



TOWN OF MILTON

EMERGENCY RESPONSE

PLAN

By-law No. 136-2006
Reviewed annually by the Milton Emergency Management Program Committee

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1.4 Executive Summary

This plan has been prepared in order to provide key officials, departments, and department personnel within the Town of Milton with a general guideline to the expected initial response to an emergency and an overview of their responsibilities during an emergency.

For this plan to be effective, it is important that all concerned be made aware of its provisions and that every official and department be prepared to carry out their assigned functions and responsibilities in an emergency.

Each department within the Town of Milton has the responsibility of supplying an initial response in any emergency to the best of their ability. The head of the affected department may request assistance from other departments within the Town. This may be done **without** initiating the Town Emergency Notification System.

However, when the resources of the affected department are deemed insufficient to control the emergency, ***in consultation with the Chief Administrative Officer, the responding department is authorized to activate the Town's Emergency Notification System.*** This will be carried out by the Communications Supervisor of the Halton Regional Police Service (HRPS) who will notify members of the Emergency Control Group by initiating the emergency notification system through the HRPS Communications Bureau.

The Town Emergency Notification System will also be activated and a Town Emergency may be declared by the Mayor when:

- The emergency affects a large portion of the inhabitants of the Town of Milton; or
- The emergency requires extraordinary action or expenditures of monies by one or more departments for the protection of life and property.

The Mayor of the Town of Milton, together with designated Senior Municipal Officials or designates will become members of the Town **Emergency Control Group**.

Once the Town of Milton's Emergency Response Plan is implemented, overall co-ordination and deployment of resources required to mitigate the impact of the emergency will be the responsibility of the Town's Emergency Control Group in accordance with the *Emergency Management and Civil Protection Act, RSO 1990*, as amended.

However, it should be stressed that in any emergency or threat of emergency, members of the Emergency Control Group or designates may be called together to make decisions or to be on standby **without** having to declare that an Emergency exists.

Should the resources of the Town of Milton be deemed insufficient to deal with the emergency, the Mayor may request of the Regional Chair that the Region of Halton Emergency Response Plan be activated.

PART 2 **AUTHORITY**

2.1 Legislation

The *Emergency Management and Civil Protection Act R.S.O. 1990*, as amended, is the legal authority requiring municipalities to develop their own emergency management programs.

The legislation states that the “Head of Council” may:

- declare that an emergency exists in the municipality or in any or part thereof;
- may take such action and may make such orders as s/he considers necessary and are not contrary to law, and
- implement the Emergency Response Plan of the municipality to protect the property, health and safety and welfare of the inhabitants of the emergency area..

In accordance with the requirements of the *Emergency Management and Civil Protection Act*, this Emergency Response Plan has been issued under the authority of the Council of the Town of Milton, and Filed with Emergency Management Ontario, Ministry of Community Safety and Correctional Services.

2.2 Enabling By-law

In order to give effect to the Emergency Response Plan, Council is required to pass an enabling bylaw each time the plan is revised. The current version of the bylaw enabling this edition of the Emergency Response Plan is 136-2006.

2.3 Emergency Management Program Committee

The Emergency Management and Civil Protection Act require municipalities to develop programs and committees as required to enable the emergency management process to work at a local level. The Town of Milton’s Emergency Management Program Committee is composed of the following individuals:

- Mayor
- Chief Administrative Officer, who will act as Committee Chair
- Community Emergency Management Coordinator
- Director of Engineering Services
- Director of Planning & Development
- Director of Corporate Services & Treasurer
- Director of Community Services
- Fire Chief
- Halton Region Community Emergency Management Coordinator

2.4 Action Prior to Declaration of an Emergency

Where an emergency exists, but has not been declared to exist, employees of the Town of Milton are authorized to take such action under this Town of Milton Emergency Response Plan as may be required to safeguard the health, safety, welfare and property of the inhabitants of the Town of Milton.

- Conservation Halton's Flood Contingency Plan, and
- Grand River Conservation Authority Flood Contingency Plan
- Maplehurst / Province of Ontario Evacuation Plan

a) Assistance/Activating Region of Halton Emergency Plan

Where the resources of the Town of Milton are deemed to be insufficient to deal with the emergency and assistance or plan activation from the Region of Halton is required, the **Mayor** will make the request the Regional Chair. A request for assistance shall not be deemed to be a request that the Region of Halton assume authority and control of the emergency, or activation of the Regional Emergency Plan. A request to activate the Region of Halton Plan will supersede the Town of Milton Emergency Plan and the balance of the Milton Emergency Control Group members in the local Emergency Operations Centre will function in a supporting capacity.

b) Assistance/Activating Province of Ontario Plan

Where the resources from the Region of Halton are deemed to be insufficient to deal with the emergency and assistance from the Province of Ontario is required, the Regional Chair will request the Premier of Ontario to activate the Provincial Emergency Response Plan. Activation of the Provincial Emergency Plan will supersede the Region of Halton Emergency Response Plan and the Emergency Control Group Members in the Region and Local Emergency Operations Centre will function in a support capacity.

