distance arrangements and procedures from the normal day-to-day operations carried out by emergency services.

The Township of Cramahe 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 Township of Cramahe important emergency response information related to:

- Arrangements, services 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 Township of Cramahe Emergency Response Plan may be viewed at the Municipal Office. For more information, please contact:

Community Emergency Management Coordinator
Township of Cramahe Municipal Office, 1 Toronto Road
Telephone: 905-355-2821 Ext. 225
E-Mail: jim@cramahetownship.ca

AIM

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

It enables a centralized controlled and coordinated response to emergencies in the Township of Cramahe, and meets the legislated requirements of the *Emergency Management & Civil Protection Act, R.S.O. 1990, c. E-9*

AUTHORITY

The *Emergency Management & Civil Protection Act, (EMA)* is the legal authority for this emergency response plan in Ontario.

The *EM&CPA* states:

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

“The head of council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect the property and the health, safety and welfare of the inhabitants of the emergency area.” [Section 4 (1)]

As enabled by the *Emergency Management & Civil Protection Act*, this emergency response plan and its elements have been:

- Issued under the authority of the Township of Cramahe By-Law Number 04-74; and
- Filed with Emergency Management Ontario, Ministry of Community Safety and Correctional Services.

a) *Definition of an Emergency*

The *Emergency Management & 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;”

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

b) Action Prior to Declaration

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

EMERGENCY NOTIFICATION PROCEDURES

Upon receipt of a warning of a real or potential emergency, the responding department will immediately contact the Mayor or alternate as indicated in **ANNEX “1”**, to request that the notification system be activated.

Upon receipt of the warning, the Mayor will notify the CEMC, who will activate the notification system.

Upon being notified, it is the responsibility of all CCG officials to notify their staff.

Where a threat of an impending emergency exists, the CCG will be notified and placed on standby.

Where phones are not available, a runner system shall be implemented with the assistance of the OPP.

a) Requests for Assistance

Assistance may be requested from the county at any time by contacting the County Warden. This would only be necessary in the event of a major incident where Evacuation Centres, food or extra equipment is required. The request shall not be deemed to be a request that the county assume authority and control of the emergency. An Emergency notification contact list is attached as **ANNEX “3”**.

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

An Emergency notification contact list, including contact numbers for requesting assistance, is attached as **ANNEX “2”**.

b) A Declared Community Emergency

The Mayor or Acting Mayor of the Township of Cramahe, as the Head of Council, is responsible for declaring an emergency. This decision is usually made in consultation with other members of the CCG.

A Declaration of Emergency Check list and Form are attached to this plan.

Upon declaring an emergency, the Mayor will notify:

- Emergency Management Ontario;
- Town Council;
- County Warden, as appropriate;
- The public;
- Neighbouring community officials, as required;
- Local MPP and MP

A community emergency may be terminated at any time by:

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

When terminating an emergency, the Mayor will notify:

- Emergency Management Ontario;
- Town Council;
- County Warden, as appropriate;
- The public;
- Neighbouring community officials, as required;
- Local MPP and MP

Declaration of Emergency and Termination of Emergency Forms are attached to this Plan.

EMERGENCY COMMUNITY CONTROL GROUP

a) Emergency Operations Centre

The CCG will report to the Emergency Operations Centre located at the **Municipal Office at 1 Toronto Street in Colborne**. In the event this operation centre cannot be used, then the alternate location will be primary EOC of the most accessible neighbouring municipality within, and including, the county. See Annex “6” for list of alternate sites.

b) Community Control Group (CCG)

The emergency response will be directed and controlled by the Community Control Group (CCG) – a group of officials who are responsible for coordinating the provision of the essential services necessary to minimize the effects of an emergency on the community.

