



Authority: Item 1, Community Services
Committee Report 05-004
(HES05002)
CM: April 27, 2005

Bill No. 105

CITY OF HAMILTON

BY-LAW NO. 05-105

Being a By-law To Provide for an:

EMERGENCY MANAGEMENT PROGRAM

WHEREAS Council deems it necessary to enact a by-law to implement an emergency management program for the City of Hamilton, so the municipality and its inhabitants will be better able to respond to risks and emergencies and to recover from emergencies;

AND WHEREAS section 2.1 of the Emergency Management Act, R. S. O. 1990, c. E.9 as amended provides for municipal by-laws respecting emergency management programs and emergency plans, which Act generally deals with the declaration of emergencies and emergency planning in Ontario;

AND WHEREAS section 4 of the Emergency Management Act provides that the Head of Council may declare an emergency exists in the municipality and may take such action and make such orders as necessary and 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;

AND WHEREAS an emergency management program will consist of an emergency plan, training programs and exercises for employees and other persons with respect to the provision of necessary services and the procedures to be followed in emergency response and recovery activities, public education on risks to public safety and public awareness for emergencies, and other elements as may be required standards for emergency management:

AND WHEREAS Section 2, and sections 8 through 11 of the Municipal Act, S. O. 2001 Chapter 25, as amended, provide general authorities and powers for passing by-laws, with general purposes which include the provision of

services and things necessary and desirable for the municipality, managing and preserving public assets of the municipality, fostering the current and future economic, social and environmental well-being of the municipality, and delivering and participating in provincial programs and initiatives;

AND WHEREAS Section 242 of the Municipal Act, S. O. 2001 Chapter 25, as amended, provides that a member of Council may be appointed to act in place of the Head of Council during the absence or other inability of the Head of Council, and it is deemed necessary to make such appointment and designation of alternates for the purposes of this by-law;

NOW, THEREFORE, the Council of the City of Hamilton enacts as follows:

DEFINITIONS AND INTERPRETATION

1. In this By-law,
 - (a) **“City”** means as the context requires, the geographic area of the City of Hamilton or the municipal corporation of that name;
 - (b) **“Council”** means the Council of the City of Hamilton;
 - (c) **“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;
 - (d) **“Emergency Area”** means the area in which an emergency exists;
 - (e) **“Emergency Control Group”** or **“E.C.G.”** means the persons named in this by-law and in the Emergency Plan to be members of this group, and appointed to carry out the role of the municipal emergency control group under the Emergency Management Act;
 - (f) **“Emergency Management Act”** means the Emergency Management Act, R. S. O. 1990 chapter E.9 as amended, and any regulation enacted under such act;
 - (g) **“Emergency Management Coordinator”** or **“E.M.C.”** means the person appointed to this position to carry out the role of the emergency management program coordinator required by the Emergency Management Act, and where the appointee is unavailable means the person assigned to act in that capacity under this by-law;

- (h) **“Emergency Management Program”** or **“E.M.P.”** means the program adopted by Council and developed under this by-law and the emergency plan pursuant to the Emergency Management Act;
- (i) **“Emergency Plan”** or **“E.P.”** means the emergency plan attached to and forming a part of this by-law as Schedule **“B”**, and such additional plans as may be adopted by the City for the purposes of the Emergency Management Act;
- (j) **“Emergency Preparedness Advisory Committee”** or **“E.P.A.C.”** means the committee of persons with the membership described in this by-law and the Emergency Plan, to carry out the role of emergency management program committee under the Emergency Management Act;
- (k) **“Emergency Support Group”** means the body established by section 2.6 of this by-law;
- (l) **“Head of Council”** means the Mayor or where the Mayor is absent or unable to act means such other Member of Council designated during the absence or inability of the Mayor or other designate in Schedule **“A”** which schedule is attached to and forms a part of this by-law;
- (m) **“Member of Council”** means an elected person having a seat on Council; and,
- (n) **“Public Information Bureau”** or **“P.I. B.”** means the office used or chosen for the dissemination of information to the public during an emergency.

2.0 EMERGENCY MANGEMENT STRUCTURE

2.1 The City shall have the following emergency management structure:

- (a) the Head of Council;
- (b) the Emergency Control Group, being the members of such group appointed under this by-law and the Emergency Plan;
- (c) the Emergency Preparedness Advisory Committee, being the members of such group appointed and acting pursuant to this by-law and the Emergency Plan;
- (d) the Emergency Management Coordinator, being the person holding that position with the City from time to time;

- (e) the Emergency Support Group, being the members of such group appointed and acting pursuant to this by-law and the Emergency Plan;
- (f) the Public Information Coordinator, being the person holding that position with the City from time to time; and
- (g) the Public Information Bureau, which in default of other office or source specified in the emergency plan or by Head of Council shall be the City of Hamilton contact centre.

2.2 Head of Council:

- (1) Subject to (2), the Mayor is the Head of Council for the purposes of this by-law, the City's Emergency Management Program and Emergency Plan.
- (2) In the event the Mayor is absent or otherwise unavailable to act, the acting head is deemed to be the Member of Council indicated at the time to be the acting head of council as listed in Schedule "A" attached to this by-law until the Mayor becomes available, and where the Member of Council who would at such time be so appointed is also absent or otherwise unavailable the next such Member of Council preceding on such list who is available is the acting head until the Mayor becomes available.
- (3) The Head of Council may appoint such additional persons or members representing entities to the Emergency Control Group and to the Emergency Support Group as may be deemed necessary under this by-law.

2.3 Emergency Control Group:

- (1) Subject to this section, the Emergency Control Group shall be comprised of the following standard membership:
 - (a) Mayor;
 - (b) City Manager;
 - (c) Chief of Hamilton Police Service;
 - (d) General Manager, Emergency Services/Fire Chief;
 - (e) Medical Officer of Health;

- (f) General Manager, Public Health and Community Services;
 - (g) General Manager, Corporate Services;
 - (h) General Manager, Public Works;
 - (i) General Manager, Human Resources;
 - (j) General Manager, Planning and Development;
 - (k) Manager of Communications for the City;
 - (l) the Emergency Management Coordinator; and
 - (m) the representative of Hamilton Utilities Corporation.
- (2) The Emergency Plan may specify additional or other members of the Emergency Control Group for particular plans or emergencies.
 - (3) Members of the Emergency Control Group established in subsections (1) and (2) other than the Mayor shall provide the Emergency Management Coordinator with an alternate or alternates in the event of their unavailability.
 - (4) The Head of Council may request additional attendance by persons as necessary or desired for an emergency or meeting.
 - (5) Members of the Emergency Control Group shall assemble as soon as reasonably practical when notified to attend by the Head of Council, another member of the Emergency Control Group or the Emergency Management Coordinator.
 - (6) The Emergency Control Group shall have the following duties:
 - (a) under the direction of the Head of Council, the Emergency Control Group shall implement the Head of Council's orders and the Emergency Plan and establish the necessary administrative practices and procedures to carry out those orders and plan;
 - (b) control all necessary City operations during an emergency;
 - (c) undertake research and investigation and provide information and advice to the Head of Council in respect of the declaration of emergencies, and the issuing of orders or directives by the Head of Council;

- (d) to carry out the other duties assigned by the Emergency Plan;
- (e) individually, each member of the Emergency Control Group may appoint the respective representative or representatives from their organization, department, office or division for that member of the Emergency Preparedness Advisory Committee and for the Emergency Support Group, and such alternates as may be required for the Emergency Control and Support Groups;
- (f) collectively, select such other representatives for membership on the Emergency Support Group as may be required, and determine their alternates;
- (g) to carry out its statutory role, including completing annual training exercises and evaluation of the Emergency Plan and its procedures, as required by the Emergency Management Act and make any necessary recommendations to Council for revision of the Emergency Plan; and
- (h) develop procedures to govern its responsibilities in an emergency.

2.4 Emergency Preparedness Advisory Committee:

- (1) The Emergency Preparedness Advisory Committee shall be comprised of representatives of the following:
 - (a) Emergency Management Coordinator;
 - (b) Hamilton Police Service;
 - (c) Hamilton Emergency Services Department;
 - (d) Hamilton Public Health and Community Services Department;
 - (e) Hamilton Community Services Department;
 - (f) Hamilton Public Works Department;
 - (g) Hamilton Human Resources Department;
 - (h) Hamilton Corporate Communications Division;
 - (i) A representative of Hamilton Utilities Corporation:

- (j) A representative of Hamilton Port Authority;
 - (k) A representative of the Hamilton-Wentworth District School Board;
 - (l) A representative of the Hamilton-Wentworth Catholic School Board;
 - (m) A representative of Hamilton International Airport;
 - (n) A representative of the Community Awareness and Emergency Response organization;
 - (o) Representatives of such hospitals as may be invited by the Emergency Control Group or Head of Council or Council; and
 - (p) Representatives of such industrial operations as may be invited by the Emergency Control Group or the Head of Council or Council.
- (2) The role of the Emergency Preparedness Advisory Committee is to review the state of emergency management in the City of Hamilton and provide advice to Council on the development and implementation of the Emergency Management program, and on the coordination of planning between the various jurisdictions in the City of Hamilton, subject to the directions of Council.
 - (3) The Emergency Preparedness Advisory Committee shall conduct an annual review of the Emergency Management Program.
 - (4) The Emergency Preparedness Advisory Committee may as it deems necessary for its function establish sub-committees and working groups.
 - (5) The Emergency Preparedness Advisory Committee shall report to the City management team, and shall make recommendations to Council for any necessary revisions to the Emergency Management Program.
 - (6) The Chair of the Emergency Preparedness Advisory Committee shall be Emergency Management Coordinator, and the alternate chair shall be the Assistant Emergency Management Coordinator.

2.5 Emergency Management Coordinator:

- (1) The General Manager of Emergency Services/Fire Chief shall assign an employee to the position of Emergency Management Coordinator and such deputies and assistants as may be required for effective emergency response, and the Emergency Management Coordinator shall be deemed to be the senior municipal employee for the purposes of the Emergency

Management Act.

(2) Duties: The Emergency Management Coordinator shall:

- (a) coordinate the development, implementation and maintenance of the Emergency Management Program and Emergency Plan, including the review and development of supporting plans;
- (b) coordinate the effective preparedness, response and recovery to emergencies in the City of Hamilton, including participating in training required under the Emergency Management Act;
- (c) coordinate the Emergency Plan of the City as necessary with agencies carrying out operations locally;
- (d) develop and conduct emergency management training programs and training exercises with the participation of City of Hamilton employees and such other persons, authorities or agencies as may agree to participate sufficient to ensure readiness to act under the Emergency Plan;
- (e) develop and implement public awareness and education programs;
- (f) during an emergency provide advice and information to the Head of Council, Emergency Control Group and Emergency Support Group and assist in carrying out the orders and directions of the Head of Council and other duties as may be assigned by the Emergency Plan;
- (h) supply copies of the Emergency Plan and any revisions to the Chief, Emergency Management Ontario so that the Chief has at any time the most current version of the Emergency Plan; and
- (i) report to the Emergency Preparedness Advisory Committee, in particular on matters (a) through (e) above.

2.6 Emergency Support Group

- (1) Subject to section 2.6, the Emergency Support Group shall be comprised of representatives from the following City divisions and community groups or entities, as may be required to assemble or participate by the Head of Council, Emergency Control Group or Emergency Management Coordinator:

- (a) City Clerks;
- (b) Assistant Emergency Management Coordinator;
- (c) Corporate Communications;
- (d) Emergency Medical Services;
- (e) Fire Services;
- (f) Hamilton Police Services;
- (g) Public Health;
- (h) Community Services;
- (i) Water and Wastewater;
- (j) Fleet and Facilities;
- (k) Waste Management;
- (l) Transit;
- (m) Operations and Maintenance;
- (n) Capital Planning and Implementation;
- (o) Planning and Development;
- (p) Community Awareness and Emergency Response (or “CAER”);
- (q) Hamilton Utilities Corporation;
- (r) Telecommunications Coordinator;
- (s) Human Resources;
- (t) Geographical Information Systems (“GIS”);
- (u) Information Technology;
- (v) Corporate Services (Finance, Legal, Risk Management and Contact Center); and

- (w) Amateur Radio.
- (2) Additional or other members of the Emergency Support Group may be specified in the Emergency Plan for particular plans or emergencies, or added as necessary by the directions of the Head of Council or Emergency Control Group.
- (3) Members of the Emergency Support Group shall assemble as soon as reasonably practical when notified to attend by the Head of Council, Emergency Control Group or by the Emergency Management Coordinator.
- (4) The Emergency Support Group shall have the following duties;
 - (a) under the direction of the Emergency Control Group, carry out the orders of the Head of Council and directives of the Emergency Control Group, including establishing the practices and procedures needed to carry out those orders and directives;
 - (b) provide advice and information to the Emergency Control Group, including carrying out such research and investigation as necessary or required by the Emergency Control Group;
 - (c) participate in training or the development of training exercises; and
 - (d) carry out other duties assigned by the Emergency Plan.

