



Township of Southwold

Emergency Response Plan

November 2023

Table of Contents

Introduction.....	3
The Authority.....	3
The Aim.....	3
General Overview of the Township of Southwold.....	4
Population.....	4
Education.....	4
Medical Care.....	4
Protective Services.....	4
Utilities.....	4
Conservation Authority.....	5
Declaration of an Emergency.....	5
Action Prior to Declaration.....	5
Municipal Emergency.....	5
Termination of Emergency.....	6
Request for Provincial/Federal Assistance.....	6
Control Group Operations.....	7
Emergency Operation Centre (EOC).....	7
Communications Room.....	7
Operating Cycle.....	7
Community Control Group Notification System.....	8
Community Control Group (CCG).....	8
Community Control Group (CCG) Responsibilities.....	9
Composition of the Community Control Group (CCG).....	11
Mayor/Acting Head of Council.....	11
Community Emergency Management Coordinator.....	12
CAO/Clerk (EOC Director).....	13
Director of Emergency Services/Fire Chief.....	14
Director of Infrastructure & Development.....	15
The Emergency Information Officer.....	16

Support and Advisory Staff	17
Emergency Site Manager	23
Media and Public Relations	25
On-Site Media Spokesperson.....	25
The Citizen Inquiry Representative.....	26
Public Information and Inquiry.....	26
Evacuation Planning.....	27
Recovery Planning	27
Plan Review, Testing, and Maintenance.....	27
Emergency Operation Centre Locations	27
EOC	27
Alternate EOC	28

Introduction

The purpose of this plan is to provide elected officials, personnel, and emergency response agencies with an overview of the guidelines to their expected response and responsibilities to an emergency situation within the Township of Southwold. For this plan to be effective it is imperative that all officials, departments and agencies be aware of their respective roles and be prepared to carry out their assigned responsibilities.

For the purposes of this plan, 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 or major proportions to life or property; (“situation d’urgence”)

While many emergencies could occur within the Township of Southwold, the most likely to occur are Severe weather – snowstorms, windstorms, ice, fog, sleet, tornado, hazardous materials – transportation incidents and transportation accidents; drought, extreme temperatures; human health emergency, water emergency, Agriculture emergency; erosion and floods.

The Authority

The Province of Ontario has passed an Act, which provides for the formulation and implementation of Emergency Response Plans (short title – The Emergency Management Act, R.S.O. 1990, Chapter E.9 as amended) by the Council of the Township of Southwold. This Act makes provision for the Mayor to declare that an emergency exists in the Township and also provides the Mayor with the authority to take such action or deliver such orders as he/she considers necessary, provided such action is not contrary to the laws which implement the Emergency Response Plan of the Township. The Act also provides for the designation of one or more members of council who may exercise the powers and perform the duties of the Mayor during his/her absence or inability to act.

The Aim

The focus of this plan is to provide a guideline for the most effective response to an emergency situation in the Township of Southwold, and in so doing safeguard the health, safety, welfare and property of its populace. This plan will govern the provision for requested services during an emergency.

General Overview of the Township of Southwold

Population

The population of the Township is: 4421

The number of households is estimated at 1754 averaging 2.7 people per household.

Education

The Township's educational facilities consist of 1 Public School.

Medical Care

The Township is serviced by St. Thomas – Elgin General Hospital, London Health Sciences Centre and D.A. Monteith Medical Centre.

Interface Dental Clinic - corner of Ford/Wellington.

Dental Clinic –Lynhurst Dental, corner of Ford/Wellington.

Protective Services

Firefighting operations are the responsibility of the Township through the fire halls in Shedden and Talbotville.

Ambulance service is provided by the Elgin-St. Thomas Ambulance – Medavie Health Services.

Law enforcement is carried out by the Elgin County OPP.

Utilities

Electricity is provided by Hydro One.

Natural gas is provided by Enbridge Gas.

Water is provided by the Township through distribution system in conjunction with Elgin Area Primary Water Supply System.