The CCG consists of the following officials:

- Mayor of the Township of Cramahe or alternate;
- Chief Administrative Officer or alternate;
- Community Emergency Management Coordinator or alternate;
- Fire Chief or alternate;
- Treasurer or alternate;
- Ontario Provincial Police representative;
- Director of Public Works or alternate;
- Community Services representative or alternate;
- Emergency Medical Services (EMS) or alternate;
- Local electrical utility representative or alternate;
- Media Relations Officer;

Additional personnel called or added to the CCG may include:

- Emergency Management Ontario Representative
- Lower Trent Conservation Authority Representative
- Administrative staff as needed
- Any other officials, experts or representatives from the public or private sector as deemed necessary by the CCG.

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

c) Operating Cycle

Members of the CCG will gather at regular intervals to inform each other of actions taken and problems encountered. The Chief Administrative Officer will establish the frequency of meetings and agenda items. Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities. The CEMC or alternate will maintain the Main Event Board and maps and which will be prominently displayed and kept up to date.

d) Community Control Group Responsibilities

The members of the Community Control Group (CCG) are likely to be responsible for the following actions or decisions:

- Calling out and mobilizing their emergency service, agency and equipment;
- Coordinating and directing their service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
- Determining if the location and composition of the CCG are appropriate;
- Advising the Mayor as to whether the declaration of an emergency is recommended;
- Advising the Mayor on the need to designate all or part of the town as an emergency

area;

- Ensuring that an Emergency Site Manager (ESM) is appointed;
- Ensuring support to the ESM by offering equipment, staff and resources, as required;
- Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger;
- Discontinuing utilities or services provided by public or private concerns, i.e. hydro, water, gas, closing down a business;
- 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 volunteers are required and if appeals for volunteers are warranted;
- Determining if 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 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 in dealing with the emergency;
- Notifying the service, agency or group under their direction of the termination of the emergency;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the Chief Administrative Officer within one week of the termination of the emergency as required;
- Participating in the debriefing following the emergency.

EMERGENCY RESPONSE SYSTEM

THE INDIVIDUAL RESPONSIBILITIES OF THE CONTROL GROUP

1. Mayor or Acting Mayor

The Mayor or Acting Mayor is responsible for:

- Activating the emergency notification system through the CEMC;
- Providing overall leadership in responding to an emergency;
- Declaring an emergency within the designated area;
- Declaring that the emergency has terminated (Note: Council may also terminate the emergency);
- Notifying EMO, Ministry of Community Safety and Correctional Services of the declaration of an emergency and the termination of the emergency;
- Ensuring the members of council are advised of the declaration and termination of an emergency, and are kept informed of the emergency situation.

2. Chief Administrative Officer

The C.A.O. is responsible for:

- Ensuring liaison with the OPP regarding security arrangements for the EOC;
- As the Operation Officer, coordinating all operations within the EOC, including the scheduling of regular meetings;
- Advising the Mayor on policies and procedures, as appropriate;
- Approving, in conjunction with the Mayor, major announcements and media releases prepared by the Emergency Information Coordinator, in consultation with the CCG;
- Ensuring that a communication link is established between the CCG and the Emergency Site Manager;
- Calling out additional town staff to provide assistance, as required.

3. Treasurer

The Treasurer is Responsible for:

- Acting as alternate to the Chief Administrative Officer;
- Providing the E.C.G. with information and advise on financial matters;
- Tracking and approving all spending requests;
- Ensuring contact with Ministry of Municipal Affairs and Housing if required;
- Coordinating ODRAP applications;

- Implementing and coordinating Disaster Relief Committees as required.
- Reporting to Council on expenses incurred.