2.7 Public Information Coordinator:

- (1) Upon activation of the Emergency Plan or declaration of an emergency, the Manager of Communications, or in their absence their alternate, shall be the Public Information Coordinator, who shall be the primary media and public contact for the City in an emergency, and whose duties shall include providing information and updates to the Public Information Bureau.

Emergency Management Program

- 3.1 The emergency management program for the City of Hamilton shall be developed, implemented, reviewed, published and updated in accordance with the Act and any regulation under the Act.
- 3.2 Without limiting the requirements of section 3.1:

- (a) the emergency management program shall include a community hazard and risk assessment analysis, an emergency plan, training programs and exercises for employees and others, and public education on risks, safety and preparedness, having regard to the standards published by Emergency Management Ontario; and
- (b) the Emergency Plan is intended to govern the provision of necessary services during an emergency and the procedures under and the manner in which employees and other persons will respond to an emergency.

Declaration of an Emergency

- 4.1 Subject to sections 4.2 and 4.4, the Head of Council may declare that an emergency exists in the City or in any part of the City, and may take such actions and make such orders as are considered necessary and not contrary to law to implement the Emergency Plan and to protect property and the health, safety and welfare of the inhabitants of the emergency area.
- 4.2 The Head of Council or Council may at any time declare that an emergency has terminated.
- 4.3 The Head of Council shall ensure that the Solicitor General is notified forthwith of a declaration made under sections 4.1 or 4.2, and the Head of Council may as necessary delegate such task to the Emergency Management Coordinator, any member of the Emergency Control Group or a municipal employee.
- 4.4 Notwithstanding the other provisions of this by-law, the Premier of Ontario may at any time pursuant to the Emergency Management Act:
 - (a) declare that an emergency has terminated;
 - (b) in respect of the Premier's own emergency declaration, where the emergency area includes the whole or part of the municipality, the Premier may where necessary direct and control the administration, facilities and equipment of the City to ensure the provision of necessary services in the emergency area, and, without restricting the generality of the foregoing, direct and control the exercise by the City of any of its powers and duties in the emergency area whether under an emergency plan or otherwise; and,
 - (c) may require the City to provide such assistance as is considered necessary to an emergency area or part thereof that is not within

the City, and further may direct and control the provision of such assistance.

- 4.5 Subject to section 4.6, upon the declaration of an emergency the employees of the City of Hamilton may be called out and assigned responsibilities for the implementation of the Emergency Plan, and the orders and directions of the Head of Council, the Emergency Control Group and the Emergency Support Group.
- 4.6 Notwithstanding that an emergency has not yet been declared or that an emergency declaration has been terminated employees of the City of Hamilton may be assigned by the City to carry out directions of the Emergency Control Group or Emergency Support Group for the purposes of emergency mitigation, prevention, preparations, response or recovery, or for the purpose of implementing contents of the Emergency Plan intended to further such purposes.

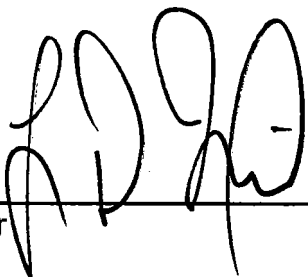
REPEAL AND ENACTMENT

5. City of Hamilton By-law No. 04-210 as may be amended, is hereby repealed.
6. This by-law comes into force and effect upon the date of enactment.

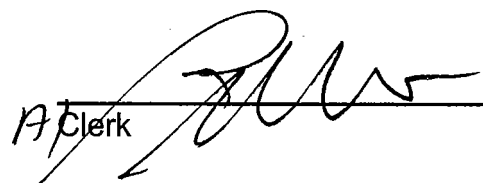
SHORT TITLE

7. This By-law may be cited as the "Emergency Management Program By-law".

ENACTED and **PASSED** this 27th day of April, A.D. 2005



Mayor



Clerk

Schedule "A" To the Emergency management Program by-law, No. 05-105

Acting Head of Council List

In the event of the need for an Acting Head of Council under this By-law, the Council Member on the list for the indicated time period shall be the first choice for Acting Head. Should the choice of Acting Head not be available, the Acting Head shall be chosen by moving up the list to the previous name or names, until an available Acting Head is found, and if it is necessary as a result to choose a name before April 2005, then the name will be chosen starting at the bottom of the list.

2005 April	Member of Council - Ward 8
2005 May	Member of Council - Ward 14
2005 June	Member of Council - Ward 2
2005 July	Member of Council - Ward 9
2005 August	Member of Council - Ward 5
2005 September	Member of Council - Ward 12
2005 October	Member of Council - Ward 6
2005 November	Member of Council - Ward 7
2005 December	Member of Council - Ward 15
2006 January	Member of Council - Ward 1
2006 February	Member of Council - Ward 4
2006 March	Member of Council - Ward 11
2006 April	Member of Council - Ward 3
2006 May	Member of Council - Ward 10
2006 June	Member of Council - Ward 13

For July 2006 start at the top of the list with the Member of Council for Ward 8 and proceed downward for each subsequent month, and re-use the list in the same fashion as required for the future.



Hamilton

CITY OF HAMILTON MUNICIPAL EMERGENCY PLAN

REVISED: 2005/04/27

Hamilton Emergency Services – Emergency Management

City of Hamilton
Stn 13, 177 Bay Street North
Hamilton, Ontario
Canada L8R 2P8

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LIST OF ABBREVIATIONS

ECG	Emergency Control Group
ESC	Emergency Site Co-ordinator
ESG	Emergency Support Group
EOC	Emergency Operations Centre
EMO	Emergency Management Ontario
EMS	Emergency Medical Services
HES	Hamilton Emergency Services
HIRA	Hazard Identification and Risk Assessment
MOH	Medical Officer of Health
PIO	Public Information Officer
PIB	Public Information Bureau

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1.0 Overview

1.1 Executive Summary

This document, The Municipal Emergency Plan for the City of Hamilton, has been prepared to provide key officials, agencies and departments, within the City of Hamilton a general guideline for responding to emergencies, and an overview of their collective as well as individual roles and responsibilities during an emergency. The focus of this Emergency Plan centres on the provision of appropriate and co-ordinated emergency response efforts from city departments.

For this Emergency Plan to be effective, all participating agencies and departments must be familiar with its provisions and contents.

As municipal officials, departments and corporate structures may change over time; the information contained within this plan should be reviewed and maintained on a regular basis in order for it to remain effective, appropriate and up to date.

The main body of the plan describes the general principles of Hamilton's response and the roles and responsibilities that are related to this response. This portion of the plan is a public document.

A series of appendices following the main body include specific contact and resource information vital to effective response. Due to confidentiality reasons, this portion of the plan is not to be made public and should only reside with the owner of the document.

1.2 Legislation

The *Emergency Management Act* is the legal authority for this plan.

The *Emergency Management Act* requires each municipality to develop, implement, and maintain an emergency management program.

The Emergency Management Act states that:

“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)]

The *Emergency Management Act* specifically requires a municipality to have an emergency response plan. Emergency Management Ontario considers a “plan” approved once two conditions have been met:

- 1) A by-law is passed authorizing the community’s emergency response plan; and
- 2) The plan’s content is approved by members of the community’s emergency management committee.

In this plan the community’s emergency management committee is referred to as the Emergency Control Group (ECG).

Regular exercise and assessment will be conducted to ensure the arrangements embodied in this plan are kept current, that all personnel are kept familiar with its provisions and that the content reflects international best practices. City of Hamilton, General Managers should likewise develop, implement, and maintain emergency management programs that define departmental procedures and arrangements for responding to a municipal emergency.

1.3 Plan Definition

The “plan” means a plan formulated pursuant to City of Hamilton Emergency Management Program By-Law; governing the provision of necessary services during an emergency and the procedures under and manner in which employees of the City of Hamilton and other persons will respond to an emergency.

1.3.1 Format

This main body of this plan identifies the membership, roles and responsibilities of the City of Hamilton *Emergency Control Group (ECG)* and *Emergency Support Group (ESG)* and the authority and manner under which this body plans to respond to an emergency in the municipality. This portion of the plan is a public document.

A series of appendices following the main body include specific contact and resource information vital to effective response. Due to confidentiality reasons, this portion of the plan is not to be made public and should only reside with the owner of the document.

1.4 Amending Formula

Amendments to this plan are recommended to the ECG by and through the Community Emergency Management Coordinator. The ECG, upon review of proposed changes may accept, reject or modify such changes.

ECG approved changes to the main body of the plan will be presented to Hamilton City Council for approval as required through By Law 04-210.

ECG approved changes to Appendices and Annexes and minor changes to the plan stand as amended by the ECG.

2.0 Introduction

2.1 Aim

The aim of this plan is to make provision for the efficient administration, co-ordination and implementation of the extraordinary arrangements and response measures taken by the City of Hamilton to protect the health, safety and welfare of the residents of Hamilton during any emergency.

2.2 Primary Responsibility

Whenever an emergency occurs or threatens, the initial primary responsibility for providing immediate assistance and control rests with the responding emergency services organization or municipal service department.

2.3 Definition of an Emergency

Emergencies are distinct from the normal daily operations carried out by municipal first response agencies/departments such as fire, police, emergency medical services, health, etc.

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.”

2.4 Activation of the Emergency Plan

This Plan is implemented upon activation of Annex 1: **Emergency Notification Procedure**. Activation and implementation of the Emergency Plan does not, in itself, constitute an Emergency Declaration.

2.5 Potential Hazards

The Emergency Management Program has identified and analysed all realistic hazards that may occur in Hamilton and assessed them in terms of frequency, or likelihood, of occurrence and magnitude of consequence, or impact. The following is the resulting list of Hazard Identification and Risk Assessment (HIRA) events:

Rank	Event	Example
1	Chemical Spill - Fixed Site	Tank burst at petrochemical company
2	Chemical Spill - En Route	Train derailment with hazardous spill
3	Water (health) Emergencies	Contaminated water supply
4	Health Emergencies	Epidemic / pandemic
5	Terrorism	Mass hostage / political situation
6	Civil Disorder	Rioting
7	Violent Wind Event	Tornadoes, Hurricanes
8	Explosion / Fire	Gasoline tank, natural gas pipeline
9	Transportation Accidents	Mass accident, fog conditions
10	Special Events	World cycling

3.0 Emergency Notification Procedure

3.1 Reporting an Emergency

A responding agency or municipal department is likely to be the first on site authority to an emergency. The ranking officer for fire, police, EMS or a senior municipal official (or their designate) should personally assume control at the site of an emergency or arrange for someone on-site to take charge immediately until an *Emergency Site Co-ordinator (ESC)* is appointed (*Section 7.3*).

If, in the judgement of the senior on-site official, the situation requires a more co-ordinated response or that resources are required beyond their immediate control, the senior on-site official must contact their most senior departmental official, in accordance with any existing reporting procedure.

Only members of the ECG may activate the EOC and request notification of the ECG membership.

On receipt of an official message from a member of the ECG the Hamilton Police Communications Staff will implement the procedure by notifying members in the order they appear in Appendix 2: **Emergency Notification List**.

3.2 Activation Authority

Any member of the Emergency Control Group (section 5.0, page 12) has the authority to activate the Emergency Notification Procedure (*Annex 1: Emergency Notification Procedure*) by contacting the Hamilton Police Communications Staff Supervisor.

3.3 Administration of the Emergency Notification Procedure

Hamilton Police Communications Staff is responsible for initially notifying members of the Emergency Control Group (ECG) and members of the Emergency Support Group (ESG), and instructing them to respond to the Emergency Operations Centre (EOC) or to “Stand-By” for further information.

3.4 Emergency Notification Procedure

Emergency notifications are conducted by telephone and co-ordinated by Police Communications Staff. All Emergency Control Group members and a member of their Emergency Support Group members will be contacted according to *Annex 1: Emergency Notification Procedure* of this Plan.

The list of contact names and numbers for both the ECG and ESG are attached as *Appendix 2 Emergency Notification List* of this plan.

IT IS THE RESPONSIBILITY OF EACH DEPARTMENT OR AGENCY TO NOTIFY THE COMMUNITY EMERGENCY MANAGEMENT COORDINATOR OF ANY CHANGES TO THEIR PERSONNEL OR DEPARTMENT THAT AFFECTS THIS EMERGENCY PLAN.

3.5 Internal Departmental Notification Procedure

All internal departmental notification procedures should be followed in accordance with your own departmental notification procedure. Each department shall insert their own internal department notification procedure in *Annex 6 Internal Departmental Procedures* of this plan.