Conservation Authority

Waterways throughout the Township are under the jurisdiction of the Lower Thames Conservation Authority and Kettle Creek Conservation Authority.

Declaration of an Emergency

Action Prior to Declaration

When an emergency exists, but has not yet been declared to exist, Township employees may take such action(s) under this Emergency Response Plan as may be necessary to protect the lives and property of the inhabitants of the Township of Southwold.

Municipal Emergency

The Mayor or Acting Mayor of the Township of Southwold, as Head of the Council, is responsible for declaring that a municipal emergency exists within the boundaries of the Township. This decision is made in consultation with other members of the Community Control Group.

Upon such declaration, the Mayor notifies:

1. The County Warden;
2. The Solicitor General of Ontario through Emergency Management Ontario (416) 314-3723
3. The Council of the Township; and
4. The Mayor shall ensure that the public, the media, and neighbouring municipal officials are also advised of both the declaration and termination of an emergency.

The Mayor may request assistance from the County of Elgin, without activating the County Plan, by contacting the County Warden, or County CAO, or County CEMC.

When the resources of the Township are deemed insufficient to control the emergency, the Mayor may request that the County Warden, or the County CAO, or County CEMC, or their alternates activate the County Plan, once a local emergency has been declared.

For Coordination, if the emergency affects more than one Elgin County municipality, the County Plan will be activated.

Once the County Emergency Response Plan is activated, the Mayor or Acting Mayor and designated staff representatives from the Township will become members of the County Control Group.

The remaining Township staff from the Community Control Group within the Township will remain as the support group or support staff to the Mayor, or the Acting Mayor, or the designated Senior Municipal Official.

All decisions by the Community Control Group (as appropriate) affecting the lives and property of the inhabitants within the Township of Southwold shall be made in consultation with the Mayor or Acting Mayor of the Township.

Termination of Emergency

A Township Emergency may be declared terminated at any time by:

1. The Mayor or Acting Mayor; or
2. The Township Council; or
3. The Premier of Ontario.

Upon termination of a Township Emergency, the Mayor or Acting Mayor shall notify:

1. The County Warden; and
2. The Township Council; and
3. The Solicitor General of Ontario through Emergency Measures Ontario; and
4. The public, media, and neighbouring municipal officials.

Request for Provincial/Federal Assistance

If locally available resources, including those that might be available from bordering municipalities and/or county sources, are insufficient to meet emergency requirements, then assistance may be requested from the Province.

The Ministry of the Solicitor General, through Emergency Management Ontario, is the focal point for provincial assistance during an emergency. It **should** be notified if the threat of an emergency exists, and **must** be notified when an emergency has been declared. While it will not take over and manage the emergency, it can provide liaison and coordination, and a central point for contact with other provincial ministries and the federal government if required.

All requests for provincial and federal assistance should be directed through Emergency Management Ontario at (416) 314-0472 or 1-877-314-3723 (Toll Free)

Control Group Operations

Emergency Operation Centre (EOC)

The Community Control Group will assemble at the Emergency Operations Centre at 35663 Fingal Line, Fingal, Ontario or alternate E.O.C. The E.O.C can convene online, as required, via Microsoft Teams, Webex, Zoom, or other similar online platforms.

Communications Room

While the Community Control Group is engaged in meetings, they will require assistants to take messages and convey their decisions. Therefore, a separate communications room must be established within the same building in close proximity to the Emergency Operations Centre.

Each member of the Community Control Group should designate at least one person, depending on the nature and scope of the emergency, to handle in-coming and out-going communications or assist as otherwise required.

The communicators will be responsible for operating telephones and radios within the communications room and relaying messages between their respective representatives on the Community Control Group and other key locations.

Operating Cycle

It is important that the Community Control Group meets regularly to share information and make decisions. It is also important that members of the group have time to deal with their individual responsibilities.

When the Emergency Response Plan is activated, frequency of meetings and agenda items will be established by the CAO/Clerk. Meetings will be kept as brief as possible

to allow members to carry out their individual responsibilities.