4. **OPP Representative**

The OPP Representative is responsible for:

- Notifying necessary emergency and community services, as required;
- Establishing a site command post with communications to the EOC;
- Depending on the nature of the emergency, assign the Site Manager and inform the CCG;
- Establishing an ongoing communications link with the senior police official at the scene of the emergency;
- Establishing the inner perimeter within the emergency area;
- Establishing 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;
- Providing traffic control staff to facilitate the movement of emergency vehicles
- Alerting persons endangered by the emergency and coordinating evacuation procedures having regard for officer safety and the number of evacuees to be notified;
- Providing security at evacuation centres as required;
- Ensuring liaison with the Community Services officer regarding the establishment and operation of evacuation and reception centres;
- Ensuring the protection of life and property and the provision of law and order;
- Providing police service in EOC and other facilities, as required;
- Notifying the coroner of fatalities;
- Ensuring liaison with other community, provincial and federal police agencies as required;
- Providing an Emergency Site Manager, if required.

5. **Fire Chief**

The Fire Chief is responsible for:

- Providing the CCG with information and advice on fire fighting and rescue matters;
- Depending on the nature of the emergency, assigning the Site Manager and informing the CCG;
- Establishing an ongoing communications link with the senior fire official at the scene of the emergency;
- Informing the Mutual Aid Fire Coordinators and/or initiating mutual aid arrangements

- for the provisions of additional fire-fighters and equipment, if needed;
- Determining if additional or special equipment is needed and recommending possible sources of supply, e.g., rescue, first aid, casualty collection, evacuation;
- Providing and Emergency Site Manager, if required;
- Providing assistance to other community departments and agencies and being prepared to take charge of or contribute to non fire-fighting operations if necessary, e.g.: rescue, first aid, casualty collection, evacuation.

6. **Director of Public Works**

The Director of Public Works is responsible for:

- Providing the CCG with information and advice on engineering and public works matters;
- Depending on the nature of the emergency, assigning the Site Manager and informing the CCG;
- Establishing an ongoing communications link with the senior public works official at the scene of the emergency;
- Ensuring liaison with the public works representative from the neighbouring community(s) to ensure a coordinated response;
- Ensuring provision of engineering assistance;
- Maintaining, clearing and repair of town roads;
- Ensuring the maintenance of sanitary sewage and water systems;
- Providing equipment for emergency pumping operation;
- Ensuring liaison with the fire chief concerning emergency water supplies for fire fighting purposes;
- Providing emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health;
- Discontinuing any public works service to any resident, as required, and restoring these services when appropriate;
- Ensuring liaison with public utilities to disconnect any service representing a hazard and/or arrange for the provision of alternate services or functions;
- Providing public works vehicles and equipment as required by any other emergency services;
- Ensuring liaison with the conservation authority regarding flood control, conservation and environmental matters and being prepared to take preventative action.

7. **Medical Officer of Health**

The Medical Officer of Health is responsible for:

- Acting as a coordinating link for all emergency health services at the Municipal Control Group (CCG).

- Ensuring that the Hospital and Access Centre are informed as appropriate in order for these organizations to implement their Emergency Plans as necessary.
- Liaison with the Ontario Ministry of Health and Long Term Care, Public Health Branch.
- Liaison with the ambulance service representatives regarding public health matters as well as arrangement for dealing with mass casualties in collaboration with hospital services.
- Providing advice on any matters that may adversely affect public health.
- Providing authoritative instructions on health and safety matters to the public through the Public Information Coordinator.
- Coordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health policies.
- Liaison with other agencies for the coordination of care of bed-ridden citizens and invalids at home and in evacuee centres during an emergency.
- Ensuring liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources
- Ensuring coordination of all efforts to prevent and control the spread of disease during an emergency.
- Liaison with the Public Works representative regarding the need for potable water supplies and sanitation facilities.
- Liaison with Senior Ontario Works Officers on areas of mutual concern regarding health services in evacuee centres.
- Ensuring the public health inspection of emergency sites, where necessary, and evacuee centres to ensure safe water, safe food and the control and prevention of health hazards.
- Liaison with the District Coroner and coordinate resource support as needed.
- Continuing delivery of mandated public health programs and services to ensure continuity of care and general public health protection as resources permit.