Assistance may also be requested from the Province of Ontario at anytime without any loss of control or authority. Such request can be made by contacting the Provincial Operations Centre through Emergency Management Ontario.

c) Provincial Authority

The Emergency Management Act states that the Premier may declare that an emergency exists throughout Ontario or in any part thereof. The Premier may also terminate a municipal or Regional emergency at any time.

PART 4 **EMERGENCY CONTROL GROUP**

4.1 Town of Milton Emergency Control Group

The emergency response will be coordinated and controlled by officials who are responsible for providing essential services necessary to minimize the effects of an emergency on the municipality.

The **Chief Administrative Officer** will be the Operations Officer of the Emergency Control Group, coordinating all operations and ensuring that the Emergency Operations Centre operates on an operations cycle of regular meetings.

The Milton Emergency Control Group shall be composed of the following officials or their designated alternates:

- a) Head of Council (Milton Mayor)
- b) Milton Chief Administrative Officer - also Operations Officer/Chair
- c) Halton Region Chief of Police
- d) Milton Fire Chief
- e) Milton Director of Community Services
- f) Milton Director of Engineering Services
- g) Halton Region Commissioner of Social & Community Services
- h) Halton Region Commissioner and Medical Officer of Health
- i) Halton Region Director of Emergency Medical Services
- j) Community Emergency Management Coordinator (non-voting)
- k) Halton Region Emergency Management Coordinator (non-voting)
- l) Town Clerk (non-voting)
- m) Senior Manager, Economic Development (Public Information Officer) (non-voting)

Additional agencies (non-voting members) called or added to the Emergency Control Group may include representation from: (see Appendix 8 for contact numbers)

- a) Ontario Provincial Police
- b) Conservation Halton
- c) Grand River Conservation Authority
- d) Milton Hydro
- e) Halton District School Boards
- f) Red Cross
- g) Halton Healthcare Services (Milton Hospital)
- h) Any other officials, experts, or representatives deemed necessary by the Emergency Control Group depending on the nature of the emergency.

4.2 Emergency Operations Centre (EOC)

Upon notification, the Emergency Control Group, Emergency Support Group, and advisory staff will report to the Emergency Operations Centre determined for the emergency (see Appendix 2, EOC Plan). The Emergency Operations Centre is activated for any emergency for the purpose of managing an emergency, maintaining services to the community, and supporting the emergency site. The **Community Emergency Management Coordinator** will arrange access and set up of the Emergency Operations Centre and Support Group Rooms at the primary operating point location.

PART 5 **ECG RESPONSIBILITIES**

5.1 Milton Emergency Control Group (all members)

Upon activation of the Emergency Response Plan, each member of the Emergency Control Group is responsible for the following actions or decisions:

- a) acting as coordinators for services, agencies or equipment under their direction and ensuring that any actions deemed necessary for the mitigation efforts of the emergency are taken, provided they are not contrary to law;
- b) notifying the service, agency or group under their direction or with whom they are working, of a declaration or termination of the emergency;
- c) maintaining a record outlining any actions, including financial, regarding their decisions or directions made and submitting a summary of the action record to the Operations Officer (CAO), within one week after the emergency has been terminated;
- d) considering the requirements of the recovery planning process to be initiated upon the conclusion of the emergency, if required; and
- e) participating in post-emergency debriefing.

5.2 Milton Emergency Control Group (as a group)

Upon activation of the plan, the actions or decisions that Members are ***collectively responsible*** for include:

- a) the co-ordination and control of all emergency services
- b) determining composition of the Emergency Control Group is appropriate;
- c) confirming / determining the location of the Emergency Operations Centre;
- d) recommending to the Mayor whether the declaration of an emergency is advisable;
- e) if required, designating an "emergency area" and appointing an Emergency Site Manager (ESM);
- f) the collection of information on the emergency situation and the establishment of an information and enquiry bureau to provide factual information to officials involved in the emergency operation, news media and those seeking information pertaining to the emergency;
- g) ordering and coordinating the evacuation of inhabitants considered to be in danger;
- h) discontinuing utilities or services provided by the public or private operators (i.e. hydro, gas, closing down a shopping mall);
- i) arranging for services and equipment from local agencies NOT under municipal control (i.e. private contractors, volunteer organizations, service clubs, bus companies, school boards);
- j) notifying, requesting assistance from, and/or liaison with various levels of government and any public or private agencies NOT under municipal control, as considered necessary;
- k) determining if additional volunteers are required and if appeals for volunteers are warranted;
- l) determining if additional transportation is required for evacuation or transport of persons, special populations, family pets and/or supplies;
- m) determining the need to establish advisory groups and/or sub-committees to assist the Emergency Control Group;
- n) evaluating the need for Critical Incident Stress Management (public, staff and EOC)
- o) determining the requirements for a Recovery Committee;

- p) authorizing expenditures required to deal with the mitigation efforts of the emergency.