At each meeting the members will bring each other up to date on what has happened since the last meeting, make recommendations on issues presented, and arrive at decisions. Maps and status boards will be prominently displayed and kept up to date by the CAO/Clerk. When the meeting ends, each member will do what is individually required of them and gather information to share at the next meeting.

Although each member of the Community Control Group represents an individual agency, it is important that individual members function as a team to establish the most effective response to the emergency situation. It is equally important the individual members of the Community Control Group are relieved of their duties at regular intervals.

Community Control Group Notification System

The Mayor, Deputy Mayor, CAO/Clerk, Community Emergency Management Coordinator, Director of Infrastructure and Development, Public Work Representative, Utilities Representative, Director of Emergency Services/Fire Chief, or Police Representative or their alternates may initiate contacting the Community Control Group by contacting any member of the Community Control Group.

Community Control Group (CCG)

The Township emergency response will be directed and controlled by a Community Control Group consisting of the following Township officials:

1. Mayor
2. Community Emergency Management Coordinator
3. CAO/Clerk (EOC Director)
4. Director of Emergency Services/Fire Chief
5. Director of Infrastructure and Development
6. Community Services and Communications Clerk (Emergency Information Officer)

In addition, the EOC Director will consider what Support & Advisory Staff should be notified and which organizations should be asked to attend the Emergency

Operations Centre. The CEMC will act as Liaison for any involved agency not represented in the EOC.

An alternate contact person shall be designated for each member of the CCG. Names and telephone numbers of CCG members and alternates appear in the Emergency Plan schedules.

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 persons listed as members of the control group, all members of the CCG must be notified.

Community Control Group (CCG) Responsibilities

Some or all of the following actions/decisions will have to be considered and dealt with by the CCG:

- Determining the status of the emergency situation by acquiring and assessing information;
- Advising the Mayor as to whether the declaration of an emergency is recommended;
- Mobilizing emergency services, personnel and equipment;
- Coordinating and directing these services and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
- Coordinating and/or overseeing the evacuation of inhabitants considered to be in danger, and working with the Red Cross in establishing a Registration and Inquiry Centre to handle requests regarding evacuees;
- Arranging for services and equipment from local agencies not under municipal control, i.e. private contractors, volunteer agencies, services clubs;
- Notifying and requesting assistance from various levels of government and any public or private agencies not under Municipal control, as considered necessary;
- Determining if additional volunteers are required and if appeals for volunteers are warranted;

- Determining if additional transportation is required for evacuation or transport of persons and/or supplies;
- Ensuring that pertinent information regarding the emergency is promptly forwarded for dissemination to the media and public;
- Determining the need to establish advisory group(s) and/or sub-committees;
- Authorizing expenditure of funds required to deal with the emergency for the preservation of life and health;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the Administrator within one week of the termination of the emergency, as required;
- Arranging for emergency accommodation and/or welfare services for residents temporarily evacuated from their homes;
- Establishing a reporting and inquiry centre to handle individual requests concerning any aspect of the emergency;
- Ensuring that all emergency personnel are advised of the termination of the declared emergency;
- Appointing an Emergency Site Manager;
- Reviewing and revision of the Emergency Response Plan;
- Ensuring that the Critical Incidence Stress Management is available to responders;
- Ensuring that the emergency is reviewed and a recovery plan, if required, is in place before the local emergency is terminated;
- Participating in the debriefing following the emergency;
- Addressing the emotional trauma to the Community.

Composition of the Community Control Group (CCG)

Mayor/Acting Head of Council

The Mayor, or Acting Head of Council, will be responsible for the following duties:

- Implementing the Plan in response to a request for assistance from a member of the CCG,
- Declaring an emergency to exist;
- Declaring that the emergency has terminated;
- Notifying the Solicitor General of Ontario via Emergency Management Ontario of the declaration of the emergency, and termination of the emergency;
- Chairing meetings of the CCG;
- Making decisions, determining priorities, and issuing direction to the Heads of Departments;
- Requesting assistance from senior levels of government and from constituent municipalities not involved with the emergency, when required;
- Authorizing expenditures and the acquisition of equipment and personnel when necessary;
- Approving and making news releases and public announcements in conjunction with the Emergency Information Officer;
- Ensuring that all members of the CCG are kept apprised of developments as soon as possible.