8. Liaison Person for Director of Social Service

Under multi-municipal emergency conditions, the Director of Community and Social Services (or alternate) cannot physically attend more than one Emergency Operation Centre (EOC). The Director will attend the County EOC and send a liaison person to the municipal E.O.C.s. The Liaison Person is responsible to:

- Attend the constituent Municipality's Emergency Operation Centre;
- Advise the Director (at the County EOC) on all matters concerning the Municipal request for emergency social service.
 - area of evacuation
 - potential evacuee population
 - time duration for required service
 - location of reception centre if one established
- As directed from the Director, advise the Municipal Community Control Group on all

matters related to providing emergency social service for people in the emergency area or those persons forced to leave their homes and are now in public reception centres;

- location/type of lodging (hotel, evacuation shelter)
- services provided (emergency clothing, feeding, lodging, personal service, registration & inquiry)
- service is for evacuees who cannot make lodging arrangements with friends/family, cannot financially make alternate arrangements, and have no other lodging available
- operation hours of service
- Maintain a record of all action taken.

Liaison Person of Social Service Checklist

- upon receipt of notification of emergency or disaster, record the exact message, details, and events
- report immediately to the assisted Municipal Community Control Group
- ensure you have your Identification, Emergency Management Plan, ESS reference materials, and agency contacts
- ensure you have a charged cell phone
- update the Director on status and requests of Municipal Control Group
- update the Municipal Control Group on the status of the request for emergency social services
- Maintain a record of all action taken

9. **Community Emergency Management Coordinator**

The Emergency Management Coordinator is responsible for:

- Activating the Emergency Notification System at the request of any Emergency Control Group member.
- Activating and arranging the Emergency Operations Centre;
- Ensuring that security is in place for the EOC and registration of CCG members;
- Ensuring that all members of the CCG have necessary plans, resources, supplies, maps and equipment;
- Providing advice and clarifications about the implementation details of the Emergency Response Plan;
- Ensuring that the operating cycle is met by the CCG and related documentation is maintained and kept for future reference;
- Addressing any action items that may result from the activation of the Emergency Response Plan and keeping the CCG informed of implementation needs;
- Maintaining the records and logs for the purpose of debriefings and post-emergency reporting that will be prepared.

- Acting as the Public Inquiry Supervisor as required.
- Maintaining and updating plan and annexes on a regular basis.

10. **Emergency Medical Services Representative**

The Emergency Medical Services (EMS) representative is responsible for:

- Report to the Community Control Group on all matters related to the Emergency Medical Services.
- Liaise with the EMS Site Coordinator to ensure triage and treatment at the emergency site
- Liaise with hospitals for the efficient distribution of casualties through the Lindsay Central Ambulance Control Centre dispatch
- Assess the need and request for on-site medical teams from the EMS site coordinator and whether assistance is required from other ambulance services or police in providing transportation to the scene for these medical teams. Note: Hospitals will not routinely provide on-site triage or medical teams. Medical assistance may be requested to deal with extraordinary instances such as prolonged and extensive situations.
- Assess the need and request for special emergency health service resources at the emergency site, e.g. multi-patient units, support units, air ambulances etc., and forwarding these requests to Lindsay CACC.
- Liaise with Lindsay CACC to provide a main radio and telephone communication link through dispatch among health services, and notifying and requesting assistance of the Ontario Ministry of Health and Long Term Care, Emergency Health Services Branch.
- Liaise with the Commissioner of Public Health/Medical Officer of Health for information regarding invalids or disabled citizens that may reside in an area to be evacuated and require ambulance or other stretcher transportation.
- Assist with the organization and transportation of persons in health care facilities, homes for the aged, nursing homes and rest homes, which are to be evacuated, as required.
- Ensuring that first aid supplies are available at the emergency area and the evacuation centres
- Establish on-scene command post and the appointment of an Emergency Medical Service Officer In Charge to the Emergency Management Team
- Assist the Emergency Site Manager, as appointed, in fulfilling his/her responsibilities.
- Provide an Emergency Site Manager if request.
- Maintain a record of all action taken.
- Participate in debriefing and assisting with the preparation of a report on the emergency.