This notification procedure must include any external stakeholders with whom the department has established links related to preparedness, response and recovery from an emergency.

3.6 Emergency Notification Levels

The threat of an emergency situation developing or the potential for such a situation to change or develop in severity may require different levels of Emergency Notification. The three Emergency Notification Levels at which emergency personnel can be alerted are:

3.6.1 Full Notification

When the Police Communications Supervisor is directed to carry out a “Full Notification”, all members of the Emergency Control Group and their respective members of the Emergency Support Group will be notified and instructed to respond to the Emergency Operations Centre at a given time.

3.6.2 Partial Notification

In a “Partial Notification”, only selected members of the Emergency Control Group and/or members of the Emergency Support Group are notified and instructed to respond to the Emergency Operations Centre at a given time.

3.6.3 Alert Notification

In an “Alert Notification” all, or selected members, of the Emergency Control Group and/or the Emergency Support Group, as designated by the Emergency Control Group Member are notified. An Alert Notification may be used if there is an emergency situation developing or the threat of an emergency occurring which does not yet merit assembling members of the above groups.

4.0 Emergency Operations Centre

The Emergency Operations Centre (EOC) is where the Emergency Control Group, the Emergency Support Group and other support personnel assemble to share information, evaluate options and make decisions regarding the response to the emergency, and provide support to the emergency site.

The City Manager is responsible for co-ordinating all operations within the Emergency Operations Centre.

The Emergency Operations Centre has the following :

- a meeting room for the Emergency Control Group with network capabilities;
- a meeting room for the Emergency Support Group with appropriate voice radios, phones, faxes, access to a photocopier, cable television, printers and computers connected to the corporate network;
- appropriate comfort facilities including washrooms, quiet areas, kitchen facilities and showers;
- adequate parking for all staff;
- access to an appropriate Media Information Centre with Press Conference area; and,
- an adequate back-up power supply permitting the EOC to fully function without a municipal power supply.

4.1 Emergency Control Group Meeting Room

The Emergency Control Group has a quiet meeting room located close to Emergency Support Group Meeting Room.

The Emergency Control Group Meeting Room contains the following:

- sufficient tables and chairs for all present;
- an accurate clock, synchronized with all other EOC clocks;
- maps of suitable scale for depicting and updating emergency operations;
- a visual board for logging emergency operations status, key decisions and other information;
- devices for recording the Emergency Control Group Meetings;
- a computer and LCD projector to display emergency log information;
- a television and VCR for media updates for the Manager of Corporate Communications / Public Information Coordinator;
- a computer for taking minutes of the Emergency Control Group meetings;
- GIS capabilities, (including laptop and LCD projector);
- EOC.net

- whiteboard;
- maps;
- printer and,
- all necessary stationary requirements and office supplies for those present to take notes and record information.

A complete description and listing of all EOC tools, equipment and resources is outlined in the EOC manual.

4.2 Emergency Support Group Meeting Room

While the ECG is engaged in meetings, they will require “Support Staff to collect information, relay information and convey decisions/actions taken by the ECG members. Therefore, the Emergency Support Group Meeting Room must be in close proximity to the Emergency Control Group Meeting Room.

The Emergency Support Group Meeting Room contains the following:

- sufficient tables and chairs for all present;
- an accurate clock, synchronized with all other EOC clocks;
- maps of suitable scale for depicting and updating emergency operations;
- all necessary phones, portable voice radios, fax machines, printers and computers connected to the corporate network required to communicate with others outside the Emergency Operations Centre, at the Emergency Site or elsewhere;
- televisions and a VCR for media monitoring;
- extra portable radios:
- Amateur Radio;
- whiteboards;
- GIS capabilities (including laptop and LCD projector)
- EOC.net LCD projector and screens;
- network connectivity; and,
- all necessary stationery requirements and office supplies for those present to take notes and record information.

4.3 Emergency Support Group

Each member of the Emergency Control Group will designate any required “Support Staff from within their own department, agency or service, to support their Emergency Control Group member as required from within the Emergency Support Group Meeting Room. Other Emergency Support Group staff will be alerted according to their own internal departmental alerting procedure.

The Emergency Support Group is responsible for operating the telephones, voice radios, faxes, computers and relaying information to and from their Emergency Control Group member to key personnel outside the Emergency Operations Centre.

4.4 EOC Setup and Support Staff

It is the responsibility of the Emergency Management Coordinator to ensure EOC Support Staff are alerted / notified / committed, as necessary, to support overall operations of the EOC and its members. EOC Support Staff may include, but is not limited to

- City Clerks
- Information Technology
- Geographical Information Systems
- Telecommunications
- City Facilities
- Administrative personnel, including; runners, recorders, administrative assistants, etc.

4.5 Meeting Cycle

A meeting cycle is a regularly scheduled meeting that is held throughout an emergency to ensure that information is being exchanged, and that the action plan items are being implemented.

4.5.1 An Example – 1 Hour Duration

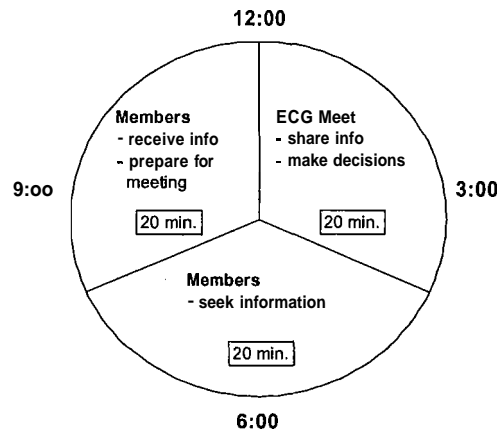
A regular meeting cycle will be an hour long. At the top of the hour the entire Emergency Control Group will meet to discuss the situation, share information and make decisions. This should take approximately 20 minutes then the meeting is adjourned.

Members of the Emergency Control Group then consult with the Emergency Support Group, on site responders and/or external agencies to see if any new information has developed. This again lasts approximately 20 minutes.

The final 20 minutes are used by the individual members of the Emergency Control Group to condense the information and prepare for the next meeting at the top of the hour.

This meeting cycle is then repeated as many times as necessary. The amount of time scheduled between each formal meeting may vary according to the severity of the emergency and needs/requirements of the Emergency Control Group.

4.5.2 Figure 4.1 Meeting Cycle Diagram



4.6 Emergency Control Group Meetings

When the Emergency Control Group meets according to the meeting cycle, there will be no interruptions, (unless urgent), until the meeting is concluded. When a meeting commences, all Emergency Control Group members will come to the table and each member will briefly update the group on the actions of their respective agency, identifying issues needing resolution and seeking input from the group as a whole.

The City Manager will be the chairperson to ECG meetings while the Community Emergency Management Coordinator will be the facilitator. Meetings serve as an opportunity for agency updates and provide a forum for discussion between the Emergency Control Group as a whole. **All** Emergency Control Group Members must be present at each meeting to hear reports from, and give reports to the group as a whole.

4.7 Emergency Operations Centre Location

It is possible that the Emergency Operations Centre could be adversely affected by the emergency situation. Therefore, an Alternate Emergency Operations Centre is also available. The Primary Emergency Operations Centre will always be the preferred location.

The locations of the Primary and Alternate Emergency Operations Centre are detailed in **Appendix 1: Emergency operations Centre Locations**.

5.0 Emergency Control Group

5.1 Composition

The Emergency Control Group (ECG) will be composed of the following municipal officials, or their designated alternates, holding the following appointments:

5.3.1	Mayor	14
5.3.2	City Manager.....	14
5.3.3	Chief of Police Service.....	15
5.3.4	General Manager Emergency Services / Fire Chief	16
5.3.5	Medical Officer of Health	17
5.3.6	General Manager Public Health & Community Services	18
5.3.7	General Manager Corporate Services	19
5.3.8	General Manager Public Works	19
5.3.9	General Manager Human Resources	20
5.3.10	General Manager Planning & Economic Development	21
5.3.11	Manager of Corporate Communications / Public Information Coordinator (PIC)	21
5.3.12	Community Emergency Management Co-ordinator	22
5.3.13	Hamilton Utilities Corporation	23

5.2 Group Responsibilities

The Emergency Control Group is responsible for advising the Head of Council on all actions taken to support emergency workers at the emergency site, evacuation centres or any other location where staff, people, or volunteers are working to respond to an emergency.

These actions include informing the public regarding issues of concern, issuing authoritative messages to the public through the media, providing the co-ordination and support necessary to respond to and mitigate the emergency situation, and ensuring that adequate emergency resources are maintained outside of and apart from the emergency site.

The primary role of the Emergency Control Group is to co-ordinate the administration of emergency resources out of the Emergency Operations Centre.

The collective responsibilities of the Emergency Control Group include, but are not limited to the following:

- Activating the Emergency Notification Procedure through Police Communications, as required.
- Co-ordinating all emergency support operations during and post incident.
- Calling out and/or mobilizing any agency/department/emergency responders as required.

- Co-ordinating and directing agency/department service providers, and ensuring that all actions taken to mitigate the emergency are conducted, and are not contrary to law.
- Ensuring adequate emergency service provisions are maintained outside and separate from those responding at the Emergency Site.
- Appointing an Emergency Site Co-ordinator or multiple Emergency Site Co-ordinators from the lead emergency response agencies.
- Ensuring that the Emergency Site Team establishes an inner and outer perimeter around the emergency site.
- Advising the Head of Council regarding making an emergency declaration if warranted and ensuring that all required are informed of any emergency declaration made by the Head of Council.
- Ensuring the Emergency Site Team disperse and/or remove any people not involved in emergency operations, who are in danger, or whose presence hinders emergency operations being carried out by the Emergency Site Team.
- Deciding whether to evacuate any area within the Municipality and coordinating such evacuation.
- Ensuring the discontinuation of any service or utility without reference to any consumer, where continuation of such service constitutes a hazard to emergency operations or public safety.
- Collecting and disseminating information on the emergency and providing factual information to officials involved in emergency operations, the news media and the general public through the establishment of a Public Information Bureau conducted through the Customer Contact Centre.
- Authorizing any expenditure required for emergency operations, emergency humanitarian aid and the preservation of the life, health and safety of anyone involved in or adversely affected by the emergency.
- Requesting assistance from other governmental departments/agencies, volunteer organizations, the private sector or the general public.
- Ensuring that administrative staff maintain a record of actions taken and decisions made by the Emergency Control Group during the emergency.
- Advising the Head of Council when and why to terminate an emergency declaration, and ensuring that all required are informed of the termination of any emergency declaration.
- Before emergency response efforts have been completed, determining if an Emergency Recovery Committee needs to be established, and if so, determining the chair and composition of that committee, along with its reporting structure.
- Ensuring ESG members within their department are kept informed of ECG decisions and requests for action in a timely manner.

- Maintaining a log outlining communications and actions taken by their agency, participating in a post emergency debriefing and providing necessary information to assist the Community Emergency Management Co-ordinator in the preparation of a report on the emergency, upon request.
- Unanimously decide to terminate the emergency and develop an action plan to terminate all operations related to the emergency and the Emergency Operations Centre.

5.3 Individual Responsibilities

5.3.1 Mayor

Should the Mayor not be available, the Deputy Mayor assumes the role and responsibilities of Mayor in an emergency situation.

The Mayor is ultimately responsible for all decisions and actions made by the Emergency Control Group. The Mayor is also responsible for:

- Activating the Emergency Notification Procedure through Police Communications, as required.
- Declaring an emergency to exist within the Municipality.
- Terminating any emergency declaration made.
- Ensuring that the media, the public and neighbouring municipal officials are kept apprised of the emergency situation, any emergency declaration made by the Municipality, and the termination of any emergency declaration made by the Municipality, in co-ordination with the Emergency Public Information Co-ordinator, and the City Manager.
- Fulfilling the role of Primary Municipal Spokesperson and conducting Media Briefings, as arranged by the Emergency Public Information Co-ordinator in consultation with the City Manager.
- Attending all Emergency Control Group meetings in accordance with the “Meeting Cycle”.

5.3.2 City Manager

The City Manager is the Chair of the Emergency Control Group in the Emergency Operations Centre. The City Manager is also responsible for:

- Activating the Emergency Notification Procedure through Police Communications, as required.
- Advising the Mayor and ECG members on issues regarding Municipal policies and procedures as required.
- Ensuring that a record of issues and problems identified, resolved and yet to be resolved, is maintained throughout the emergency, through the Municipal Clerk.

- Maintaining communications with the appointed Emergency Site Co-ordinator(s).
- Approving media releases in co-operation with the Emergency Public Information Co-ordinator and the Head of Council.