Community Emergency Management Coordinator

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

- Coordinating setup of 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 CCG informed of implementation needs;
- Maintaining the records and logs for the purpose of debriefings and post-emergency reporting that will be prepared.
- Gathering information for the Operations Manager;
- Regularly reviewing the contents of the Emergency Response Plan to ensure that they are up to date and in conformity with Provincial procedures;
- Organizing and coordinating training and participation in drills and exercises.

CAO/Clerk (EOC Director)

The CAO/Clerk, or alternate, will be responsible for the following duties:

- Ensuring that all required members are present when the CCG is assembled;
- Organizing and supervising the Emergency Operations Centre (EOC) during the emergency, including arrangements for feeding and relief of Centre personnel;
- Coordinating all operations within the EOC, including the scheduling of regular meetings;
- Arranging for effective communications to and from the emergency site;
- Providing security for the Emergency Operations Centre, as required;
- Providing identification cards to CCG members and support staff;
- Coordinating the maintenance and operation of feeding, sleeping, and meeting areas of the CCG, as required;
- Maintaining a record of actions taken by the CCG in dealing with the emergency;
- Compiling records of costs incurred as a result of emergency action;
- Providing advice to the CCG on legal and financial matters;
- Ensuring that records of expenses are maintained for future claim purposes;
- Ensuring the prompt payment and settlement of all legitimate invoices and claims incurred during an emergency;
- Acting as principle staff officer to the Mayor or Acting Mayor;
- Coordinating and processing requests for human resources;
- Under the direction of the CCG, coordinating offers of and appeals for volunteers;
- Selecting the most appropriate sites for the registration of human resources;

- Ensuring records of human resources and administrative details are completed;
- When volunteers are involved, ensuring that a Volunteers Registration Form is completed and a copy of the form is retained for Township records;
- Ensuring identification cards are issued to volunteers and temporary employees, where practical;
- Arranging for transportation of human resources to and from sites;
- Obtaining assistance, if necessary, from Employment and Immigration Canada, as well as other government departments, public and private agencies, and volunteer groups.
- Compiling reports for council;
- Regularly reviewing the contents of the Emergency Response Plan to ensure that they are up to date and in conformity with Provincial procedures;
- Organizing and coordinating training and participation in drills and exercises;
- Reviewing the Ontario Disaster Relief Program directives on a regular basis;
- Organizing any required debriefing sessions.
- The provision of advice to any member of the CCG on matters of a legal nature as they may apply to the actions of the Township in its response to the emergency, as required.

Director of Emergency Services/Fire Chief

The Director of Emergency Services/Fire Chief, or alternate, will be responsible for the following duties;

- Providing advice on fire fighting and rescue matters to the CCG;
- Confirming that local fire fighting rescue and life saving resources are sufficient for the operational situation, and arranging for further assistance as required;
- Providing advice to municipal departments to bring into play other equipment and skills needed to cope with the emergency;

- Coordinating assistance from the Mutual Aid Fire System and the Fire Marshal of Ontario as required;
- Determining if special equipment or supplies, not available can be located elsewhere and advising the CCG;
- Coordinating assistance of fire equipment and personnel with other departments and agencies in large scale non-firefighting operations (rescue, first aid, casualty collection);
- Liaising with the Ministry of the Environment on fires involving potentially dangerous materials;
- Liaising with the Ministry of Natural Resources on forest fires;
- Providing an Emergency Site Manager if required.