11. **Electrical Utility Representative – LUSI/Hydro One**

The Electrical Utility Representative – LUSI/Hydro One is responsible for:

- Monitoring the status of power outages and customers without services;
- Providing updates on power outages, as required;
- Ensuring liaison with the public works representative;
- May provide assistance with accessing generators for essential services, or other temporary power measures.

12. **Media Relations Officer**

The Media Relations Officer shall be designated by the Program Committee, and shall be responsible for the dissemination of news and information to the media for the public. (See page 15.)

13. **Duty Officer (Support Staff to EOC)**

The Duty Officer shall be responsible for assisting the CEMC in administrative duties such as set up of the EOC, signing in the CCG, maintaining logs, whiteboards and flip charts, and liaising with support agencies to provide necessities to members of the CCG should the emergency warrant an extended stay in the EOC.

14. **Other Agencies**

In an emergency, many agencies may be required to work with the Community Control Group. They might include Emergency Management Ontario, various local police agencies, the Office of the Fire Marshal, industry, volunteer groups, conservation authorities, railroads, the County of Northumberland and provincial ministries.

Various emergency plans from other agencies maybe found at the Municipal Office. Please direct inquiries to the Community Emergency Management Coordinator.

b) Relationship between the CCG and Emergency Site Manager (ESM):

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

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

c) Relationship between ESM and command and control structures of emergency responders

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

EMERGENCY TELECOMMUNICATIONS PLAN*

Upon implementation of the Emergency Response Plan, it will be important to ensure that communications are established between the emergency site(s) and the EOC. Also, communications may be required at various locations including evacuation centres, hospitals and other key responding agencies. The Emergency Telecommunications Coordinator for the Township of Cramahe (when designated) will be a pre-designated Amateur Radio Operator.

The Emergency Telecommunications Office will be adjacent to the EOC. It may be equipped with portable hand radios, battery back-up, two-way radio with the necessary channels to communicate with police, fire, EMS and the Ontario Fire Marshall.

Communications between the EOC and the other responding agencies will be with the support of a runner. All messages are to be written on the Amateur Radio Message Forms and logged.

Should the Township of Cramahe lose all telephone communications, pre-arranged communications could be obtained from the local taxi company and the school bus radios, which in turn will act as relay to the EOC and the emergency site.

***Plan will only function when needed. Equipment as outlined in paragraph two not guaranteed to be available.**

EMERGENCY INFORMATION PLAN (ANNEX 16)

Upon implementation of the Emergency Response Plan, it will be important to coordinate the release of accurate information to the news media, issue authoritative instructions to the public, and respond to or redirect individual requests for, or reports on, information concerning any aspect of the emergency.

In order to fulfil these functions during an emergency, the following positions may be established:

- Media Relations Officer;

- Community Spokesperson; and
- Citizen Inquiry Supervisor

(Note: The only appointed position at this time is the Media Relations Officer. Other positions will be filled on recommendation of the C.C.G.)

The local Emergency Information Centre (EIC) will be within the EOC. Depending on the nature of the emergency, it may be necessary to establish a media information area adjacent to the emergency site, as decided by the Community Control Group. This area, if established, will be staffed as determined by the Media Relations Officer.