5.3.3 Chief of Police Service

The Chief of Police, (or Acting Chief of Police), is responsible for advising the Emergency Control Group regarding the protection of life, property, the provision of law and order, and advising, consulting and conducting evacuations relative to the Police Services jurisdiction. The Chief of Police is also responsible for:

- Activating the Emergency Notification Procedure through Police Communications, as required.
- Appointing a Police Incident Commander or “Officer in Charge”.
- Establishing ongoing communications with the Police Commander at the emergency site, with the assistance of a support person operating out of the Emergency Support Group Meeting Room.
- a Liaising with Emergency Medical Services and providing an estimated number of casualties where required.
- a Notifying the Coroner regarding fatalities.
- Co-ordinating all policing functions in support of the emergency site.
- Advising the Emergency Control Group regarding the most effective use of police resources in support of the emergency response at the emergency site and external to the emergency site.
- Advising and providing consultation to the Emergency Control Group on the issue of evacuation relative to the jurisdiction of the Chief of Police, as required.
- Advising and providing consultation to the Emergency Control Group on the issue of re-population relative to the jurisdiction of the Chief of Police, as required.
- a Ensuring the provision of traffic control measures to facilitate the movement of emergency vehicles.
- Recommending and establishing safe evacuation routes in co-ordination with the Police On-Site Commander, and other members of the Emergency Control Group.
- a Ensuring the alerting of persons endangered by the emergency and co-ordinating evacuation procedures in co-operation with the Emergency Control Group.
- Liaising with other municipal, provincial and federal police agencies as necessary.
- Providing an Emergency Site Co-ordinator if directed by the Emergency Control Group.

- Attending all Emergency Control Group meetings in accordance with the “Meeting Cycle”.

5.3.4 General Manager Emergency Services / Fire Chief

The General Manager of Emergency Services / Fire Chief is responsible for providing the Emergency Control Group with information and advice regarding all operations associated with fire suppression, fire prevention, hazardous materials response, fire search and rescue, fire communication, fire prevention and fire equipment, the efficient and effective use of Emergency Medical Services fleet services, city emergency planning and city trunked radio resources. The General Manager of Emergency Services / Fire Chief is also responsible for:

- Activating the Emergency Notification Procedure through Police Communications, as required.
- Appointing a Fire Incident Commander or “Officer in Charge”.
- Establishing ongoing communications with the Fire Incident Commander at the emergency site, with the assistance of a support person operating out of the Emergency Support Group Meeting Room.
- Liaising with Emergency Medical Services, and providing an estimated number of casualties where required.
- Arranging for all additional fire assistance with the Fire Marshal of Ontario and co-ordinating all mutual aid requirements.
- Determining the need for any special equipment or resources and making these needs known to the Emergency Control Group.
- Ensuring the provision of emergency resuscitation equipment, together with trained operators.
- Advising the Emergency Control Group regarding the need to evacuate buildings, areas, or the demolition of structures, which present a danger.
- Advising and providing consultation to the Emergency Control Group on the issue of evacuation relative to the number of citizens involved, and/or the size of the geographical area involved, which falls under the jurisdiction of the Fire Service.
- Advising and providing consultation to the Emergency Control Group on the issue of re-population relative to the jurisdiction of the Fire Service, as required.
- Liaising with other fire authorities, as required, and co-ordinating the participation of any other fire authorities.
- Providing an Emergency Site Co-ordinator if directed by the Emergency Control Group.
- Ensuring a Telecommunications Co-ordinator is present to co-ordinate all voice radio communication functions from within the Emergency Operations Centre.

- Advising the Emergency Control Group on all matters related to emergency telecommunications and the Trunked Radio System.
- Advising the Emergency Control Group on all matters related to Emergency Medical Services (EMS) and EMS Communications.
- Ensuring that Community Emergency Management Co-ordinator is available at the Emergency Operations Centre.
- Co-ordinating the activities of Community Emergency Management Co-ordinator.
- Ensuring the appointment of an on-site Emergency Medical Services Commander.
- Liaising with the Medical Officer of Health and the General Manager, Public Health & Community Services regarding the organization and transportation of persons in hospitals, health care facilities, long term care facilities, and any other medically fragile persons as required.
- Attending all Emergency Control Group meetings in accordance with the “Meeting Cycle”.

5.3.5 Medical Officer of Health

The Medical Officer of Health is responsible for providing the Emergency Control Group with information and advice on all areas of public health. The Medical Officer of Health is also responsible for:

- Activating the Emergency Notification Procedure through Police Communications, as required.
- Providing a senior Public Health Representative as part of the Site Management Team, as required.
- Providing an Emergency Site Co-ordinator if directed by the Emergency Control Group.
- Advising on all matters relating to public and/or environmental health (i.e. water, sanitation, food supply, and communicable and infectious disease).
- Coordinating a response to disease related emergencies, epidemics or mass immunization programs.
- Advising measures to protect the health of the public if the emergency poses a public threat
- Advising and providing consultation to the Emergency Control Group on the issue of evacuation relative to the jurisdiction of the Medical Officer of Health, as required.
- Advising and providing consultation to the Emergency Control Group on the issue of re-population relative to the jurisdiction of the Medical Officer of Health, as required.
- Consulting, as appropriate, with the Ministries of Health and Long-Term Care, Labour, and Environment, and with toxicologists to provide the Emergency Control Group with additional information that may impact

on the perimeters of the affected area or management of the emergency response.

- Liaising with the General Manager, Public Health & Community Services and the General Manager of Emergency Services / Fire Chief regarding the organization and transportation of persons in hospitals, health care facilities, long term care facilities, and any other medically fragile persons as required.
- Liaising with area hospitals, Emergency Medical Services, Community Care Access Centre?, the Ministry of Labour, Ministry of Environment, and Ministry of Health and Long-Term Care regarding Public Health issues of mutual concern.
- Liaising with the General Manager of Public Works regarding the provision of emergency potable water supplies and sanitary facilities.
- Providing advice about public health matters to the public through Corporate Communications
- Providing appropriate Public Health officials and personnel to inspect, staff, and support evacuation/reception centres.
- Liaising with voluntary and private health agencies to augment and support public health resources.
- Attending all Emergency Control Group meetings in accordance with the “Meeting Cycle”.

5.3.6 General Manager Public Health & Community Services

The General Manager, Public Health & Community Services is responsible for advising the Emergency Control Group on all aspects of social assistance to individuals affected by or temporarily displaced by the emergency. The General Manager, Public Health & Community Services is also responsible for:

- Activating the Emergency Notification Procedure through Police Communications, as required.
- Co-ordinating with the appropriate School Boards and municipal facilities regarding facilities for evacuee sheltering.
- Designating suitable evacuation/reception centres in consultation with the General Manager, Public Works.
- Co-ordinating the opening, operation, control and supervision of evacuation/reception centres for the provision of emergency social assistance (e.g., food, clothing, shelter, personal services, financial assistance, registration & inquiry, etc.).
- Liaising with the Medical Officer of Health and the General Manager of Emergency Services / Fire Chief regarding the organization and transportation of persons in hospitals, health care facilities, long term care facilities, and any other medically fragile persons as required.
- Co-ordinating the process to register all persons arriving at evacuation/reception centres and forwarding this information to a Registration and Inquiry Bureau.

- Co-ordinating the participation of any community volunteer agencies (i.e. Red Cross, Good Shephard Centre, Salvation Army) with roles to perform within their scope of operations.
- Arranging for post-emergency Critical Incident Stress Debriefings for affected citizens as required.
- Attending all Emergency Control Group meetings in accordance with the “Meeting Cycle”.

5.3.7 General Manager Corporate Services

The General Manager, Corporate Services is responsible for advising the Emergency Control Group on all matters relating to municipal finance. The General Manager, Corporate Services is also responsible for:

- Activating the Emergency Notification Procedure through Police Communications, as required.
- Advising the Emergency Control Group on matters related to the capabilities of the municipality to make emergency financial provisions to prepare and respond to an emergency.
- Providing direction to purchasing staff regarding purchases during an emergency, according to an Emergency Purchasing Policy.
- Ensuring that records of all expenses are maintained for future claims purposes, and that expenses are paid forthwith.
- Liaising with the Provincial Ministry of Municipal Affairs & Housing regarding the Ontario Disaster Relief Assistance Program, (ODRAP), as required.
- Directing staff to reimburse persons or outside agencies for expenses incurred in areas of the municipality’s responsibility only, at the direction of the City Manager and the Emergency Control Group.
- Attending all Emergency Control Group meetings in accordance with the “Meeting Cycle”.

5.3.8 General Manager Public Works

The General Manager, Public Works is responsible for advising the Emergency Control Group regarding the efficient and effective use of transportation, infrastructure, road maintenance, municipal facilities, road clearing, road construction, transit, municipal water systems, waste collection, processing and disposal operations. The General Manager, Public Works is also responsible for:

- Activating the Emergency Notification Procedure through Police Communications, as required.
- Providing an appropriately qualified individual for the Site Management Team at the request of the Emergency Site Co-ordinator.
- Determining the need for any special equipment or resources and recommending sources of supply to the Emergency Control Group.

- Providing specialized transportation and response equipment in support of the Emergency Site.
- Providing public transit vehicles and operators for the safe transportation of evacuees and emergency response personnel, as required.
- Providing testing and laboratory services to determine the presence of airborne, waterborne or latent toxic hazards.
- Liaising with local utilities and community partners to provide special equipment, vehicles and personnel as required.
- Liaising with the Ministry of the Environment and other relevant agencies and departments with respect to environmental contamination,
- Arranging for the provision of emergency potable water supplies and sanitation facilities in co-ordination with the Medical Officer of Health.
- Liaising with local Conservation Authorities with respect to water levels during times of flooding or anticipated flooding, and acting as the Municipalities' "Flood Co-ordinator".
- Ensuring that barricades and flashers are delivered to the emergency site to establish traffic control points and emergency perimeters, as required.
- Liaising with local utilities to disconnect services that may be a hazard to emergency responders or the public and to have these services reconnected when appropriate.
- Co-ordinating the provision of specialized municipal equipment, along with trained operators to the emergency site.
- Ensuring adequate emergency water supply/pressure for effective fire suppression operations.
- Co-ordinating with the General Manager of Public Health & Community Services the use of municipal facilities as evacuation/reception centres.
- Providing an Emergency Site Co-ordinator if directed by the Emergency Control Group.
- Attending all Emergency Control Group meetings in accordance with the "Meeting Cycle".

5.3.9 General Manager Human Resources

The General Manager, Human Resources is responsible for advising the Emergency Control Group on all matters related to City Staffing. The General Manager, Human Resources is also responsible for:

- Activating the Emergency Notification Procedure through Police Communications, as required.
- Co-ordinating, prioritizing, and processing requests for municipal human resources,
- Co-ordinating offers of, and appeals for, volunteers at the direction of the Emergency Control Group,

- Establishing a ‘Volunteer Registration Bureau’ at the direction of the Emergency Control Group, as required,
- Ensuring that Volunteer Registration Forms are available and filled out for every volunteer called upon by the Municipality during an emergency,
- Ensuring that identification cards are issued to volunteers and temporary employees where practical, in co-operation with municipal emergency planning personnel.
- Arranging for the transportation of volunteers and staff involved in the emergency, this is done in co-ordination with the General Manager of Public Works.
- Obtaining assistance from other levels of government, public and private agencies and volunteer groups outside of the municipality, where required.
- It is the responsibility of Human Resources to arrange for Critical Incident Stress Debriefing Teams to respond to the needs of municipal emergency response staff and registered volunteers, during and post emergency, as required.
- Attending all Emergency Control Group meetings in accordance with the “Meeting Cycle”.

5.3.10 General Manager Planning & Economic Development

The General Manager, Planning & Economic Development is responsible for:

- Activating the Emergency Notification Procedure through Police Communications, as required.
- Attending all Emergency Control Group meetings in accordance with the “Meeting Cycle”.
- Replacing the City Manager in his/her absence.

5.3.1 ■ Manager of Corporate Communications/ Public Information Coordinator (PIC)

In the event of an emergency the Manager of Corporate Communications will be referred to as the Public Information Coordinator. See Section 12: Emergency Public Information

The Public Information Coordinator (PIC) is responsible for advising the Emergency Control Group on all matters related to information to be presented to the public through the media, and the monitoring of information being presented by the media. The Public Information Coordinator is also responsible for:

- Activating the Emergency Notification Procedure through Police Communications, as required.