Director of Infrastructure & Development

- Providing the CCG with advice on engineering matters;
- Arranging for the dispatch of staff and equipment to assist in containing the emergency situation if required;
- Maintaining liaison with flood control, conservation and environmental authorities and preparing for relief or preventative measures;
- Maintaining liaison with and providing assistance to drainage representative in matters involving municipal drains;
- Arranging for the clearing of emergency routes and the marking of obstacles if required, in consultation with the Police Representative;
- Arranging for engineering materials and equipment from the County and Provincial resources, from neighboring municipalities, and from private contractors when necessary;
- Assisting fire fighting authorities in dealing with special hazards such as chemical spills, explosions or noxious fumes;
- Establishing radio communications, if required, and calling on the services of the Amateur Radio Emergency Service;
- Re-establishing essential road services at the end of the emergency period;
- Ensuring that roads are maintained and accessible during an emergency;
- Providing an Emergency Site Manager if required

The Emergency Information Officer

The Emergency Information Officer shall be responsible for the following duties:

- Establishing a communications link with the On-Site Media Spokesperson, the Citizen Inquiry Representative, and any other media coordinator(s) (i.e. Provincial, Federal, private industry, etc.) involved in the incident;
- The dissemination of information, and planning for news releases at appointed times;
- Ensuring that all information released to the media and public is consistent and accurate;
- Appointing an assistant to attend the On-Site Media Information Centre, and appointing any other personnel required;
- Designating and coordinating a Media Information Centre for members of the media to assemble for the issuance of accurate media releases and authoritative instructions to the public;
- Briefing the CCG on how the Media Information Centre will be set up;
- Liaising regularly with the CCG to obtain the appropriate information for media releases, coordinate individual interviews, and organize press conferences;
- Establishing telephone numbers for media inquiries and ensuring that the following are advised accordingly:
 - Media
 - CCG
 - Switchboard for Emergency Services
 - On-Site Media Spokesperson
 - Township Citizen Inquiry Representatives
 - Any other appropriate persons, agencies, or businesses;
- Providing direction and regular updates to the Citizen Inquiry Representative to ensure that the most accurate and up-to-date information is disseminated to the public;
- Ensuring that all information released to the media and public is first approved by the Mayor;
- Monitoring news coverage and correcting any erroneous information.
- Provide the Administrator with reports on the emergency situation and any other pertinent information at regular intervals, or as requested;
- Provide assistance to the communicators in relation to communications equipment problems, where possible and practical;

- Coordinate and prioritize the flow of messages between the Communications Room and the Community Control Group, and other desired groups or locations;
- Maintenance of a chronological log of significant communications and events;
- Maintenance of a situation or status board, and;
- Maintenance of a map(s) containing vital information related to the emergency.

Support and Advisory Staff

Staff from the following Support and Advisory Services may be required to provide support, logistics and advice to the CCG and include:

- Township Building Department Representative
- Township Drainage Department Representative
- Township Water Department Representative
- Township Roads/Public Works Representative
- Township Treasury Department Representative
- Township Parks and Facilities
- Township Legal Representative
- Utilities Representative

The Utilities Representative, or alternate, will be responsible for the following duties:

- Providing the CCG with advice on utility matters;
- Arranging for the dispatch of staff and equipment to assist in containing the emergency situation if required;
- Maintaining liaison with public and private utility companies (hydro, gas, telephone, etc.) and making recommendations for discontinuation of any utilities, public or private, when necessary in the interest of public safety.
- Ontario Clean Water Agency (OCWA) Representative
- Paramedic Services Representative

The Paramedic Services Representative, or alternate will be responsible for the following duties:

- Providing information on the movement of casualties from the disaster site;
 - Advising the Community Control Group on requirements for additional casualty transportation means, beyond ambulance resources, that the Community Control Group may be able to obtain;
 - Determining if additional medical resources are needed for casualty management at the emergency site, in consultation with the Medical On-Site Coordinators, and initiating requests for such with medical authorities;
 - Authorizing additional Ministry of Health resources required by any facility, which operates under the direction of the Ministry of Health, Long Term Care and any Regional and Provincial representative in accordance with Ministry procedures.
 - Liaises with CACC (Communications Centre)
 - Liaises with Health Representatives (Medical Officer of Health)
- County Fire Coordinator
 - Police Services Representative(s)