The Operations Officer/CAO will chair the meetings of the Emergency Control Group.

5.3 Milton Emergency Control Group (individual responsibilities)

5.3.1 Head of Milton Council

The **Mayor** for the Corporation of the Town of Milton is responsible for:

- activating the Emergency Notification System through the Halton Regional Police Services (see Appendix 1) and notifying the Chief Administrative Officer of the emergency;
- declaring and terminating an emergency;
- notifying Emergency Management Ontario, the Regional Chair, Area Mayors, Milton Council and the public of the declaration or termination of an emergency;
- directing any requirements for assistance from Region, other levels of government, other municipalities, and other agencies;
- authorizing the necessary expenditures to deal with the emergency until such time as a Special Council meeting can be convened;
- assuming the role of official spokesperson, addressing the media directly on questions as a result of the pre-approved news releases issued by the Public Information Officer.

5.3.2 Milton Chief Administrative Officer

The Chief Administrative Officer appointed for the Corporation of the Town of Milton, or designate is responsible for:

- a) activating the Emergency Notification System through the Halton Regional Police Services (see Appendix 1);
- b) notifying the Town Clerk of the emergency, for notification of the Emergency Support Group and a call-out to those required to provide assistance (see Appendix 1);
- c) as the Operations Officer, coordinating all operations and departments within the Emergency Operations Centre, including the scheduling of regular operations cycle meetings with the Emergency Control Group and the Public Information Officer;
- d) advising the Mayor on policies and procedures, as appropriate;
- e) approving in consultation with the Mayor, major announcements and media releases prepared by the Public Information Officer in consultation with the Emergency Control Group;
- f) assisting the Mayor in addressing the media directly on questions as a result of the pre-approved news releases issued by the Public Information Officer;
- g) ensuring that a communication link is established between the Emergency Control Group and the Emergency Site Manager;
- h) liaising with other Municipal and Regional Chief Administrative Officers where deemed appropriate.

5.3.3 Halton Region Chief of Police

The Chief of Police of the Regional Municipality of Halton, or designate, is responsible for:

- a) activating the Milton Emergency Notification System and ensuring that all members of the Emergency Control Group (or designate alternates) are notified (see Appendix 1) and notifying the Chief Administrative Officer of the emergency;
- b) notification of necessary emergency services, as required;
- c) the establishment of an on-site command post with communications to the Emergency Operations Centre;
- d) establishing ongoing communication links with the assigned police official at the site of the emergency;
- e) the establishment of a restricted area (inner perimeter) in the immediate vicinity of the emergency scene as determined by the Emergency Site Manager. Access to the area is restricted to those essential emergency personnel actively involved in the occurrence;
- f) the establishment of a geographic area surrounding the inner perimeter (outer perimeter) as determined by the Emergency Site Manager. The outer perimeter will serve as an access, and a coordination and assembly point for essential emergency personnel;
- g) the provision of traffic control to facilitate the movement of emergency vehicles from the emergency area to designated medical facilities;
- h) alerting persons endangered by the emergency and coordination of evacuation procedures;
- i) liaising with Halton Region's Commissioner of Social & Community Services regarding the establishment and operation of local and/or regional evacuation centres;
- j) the protection of life and property and the provision of law and order;
- k) the provision of police / security services in the Emergency Operations Centre, any evacuation centres, morgues and other facilities as required;
- l) notifying the Coroner of fatalities;
- m) liaising with the other municipal, provincial, and federal police agencies as required;
- n) providing an Emergency Site Manager/Incident Command Manager as directed by the Milton Emergency Control Group.

5.3.4 Milton Fire Chief

The Fire Chief appointed for the Corporation of the Town of Milton, or designate, is responsible for:

- a) when required, activating the emergency notification system through Halton Regional Police Services (see Appendix 1) and notifying the Chief Administrative Officer of the emergency;
- b) providing the Emergency Control Group with information and advice on firefighting and rescue matters;
- c) establishing an ongoing communication link with the Fire Command Post at the scene of the emergency;
- d) determining if additional or special equipment is needed and recommending possible sources of supply e.g. breathing apparatus, protective clothing, foam, etc.;
- e) making arrangements for required additional fire fighting assistance (Mutual Aid) with the Region of Halton Fire Co-ordinator, including specialty teams (HazMat, CBRNE, Urban Search & Rescue, etc.);

- f) providing assistance to other municipal departments and agencies and being prepared to take charge of or contribute to non-fire fighting operations if necessary (e.g. rescue, first aid, casualty collection, evacuation, emergency water supplies, etc.);
- g) providing an Emergency Site Manager/Incident Command Manager as directed by the Milton Emergency Control Group,
- h) maintaining and housing the critical infrastructure manual for the Town of Milton.

