

City of Welland

EMERGENCY RESPONSE PLAN

2004



DISCLAIMER

The City of Welland Emergency Response Plan has been formulated to contain information pertinent to the City of Welland. However, it is not intended to fulfill the needs of every community in Ontario. Pursuant to completion of the community risk profile, each community must draw up their plans accordingly.



CITY OF WELLAND PLAN FOR AN EMERGENCY

The recent events of September 11, 2001 marked a turning point in American history. The tragedy has transformed our Country and affected our priorities in almost every arena. We are now faced with new challenges and opportunities.

The purpose of this plan is to outline a general plan to govern the provision of necessary services during an emergency or anticipated emergency and the procedure under, and the manner in which, the responses will be coordinated, and to define the duties and responsibilities of certain departments and agencies.

Emergencies are defined as situations, or the threat of impending situations abnormally affecting the lives and property of our society, which their nature or magnitude require a coordinated response by a number of agencies both government and private. **This response, under the direction of the appropriate elected officials, is distinct from routine operations carried out by agencies as normal day-to-day operations** (e.g. normal activities of firefighters, police, hospital and ambulance workers).

Preparation is the key to minimizing the adverse effects. Your best protection in any situation, is knowing what to do. Being prepared and understanding what to do can reduce fear, anxiety and losses that accompany disasters. You should know how to respond to severe weather, winter driving, power failures, floods, storm surges and fires. You should also be ready to be self sufficient for at least three days. This may mean providing your own shelter, first aid, food, water and sanitation. If disaster was to occur in our community are you ready? Please take the time to plan.

Mayor D. Goulbourne

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Introduction

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

The population of the City of Welland is approximately 48,500 residents.

In order to protect residents, businesses and visitors, the City of Welland requires a coordinated emergency response by a number of agencies under the direction of the Community Control Group (CCG). These are distinct arrangements and procedures from the normal, day-to-day operations carried out by emergency services.

The City of Welland Emergency Management 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 City of Welland important emergency response information related to:

- a) Arrangements, services and equipment; and
- b) 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 City of Welland Emergency Response Plan may be viewed at City Hall, on the City's Web Page or at the Library. For more information, please contact:

Community Emergency Management Coordinator
Fire Chief Denys Prevost 905-735-9922

City Manager
Peter S. Simmons 905-735-1700

Aim

The aim of this plan is to make provisions 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, businesses and visitors of the City of Welland when faced with an emergency.

It enables a centralized controlled and coordinated response to emergencies in the City of Welland, and meets the legislated requirements of the *Emergency Management Act*.

For further details, please contact the Community Emergency Management Coordinator.

Authority

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

The *EMA* states that:

"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 property and the health, safety and welfare of the inhabitants of the emergency area." [Section 4 (1)]

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

Issued under the authority of *City of Welland By-law # 2004-153*; and filed with Emergency Management Ontario, Ministry of Public Safety and Security.

a) Definition of an Emergency

The *Emergency Management Act* defines an emergency as:

"An emergency means a situation or an impending situation caused by the forces of nature, an accident, an intentional act or otherwise that constitutes a danger of major proportions to life or property."

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 property and the health, safety and welfare of the City of Welland.

Emergency Notification Procedures

Upon receipt of a warning of a real or potential emergency, Welland Fire and Emergency Services will immediately contact the St. Catharines Fire Department, to request that the notification system be activated.

Upon receipt of the warning, St. Catharines Fire Department will notify all members of the Community Control Group (CCG).

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

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

a) Requests for Assistance

Assistance may be requested by the City at any time by contacting the Regional Municipality of Niagara (the Region). The request for assistance shall not be deemed to be a request that the Region assume authority and control of the emergency.

Assistance may also be requested from the Province of Ontario at any time without any loss of control or authority.

The Emergency notification contact list, including contact numbers for requesting assistance, is attached as **Annex A**.

b) A Declared Community Emergency

The Mayor, Vice Mayor or Designate of the City of Welland, as the Head of Council, is responsible for declaring an emergency. This decision is usually made in consultation with other members of the CCG.

Upon declaring an emergency, the Mayor will notify:

- ◆ Emergency Management Ontario,
- ◆ Ministry of Public Safety and Security;
- ◆ City Council;
- ◆ City Manager,
- ◆ Public;
- ◆ Neighbouring community officials, as required;
- ◆ Local Member of the Provincial Parliament (MPP);
- ◆ Local Member of Parliament (MP).

A community emergency may be terminated at any time by:

- ◆ Mayor, Vice Mayor or Designate;
- ◆ or City Council;
- ◆ or Premier of Ontario.