The Police Services Representative, or alternate, will be responsible for the following duties:

- Providing advice on police (law enforcement) matters to the CCG;
- Arranging for assistance to local authorities in implementing traffic control to permit rapid movement of emergency equipment;
- Coordinating police operations and responses with Township Service Departments and with neighboring police authorities;
- Establishing security around the emergency area to control access and protect property;
- Sealing off the area of concern, controlling and, if necessary, dispersing crowds within the emergency area;
- Alerting persons endangered by the emergency and coordinating evacuation procedures;
- Liaising with the Ontario Works Representative regarding the establishment and operation of evacuation and reception centres;

- Providing for police services in evacuee centres, morgues, and other facilities, as required;
 - Liaising with other Municipal, provincial or federal police agencies as required;
 - Informing the CCG on the actions taken by the Police;
 - Providing an Emergency Site Manager if required
- Hospital Representative

The Hospital Representative will be responsible for:

- Implementing their respective Hospital Disaster Plan;
 - Liaising with the Health and Ambulance Representatives with respect to hospital and medical matters, as required;
 - Evaluating requests for the provision of medical site teams/medical triage teams;
 - Liaising with the Ministry of Health, as appropriate;
 - Maintaining a log of all actions taken.
- Head(s) of Council from Affected Municipalities
 - Southwestern Public Health Representative

The Public Health Unit Representative, or alternate, will be responsible for the following duties:

- Providing advise to the CCG on health matters;
- Keeping the Health Unit staff informed;
- Providing Staff available for advise at each Evacuee Centre to assist the Manager of each Reception/ Evacuee Centre in public health matters, and in assisting evacuees;
- Access to 24 hour Nurse at each Evacuee Centre housing more the 50 evacuees;
- Arranging for mass immunization where needed;
- Arranging for precautions in regard to water supplies when warranted;
- Notifying other agencies and senior levels of government about health related matters in the emergency;
- Ensuring the safety of food supplies and the safe disposal of sewage and waste;

- Ensuring adequate general sanitation and personal hygiene at emergency reception centres;
 - Ensuring proper burial of the dead;
 - Coordinating the response of health unit services and facilities.
- Social Services Representative

The Social Services Representative, or alternate, will be responsible for the following duties:

- Providing advice to the CCG on Ontario Works matters;
- According to the nature of the emergency, in consultation with the Red Cross, Salvation Army and St. John Ambulance, be prepared to assist municipalities in their efforts to support their residents whose lives have been impacted by the emergency with the provision of:
 - Emergency clothing to provide adequate protection from the elements,
 - Emergency lodging to provide adequate temporary accommodation for the homeless,
 - Registration and inquiry services to reunite families and to collect information and answer queries concerning the safety and whereabouts of missing persons,
 - Emergency feeding to sustain those without food or adequate food preparation facilities,
 - Liaising with the Health Representative on areas of mutual concern required during operations in evacuee centres, and
 - Individual and family services to assist and counsel individuals and families in need and to provide special care to unattached children and dependent adults;
- In consultation with the Health Representative, establish and 'outreach program' for victims of the emergency;
- Providing staff to operate a Citizen Inquiry Centre;
- Liaising with public and private nursing care homes as, required;
- Notifying the Police of the number and locations of the Emergency Reception Centres;
- Contacting and providing direction to volunteer agencies able to assist in welfare functions, such as Red Cross, Women's Institutes, etc.;

- Notifying senior levels of government on Ontario Works matters in the emergency.
- Emergency Management Ontario Representative
- Conservation Authority Representative

The Conservation Authority will be responsible for:

- Providing advice on the abatement of flood emergencies;
- Assisting in acquiring resources to assist in flood emergencies.
- School Board Representative

Upon being contacted by the Ontario Works Representative, the School Board Representative will be responsible for:

- Providing any school for use as an evacuation or reception centre;
- Notifying required transportation companies to transport residents to evacuation or reception centres;
- Providing school board representatives to coordinate activities with respect to maintenance, use and operation of the facilities being used as evacuation or reception centres.
- Provincial Ministry Representative

Provincial Ministry Representatives will be responsible for:

- Providing advice on matters of Provincial concern to members of the CCG;
- Assisting in the garner of resources;
- Coordination of Provincial response agencies.
- Other Officials, Experts or Representatives as deemed necessary

Other Officials, Experts, or Representatives will be responsible for:

- Any special advice or expertise necessary to abate the emergency situation as required by the CCG.

Canadian Red Cross Society

The Canadian Red Cross Society will receive requests for support from the Ontario Works Representative. The responsibilities of the Red Cross Representative during an emergency are to:

- Activate the Society's emergency alert system;
- Co-ordinate the Society's response in co-operation with the Ontario Works Representative, if an evacuation is required;
- Provide registration and inquiry to meet the following objectives:
 - Collect accurate and reliable information and answer inquiries as to the condition and whereabouts of disaster victims in co-operation with local hospitals and reception centres; and
 - Assist in reuniting separated family members as quickly as conditions permit;
- Operate an inquiry bureau to deal with national and international requests as directed by the Society's National office;
- Set up and operate an evacuation centre, upon the request of the Ontario Works Representative;
- Assist with first aid established at reception centres if required;
- Ensure that volunteers are properly registered so that Workplace Safety Insurance coverage is provided during an emergency.

Radio Emergency Service (A.R.E.S)

The Radio Emergency Service Representative will be responsible for:

- Providing additional communication requirements to supplement the Township and emergency communications systems, as needed;
- Contacting other communications experts, as required.

St. John Ambulance

The St. John Ambulance will receive requests for support from the Ontario Works or Ambulance Representative during an emergency to:

- Activate the Division's emergency alert system;
- Co-ordinate the Division's response in co-operation with the Health Representative;
- Provide first Aid;
- Establish first aid posts at reception centres, as required;

- Ensure that volunteers are properly registered so that Workplace Safety Insurance coverage is provided during an emergency.

Salvation Army Representative

The Salvation Army will receive requests from the Ontario Works Representative. The responsibilities of the Divisional Commander or alternate of the Salvation Army during an emergency are to:

- Activate the Division's emergency alert system;
- Coordinate the Division's response in cooperation with the Ontario Works Representative, if an evacuation is required;
- Coordinate and feeding of personnel at the disaster site and reception centre;
- Provide bedding and clothing, in cooperation with Ontario Works;
- Provide and coordinate clergy assistance;
- Ensure that volunteers are properly registered so that Workplace Safety Insurance coverage is provided during an emergency.

Telephone Representative

The Telephone Representative will be responsible for:

- When possible, establishing and ensuring that telephone communication needs are provided to the EOC, emergency site, and anywhere else required.

Emergency Site Manager

The Emergency Site Manager's task is to take control of the scene and coordinate the response. Once appointed, the Emergency Site Manager should be relieved of all other duties and will remain in control of the scene unless the Community Control Group deems it necessary to appoint a replacement.

Some of the duties of an Emergency Site Manager include:

- Setting up a command post, and establishing regular communications with the other agencies on the site, and with the EOC;
- Establishing authority and supervising all operations within the outer perimeters of the site;
- Organizing a management team and arranging a management cycle;
- Determining the inner and outer perimeters, and ensuring they are set up;
- Organizing the layout of the site;
- Conferring with the heads of the other agencies at the site, to ascertain what is happening and what is needed;

- Passing information on what is happening, and requests for resources to the EOC, and passing direction and information from the EOC to others at the site;
- Directing and coordinating the activities of the response agencies at the site;
- Determining what resources are necessary, and asking the EOC to provide them;
- Arranging a system of relief, rest areas, food, etc., for site workers;
- Ensuring worker and volunteer safety;
- Arranging media visits to the site;
- Planning ahead for site activities and the resources to support them;
- Maintaining a log of all actions.