5.3.5 Milton Director of Community Services

The Director of Community Services appointed for the Corporation of the Town of Milton, or designate, is responsible for:

- a) activating the emergency notification system in consultation with the Chief Administrative Officer through Halton Regional Police Services (see Appendix 1);
- b) arranging for opening and operation of municipally owned buildings under the jurisdiction of the Town of Milton if required by the Emergency Control Group;
- c) arranging for the opening and use of public and private facilities
- d) the provision of:
 - personnel to staff municipal owned buildings being used during the emergency,
 - municipal arenas as temporary morgues as required by Halton Regional Police Services,
 - a support facility for spouses and families of Town employees called out to an emergency (see Appendix 8.8 for location and contact information);
- e) liaising with the Halton Region Commissioner of Social and Community Services on areas of mutual concern, if required;

5.3.6 Milton Director of Engineering Services

The Director of Engineering Services appointed for the Corporation of the Town of Milton, or designate, is responsible for:

- a) activating the emergency notification system in consultation with the Chief Administrative Officer through Halton Regional Police Services (see Appendix 1);
- b) providing the Emergency Control Group with information and advice on operational matters, when requested;
- c) establishing an ongoing communication link with designed operations staff on site to ensure a coordinated response;
- d) maintaining the efficacy of the Town's storm drainage system;
- e) the provision of:
 - municipal equipment and personnel for operation of the equipment,
 - sources for special equipment (eg. cranes, bulldozers, pumps),
 - sources for equipment relating to emergency pumping stations, emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health,
 - department vehicles and equipment as required by any other emergency service or as required by Milton (e.g. area municipal equipment aid agreements),
 - engineering services or assistance,
 - barricades and flashing lights as required,
 - assistance in clean-up operations and report of damages where there is a municipal responsibility,

- transportation (i.e. transit buses) as requested by the Emergency Control Group;
- f) the clearing (debris, snow), construction, maintenance and repair of town roads, streets and public ways;
- g) liaising with
 - the Regional Commissioner of Planning and Public Works for the maintenance of sanitary sewers and water systems, and areas of mutual concern (e.g. Halton Region Spills Team, Regional roads, etc.),
 - the Directors of Public Works of the area municipalities as required,
 - representatives of the Ministry of Transportation and Ministry of the Environment as required,
 - public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions,
 - flood control and conservation authorities, and being prepared to take preventative action (Municipal Flood Coordinator),
- h) when required, providing an Emergency Site Manager (e.g. Flood Emergency) as directed by the Milton Emergency Control Group.

5.3.7 Halton Region Commissioner of Social and Community Services

The Commissioner of Social and Community Services of the Regional Municipality of Halton, or designate, is responsible for:

- a) implementing the Region of Halton's Emergency Evacuation Centre Plan, including staffing of evacuation centres in conjunction with the Halton Region Health Department and designated volunteer agencies for the registration, feeding, care, clothing, welfare and shelter of persons and family pets, using the centres; activating the Community Emergency Notification system;
- b) liaising with the Halton Regional Police Chief on matters pertaining to the setting up and operation of evacuation centres;
- c) liaising with the **Director of Community Services** when facility(ies) is/are required as evacuation centre(s) and that staff and volunteers utilizing the Municipal facility(ies) take direction from the Town appointed representative(s).
- d) liaising with the Regional Medical Officer of Health on areas of mutual concern regarding health needs/inspections of evacuation centres;
- e) liaising with the Halton Region Social and Community Services Department Support Group as required for evacuation centre needs;
- f) coordinating use, operation, maintenance, and ultimate standing down of the facilities being utilized as evacuation or reception centres.