When terminating an emergency, the Mayor will notify:

- ◆ Emergency Management Ontario,
- ◆ Ministry of Public Safety and Security;
- ◆ City Council;
- ◆ City Manager
- ◆ Public;
- ◆ Neighboring community officials, as required;
- ◆ Local Member of the Provincial Parliament (MPP);
- ◆ Local Member of Parliament (MP).

Emergency Community Control Group

a) Emergency Operations Centre

The CCG will report to the Emergency Operations Centre located at the Municipal Service Centre, 99 Federal Road. In the event this operation centre cannot be used, then the alternate location will be the Welland Fire Department at 636 King Street.

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, Vice Mayor or Designate;
- ◆ City Manager, or alternate;
- ◆ Chief of Police, or alternate;
- ◆ Fire Chief, or alternate;
- ◆ City Engineer, or alternate;
- ◆ Medical Officer of Health, or alternate;
- ◆ Social Services Representative, or alternate;
- ◆ Emergency Medical Services (EMS), or alternate;
- ◆ Local electrical utility representative, or alternate, if required or available;
- ◆ Emergency Information Coordinator;
- ◆ Telecommunications Coordinator;

Additional personnel called or added to the CCG may include:

- ◆ Emergency Management Ontario Representative;
- ◆ Ontario Provincial Police Representative;
- ◆ Niagara Peninsula Conservation Authority Representative;
- ◆ Liaison staff from provincial ministries;
- ◆ Any other officials, experts or representatives from the public or private sector as deemed necessary by the CCG.

The CCG 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 must 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 City Manager 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 City Manager's Assistant will maintain status boards 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 City 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 shopping plaza/mall;
- ◆ Arranging for services and equipment from local agencies not under community control, i.e. private contractors, industry, volunteer agencies, service clubs;
- ◆ Notifying, requesting assistance from and/or liaising with various levels of government and any public or private agencies not under community control, as considered necessary;
- ◆ Determining if additional volunteers are required and if appeals for volunteers are warranted;
- ◆ Determining if additional transport is required for evacuation or transport of persons and/or supplies;

- ◆ Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Coordinator and Citizen Inquiry Supervisor, for dissemination to the media and public;
- ◆ Determining the need to establish advisory groups and/or subcommittees/ working groups for any aspect of the emergency including recovery;
- ◆ Authorizing expenditure of money required dealing with the emergency;
- ◆ Notifying the service, agency or group under their direction, of the termination of the emergency;
- ◆ Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the City Manager within one week of the termination of the emergency, as required;
- ◆ Participating in the debriefing following the emergency.

Emergency Response System

a) Individual Responsibilities of the Community Control Group

1. Mayor, Vice Mayor or Designate

The Mayor, Vice Mayor or Designate is responsible for:

- ◆ 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 Emergency Management Ontario, Ministry of Public Safety and Security of the declaration of the emergency, and 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. City Manager

The City Manager for the City of Welland is responsible for:

- ◆ Ensuring liaison with the Police Chief regarding security arrangements for the EOC;
- ◆ As the Operations 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 (ESM);
- ◆ Calling out additional City staff to provide assistance, as required.

3. Police Chief

The Police Chief is responsible for:

- ◆ Activating the emergency notification system, and ensuring all members of the CCG are notified;
- ◆ 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;
- ◆ Opening of evacuee centres in collaboration with the Social Services Representative;

- ◆ Ensuring liaison with the Social 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, evacuee centres, morgues, 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.

4. Fire Chief

The Fire Chief is responsible for:

- ◆ Providing the CCG with information and advice on firefighting 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 provision of additional firefighters and equipment, if needed;
- ◆ Determining if additional or special equipment is needed and recommending possible sources of supply, e.g., breathing apparatus, protective clothing;
- ◆ 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;
- ◆ Providing an Emergency Site Manager, if required.

5. City Engineer

The City Engineer 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(ies) to ensure a coordinated response;
- ◆ Ensuring provision of engineering assistance;
- ◆ Ensuring construction, maintenance and repair of City roads;
- ◆ Ensuring the maintenance of sanitary sewage and water systems;
- ◆ Providing equipment for emergency pumping operations;
- ◆ 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 to 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.