Media and Public Relations

It is important to coordinate the release of accurate information or instructions to the news media, the public, and individual requests for information concerning any aspect of the emergency.

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

- Emergency Information Officer
- On-Site Media Spokesperson
- Citizen Inquiry Representative

Depending on the scope of the emergency, there may be a need for an On-Site Media Centre near the emergency site, and a Media Information Centre near, but not in, the EOC. In some cases a joint media information centre may be more desirable.

On-Site Media Spokesperson

If necessary an On-Site Media Spokesperson shall be appointed by the Emergency Site Manager and is responsible for:

- Establishing a communication link and regular liaison with the Emergency Information Officer at the EOC;
- Responding to inquiries from the media pertaining to the scene only, and only after clearance by the Emergency Information Officer;
- Redirecting all inquiries regarding decisions made by the CCG and the emergency as a whole to the Citizen Inquiry Representative;
- Establishing and coordinating a media information centre in a safe, appropriate location, at or near the site, for the media to assemble;
- Advising the following persons and agencies of the location and telephone number(s), as available, of the Site Media Information Center:
 - Media
 - CCG
 - Switchboard for Emergency Services
 - Township Citizen Inquiry Representatives
 - Any other appropriate persons, agencies, or businesses;
- Ensuring that media arriving at the site are directed to the site information centre;

- Where necessary and appropriate, coordinating media photograph sessions at the scene;
- Coordinating on-scene interviews between emergency services personnel and the media.

The Citizen Inquiry Representative

The Citizen Inquiry Representative will be provided for by the Ontario Works Representative and shall be 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);
- Advertising public information phone numbers through the media as quickly as possible, and advising that 9-1-1 is not to be used as an inquiry line;
- Apprising the affected emergency services and the CCG of the establishment of the Citizen Inquiry Service and designated telephone number(s);
- Liaising with the Emergency Information Officer to obtain current information on the emergency;
- Responding to, and redirecting inquiries and reports from the public based upon information from the Emergency Information Officer;
- 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 or reception centres to the registration and inquiry telephone number(s);
- Procuring staff to assist as required.

Public Information and Inquiry

Depending on availability, information concerning an emergency situation will be communicated to the public through a number of means. These include newspaper, radio, television, public addressing system, telephone, newsletter, and individual visitation.

Where appropriate, public meetings will be held to provide information to members of the public concerning an emergency situation. Such meetings will be coordinated and conducted by the CCG.

Evacuation Planning

In an emergency, it may be necessary for the residents to be temporarily evacuated. When such an evacuation is deemed necessary, one or more emergency reception centres may need to be opened in a safe area. The County has an agreement with the Thames Valley District School board, which allows municipalities to utilize the facilities within the District's jurisdiction.

Recovery Planning

This plan assigns responsibilities and outlines activities that may be required to bring the Township back to its pre-emergency state. The plan will be activated (in whole or part) at the direction of the Community Control Group. This will be determined by the nature of the emergency and its aftermath but will normally occur once the immediate response to the emergency has been completed.

Plan Review, Testing, and Maintenance

This plan shall be reviewed annually and where necessary shall be revised by the Community Emergency Management Coordinator.

Each time the plan is revised, it must be forwarded to Council for approval; however, revisions to an appendix or minor administrative changes can be made without Council approval.

The CEMC will arrange for annual training and annual exercise for the Community Control Group and EOC staff as required by Emergency Management Ontario.

Emergency Operation Centre Locations

EOC

Southwold Township Administration Office

35663 Fingal Line

Fingal, Ontario

(519) 769-2010

(519) 769-2837 (Fax)

Alternate EOC

Elgin County Administration Building

450 Sunset Drive

St. Thomas, Ontario

(519) 631-1460 (phone)

(519) 631-1460 Ext 600 – Dedicated Emergency Phone Line

(519) 637-7193 (in the event of loss of power)

(519) 637-9809 (fax)