5.3.8 Halton Region Commissioner and Medical Officer of Health

The Commissioner and Medical Officer of Health of the Regional Municipality of Halton, or designate, is responsible for:

- a) Ensuring that a coordinating link at the Town of Milton's Emergency Control Group exists for all health services;
- b) Activating and terminating the **Halton Region Public Health Emergency Plan** in its entirety or any part thereof, as required;
- c) Providing information and advice on all areas of Public Health;
- d) Ensuring Liaison with, including not limited to, local hospitals, other medical facilities, Central Ambulance Communications Centre, Community Care Access Centre,

- Regional coroner and family physicians involved directly or indirectly with the emergency;
- e) Consulting, as appropriate, with the Provincial Ministry of Health and Long-Term Care, Ministry of Labour, and the Ministry of the Environment.
 - f) Providing the Emergency Control Group with additional public health information that may impact emergency or evacuation sites.
 - g) Ensuring liaison with the healthcare sector agencies and with voluntary and private agencies, as required, for augmenting and coordinating public health resources or for mutual assistance, as appropriate;
 - h) Providing community advisories on public health matters through the Public Information Officer;
 - i) Providing advice to staff and emergency responders on public health matters. Coordinating the Town's response to infectious disease related emergencies or anticipated emergencies such as epidemics, pandemics, in accordance with the Ministry of Health policies;
 - j) Liaising with the Halton Region Commissioner of Social and Community Services on areas of mutual concern regarding operations in evacuation centres.
 - k) Ensuring liaison with Community Care Assess Centre (CCAC) to ensure coordination of care of residents requiring special medical care at home, and in evacuation centers during an emergency.
 - l) Ensuring that the health department staff are available to carry out health related activities for evacuation centers, as defined in the Public Health Emergency Plan.

5.3.9 Halton Region Director of Emergency Medical Services

The Director of Emergency Medical Services for the Regional Municipality of Halton, or designate, is responsible for:

- a) liaison with the police, fire, and other agencies active at the site of the emergency;
- b) establishing an ongoing communications link with the on-scene EMS Command Post;
- c) liaising with and notifying the Central Ambulance Communication Centre and hospitals for the efficient distribution of casualties;
- d) assessing the need and initial request for on-site medical teams from hospitals and whether assistance is required from police or other emergency services in providing transportation to the scene for these medical teams;
- e) assessing the need and the initial request for special emergency health service resources at the emergency site (e.g. ambulance buses, support units, ambulance helicopters, etc.);
- f) liaising with the Regional Medical Officer of Health;
- g) providing the main radio and telephone communication link among health service providers and notifying and requesting assistance from the Ministry of Health and Long Term Care;
- h) when required, providing an Emergency Site Manager as directed by the Milton Emergency Control Group.

5.3.10 Halton Region Community Emergency Management Coordinator

The Community Emergency Management Coordinator for the Regional Municipality of Halton is a non-voting member of Milton's Emergency Control Group and is responsible for:

- a) ensuring the alternate Emergency Operations Centre is accessible and equipped;
- b) assisting the Milton Community Emergency Management Coordinator as needed;
- c) acting in a resource and advisory capacity to the Milton Emergency Control Group and other emergency and support staff, as required;
- d) providing guidance and assistance to various groups and departments involved in the management of the emergency, as required;
- e) maintaining a communication link with the Regional Chief Administrative Officer concerning the Town of Milton's emergency;
- f) assisting with the report and debriefing on the emergency, as required.

5.3.11 Community Emergency Management Coordinator

The Executive Assistant appointed as the Community Emergency Management Coordinator for the Corporation of the Town of Milton, or designate, is responsible for:

- a) arranging the facilities identified as Emergency Operations Centre to be accessible and equipped
- b) ensuring the necessary plans, maps, supplies and equipment are available for the operating cycle meetings at the Emergency Operations Centre;
- c) obtaining or providing advice and clarification on the Town of Milton Emergency Response Plan;
- d) liaising with the Halton Region Emergency Management Coordinator as deemed appropriate;
- e) liaising with representatives of Emergency Management Ontario as deemed appropriate;
- f) responsible for assisting the Chief Operations Officer/CAO with the development of the post-emergency report and/or debriefing process, as required.

5.3.12 Town Clerk

The Town Clerk appointed for the Corporation of the Town of Milton, or designate, is responsible for:

- a) upon direction of the Chief Administrative Officer, notifying the Emergency Support Group of the emergency and the location of the Emergency Operations Centre;
- b) coordinating the provision of recorders to record important decisions and actions taken by the Emergency Control Group (minute taking, map marking, keeping a master events record, etc.);
- c) coordinating the provision of clerical staff to assist in all aspects of the Emergency Operations Centre, (e.g. record keeping, photocopying);
- d) arranging for printing of material, as required;
- e) ensuring that the decisions and action items arising from the operating cycle meetings are documented and kept for future reference;
- f) disseminating to the Public Information Officer, emergency declarations, updates and pertinent information relative to the emergency for Council and media updates;
- g) upon direction of the Mayor, arranging special meeting(s) of Council, as required, and advising members of Council of the time, date, location of the meeting;
- h) notifying Halton Regional Police Services that security is required for the Emergency Operations Centre and registration of Emergency Control Group;
- a) ensuring the opening, operating and staffing of the Town Hall switchboard; procuring staff to assist, as required (e.g. Milton Public Library, Region of Halton call centre).
- i) liaise with and assist the CEMC as required.