6. Medical Officer of Health

The Medical Officer of Health is responsible for:

- ◆ Acting as a coordinating link for all emergency health services at the CCG;
- ◆ Ensuring liaison with the Ontario Ministry of Health and Long Term Care, Public Health Branch;
- ◆ Depending on the nature of the emergency, assigning the Site Manager and informing the CCG;
- ◆ Establishing an ongoing communications link with the senior health official at the scene of the emergency;
- ◆ Ensuring liaison with the ambulance service representatives;
- ◆ Providing advice on any matters, which may adversely affect public health;
- ◆ Providing authoritative instructions on health and safety matters to the public through the Emergency Information Coordinator;
- ◆ Coordinating the response to disease-related emergencies or anticipated emergencies, such as epidemics, according to Ministry of Health and Long Term Care policies;
- ◆ Ensuring 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;
- ◆ Notifying the City Engineer regarding the need for potable water supplies and sanitation facilities;
- ◆ Ensuring liaison with Social Services Representative on areas of mutual concern regarding health services in evacuee centres.

7. Senior Social Services Representative

The Senior Social Services Representative is responsible for:

- ◆ Ensuring the well-being of residents who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration and inquiries and personal services;
- ◆ Supervising the opening and operation of temporary and/or long-term evacuee centres, and ensuring they are adequately staffed;

- ◆ Ensuring liaison with the police chief with respect to the pre-designation of evacuee centres which can be opened on short notice;
- ◆ Liaison with the Medical Officer of Health on areas of mutual concern regarding operations in evacuee centres;
- ◆ Ensuring that a representative of the District School Board of Niagara and/or the Niagara Catholic District School Board is/are notified when facilities are required as evacuee reception centres, and that staff and volunteers utilizing the school facilities take direction from the Board representative(s) with respect to their maintenance, use and operation;
- ◆ Ensuring liaison with Home for the Aged and Nursing Home's as required;
- ◆ Making arrangements for meals for the staff and volunteers at the EOC and the Site.

8. Emergency Medical Services (EMS) Representative

The Emergency Medical Services Representative is responsible for:

- ◆ Ensuring emergency medical services at the emergency site;
- ◆ Depending on the nature of the emergency, assigning the Site Manager and informing the CCG;
- ◆ Establishing an ongoing communications link with the senior EMS official at the scene of the emergency;
- ◆ Obtaining EMS from other municipalities for support, if required;
- ◆ Ensuring triage at the site;
- ◆ Advising the CCG if other means of transportation are required for large-scale response;
- ◆ Liaising with the Ministry of Health and Long Term Care Central Ambulance Communications Centre to ensure balanced emergency coverage is available at all times throughout the community;
- ◆ Ensuring liaison with the receiving hospitals;
- ◆ Ensuring liaison with the Medical Officer of Health, as required.

9. Community Emergency Management Coordinator (Fire Chief)

The Community Emergency Management Coordinator (CEMC) is responsible for:

- ◆ 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;
- ◆ Supervising the Telecommunications Coordinator;
- ◆ Ensuring liaison with community support agencies (e.g. St. John Ambulance, Canadian Red Cross);
- ◆ 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 CCG informed of implementation needs;
- ◆ Maintaining the records and logs for the purpose of debriefings and post-emergency reporting that will be prepared.

10. Utility Representative – Welland Hydro

The Utility Representative - 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 City Engineer representative;
- ◆ May provide assistance with accessing generators for essential services, or other temporary power measures.

b) Support and Advisory Staff

The following staff may be required to provide support, logistics and advice to the CCG:

1. City Manager's Administrative Assistant/Assistants

The City Manager's Administrative Assistant is responsible for:

- ◆ Assisting the City Manager, as required;
- ◆ Ensuring all important decisions made and actions taken by the CCG are recorded;
- ◆ Ensuring that maps and status boards are kept up to date;
- ◆ Providing a process for registering CCG members and maintaining a CCG member list;
- ◆ Notifying the required support and advisory staff of the emergency, and the location of the Emergency Operations Centre;
- ◆ Initiating the opening, operation and staffing of switchboard at the community offices, as the situation dictates, and ensuring operators are informed of CCG members' telephone numbers in the EOC;
- ◆ Assuming the responsibilities of the Citizen Inquiry Supervisor;
- ◆ Arranging for printing of material, as required;
- ◆ Coordinating the provision of clerical staff to assist in the Emergency Operations Centre, as required;
- ◆ Upon direction by the Mayor, ensuring that all Council Members are advised of the declaration and termination of the emergency;
- ◆ Upon direction by the Mayor, arranging special meetings of Council, as required, and advising members of council of the time, date, and location of the meetings;
- ◆ Procuring staff to assist, as required.

2. Legal Services Representative

The Legal Services Representative is responsible for:

- ◆ Providing advice to any member of the Community Control Group on matters of a legal nature as they may apply to the actions of the City of Welland in its response to the emergency, as requested.