1. **Media Relations Officer**

The Media Relations Officer reports to the Chief Administrative Officer and is responsible for:

- Establishing a communications link with the Community Spokesperson, the Citizen Inquiry Supervisor and any other media coordinator(s) (i.e., county, provincial federal, private industry, etc.) involved in the incident, ensuring that all information released to the media and public is timely, full and accurate;
- Ensuring that the Media Relations Center is set up and staffed and a site Media Relations Center if required;
- Ensuring liaison with the CCG to obtain up-to-date information for media releases, coordinate individual interview and organize press conference;
- Ensuring that the following are advised of the telephone number of the media centre;
 - a) Media;
 - b) Community Control Group
 - c) Town and Emergency Services
 - d) Community Spokesperson
 - e) Police Public Relations Officer
 - f) Neighbouring communities
 - g) Public Inquiry Supervisor
 - h) Any other appropriate persons, agencies or businesses
- Providing direction and regular updates to the Public Inquiry Supervisor to ensure that the most accurate and up-to-date information is disseminated to the public;
- Ensuring that the media releases are approved by the Chief Administrative Officer (in consultation with the Mayor) prior to dissemination, and distributing hard copies of the media release to the Media Relations Center, the CCG, Public Inquiry Supervisor and other key persons handling inquiries from the media;
- Monitoring news coverage, and correcting any erroneous information;
- Maintaining copies of media releases and newspaper articles pertaining to the emergency.
- May be required to perform duties of Community Spokesperson and Public Inquiry Supervisor

2. **Community Spokesperson**

(IF DESIGNATED) The Community Spokesperson will be appointed by the Community Control Group (in consultation with the Media Relations Officer) and is responsible for:

- Giving interviews on behalf of the Township of Cramahe Council;
- Coordinating media photograph sessions at the scene when necessary and appropriate;
- Coordinating on-scene interviews between the emergency services personnel and the media.

3. **Public Inquiry Supervisor**

(IF DESIGNATED) The Public Inquiry Supervisor is responsible for:

- Activating the Public Inquiry Service, including the appointment of personnel and designation of telephone lines;
- Informing the Media Relations Officer, the affected emergency services, the CCG and the Township office of the establishment of the Public Inquiry Service and designated telephone number(s)
- Ensuring liaison with the Media Relations Officer to obtain current information on the emergency;
- Responding to and re-directing inquiries and reports from the public based upon information from the Media Relations Officer. (Such information may be related to school closings, access routes or the location of evacuee centres.);
- Responding to and re-directing inquiries pertaining to the investigation of the emergency, deaths, injuries or matters of personnel involved with or affected by the emergency to the appropriate emergency service;
- Responding to and re-directing inquiries pertaining to persons who may be located in evacuation and reception centres to the registration and inquiry telephone number(s);
- Procuring staff to assist, as required.

ANNEX “20”

EMERGENCY PUBLIC CONTACT PLAN

Introduction: This plan is has been developed in conjunction with local volunteers under the direction of community volunteer Eileen Milley. It is a community based plan that will ensure emergency contact to people of the community by volunteers in the community. There is no media coverage in Cramahe Township that would facilitate quick dissemination of information to the community.

Purpose: The purpose of the plan is to create an additional way of communicating an emergency message to all or part of the residents in Cramahe Township. Media coverage in Cramahe Township would not facilitate the quick, reliable dissemination of emergency information to the community. The call out process would be used to identify households in specific areas, with specific services and people with specific needs that may create vulnerability in given circumstances. (Example: Premises on town water, people whose health depends on hydro, buildings in flood plains, buildings near rail lines, etc.)

Aim: The plan’s intent is to garner community involvement in a process that will ensure members of the community who wish to be contacted will receive a telephone message in the event of an emergency in all or part of Cramahe Township.

Authority: This plan will draw its authority from the Township of Emergency Plan as adopted by By-Law. The plan will be annexed to the Emergency Plan. The plan has been developed and approved by Cramahe Township Emergency Program Committee.

Title: This plan will be known publicly as, “**CRAMAHE CALLING.**”

The Program: The plan will contain an annex of contact phone numbers as supplied by members of the community that wish to participate. The list will encompass households as well as business premises. The master list will be the responsibility of the Community Emergency Management Coordinator. The list will be updated bi-monthly.

The program will roll out in the spring of 2007 with an advertising campaign to create community awareness and encourage participation.