5.3.13 Milton Public Information Officer

The role of Public Information Officer is filled by the Senior Manager, Economic Development. The Public Information Officer appointed for the Corporation of the Town of Milton, or designate, is responsible for:

- a) establishing a communication link between the Mayor and Chief Administrative Officer (Corporate Spokespersons), Milton Council, the Emergency Support Group, Media Coordinators (i.e. regional, provincial, federal, private industry), the On-Scene Media Coordinator, and the Citizen Inquiry Officer;
- b) activating the Town of Milton's "Emergency Public Information Plan" (see Appendix 4);
- c) attending the operations cycle meetings of the Emergency Control Group for up-to-date information to aid in the preparation of media releases, coordination of web updates, on-scene interviews, press conferences, media photo sessions when called for by the Emergency Control Group, and to pass relevant information to the On-Scene Media Coordinator and Citizen Inquiry Officer;
- d) providing communications advice and obtaining appropriate information to be disseminated to the public;
- e) drafting for approval by the Mayor and Chief Administrative Officer media releases and ensuring that the information released to the media and the public information is timely;
- f) provide direction and regular updates to the Citizen Inquiry Officer to ensure that the most accurate and up-to-date information is disseminated to the public;
- g) developing scripts for responses to be relayed by citizen inquiry service
- h) releasing approved information prior to Control Group meetings to ease 911 overloads
- i) developing a strategy to communicate same message within the community
- j) developing a response for potential citizen questions
- k) monitoring news coverage and correcting any erroneous information
- l) arranging news conferences that will allow the Chief Administrative Officer and/or Mayor to address the media periodically on questions arising from news releases.

PART 6 **EMERGENCY SUPPORT GROUP AND ADVISORY STAFF**

6.1 Town of Milton Support Group and Advisory Staff

The ***Emergency Support Group*** provides support, logistics, and advice to the Emergency Control Group to assist the Control Group in the making of informed decisions.

The Emergency Support Group will gather and operate from an area in the same building as the Emergency Control Group unless notified otherwise by the Chief Administrative Officer or the Town Clerk (see Appendix 2, EOC Plan).

The Emergency Support Group may be composed of persons or their designated alternates holding the following positions:

- a) Citizens Inquiry Officer (Senior Manager, Information Technology)
- b) Town Solicitor
- c) Director of Corporate Services
- d) Director of Planning and Development

- e) Senior Manager, Human Resources
- f) Transit Coordinator
- g) Economic Development Officer
- h) Information Technology Staff
- i) Administrative Assistant(s) to assist as determined by the C.A.O and the Emergency Control Group
- j) Advisory Staff and Key Personnel, as dictated by the circumstances of the emergency, to be notified in accordance with the procedures outlined in Appendices A.1.6 and A.8.4
- k) Other personnel or representatives of specialist agencies or organizations that may be needed as the situation dictates (e.g. Milton District Hospital, Halton District School Board(s), Utilities, etc.)

The Emergency Support Group may function with only a limited number of persons depending on the nature of the emergency. The Emergency Support Group may not require the presence of all as listed on the Emergency Support Group.

In addition to the responsibilities described below, all members of the Emergency Support Group are required to maintain a log to record their actions.

6.2 Responsibilities

6.2.1 Citizens Inquiry Officer (Senior Manager, Information Technology)

The Citizens Inquiry Officer is responsible for:

- b) establishing and informing the Public Information Officer of a citizen inquiry service, including the appointment of personnel and designation of telephone lines;
- c) informing the affected emergency services, the Emergency Control Group, the Town switchboard(s), Halton Region, and Milton Public Library of the establishment of a citizen inquiry service and designated numbers;
- d) ensuring liaison with the Public Information Officer to obtain current information on the emergency;
- e) managing information for inquiries and reports from the public based upon information from the Public Information Officer (e.g. school closings, access routes, location of evacuation centres);
- f) re-directing inquiries pertaining to the investigation, death, injuries or matters of personnel involved with or affected by the emergency to the appropriate emergency service agencies;
- g) responding to and redirecting inquiries pertaining to persons who may be located in evacuation and reception centres to the Registration and Inquiry telephone number at the appropriate Red Cross Branch;
- h) maintaining on-going liaison with the Public Information Officer to obtain current information on the emergency, reporting possible trends from the public i.e. repeated calls/inquiries about a particular issues, and apprising the Public Information Officer as to the tone and nature of Citizen Inquiry calls.

6.2.2 Town Solicitor

The Town Solicitor engaged by the Chief Administrative Officer of the Corporation of the Town of Milton, is responsible for providing advice to any member of the Emergency Control Group on matters of a legal nature as they may apply to the actions of the Town of Milton in its response to the emergency.