- Providing communications consultation expertise and tactics to the ECG aimed at providing emergency information and direction to the public.
- Identifying issues, concerns and misinformation that can be addressed through use of the mass media and preparing appropriate responses.
- Organizing news conferences and preparing the Mayor and other members of the Emergency Control Group prior to each session, as required.
- Providing media briefings at the Media Centre as required.
- Co-ordinating media site tours through the Emergency Site Co-ordinator and the On-Site Media Spokesperson(s).
- Activating the Public Information Bureau and ensuring that the public is receiving the information they require and that the information received is factual and correct.
- Ensuring communication with the Public Information Bureau, regarding information to be provided to the public and information being requested by the public.
- Establishing and directing the Emergency Public Information Team (See Section 12: Emergency Public Information).
- Attending all Emergency Control Group meetings in accordance with the “Meeting Cycle”.

In the event of an emergency the Customer Contact Centre (Call Centre) will be referred to as the Public Information Bureau.

5.3.12 Community Emergency Management Co-ordinator

The Community Emergency Management Co-ordinator acts as a facilitator to the ECG and advisor on matters regarding emergency management. The Community Emergency Management Co-ordinator is also responsible for:

- Activating the Emergency Notification Procedure through Police Communications, as required.
- Ensuring that the Emergency Operations Centre is set-up and operational immediately upon notification by Police Communications Staff in conjunction with both Security and Facilities staff at the EOC.
- Acting as a resource to the City Manager, and assisting him/her in fulfilling their respective duties at the Emergency Operations Centre.
- Acting as a resource to the Emergency Control Group and the Emergency Support Group regarding emergency management issues.
- Facilitating the Meeting Cycle and ensuring that the Emergency Control Group adheres to it.
- Co-ordinating the activities of Assistant Community Emergency Management Co-ordinator.

- Providing guidance, direction and/or assistance to any emergency or support personnel at the Emergency Operations Centre, and/or any other location as required by the Emergency Control Group.
- Liaising with other agencies as required by the ECG.
- Assisting the Emergency Site Co-ordinator as appointed by the Emergency Control Group in fulfilling their responsibilities, as required.
- Arranging and conducting a post emergency debriefing.
- Preparing and circulating the post-emergency debriefing report.

5.3.13 Hamilton Utilities Corporation

The Hamilton Utilities Corporation representative is responsible for advising the Emergency Control Group on all matters related to “their” electrical distribution system, or to act as the co-ordinating link between the Emergency Control Group and the local Electric Utility, from within the Emergency Operations Centre. The Hamilton Utilities Corporation representative is also responsible for:

- Activating the Emergency Notification Procedure through Police Communications, as required.
- Notifying critical organizations, (i.e. hospitals, EMS, Public Health, etc.) of impending power outages at the direction of the Emergency Control Group.
- Discontinuing services to any consumer where it is considered in the interest of public safety at the direction of the Emergency Control Group.
- Co-ordinating with the Emergency Control Group to establish priorities for the restoration of services, and/or rotational load shedding, as required.
- Maintaining/restoring services on a priority basis where necessary and practical (i.e. Evacuation Centres, identified critical infrastructure) as determined by the Emergency Control Group.
- Providing any additional staff and equipment necessary to restore the electrical distribution system.
- Liaising with Electrical Safety Authority of Ontario for inspection services.
- Liaising with the local Hydro One for the restoration of electrical service in its service territory.
- Assisting the Emergency Site Co-ordinator as appointed by the Emergency Control Group in fulfilling their responsibilities when required.
- Supervising Hamilton Utilities Corporation staff at the Emergency Operations Centre located within the Emergency Support Group Meeting Room.
- Attending all Emergency Control Group meetings in accordance with the “Meeting Cycle”.

6.0 Emergency Support Group

6.1 Composition

The Emergency Support Group (ESG) will be composed of the following municipal officials, or their designated alternates, holding the following appointments:

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6.3.2	Assistant Community Emergency Management Coordinator	26
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6.1.14 6.3.16 Public Works - Red Hill Valley Office

The Red Hill Valley Office is responsible for providing advice and assistance to the General Manager, Public Works and the Emergency Control Group on matters related to environmental, community relations and construction aspects under its jurisdiction.

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6.3.17	CAER (Community Awareness and Emergency Response)	33
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6.3.28	Ad-hoc Membership	36

Note that not all ESG members may be called upon to attend the Emergency Support Group, even during a "Full Notification" of the EOC. Support Group

members may be called in at the beginning of an emergency, for the duration of the emergency or periodically throughout the emergency at the request of the ECG. ESG membership is highly dependant upon the circumstances of the emergency event and may include members not listed in this section.

6.2 Group Responsibilities

The Emergency Support Group is comprised of municipal and/or other non-governmental officials, who may be required to advise the Mayor and the Emergency Control Group during an emergency, and to work at their direction.

Among each member's responsibilities are:

- Collecting and disseminating information on the emergency to their respective Emergency Control Group representative, and
- Maintaining a log outlining communications and actions taken.

6.3 Individual Responsibilities

6.3.1 City Clerk

The Municipal Clerk is responsible for ensuring the effective administrative operation of the Emergency Operations Centre, in co-operation with the Municipal Clerk's Support person, and the Assistant Community Emergency Management Coordinator. The Municipal Clerk is also responsible for:

- Directing all actions of the Municipal Clerks Department taken to assist municipal emergency response efforts, co-ordinate the release of emergency information, and conduct post emergency recovery efforts.
- Ensuring the opening, staffing and operation of a reception desk at Hamilton City Hall during an emergency.
- Liaising with the Public Information Coordinator regarding the provision of approved information through the City Hall reception desk.
- Assist in ensuring that the Emergency Public Information Bureau is staffed and operational at the direction of the Emergency Control Group.
- Co-ordinating with the City Manager and the Head of Council to ensure that all Council members are advised of any emergency declaration made, or the termination of any emergency declaration made, by the Head of Council, and any others actions taken by the Emergency Control Group.
- Ensuring that a log of decisions made and actions taken by the Emergency Control Group is maintained, throughout the emergency.
- Co-ordinating the provision of clerical staff for the Emergency Operations Centre, as required.

- Acting as the recording secretary to the Emergency Control Group by taking and producing the minutes of the Emergency Control Group Meetings.
- Ensuring that sufficient and appropriate food, hot & cold beverages are ordered and available for the Emergency Operations Centre staff, as required.
- Ensuring that appropriate personnel are on call and available for maintaining the air conditioning, heating and office machines (e.g. fax, photocopiers, overhead projectors etc.) at the Emergency Operations Centre, in co-operation with Facilities Management, as required.

6.3.2 Assistant Community Emergency Management Coordinator

The Assistant Community Emergency Management Coordinator acts as advisor to the Community Emergency Management Coordinator. The Assistant Community Emergency Management Co-ordinator is also responsible for:

- Ensuring that the Emergency Operations Centre is set-up and operational immediately upon notification by the Community Emergency Management Coordinator.
- Acting as a resource to the Emergency Support Group, and assisting them in fulfilling their respective duties at the Emergency Operations Centre.
- Acting as a resource to the Emergency Support Group regarding emergency management issues.
- Assisting the Community Emergency Management Coordinator in fulfilling his/her responsibilities at the Emergency Operations Centre.
- Providing guidance, direction and/or assistance to any emergency or support personnel at the Emergency Operations Centre, and/or any other location as required by the Emergency Control Group.
- Liaising with other agencies as required by the Emergency Control Group.
- Assist in arranging and conducting a post emergency debriefing.
- Assist in preparing and circulating the post-emergency debriefing report.

6.3.3 Corporate Communications

In the event of an emergency the Manager of Corporate Communications will be referred to as the Public Information Coordinator. See Section 12: Emergency Public Information

The Corporate Communications representatives are responsible for assisting the Public Information Coordinator on all matters related to the provision of emergency public information for the municipality. The Corporate Communications representatives are also responsible for:

- At the direction of the Manager of Corporation Communications, communicating information regarding the emergency to the public through the media, Public Information Bureau, internet, telecommunications and other emergency public alert tactics as required.
- Identifying issues, concerns and misinformation that can be addressed through use of the news media and preparing appropriate responses.
- Organizing media briefings and preparing the Mayor and other members of the Emergency Control Group prior to each media briefing, as required.
- Co-ordinating media site tours with the Emergency Site Co-ordinator and the On-Site Media Spokesperson(s).
- Media monitoring to ensure that the public is receiving the information they require and that the information received is factual and correct.
- Providing relevant, up-to-date public information on the emergency to the Public Information Bureau.
- Facilitating the internal communications process to keep city employees informed of emergency measures that may affect normal business operations.
- Establishing and managing the operations of the Media Centre.
- Assisting the On Site Media Spokesperson(s) as required.

In the event an emergency the Customer Contact Centre (Call Centre) will be referred to as the Public Information Bureau.

6.3.4 Emergency Medical Services

The Director, Emergency Medical Service or designate is responsible for advising the General Manager of Emergency Services / Fire Chief and the Emergency Control Group regarding the efficient and effective use of Emergency Medical Service fleet services, municipal emergency planning and Municipal trunked radio resources. The Director, Emergency Medical Service is also responsible for:

- Assists in ensuring that a Telecommunications Co-ordinator is present to co-ordinate all voice radio communication functions from within the Emergency Operations Centre.
- Advising the Emergency Control Group on all matters related to emergency telecommunications and the Regional Trunked Radio System.
- Advising the Emergency Control Group on all matters related to Emergency Medical Services.
- Assisting in the co-ordination of transportation, medical care and services for residents of Long Term Care Facilities, Second Level Lodging Homes, Nursing Homes, Special Care Facilities as well as bed-ridden citizens and individuals at home.

- Assist the General Manager of Emergency Services / Fire Chief in liaising with the Medical Officer of Health, and the General Manager, Public Health and Community Services regarding the organization and transportation of persons in hospitals, health care facilities, long term care facilities, and any other medically fragile persons as required.
- Ensuring the appointment of an on-site Emergency Medical Service Commander has been made.
- Ensuring the provision of emergency resuscitation equipment, together with trained operators.
- Ensuring the appointment of an on-site Emergency Medical Service Commander.
- Liaising with any other Emergency Medical Services agencies at the emergency site, at evacuation/reception centres, and elsewhere, with the assistance of a support person operating out of the Emergency Support Group Meeting Room.
- Ensuring that there is appropriate Emergency Medical Service personnel and equipment to conduct triage and essential medical treatment at the emergency site, at reception/ evacuation centres or any other location as required.
- Assessing the need for on-site emergency medical services during an emergency and prioritizing available resources.
- Liaising with area hospitals for the efficient distribution of casualties through Emergency Medical Service Communications.
- Liaising with the Emergency Medical Service Commander at the emergency site regarding provision of specialized resources such as ambulance buses, crash vehicles, Medevac helicopters etc.
- Liaising and co-ordinating with volunteer emergency medical services such as St. John Ambulance.
- Liaising with the Ministry of Health regarding issues of mutual concern during and following an emergency.

6.3.5 Fire Services

The Deputy Chief, Fire (or designate: Assistant Deputy Chief/Manager of Operations) is responsible for providing the General Manager of Emergency Services/ Fire Chief with information and advice regarding all operations associated with fire suppression, fire prevention, hazardous materials response, fire search and rescue, fire communication, fire prevention and fire equipment. The Deputy Chief, Director Administration and Support Services is also responsible for:

- Establishing ongoing communications with the Fire Incident Commander at the emergency site, with the assistance of a support person operating out of the Emergency Support Group Meeting Room.
- Liaising with Emergency Medical Service, and providing an estimated number of casualties where required.

- Determining the need for any special equipment or resources and making these needs known to the Emergency Control Group.
- Ensuring the provision of emergency resuscitation equipment, together with trained operators.
- Advising the Emergency Control Group regarding the need to evacuate buildings, areas, or the demolition of structures, which present a danger.
- Advising and providing consultation to the Emergency Control Group on the issue of evacuation relative to the number of citizens involved, and/or the size of the geographical area involved, which falls under the jurisdiction of the Fire Service.
- Advising and providing consultation to the Emergency Control Group on the issue of re-population relative to the jurisdiction of the Fire Service, as required.
- Ensuring the appointment of an on-site Fire Services Commander has been made.

6.3.6 Police Services

Police Services are responsible for providing the Chief of Police and the Emergency Control Group with information and advice regarding all operations associated with the protection of life and property, the prevention of crime, detection and apprehension of criminals, control of vehicular and pedestrian traffic, assist the Coroner, investigate, advise and consult on the issues of evacuation and repopulation as it relates to the police services.

6.3.7 Public Health

Public Health includes representatives from the Health Protection Branch, Parent & Child Branch and Healthy Lifestyles & Youth Branch. Public Health will respond to the Support Group when requested by the Medical Officer of Health or if deemed necessary by the Public Health Emergency Control Group.

Personnel from Public Health are responsible for providing support to the Support Group and relaying any pertinent information to the Public Health Emergency Control Group. The Public Health Emergency Control Group is responsible for all emergency response endeavours as it pertains to the environment and the health of the community.