3. Director of Finance

The Director of Finance is responsible for:

- ◆ Providing information and advice on financial matters as they relate to the emergency;
- ◆ Ensuring liaison, if necessary, with the Treasurers/Directors of Finance of neighbouring communities;
- ◆ Ensuring that records of expenses are maintained for future claim purposes;
- ◆ Ensuring the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency.

4. Purchasing Agent

The Purchasing Agent is responsible for:

- ◆ Providing and securing of equipment and supplies not owned by the City of Welland;
- ◆ Ensuring liaison with purchasing agents of the neighboring communities, if necessary;
- ◆ Maintaining and updating a list of all vendors (including 24-hour contact numbers) who may be required to provide supplies and equipment.

5. Human Resources Manager

The Human Resources Manager is responsible for:

- ◆ Coordinating and processing requests for human resources;
- ◆ Coordinating offers of, and appeals for, volunteers with the support of the CCG;
- ◆ Selecting the most appropriate site(s) for the registration of human resources;
- ◆ Ensuring records of human resources and administrative detail, that may involve financial liability, are completed;
- ◆ Ensuring that a Volunteer Registration Form is completed, when volunteers are involved and a copy of the form is retained for City records;
- ◆ Ensuring identification cards are issued to volunteers and temporary employees, where practical;
- ◆ Arranging for transportation of human resources to and from site(s);
- ◆ Obtaining assistance, if necessary, from Human Resources Development Canada, as well as other government departments, public and private agencies and volunteer groups.

6. Public Transportation Manager

The Public Transportation Manager is responsible for:

- ◆ Coordinating the acquisition, distribution and scheduling of various modes of transport (i.e. public transit, school buses, trains, boats, and trucks) for the purpose of transporting persons and/or supplies, as required, by members of the CCG and the support and advisory staff;
- ◆ Procuring staff to assist, as required;
- ◆ Ensuring that a record is maintained of drivers and operators involved.

7. Telecommunications (ARES) Coordinator

The Telecommunications Coordinator reports to the Emergency Management Coordinator and is responsible for:

- ◆ Activating the emergency notification system of the local amateur radio operators group;
- ◆ Initiating the necessary action to ensure the telephone system at the community offices functions as effectively as possible, as the situation dictates;
- ◆ Ensuring that the emergency communications centre is properly equipped and staffed, and working to correct any problems which may arise;
- ◆ Maintaining an inventory of community and private sector communications equipment and facilities within the community, which could, in an emergency, be used to augment existing communications systems;
- ◆ Making arrangements to acquire additional communications resources during an emergency;

8. Emergency Information Officer

The City's Economic Development Officer will act as the Emergency Information Officer during an emergency. The Emergency Information Officer is responsible for the dissemination of news and information to the media for the public.

9. Other Agencies

In an emergency, many agencies may be required to work with the Community Control Group. Two such agencies are the school boards and the hospital, as detailed below. Others might include Emergency Management Ontario, Ontario Provincial Police, and the Office of the Fire Marshall, industry, volunteer groups, conservation authorities, and provincial ministries.

10. District School Board of Niagara and Niagara Catholic District School Board

The District School Board of Niagara and Niagara Catholic District School Board are responsible for:

- ◆ Providing any school (as appropriate and available) for use as an evacuation or reception centre and a representative(s) to co-ordinate the maintenance, use and operation of the facilities being utilized as evacuation or reception centres;
- ◆ Ensuring liaison with the municipality as to protective actions to the schools (i.e., implementing school stay in place procedure and implementing the school evacuation procedure)

11. Welland Hospital Administrator

The Welland Hospital Administrator is responsible for:

- ◆ Implementing the hospital emergency plan;
- ◆ Ensuring liaison with the Medical Officer of Health and local ambulance representatives with respect to hospital and medical matters, as required;
- ◆ Evaluating requests for the provision of medical site teams/medical triage teams;
- ◆ Ensuring liaison with the Ministry of Health and Long Term Care, as appropriate.

c) Relationship between 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.

d) 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 City of Welland is a pre-designated Amateur Radio Operator. The Emergency Telecommunications Coordinator is part of the initial Emergency Notification Procedure who, in turn, will call upon his contacts for further communications support, as required.

The Emergency Telecommunications Office is located in the office adjacent to the EOC. It is 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 City of Welland lose all telephone communications, pre-arranged communications could be obtained from the local taxi company and the school bus radios, which will act as relay to the EOC and the emergency site.

Emergency Information Plan

Upon implementation of this Emergency Response Plan, it will be important to co-ordinate the release of accurate information to the 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 fulfill these functions during an emergency, the following positions will be established:

- ◆ Emergency Information Officer;
- ◆ Community Spokesperson; and
- ◆ Citizen Inquiry Supervisor.