6.2.3 Director of Corporate Services

The Director of Corporate Services/Treasurer appointed for the Corporation of the Town of Milton, or designate, is responsible for:

- a) the provision of information and advice on financial matters as they relate to the emergency and the capabilities of the Town of Milton;
- b) the control, coordination and administration of all financial matters as they relate to the emergency as directed by the Emergency Control Group;
- c) supervising the coordinator appointed for emergency telecommunications;
- d) maintaining an inventory of municipal communications equipment and facilities within the municipality which could, in an emergency, be used to augment existing communications systems;
- e) provision of communication devices (pager, cell phones, etc) and/or initiating the necessary action to ensure the telephone system at the municipal offices functions as effectively as possible, as the situation dictates;
- f) making arrangements to acquire additional communication resources during an emergency;
- g) providing direction to purchasing services for the provision and securing of equipment and supplies not owned by the Town of Milton, including an inventory of private sector communications equipment and facilities within the municipality which could, in an emergency, be used to augment existing community systems;
- h) liaising with purchasing agents of the neighbouring municipalities, if necessary;
- i) providing a list of vendors (including 24 hour contact numbers) who may be needed for the provision of supplies and equipment;
- j) coordinating and processing requests for human resources, including liaising with the Senior Manager, Human Resources for possible activation of the Volunteer Assistance and Registration Plan (see Appendix 3) if required;
- k) coordinating and processing request for web updates as required through appointed IT Staff involved with the Town's web site;
- l) coordinating and processing requests for GIS related information through the Town's GIS Co-ordinator;
- m) ensuring that records of expenses are maintained for future claim purposes;
- n) ensuring prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency;
- o) liaising with the Halton Region Commissioner of Corporate Services on financial matters of mutual interest or concern.
- p) mapping requirements in conjunction with the GIS Co-ordinator for the Emergency Control Group, Emergency Support Group, and Emergency Site Manager.

6.2.4 Director of Planning and Development

The Director of Planning and Development appointed for the Corporation of the Town of Milton, or designate, is responsible for:

- a) the provision of information on the structural integrity of buildings within the emergency area;
- b) liaising with the Director of Engineering to arrange for the damage assessments of critical infrastructure, to ensure continuity of service;
- c) providing advice to the Emergency Control Group to assist in decision-making regarding re-entry of the public in evacuated or damaged areas;
- d) issuing necessary permits and orders such as those related to demolition;

6.2.5 Senior Manager of Human Resources

The Senior Manager, Human Resources appointed for the Corporation of the Town of Milton, or designate, is responsible for:

- a) co-ordinating and processing requests for human resources and appeals for volunteers.
- b) selecting the most appropriate site for the registration of human resources and ensuring records of human resources and administrative detail that may involve financial liability are completed.
- c) when volunteers are involved ensuring that the Volunteer Registration Form (see Appendix 3) is completed and a copy is retained for records retention. All forms should remain part of the records in control of the Senior Manager of Human Resources and/or delegated persons.
- d) ensuring identification cards are issued to volunteers and temporary employees, where practical.
- e) co-ordinating the provision of training of volunteers as required.
- f) liaising with the Transit Co-ordinator for any transportation needs,
- g) maintaining a log to record all actions.

6.2.6 Transit Coordinator (Engineering Services)

The Transit Coordinator appointed for the Corporation of the Town of Milton, or designate, is responsible for:

- a) coordinating the acquisition, distribution, and scheduling of various modes of transport (i.e. school buses, motor coaches, trains, cars, and trucks) for the purpose of transporting persons and supplies, as required;
- b) liaising with the contracted public transit provider for the provision of buses, scheduling of non-standard routes, pick-up and drop-off points, and arranging emergency local refuelling points to minimize non-productive time for buses being used within the Town of Milton;
- c) liaising through the Director of Engineering Services, with the Emergency Control group to locate appropriate municipal vehicles and drivers, as required;
- d) ensuring that records are maintained of vehicles used, drivers and operators involved, and related expenses such as fuel usage;
- e) liaising with the Senior Manager, Human Resources for any transportation needs,
- f) where required, liaising with the persons staffing the Volunteer Registration function (see Appendix 3) to arrange for the completion of Volunteer Registration Forms for non-municipal employees providing transit and transportation services during the emergency.

- g) monitoring the operation of the site management and make suggestions where appropriate;
- h) exercising foresight as to future events in the management of the emergency such as resource requirements, weather, lighting, etc.;
- i) understanding laws and policies at all levels that must be taken into consideration during the management or recovery of the emergency;
- j) where possible conserving resources should the emergency heighten or lengthen in time, understanding that outside his/her emergency area the Emergency Control Group is managing overall operations, which may include other emergency sites
- k) maintaining a log of decisions made and actions taken, as well as taking part in the post-incident debriefing and assisting the Community Emergency Management Coordinator in the preparation of a report on the emergency.