6.3.8 Social Services

Social Services include representatives from the following programs: Housing, Culture and Recreation, Community Programs, Benefit Eligibility and Employment and Income Support. Personnel from the respective branches will respond to the Support Group when requested by the Social Services Emergency Control Group or the General Manager of Public Health and Community Services.

They are responsible for providing assistance to the Support Group and relaying information to the Social Services Emergency Control Group. The Social Services Emergency Control Group will respond to all matters relating to the provision of emergency humanitarian aid. This includes feeding, sheltering, provision of clothes, providing Critical Incident Stress Management and emergency financial assistance's for those affected by the emergency.

6.3.9 Public Works - Water and Wastewater

Water and Wastewater is responsible for providing the General Manager, Public Works and the Emergency Control Group on matters related to:

- Water Distribution operations
- Wastewater collection operations
- Water quality
- Operational Planning
- Providing equipment for emergency pumping operations.
- Providing emergency potable water supplies and/or sanitation facilities, as requested, in consultation with the Medical Officer of Health.
- Coordinate with Capital Planning and Implementation for providing spills response expertise and advice.
- Maintaining the integrity of the municipal sewage and water systems.
- Providing any required staff and equipment for assisting emergency responders at the emergency site, or anywhere else in the municipality.

6.3.10 Public Works - Fleet and Facilities

Fleet and Facilities is responsible for providing the General Manager, Public Works and the Emergency Control Group on matters related to:

- Ensuring the timely set up of and necessary security for the EOC in its chosen location,
- Corporate Fleet Management, including, but not limited to:
 - ◆ corporate fleet of City owned vehicles and off-road equipment,
 - ◆ short-term pool and rental vehicles
 - ◆ vehicular fuel, including diesel, unleaded gasoline and natural gas
 - ◆ vehicle and equipment repair services, excluding all fire apparatus
 - ◆ vehicle documentation, including insurance and licenses
 - ◆ provision of trained vehicle drivers and equipment operators
- Liaison with municipal fleet managers in neighbouring communities where necessary,
- Maintenance Planning

- All Corporate Facilities and their management, including, but not limited to:
 - ♦ access to, and staffing of, these facilities,
 - ♦ preventative maintenance, minor repairs, service contracts, emergency works, building systems, facilities and property maintenance, internal department liaison and security
 - ♦ Energy Management(i.e. Central Utility Plant),
 - ♦ Facility Help Desk (Facilities - Corporate Buildings & Technical Services.),
- Providing any required staff and equipment for assisting emergency responders at the emergency site, or anywhere else in the municipality.

6.3.11 Public Works - Waste Management

Waste Management is responsible for providing the General Manager, Public Works and the Emergency Control Group on matters related to:

- Program & Communications Planning
- Collection and Processing Operations
- Disposal Operations
- Providing any required staff and equipment for assisting emergency responders at the emergency site, or anywhere else in the municipality.

6.3.12 Public Works - Transit

Transit is responsible for providing the General Manager, Public Works and the Emergency Control Group on matters related to:

- Route Planning and Scheduling
- Transit operations
- Para-Transit and Alternative services
- Assisting with evacuation proceedings at the direction of the Chief of Police and/or the General Manager, Public Health and Community Services.
- Co-ordinating the acquisition, distribution and scheduling of non-municipal public and/or private transportation assets (e.g. school buses, special needs transportation, trains etc.) including qualified operators.
- Providing any required staff and equipment for assisting emergency responders at the emergency site, or anywhere else in the municipality.

6.3.13 Public Works - Operations and Maintenance

Operations and Maintenance is responsible for providing the General Manager, Public Works and the Emergency Control Group on matters related to:

- Road Operations and Maintenance

- Winter Control
- Traffic Engineering and Operations
- Information and advice on parks and maintenance.
- Information and advice on forestry.
- Information and advice on cemeteries.
- Maintaining the integrity of the road system.
- Ensuring the clearing of blocked passageways in co-ordination with the Emergency Site Co-ordinator if located inside or outside of the emergency perimeters.
- Ensuring the removal of rubble at the emergency site as directed by the Emergency Control Group.

6.3.14 Public Works - Capital Planning and Implementation

Capital Planning and Implementation is responsible for providing the General Manager, Public Works and the Emergency Control Group on matters related to:

- Information and advice on design and engineering matters.
- Related to roads, bridges, water, wastewater, waste management programs
- Information and advise on construction and commissioning
- Information and advice on urban design and infrastructure planning.
- Environmental Planning
- Strategic Planning
- Asset Management for roads, bridges, water, wastewater and storm water programs
- Coordinate with Water / Wastewater Division for providing spills response expertise and advice.
- Providing engineering advice to the Emergency Control Group.
- Providing engineering advice and assistance to the Emergency Site Co-ordinator.
- Providing any required staff and equipment for assisting emergency responders at the emergency site, or anywhere else in the municipality.

6.3.15 Public Works – Red Hill Valley Office

The Red Hill Valley Office is responsible for providing advice and assistance to the General Manager, Public Works and the Emergency Control Group on matters related to environmental, community relations and construction aspects under its jurisdiction.

6.3.16 Planning and Development- Structural Integrity and Animal Control

The Structural Integrity and Animal Control representative is responsible for providing the General Manager, Planning and Development and the Emergency Control Group on matters related to:

- Co-ordinating building inspection personnel to advise emergency services and the Emergency Control Group on the structural safety of buildings.
- Issuing any required building/ demolition permits to property owners during or following the emergency.
- Providing any other technical expertise to the Emergency Control Group regarding construction of buildings as required.
- Provision of resources to control animals impacting the emergency including capture, removal and disposal.
- Liaising with Hamilton Animal Control, SPCA and other agencies to ensure the care and control of animals impacted by the emergency including removal and sheltering.
- Liaising with Public Health concerning the disposal of dead animals.
- Providing any required staff and equipment for assisting emergency responders at the emergency site, or anywhere else in the municipality.

6.3.17 CAER (Community Awareness and Emergency Response)

The CAER representative is responsible for advising the Emergency Control Group on all matters related to local industry, actions taken, or assistance rendered by local industry. The CAER representative is also responsible for:

- Liaising with local industry management regarding issues of concern, assistance in the form of material resources, and/or personnel with specific expertise, at the direction of the Emergency Control Group.

6.3.18 Hamilton Utilities Corporation

Hamilton Utilities Corporation support personnel are responsible for providing advice and assistance to the Hamilton Utilities Corporation representative in the Emergency Control Group on the matters relates to the roles and responsibilities of Hamilton Utilities Corporation in an emergency.

6.3.19 Telecommunications Coordinator

The Telecommunications Coordinator is responsible for ensuring effective voice radio communications between the Emergency Operations Centre, the Emergency Site, and the Emergency Response Agencies. The Systems Manager of Emergency Communications is also responsible for:

- Ensuring that the Emergency Support Group Meeting Room at the Emergency Operations Centre is adequately equipped with portable voice radio equipment during an emergency.

- Maintaining the user gear as required, to ensure proper communications capabilities during an emergency.
- Maintaining an inventory of available communications equipment and ensuring that it functions properly.
- Providing training to all Emergency Operations Centre staff, regarding proper use of the portable radios, as co-ordinated by the Community Emergency Management Coordinator, to ensure all EOC staff know how to use the voice radios properly.
- Ensuring that all EOC Talk Groups are functioning properly and tailoring radio talk groups according to the needs of the EOC staff, according to the emergency situation.
- Ensuring that they are available at the Emergency Operations Centre during an emergency to oversee all voice communications related functions.

6.3.20 Human Resources

Human Resources support personnel are responsible for providing advice and assistance to the General Manager, Human Resources and the Emergency Control group on matters related to the occupational health and safety regulations, processing the need for municipal human resources and volunteers, critical incident stress debriefing of all affected staff and registered volunteers.

6.3.21 Geographical Information Systems (GIS)

GIS personnel are responsible for providing advice and assistance to members of the EOC on matters related to the provision of GIS information, electronic displays and maps. Specifically, GIS personnel are responsible for:

- Provision of ECG and ESG support through the provision of the projected maps display(s) and available relevant information,
- Provision of ECG and ESG support through the provision of hard copy maps in available and appropriate formats,
- Provision of ECG and ESG support through developing new mapping projects and / or related information as required and requested by the ECG and ESG,
- Assistance to members of the ESG as support groups develop and produce individual mapping projects,
- Assistance to members of the ESG as support groups may require specialized GIS products to augment their response.

6.3.22 Information Technology

Information Technology personnel are responsible for providing advice and assistance to the Emergency Control Group on matters related to the corporate computer network information technology recovery services, phone networks

and any other computer support functions at the Emergency Operations Centre, as required.

6.3.23 Corporate Services – Finance

Corporate Services - Finance support personnel are responsible for providing advice and assistance to the General Manager, Corporate Services and the Emergency Control Group on matters related to the provision of emergency monetary funds, accounting and purchasing.

6.3.24 Corporate Services – Legal

Corporate Services - Legal support personnel are responsible for providing advice and assistance to the General Manager, Corporate Services and the Emergency Control Group on matters related to law, and how they may be applicable to the actions of the City of Hamilton during emergencies as well as coordinating the actions of the Legal department to assist in the Emergency Operations Centre.

6.3.25 Corporate Services – Customer Contact Centre

Corporate Services – Customer Contact Centre support personnel, working with Corporate Communications, are responsible for obtaining approved public information to be passed through the Public Information Bureau (call centre) to the public. This position is also responsible for relaying pertinent information back to the ECG as it may develop via incoming public calls.

6.3.26 Corporate Services – Risk Management

Corporate Services – Risk Management support personnel are responsible for providing advice and assistance to the General Manager, Corporate Services and the Emergency Control Group on matters related to the risk management that involve the emergency operations.

6.3.27 Amateur Radio

Amateur Radio is responsible for establishing emergency voice communications links in and out of the EOC via amateur radio facilities. These communications paths are independent of the commercial and private commercial infrastructure and in many cases are either on battery back-up or are redundant.

The Amateur radio position in the ESG communicates with an amateur control station external to the EOC. The control station has access to a world wide network of operators who can disperse and receive information to the EOC. A local network of volunteers including the ARES area representative is always ready to assist.

Amateur radio operates under the tutelage of the Systems Manager of Emergency Communications. The City of Hamilton shall provide a minimum complement of equipment and accessories. Normally Amateur radio plays a standby role, although the Systems Manager of Emergency Communications may request that some traffic be relayed through the amateur network at any time.

Amateur radio establishes and maintains a communications link with the amateur station located at Emergency Measures Ontario (when activated).

6.3.28 Ad-hoc Membership

The following include other public and private sector representatives, who may be called on to advise the Emergency Control Group on emergency matters.

If assistance from the following is required, they will be alerted by the Emergency Control Group or members of the Emergency Support Group from within the Emergency Operations Centre, and instructed to respond to the EOC, as required. These Emergency Support Group Ad-Hoc members may include, but are not limited to the following:

- Ontario Provincial Police
- Conservation Authorities
- Hospitals
- District School Boards/Boards of Education
- Emergency Management Ontario (including Provincial Ministries)

The above mentioned agencies are defined in more detail in Sections 10.0 (Assistance – Other Agencies) and 11.0 (Assistance – Provincial and Federal) of this plan.

7.0 Emergency Site Coordination

7.1 Operational Concept

During an emergency, emergency service personnel will congregate at the scene and work together to mitigate the situation. In order to ensure that emergency site operations are conducted in a well organized and co-ordinated manner, an Emergency Site Co-ordinator must be tasked with co-ordinating all operations at the emergency site.

7.2 Emergency Site Coordination Team

The Emergency Site Co-ordinator acts as the head of the Emergency Site Team that generally consists of:

- Emergency Site Co-ordinator (defined in Section 7.3)
- Alternate Emergency Site Co-ordinator, if required.
- On-Site Media Spokesperson (defined in Section 7.6)
- All Agency Commanders or “Officers in Charge”.

7.3 Emergency Site Co-ordinator

The Emergency Site Co-ordinator is appointed by the Emergency Control Group, and is usually the Senior Officer from the lead emergency response agency.

Once appointed, the Emergency Site Co-ordinator from one of the lead agencies involved in the specific type of emergency. Examples might be a fire incident, which would have Fire Services as lead agency, or evacuation, which would have Police Service as lead agency. As soon as there is enough information to determine the lead agency for the type of emergency, the *Emergency Site Co-ordinator (ESC)* should be appointed and later confirmed by the *Emergency Control Group* for the duration of the emergency and/or their appointment.

At that time, he/she assumes responsibility for overall co-ordination of all operations at the emergency site (Diagram 7.6.1, page 39), but not the command of any specific response organization.

Each emergency response organization will have their own Commander or “Officer in Charge” at the emergency site, which will then liaise with the Emergency Site Co-ordinator as a member of the “Emergency Site Team.”