Enrollment Forms will be made available to the public at Town Hall, through mailings, with tax bills and through community meetings.

As confidentiality of the information cannot be guaranteed, a signed enrollment form is required prior to information being added to the list.

The form will also reflect that participation in the program does not guarantee that contact will be made in the event of an emergency and that the Township of Cramahe or the volunteers participating in the Program will assume no liability.

The program will involve an ongoing awareness campaign to encourage community members to participate.

The Community Emergency Management Coordinator will keep a list of volunteers that will make the phone contacts.

A complete list of contact information will be supplied to each volunteer to facilitate a timely callout for emergencies affecting a specific portion of the community. Each volunteer will endeavor to keep the information private.

The Process: When notified of a situation that may require dissemination of information to the community, the Community Control Group will discuss the available information and decide on plan activation. The Control Group may review this decision at any time.

When a decision has been made to activate the plan, the Control Group will compose a short message that will warn the public without creating panic and give a contact to get further information. The message to be disseminated will be written down and signed.

The message will be passed on to Eileen Milley, or her alternate, who in turn will record the message in writing. Ms. Milley, or her alternate, will in turn contact the volunteers, who will record the message in writing. Ms. Milley, or her alternate, will decide which volunteers will contact which community members.

The volunteers will telephone the assigned phone numbers in an attempt to contact the resident and pass on the written message.

The volunteers will note which numbers they were successful in contacting and at their discretion may, after working through the list, retry some of the numbers where no contact had been made.

At the completion of a callout, volunteers will forward through Eileen Milley, or her alternate, to the Community Management Coordinator a list of the contacts each member was able to complete.

-----EMERGENCY ALERT PLAN-----

CRAMAHE CALLING

Enrollment Form

Name: _____

Address: _____

Telephone: _____

Alternate Telephone: _____

Water Source: Town _____ Well _____

Are you located within 500 Meters (500 Yards) of the Main Rail road Line? Yes _____ No _____

Are you located within 500 Meters (500 Yards) of Highway 401? Yes _____, if yes: North _____ or South _____

In Reference to Health Issues, such as respirator or wheel chair dependant, would you like to be contacted in the event of a Power Outage? YES _____

Note: This is a volunteer program and Cramahe Township accepts no liability through an expressed or implied obligation to contact people in the event of an emergency.

HELP US TO HELP YOU.... PLEASE REGISTER TODAY!

Signature _____



The Corporation of the Township of Cramahe

CRAMAHE CALLING

A volunteer program sponsored by the Township of Cramahe Emergency Management Committee in conjunction with community volunteers.

“CRAMAHE CALLING” is a program that gives community members the option to sign up to be individually contacted in the event of a community emergency.

Messages that may be passed on may include, but are not limited to: a boil water advisory, the need to evacuate, or shelter in place in the event of an emergency. The program may be used to contact community members that have serious health issues in the event of a power outage, or to warn individuals of impending emergencies.

Messages that will be given will be a short message that is repeated to each person contacted. It will state the nature of the event and give a contact for further information. Community members receiving a message are asked not to question the message giver, but if questions arise, consult the follow-up contact.

Each household, or business wishing to be contacted must fill out, sign, mail or deliver the registration form to Cramahe Township, 1 Toronto St., P.O.Box 357 Colborne, Ontario, K0K 1S0.

Cramahe Township and the volunteers involved in “Cramahe Calling” will endeavor to respect individual’s privacy, however, due to the nature of this program it is not possible to guarantee the privacy of information supplied.

The information requested is important as this program will address several possible scenarios and accurate information provided on the form will enable volunteers to assess who to contact on a priority basis.

All information will be coordinated through the Community Emergency Management Coordinator’s office.

The volunteers will endeavor to contact everyone on the list, but community members should not rely in this program as their only contact in an emergency.

All residents of Cramahe Township are encouraged to register to ensure that they take advantage of every option to receive important information.