PART 8 PLAN MAINTENANCE, TESTING, DEPARTMENTAL PROCEDURES

8.1 Annual Reviews and Evaluation of the Plan

At the call of the Community Emergency Management Coordinator, the Emergency Management Program Committee shall review and evaluate on an annual basis the Milton emergency management program and response plan. On behalf of the Emergency Management Program Committee, the Community Emergency Management Coordinator shall recommend to the Chief Administrative Officer changes to the Emergency Response Plan for Milton Council approval.

Likewise, any appendices and sub-plans, including but not limited to the Emergency Public Information Plan, the Volunteer Assistance and Registration Plan, and the Recovery Plan, are to be reviewed by the person responsible for them and, in conjunction with the Community Emergency Management Coordinator, any identified changes are to be made accordingly.

Each person, agency, service area or department listed in this plan is responsible for notifying the CEMC of any revisions, administrative changes or updated contact information affecting the Plan or its Appendices. For the purpose of keeping the Plan current, revisions to appendices and minor administrative changes will be made by the CEMC, without resubmitting the plan to the Emergency Management Program Committee or Milton Council for approval.

8.2 Training and Exercise Program

The Community Emergency Management Coordinator in conjunction with the Regional Emergency Management Coordinator is responsible for conducting annual training and Emergency Plan exercises for the Emergency Control Group and Emergency Operations Centre staff. Recommendations resulting from such exercises are to be incorporated into the next edition of this plan.

Review of the Emergency Response Plan, testing and exercises are mandated to be done at least once per year under the requirements of the Emergency Management and Civil Protection Act and Regulations.

8.3 Departmental Emergency Procedures

Each service area or department involved with this emergency response plan is required to prepare supplementary departmental or functional emergency procedures to support the Emergency Response Plan and business continuity, outlining how they will execute their assigned responsibilities under the Plan. These will be incorporated as appendices to this document. A copy of each department’s internal emergency procedures, guidelines and alerting systems, as well as any functional updates, is to be forwarded to the Community Emergency Management Coordinator for review and inclusion with this document.

PART 9 Glossary, Definitions, and Acronyms

This emergency plan may be cited as the “**Town Emergency Response Plan**”

Citizen Inquiry Service	A service established to respond to and redirect inquiries and reports from the public.
Community Emergency Management Co-ordinator	The person designated by the Council responsible for the maintenance, revision and distribution of this plan and the co-ordination of emergency exercises. This person will also act as the liaison with the Halton Region Emergency Management Co-ordinator.
Duty Inspector	The Duty Inspector is a member of the Halton Regional Police Service and is responsible on a 24 hour basis to the Deputy Chief of Police for the general operations of the Halton Regional Police.
Emergency	A situation or impending situation which by its nature or magnitude affects the health, safety, welfare and property of the community and requires a controlled and co-ordinated response.
Emergency Control Group (ECG)	That group of individuals that direct those services necessary for mitigating the effects of the emergency. The Chief Administrative Officer is responsible for co-ordinating the actions of the Group.
Emergency Site Manager (ESM) or Incident Command Manager	Appointed by the Town Emergency Control Group to ensure the agencies responding to the site of the emergency are coordinated in their response. The E.S.M. communicates directly with the Chief Administrative Officer at the Town Emergency Control Group.
Emergency Support Group (ESG)	That group of individuals that provide assistance of an informational and logistical nature in an effect to assist the Control Group in the making of informed decisions.
Evacuation Centre	An evacuation centre is a facility used to register and provide care/shelter to persons displaced by the emergency.
Halton District School Board(s) Representatives	A designated person who represents the Halton District School Board and a designated person who represents the Halton Catholic District School Board.
Inner Perimeter	A restricted area in the immediate vicinity of the emergency scene as established by the On-Scene Commander of the lead agency in conjunction with the other responding emergency services. Access to the inner perimeter is restricted to those essential emergency personnel actively involved in the incident.
Site Manager; Incident Command Manager; On- Scene Commander	The person in charge of an essential emergency service (police, fire, ambulance) at the scene of the incident.
On-scene Media Co-ordinator	The ‘On Scene Media Co-ordinator’ will be appointed by the ‘Emergency Site Manager’ at the time of the emergency. It is their responsibility to co-ordinate the accurate dissemination of information to the media and ensure the information given the media is also provided to the Emergency Control Group.
Outer Perimeter	The geographic area surrounding the inner perimeter. This area will serve as a co-ordination and assembly point for essential emergency personnel. Access to the outer perimeter is restricted to essential emergency personnel as determined by the Emergency Site Co-ordinator.