The local Emergency Information Centre (EIC) will be located in the Rose City Senior Centre. In the event that this centre cannot be used, the secondary location will be the Fire Station on King Street.

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 community spokesperson.

The Citizen Inquiry Section is located in the Rose City Senior Centre, under the supervision of the Social Services Representative.

1. Emergency Information Officer

The Emergency Information Officer reports to the City Manager and is responsible for:

- ◆ Establishing a communication link with the Community Spokesperson, the Citizen Inquiry Supervisor and any other media coordinator(s) (i.e. 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 EIC is set up and staffed and a site EIC, if required;
- ◆ Ensuring liaison with the CCG to obtain up-to-date information for media releases, co-ordinate individual interviews and organize press conferences;

- ◆ Ensuring that the following are advised of the telephone number of the media centre:
 - Media;
 - Community Control Group;
 - Switchboard (Town and Emergency Services);
 - Community Spokesperson;
 - Police Public Relations Officer;
 - Neighboring Communities;
 - Citizen Inquiry Supervisor;
 - Any other appropriate persons, agencies or businesses.
- ◆ Providing direction and regular updates to the Citizen 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 City Manager (in consultation with the Mayor) prior to dissemination, and distributing hard copies of the media release to the EIC, the CCG, Citizen 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.

2. Community Spokesperson

The community spokesperson will be appointed by the Community Control Group and is responsible for:

- ◆ Giving interviews on behalf of the Council;
- ◆ Establishing a communication link and regular liaison with the Emergency Information Officer at the EOC;
- ◆ Redirecting all inquiries about decisions made by the CCG and about the emergency as a whole, to the Emergency Information Officer;
- ◆ Coordinating media photograph sessions at the scene when necessary and appropriate;
- ◆ Coordinating on-scene interviews between the emergency services personnel and the media.

3. Citizen Inquiry Supervisor

The Citizen Inquiry Supervisor is responsible for:

- ◆ Establishing a Citizen Inquiry Service, including the appointment of personnel and designation of telephone lines;
- ◆ Informing the Emergency Information Officer of the establishment of the Citizen Inquiry Service and designated telephone number(s);
- ◆ Informing the affected emergency services, the CCG and City switchboards of the establishment of the Citizen Inquiry Service and designated telephone numbers;
- ◆ Ensuring liaison with the Emergency Information Officer to obtain current information on the emergency;
- ◆ Responding to, and re-directing inquiries and reports from the public based upon information from the Emergency Information Officer. (Such information may be related to school closings, access routes or the location of evacuee centres.);
- ◆ Responding to and redirecting 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 redirecting 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 A

Notification Procedure

The notification may be activated by the Mayor, City Manager, the Fire Chief, the Police Chief, the Medical Officer of Health and/or the Emergency Management Coordinator.

Upon activation, the notification process will be carried out at once by the St. Catharines dispatcher, who will note the detail of the message (e.g. description of the emergency instructions to remain on stand by or assemble at the EOC, etc). This dispatcher will ensure this information is passed to and understood by each person called.

Persons on the notification list will be called in order, starting with the Mayor.

If the primary person cannot be reached at any of the listed numbers, telephone the alternate. If neither can be reached, go on to the next appointment on the list.

Should an emergency occur or an impending emergency, contact should be made with the Emergency Management Ontario Duty Officer (2417) at 1-800-123-4567 or by fax at 1-416-321-4567.

Once the end of the list has been reached, try again to reach those who were not available on the first attempt.

Note the exact time each person was reached.

Contact List

Mayor:

Name

Office phone number

Home phone number

Cell phone/Pager number

Alternate:

Name

Office phone number

Home phone number

Cell phone/Pager number

City Manager:

Name

Office phone number

Home phone number

Cell phone/pager number

Alternate:

Name

Office phone number

Home phone number

Cell phone/Pager number

(The list continues, identifying all members of the Community Control Group and their alternates. All telephone numbers should be included -- home, work, cottage, cell phone, pager, etc.)

Annex B

Logistics

a) Emergency Operations Centre

The Emergency Operations Centre will be located at the City of Welland Municipal Service Centre, which is located at 99 Federal Road.

The alternate Emergency Operations Centre will be located at the Welland Fire Station, which is 636 King Street.

b) Equipment

Equipment, which is required for the Emergency Operations Centre, is listed below:

Item	Location
Fax Machine	
Fax Machine	
Television	
Telephones	
Electronic White Boards	
Ham Radio	
Flip Charts	

