



TOWN OF MILTON COMMUNITY EMERGENCY RESPONSE PLAN

Page { PAGE } Last Update March 2004

INTRODUCTION

In order to protect residents, businesses and visitors, the Town of Milton requires a coordinated emergency response by a number of agencies under the direction of the Community Control Group. This response plan has been prepared to provide key officials, agencies and departments of the Town of Milton important emergency response information related to arrangements, services and equipment and roles and responsibilities during an emergency.

AIM OF PLAN

To make provision for the extraordinary arrangements and measures that may have to be taken to safeguard the health, safety, welfare and property of the inhabitants of the Town of Milton, by the efficient deployment of the Town's services, agencies and personnel when faced with an Emergency.

LEGISLATION

The Emergency Management Act is the legal authority enabling 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;
- and may take such action and may make such orders as s/he considers necessary and are not contrary to law to implement the Emergency Response Plan of the municipality, and
- to protect the property, health and safety and welfare of the inhabitants of the emergency area.

DEFINITION OF AN EMERGENCY

Emergencies are defined as a situation or 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.

While every type of emergency could occur within the Town of Milton, the most likely that could occur, based on the hazards or risks that the Milton community could face, are:

Natural Emergencies:

Floods, tornados, hurricanes, windstorms, blizzards, earthquakes

Human-Caused Emergencies:

Transportation accidents involving hazardous materials, explosion, aircraft or rail crash, toxic or flammable gas leaks, electrical power black outs, building or



TOWN OF MILTON COMMUNITY EMERGENCY RESPONSE PLAN

Page { PAGE } Last Update March 2004

structural collapse, uncontrollable fire, or any other incident likely to endanger property, health, safety and welfare of the Milton community.

Whenever an emergency occurs or threatens to occur, the initial and primary responsibility for providing immediate assistance and control rests with the affected department or agency within the municipality, in consultation with the Chief Administrative Officer.

ACTIVATING THE PLAN

Upon receipt of a warning of a real or potential emergency, ***the responding department*** will immediately contact the Halton Regional Police Services to request that the notification system be activated. The ***responding department*** will also contact the Chief Administrative Officer with further details.

EMERGENCY NOTIFICATION SYSTEM

The ***Halton Regional Police Services will notify all members*** of Milton's Community Emergency Control Group listed on Appendix "1". Emergency Support Group members upon being notified by the Town Clerk must notify their staff and volunteer organizations and proceed to the Emergency Operations Centre.

Where a threat of an impending emergency exists, the Community Emergency Control Group will be notified and placed on standby.

PRE-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 action under the Town of Milton Community Emergency Response Plan as may be required to safeguard the health, safety, welfare and property of the inhabitants of the Town of Milton.

DECLARATION AND TERMINATION OF AN EMERGENCY

The Head of Council (***Mayor***) or Acting Mayor of the Town of Milton is responsible for declaring that a municipal emergency exists. This decision will be made in consultation with all or some of the other members of the Community Emergency Control Group. Upon declaration, the Mayor will notify:

- Ministry of Public Safety and Security (Emergency Measures Ontario)
- Town Council
- Regional Chair
- the Public
- neighbouring Municipal Officials, as required.



TOWN OF MILTON COMMUNITY EMERGENCY RESPONSE PLAN

Page { PAGE } Last Update March 2004

The Head of Council (**Mayor**) or Acting Mayor, the Town Council or the Premier of Ontario, may terminate a municipal emergency at any time. Upon termination the same individuals that were notified of the declaration shall be notified of the termination.

SCALES OF EMERGENCY AND REQUESTS FOR ASSISTANCE

(a) Town of Milton Departments and Other Agencies

Where a situation cannot be adequately dealt with under existing division of statutory responsibilities and areas of mutual cooperation, the **Chief Administrative Officer** shall coordinate and control all departments of the Town of Milton that may be required to deal with the situation.

When the Town of Milton's Emergency Response Plan is implemented, assistance may be requested for personnel and resources related to the:

- Region of Halton's Contingency Plan for Spills of oil and other hazardous materials,
- the Region of Halton's Evacuation Center Plan,
- the Region of Halton's Allendale Emergency Plan;
- Conservation Halton's Flood Contingency Plan, and
- Grand River Conservation Authority Flood Contingency Plan.

(b) Assistance from Regional Emergency Coordinator

Where the resources of the Town of Milton are deemed to be insufficient to deal with the emergency, **the Mayor** may request assistance from the Region of Halton at any time by contacting the Regional Emergency Coordinator. The request 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.