7.4 Authorities of the Emergency Site Coordinator

The Emergency Site Co-ordinator has the authority to:

- Call meetings of the Emergency Site Team to share information, establish common goals, objectives and prioritize limited available resources where required;
- Mediate conflicts between emergency response agencies and to contact the City Manager at the Emergency Operations Centre if they are unable to resolve the issue;
- Request assistance from responding agencies for communications and other site management tools; and,
- Request additional resources for the Emergency Site Co-ordination Team through the City Manager, and other members of the Emergency Control Group.

7.5 Responsibilities of the Emergency Site Coordinator

The Emergency Site Co-ordinator's responsibilities include, but are not limited to:

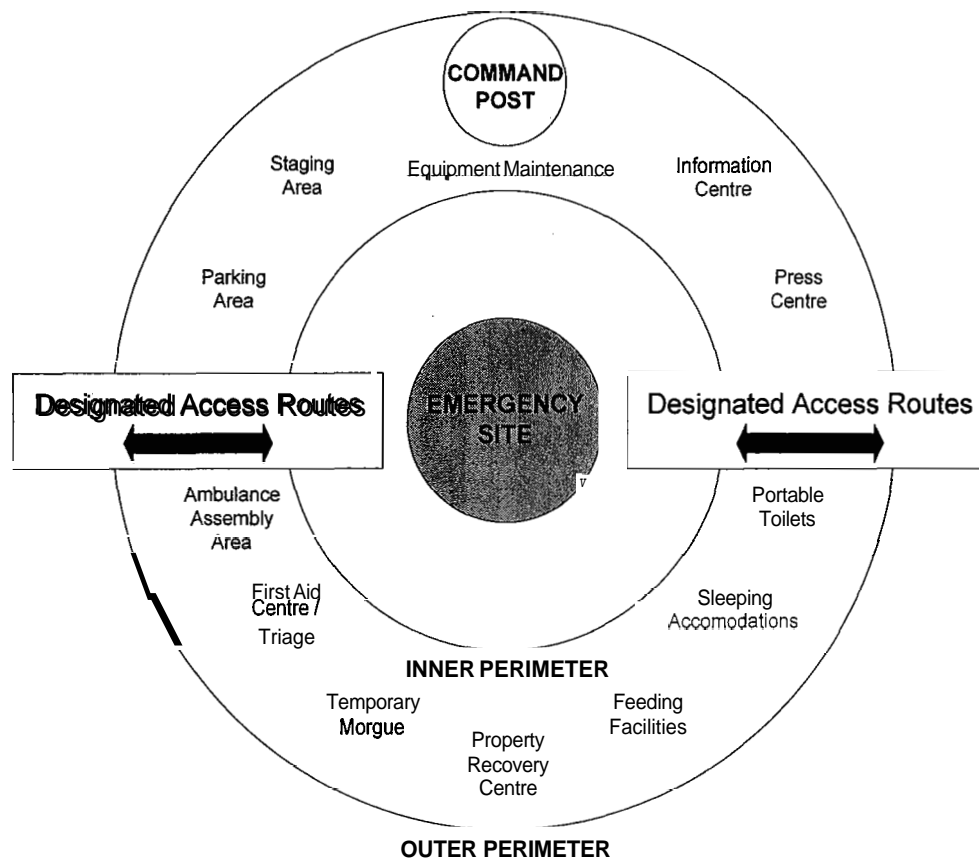
- Ensuring that priorities, tasks and tactics are established to contain and mitigate the emergency situation;
- Consulting and co-ordinating with on-site "Officers in Charge" to establish an inner and outer perimeter around the emergency site;
- Ensuring the Emergency Control Group are informed of the locations of the emergency site perimeters;
- Ensuring that all are aware of personnel, material and human resources available to mitigate the emergency situation;
- Maintaining a communications link with the City Manager at the Emergency Operations Centre;
- Appointing an On Site Media Spokesperson, upon consultation with the City Manager, and the Emergency Control Group;
- Ensuring that all responsible agency commanders meet on a regular basis to update each other on individual agency actions and progress made, to share information, to set common priorities, to set common objectives and determine what additional resources may be required; and,
- Understanding that laws and policies which may be considered during management or recovery of the emergency.

7.6 On-site Media Spokesperson

The On Site Media Spokesperson will be appointed by the Emergency Site Co-ordinator upon consultation with the City Manager, and the Emergency Control Group. This position will usually be filled by a Senior Communications Officer from the lead emergency response agency at the emergency site. The On-Site Media Spokesperson must be someone experienced in dealing with the media and not in direct command over any emergency site operations. The On-Site Media Spokesperson's individual responsibilities include, but are not limited to:

- Presenting the media with accurate, factual and approved information;
- Co-ordinating media tours of the emergency site as appropriate;
- Liaising with the Emergency Public Information Co-ordinator and the City Manager in the Emergency Operations Centre regarding the nature of public inquiries, and what information to present to the public; and,
- Controlling the areas where the media are and are not allowed to be at the emergency site, through co-ordination with the Police providing the emergency site security.

7.6.1 The Emergency Site Diagram 7.6.1



8.0 Declaration of an Emergency

8.1 Action Prior to the Declaration of an Emergency

When an emergency exists, but has not yet been declared to exist, municipal employees are authorized to take such action(s) under this emergency plan as it may be required to protect the lives and property of the inhabitants of the City of Hamilton.

8.2 Declaring an Emergency

Declaring an Emergency within the City of Hamilton is not required prior or subsequent to activation of this Emergency Plan. An Emergency Declaration is not required prior to any personnel taking actions under this plan to protect the lives, health and property of the inhabitants of the City of Hamilton.

An Emergency Declaration however, may create greater understanding and promote a sense of urgency to the public regarding the severity of an emergency situation. An Emergency Declaration may be useful if the Emergency Control Group will be requesting the public and private sector to do something out of the ordinary and give the Mayor extraordinary powers (not contrary to law) such as approving expenditures without Council approval.

Every registered volunteer participating in a *Declared Emergency* will be considered a municipal employee and protected under the provisions of the Workplace Safety and Insurance Board (WSIB).

8.3 Authority to Declare an Emergency

Only the Mayor, or Acting Head of Council (Deputy Mayor) has the authority to declare an emergency to exist within the boundaries of the municipality.

The decision to declare an emergency will be made by the Mayor in consultation with the members of the Emergency Control Group. The Mayor has the ultimate responsibility for making this decision.

An Emergency Declaration Form is attached as Annex 3: Emergency Declaration Form to this Plan.

8.4 Notification of Declaration of Emergency

Upon making an Emergency Declaration the Mayor will ensure that the following are immediately notified:

- City of Hamilton Council Members,
- Emergency Management Ontario,
- all local Member(s) of the Provincial Parliament (MPP's),
- all local Member(s) of the Federal Parliament(MP's),
- the local media, and
- the general public.

A copy of this declaration form is located on the following page.

Appendix 3: Council, MPP and MPs Contact Details and Appendix 4: Contact List for Outside Agencies provide a detailed list of contact names and phone numbers.

8.4.1 Declaration of Emergency Form

Date: _____ Time: _____

To: Emergency Management Ontario

Call Duty Officer at 1-866-314-0472

Fax Duty Officer at 1-416-314-3758

From: Mayor of the City of Hamilton

It is hereby declared that a local emergency exists in Hamilton, Ontario. Temporary emergency powers to respond effectively to this disaster are now required. The area affected by this disaster, and to which this declaration applies, is bounded by:

North: _____

South: _____

East: _____

West: _____

The nature of this emergency is as follows:

City Officials have been delegated the authority to implement powers that are set out in the *Emergency Management Act*.

As required the City of Hamilton officially informs Emergency Management Ontario, and also the population inside the affected area, that a local state of emergency exists.

Mayor, City of Hamilton

Date

Time

9.0 Terminating an Emergency Declaration

9.1 Prior to Terminating an Emergency Declaration

Termination of an Emergency Declaration usually comes as the result of a significant reduction in the severity of the emergency situation. The action of formally terminating an Emergency Declaration is required to advise that the emergency is over.

- An Emergency Termination Form is attached as Annex 4 to this Plan.
- However, a copy of this declaration form is located on the following page.

Terminating a Declared Emergency will cause WSIB coverage of volunteers to cease.

9.2 Authority to Terminate an Emergency Declaration

The Emergency Declaration may be terminated by:

- Mayor of Hamilton, or Acting Head of Council,
- Hamilton City Council
- The Premier of Ontario.

An Emergency Termination Form is attached as Annex 3: Emergency Declaration Form to this Plan.

9.3 Notification of Termination of an Emergency Declaration

Upon Terminating an Emergency Declaration, the Mayor will ensure that the following are immediately notified:

- Municipal Councils,
- Emergency Management Ontario
- all local Member(s) of the Provincial Parliament (MPP's),
- all local Member(s) of the Federal Parliament (MP's),
- the local media, and
- the general public.

A copy of this declaration form is located on the following page.

Appendix 3: Council, MPP and MPs Contact Details and Appendix 4: Contact List for Outside Agencies provide a detailed list of contact names and phone numbers.

9.3.1 Termination of Emergency Form

Date: _____ Time: _____

To: Emergency Management Ontario

Call Duty Officer at 1-866-314-0472

Fax Duty Officer at 1-416-314-3758

From: Mayor of the City of Hamilton

It is hereby declared that the local emergency declared on _____ at _____ in the City of Hamilton, Ontario is hereby cancelled.

The affected area by this emergency, and to which this declaration applied, was bounded by:

North: _____

South: _____

East: _____

West: _____

The nature of this disaster was as follows:

The remedial work and actions undertaken by the City of Hamilton have now abated the threat for which the state of local emergency was declared. There is no longer any indication of a continuing threat to people, the economy or infrastructure.

Therefore, the City of Hamilton hereby officially informs Emergency Management Ontario and the citizens in the City of Hamilton, that the local state of emergency no longer exists.

Mayor, City of Hamilton

Date

Time

10.0 Assistance – Other Agencies

There exist agencies external to the municipal response structure that may be required to provide assistance during an emergency either by virtue of their specialised knowledge and expertise, or by reason of legislation or regulation. The more common of these agencies are listed below.

Specific contact information for these agencies can be found in Appendix 4: Contact List for Outside Agencies.

10.1 Ontario Provincial Police

If an emergency occurs on Provincial Highways within the municipality, the Hamilton Police will notify the Ontario Provincial Police. Any actions or responsibilities required of the Ontario Provincial Police will also be coordinated through the Hamilton Police. The OPP may be required to provide a representative on the Emergency Control Group when requested, and/or provide a representative on the Emergency Site Team.

Specific contact information for this agency can be found in Appendix 4: Contact List for Outside Agencies.

10.2 Conservation Authorities

Through their expertise and monitoring, the conservation authorities (Hamilton C.A. and Grand River C.A.) will be warning of an impending flood situation in advance of the actual event. Appropriate warnings will be sent by the authority to the city. Should the situation develop to require a plan / EOC activation, provincial ministries not already known to be responding will be notified by the ECG through Emergency Management Ontario. A representative from the authority may be asked to join the EOC as an ad hoc member.

Occasionally, an event originating from within the city and impacting conservation lands or jurisdictions may occur. In these cases, the lead agency for the municipal response is responsible for contacting ensuring the appropriate authority is contacted.

Specific contact information for this agency can be found in Appendix 4: Contact List for Outside Agencies.

10.3 District School Boards / Boards of Education

Public and/or Private schools are an excellent resource to be used during emergencies. If there is need to evacuate residents, schools are generally the first

choice for use as reception/ evacuation centres to temporarily shelter persons displaced by the emergency.

It is the responsibility of the Public Health and Community Services Department to co-ordinate, and liaise with the local School Boards / Boards of Education to ensure that agreements are in place to facilitate access to, and use of their facilities when and if required. These provisions are included within the Public Health and Community Services emergency plan.

Specific contact information for this agency can be found in Appendix 4: Contact List for Outside Agencies.

10.4 Hospital Administration

During an emergency, each Hospital Corporation Administration will be responsible for:

- Implementing their own internal Hospital Emergency Plan as required,
- Liaising with the Medical Officer of Health, and Emergency Medical Services in the Emergency Operations Centre regarding issues of mutual concern,
- Evaluating any requests for the provision of emergency medical teams at the emergency site.

Specific contact information for this agency can be found in Appendix 4: Contact List for Outside Agencies.

10.5 Utility Suppliers

Public, Private and Provincial Utilities may be requested to assist during a municipal emergency, and to provide a representative to advise the Emergency Control Group. Arrangements must be in place through their own Emergency Plans to co-ordinate and liaise with the Emergency Control Group regarding issues of mutual concern, and the potential disruption of any utility service.

Specific contact information for this agency can be found in Appendix 4: Contact List for Outside Agencies.

11.0 Assistance – Provincial and Federal

11.1 Requesting Assistance

It is possible that assistance may be required by the City of Hamilton to help successfully respond to an emergency situation. Assistance can take many forms including, additional personnel, specialized materials, equipment, or specific expertise. This assistance may come from various sources, either within or outside the municipality. Therefore, procedures must be in place for requesting assistance from:

- The Province of Ontario
- The Federal Government (via the Province)

11.2 Provincial Assistance

Where Provincial assistance is required, which is outside of normal departmental or service working arrangements, the request will be made to the Emergency Management Ontario Operations Officer in the Provincial Operations Centre (POC). The POC is operational 24/7/365.

Specific contact information for this agency can be found in Appendix 4: Contact List for Outside Agencies.

If the Municipality makes the request directly to the Provincial Government, the Municipality must be prepared to be billed for services rendered.

Other Provincial Ministries may have a role to play in a municipal emergency. Some ministries have their own emergency plans and procedures for dealing with certain emergency scenarios. They may also have specialized resources and/or equipment that may be requested to provide assistance during municipal emergencies.

An overview of Provincial Ministries that may be requested to assist or which may have certain duties to perform during emergencies are provided in the following table:

MINISTRY	JURISDICTION
Ministry of Community Safety and Correctional Services	Coordination of provincial emergency management. All other peacetime emergencies not listed herein. War emergencies
Ministry of Agriculture and Food	Agriculture and Food Emergencies
Ministry of Community and Social Services	Emergency shelter, food and clothing, victim registration and inquiry and personal services required in support of all emergencies.
Ministry of Energy	Energy supply matters.
Ministry of Environment	Spills of pollutants to the natural environment.
Ministry of Health and Long-Term Care	Large scale human health emergencies and epidemics. Emergency health services.
Ministry of Labour	Emergency worker health and safety.
Management Board Secretariat	Continuity of government services.
Ministry of Northern Development and Mines	Abandoned mine hazards. Support provincial emergency management in Northern Ontario.
Ministry of Transportation	Highway and other transportation services.
Ministry of Municipal Affairs and Housing	Coordination of extraordinary provincial expenditures for emergencies.
Ministry of Natural Resources	Forest Fires. Floods. Droughts.

12.0 Emergency Public Information

12.1 Operational Concept

During an emergency, it is essential that the City be able to co-ordinate the release of appropriate and factual information to the media & the public, issue authoritative directives to the public, and respond to, or redirect requests for information regarding any aspect of the emergency. In order to accomplish this, an Emergency Public Information Team should be established, and be headed by the Public Information Coordinator.

12.2 Emergency Public Information Team

The Emergency Public Information Team generally consists of the following positions that operate according to the provision of the Emergency Public Information Plan:

- Public Information Coordinator
- Municipal Media Spokesperson
- On-Site Media Spokesperson(s)
- Director of Customer Service
- Public Information Bureau
- Print Shop Staff
- Media Centre Co-ordinator
- Corporate Communications Staff
- Other Communications Staff as required
- Volunteer distribution personnel as required (e.g. CERV, staff volunteers).

Please note that in the event an emergency is declared the Customer Contact Centre (Call Centre) will be referred to as the Public Information Bureau.

12.3 Public Information Coordinator

The Public Information Coordinator is responsible for co-ordination of all emergency public alert functions and operations out of the Emergency Operations Centre.

The individual responsibilities of the Public Information Coordinator (“Manager of Corporate Communications”) and Support Personnel (“Corporate Communications”) are listed in Sections 5.3.1 1 and 6.3.3, respectively.

12.4 City of Hamilton Media Spokesperson

The lead spokesperson will always be the Mayor for the City of Hamilton, or their official designate. He/she has the responsibility and authority to speak to the media on behalf of the City of Hamilton, regarding any and all aspects of the emergency and municipal emergency operations.

The Municipal Spokesperson will co-ordinate all media releases with the Public Information Coordinator and the City Manager, out of the Emergency Operations Centre. **All** media briefings will be conducted out of the Media Centre in one of the following locations, depending upon which Emergency Operations Centre is in use, and if the direct access to local television is desired.

The designated primary Media Centres are as follows:

- Room 219, Hamilton City Hall

OR

- Press Room at Copps Coliseum.

When the secondary Emergency Operations Centre is activated the primary Media Centres are as follows:

(To be provided by the Manager of Corporate Communications)

12.5 On-Site Media Spokesperson

The On Site Media Spokesperson will be appointed by the Emergency Site Co-ordinator upon consultation with the City Manager, and the Emergency Control Group. This position will usually be filled by a Senior Communications Officer from the lead emergency response agency at the emergency site. The On-Site Media Spokesperson must be someone experienced in dealing with the media and not in direct command over any emergency site operations. The On-Site Media Spokesperson's individual responsibilities include, but are not limited to:

- Presenting the media with accurate, factual and approved information;
- Co-ordinating media tours of the emergency site as appropriate;
- Liaising with the Public Information Coordinator and the City Manager in the Emergency Operations Centre regarding the nature of public inquiries, and what information to present to the public; and,
- Controlling the areas where the media are and are not allowed to be at the emergency site, through co-ordination with the Police providing the emergency site security.

12.6 Public Information Supervisor

The Public Information Supervisor is tasked with the establishment and management of a Public Information Bureau, during emergencies. The Public Information Supervisor is also responsible for:

- Establishing a Public Information Bureau, including designating staff and Public Information telephone lines, at 330 Wentworth Street North, or co-ordinating this service at other locations as required.
- Informing the Public Information Coordinator regarding establishment of the Public Information Bureau and the designated Public Information telephone numbers.
- Continually liaising with the Public Information Coordinator to obtain current information on the emergency.
- Responding to, and redirecting inquiries and reports from the public based upon information from the Public Information Coordinator, as approved by the City Manager and the Mayor.
- 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 or agency.
- Responding to, and redirecting inquiries pertaining to persons who may be located in any municipal reception/evacuation centres, to the registration and inquiry telephone number(s) at the appropriate Red Cross Branch Headquarters, or at the reception/evacuation centre, as designated by the Emergency Control Group

12.7 Media Centre Co-ordinator

- Establish and maintain a media relations centre under the direction of the Public Information Coordinator.
- Present/distribute accurate, factual and approved information to the news media.
- Co-ordinating media tours of the emergency site as required.
- Informing the Public Information Coordinator about the media centre activities including media inquiries and requests.

More detailed Information regarding Emergency Public Information, including communications channels and media contacts can be found in Annex 7: Emergency Public Information Plan.

13.0 Plan Maintenance & Testing

13.1 Plan Maintenance

The City Manager is ultimately responsible for ensuring that this Emergency Plan is maintained and tested.

While the City Manager is ultimately responsible for the Emergency Plan, the Community Emergency Management Coordinator role and responsibility is to co-ordinate, facilitate, implement and test the Emergency Plan based on the recommendations and directions of the Emergency Control Group (ECG) and the Emergency Preparedness Advisory Committee (EPAC).

IT IS THE RESPONSIBILITY OF EACH DEPARTMENT TO NOTIFY THE COMMUNITY EMERGENCY MANAGEMENT COORDINATOR OF ANY CHANGES TO THEIR PERSONNEL OR DEPARTMENT THAT AFFECTS THIS EMERGENCY PLAN.

13.2 Annual Review

Any proposed changes to this Emergency Plan will be submitted to the Community Emergency Management Coordinator. All proposed changes to this Emergency Plan will be presented for review to the Emergency Control Group. Each review will be co-ordinated by the Community Emergency Management Coordinator, and conducted on or before April 30th of each calendar year.

13.2.1 Major Revisions

Any proposed major revision to this Emergency Plan must be presented to the Emergency Control Group. Major revisions to this Plan will only be approved through a recommendation of the Emergency Control Group, and may be presented to Municipality Council, at the direction of the Emergency Control Group.

13.2.2 Minor Revisions

Minor revisions to this Emergency Plan will be co-ordinated by the Community Emergency Management Coordinator, and may be brought before the Emergency Control Group.

All amendments to the Plan will be recorded and logged on an “Amendment Sheet” to be located immediately following the table of contents, at the front of each copy of the Emergency Plan.

13.3 Emergency Notification Form / List

The Emergency Notification Form (Annex 1:) and Emergency Notification Contact List (Appendix 2:), will be reviewed every three months to ensure the information is kept accurate and up to date.

13.4 Plan Distribution

If any major revisions are made to this Emergency Plan, the amended plan may be reprinted and re-circulated in its entirety, and distributed according to the “Distribution List” attached as Appendix 7: **Plan Distribution** to this plan.

If any minor revisions are made to this Emergency Plan, only a notice of the amendment and any other required changes will be distributed according to the “Distribution List” attached as Appendix 7 to this plan.

The Community Emergency Management Coordinator will provide the amended pages to be inserted into the binder as well as instructions on the proper disposal of the old pages.

13.5 Agency Responsibility

Each organization and department noted in this Emergency Plan is responsible for forwarding information concerning this plan to any agencies and organizations with which they entertain links related to emergency preparedness and response. At the same time it is the responsibility of such organization and department to relay to the Community Emergency Management Coordinator any information obtained from their linked agencies that may have an impact on the Emergency Plan. It is also the responsibility of such organizations and departments to ensure the coordination and facilitation of roles and responsibilities among its partners are fulfilled.

13.6 Testing the Emergency Plan

This Emergency Plan will be tested on a regular basis to ensure that the contents remain current and up to date.

13.6.1 Annual Exercise

The Emergency Plan will be tested a minimum of once annually using exercises. Exercises will be co-ordinated by the Community Emergency Management Coordinator to accomplish the following:

- Test the effectiveness of the emergency plan; and
- Train municipal emergency personnel

13.6.2 Exercises

A Static, Telecommunications, Speciality and/or Field Exercise will be conducted a minimum of every year. Exercises will be designed and conducted by the Community Emergency Management Coordinator in co-operation with the Emergency Control Group, and may or may not coincide with other exercises.

13.7 Testing the Emergency Notification Procedure

The Emergency Notification Procedure will be exercised at least twice annually using the “Exercise Contact” procedure attached as Annex I of this plan. Police Communications Staff will conduct these exercises, at the direction of the Community Emergency Management Coordinator.

✱ *These exercises will be conducted without any prior notice, but will be conducted within reasonable time frames.*

13.8 Maintaining Telecommunications and Electronic Equipment & Training

All EOC telecommunications and electronic equipment will be maintained and tested on a regular basis to ensure its operation in the event of a municipal emergency.

13.9 Portable Radio, Voice Training

Portable Radio, Voice Training for all Emergency Operations Centre Staff, will be co-ordinated by the Community Emergency Management Coordinator, in co-operation with the Telecommunications Co-ordinator.

13.10 Internal Organization Plans & Procedures

Each organization involved with Municipal emergency responses should prepare functional emergency procedures, outlining their operations and responsibilities during a Municipal emergency. This emergency procedure will be maintained internally by a staff member of each organization.

Please Refer to Annex 6 for Internal Departmental Procedures.

13.11 Budgeting/ Financial Obligations

The Council for the Municipality of Hamilton should annually budget financial resources to:

- Review and maintain the Emergency Plan.
- Maintain primary and secondary Emergency Operations Center.
- Provide Training in Emergency Measures.
- Conduct various Municipal exercises.
- Provide for equipment, supplies and resources for the full implementation of the Emergency Plan.

Appendix 1: Emergency Operations Centre Locations

Appendix 2: Emergency Notification List

This document will be compiled and distributed separately by the Emergency Manager every month.

Appendix 3: Council, MPP and MPs Contact Details

Appendix 3.1 Hamilton City Council Contact List

Appendix 3.2 Hamilton Area MPPs Contact List

Appendix 3.3 Hamilton Area MPPs Contact List

Appendix 4: Contact List for Outside Agencies

This list is to be compiled by each department and inserted into the Emergency Plan Binder.

Appendix 5: Vital Resource Directory

In addition to the general list, each department is to compile and insert their departmental Vital Resource Directory into their Emergency Plan Binder.

The general list is maintained, updated and distributed by the Emergency Management Department every 6 months.

Appendix 6: Emergency Management Structure

Appendix 7: Plan Distribution

This plan will be distributed in its entirety to the following members listed below;

Annex 1: Emergency Notification Procedure

Annex 2: Emergency Operation Centre Layout



Annex 3: Declaration of Emergency Form

Annex 4: Termination of Emergency Form

Annex 5: Volunteer Registration Form

Annex 6: Internal Departmental Procedures

All internal departmental procedures relating to this plan should be inserted into this binder.

Annex 7: Emergency Public Information Plan

Annex 8: Emergency Overtime Policies & Forms