(c) 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 from the Region of Halton is required, the **Mayor** will request the Regional Chair to activate the Region of Halton Emergency Response Plan. Activation of the Region of Halton Emergency Plan will supersede the Town of Milton Emergency Plan.

(d) Assistance from Province

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 Plan.



TOWN OF MILTON COMMUNITY EMERGENCY RESPONSE PLAN

Page { PAGE } Last Update March 2004

Assistance may also be requested from the Province of Ontario at anytime without any loss of control or authority. Such request can be done by contacting the local office of the appropriate Provincial Ministry, Emergency Management Ontario or the local Ontario Provincial Police Office.

EMERGENCY OPERATIONS CENTRE (EOC)

Upon notification, the Community Emergency Control Group will report to the Emergency Operations Centre determined for the emergency. (See Appendix "11") 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 Regional Emergency Planning Coordinator will arrange access and set-up of the Emergency Operations Centre at the primary operating point location.

The **Community Emergency Management Coordinator** will arrange access and set up of the Emergency Operations Centre for all other operating point locations.

TOWN OF MILTON COMMUNITY 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 Community Emergency Control Group coordinating all operations and ensuring that the Emergency Operations Centre operates on a business cycle (regular meetings).

The Milton Community 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) Regional Chief of Police
- (d) Milton Fire Chief
- (e) Milton Director of Community Services
- (f) Milton Director of Engineering Services
- (g) Regional Commissioner of Social & Community Services
- (h) Regional Medical Officer of Health
- (i) Emergency Measures Services for Region of Halton (Ambulance)
- (j) Emergency Planning Coordinator for the Region of Halton
- (k) Town Clerk –for Call Out Staff Support Group (s)



TOWN OF MILTON
COMMUNITY EMERGENCY RESPONSE PLAN

Page { PAGE } Last Update March 2004

- (l) Community Emergency Management Coordinator
- (j) Public Information Officer
- (k) Emergency Site Manager (if required)

Additional agencies (and affected plans) called or added to the Emergency Control Group may include representation from: (see Appendix 5)

- (a) Ontario Provincial Police
- (b) Halton Region Conservation Authority
- (c) Grand River Conservation Authority
- (d) Milton Hydro
- (e) Halton District Board(s) of Education
- (f) Region's Emergency Planning Advisory Committee
- (g) Milton Red Cross
- (h) Any other officials, experts or representatives deemed necessary by the Emergency Control Group depending on the emergency.

RESPONSIBILITIES

Milton Community Emergency Control Group (individual members)

Upon activation of the plan, **each member** of the Community 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 discussed 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) participating in the debriefing and recovery plan process concerning the emergency

Milton Emergency Community Control Group (as a group)

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

- (a) determining composition of the Emergency Control Group are appropriate
- (b) confirming / determining the location of the Emergency Operations Centre
- (c) recommending to the Mayor whether the declaration of an emergency is advisable



TOWN OF MILTON COMMUNITY EMERGENCY RESPONSE PLAN

Page { PAGE } Last Update March 2004

- (d) if required, designating an "Emergency Area" and appointing an Emergency Site Manager (ESM)
- (e) ordering and coordinating the evacuation of inhabitants considered to be in danger
- (f) discontinuing utilities or services provided by the public or private operators (ie hydro, gas, closing down a shopping mall)
- (g) arranging for services and equipment from local agencies NOT under municipal control (ie private contractors, volunteer organizations, service clubs, transit, school boards)
- (h) 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
- (i) determining if additional volunteers are required and if appeals for volunteers are warranted
- (j) determining if additional transport is required for evacuation or transport of persons, special populations, family pets and/or supplies
- (k) determining the need to establish advisory groups and/or sub-committees to assist with the Emergency Control Group
- (l) authorizing expenditures required to deal with the mitigation efforts of the emergency.

The Operations Officer/CAO will chair the meetings of the Community Emergency Control Group. Members of the Community Emergency Control Group will gather at regular intervals to inform each other of actions taken and problems encountered. The **Operations Officer** (CAO) will determine the frequency of the business cycles and agenda items.

Meetings will be kept as brief as possible thereby allowing the Community Emergency Control Group members to carry out their individual responsibilities. All actions and decisions will be promptly and prominently displayed on status boards and maps updated, following each business cycle by the **Town Clerk** or his designate.

Head of Milton Council

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

- 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
- official spokesperson / addressing the media directly on questions as a result of the pre-approved news releases issued by the Public Information Officer.



TOWN OF MILTON
COMMUNITY EMERGENCY RESPONSE PLAN

Page { PAGE } Last Update March 2004

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
- (b) notifying the Town Clerk of the emergency, for notification of the Emergency Support Group and Milton Council and a call out to those required to provide assistance (See Appendix 4)
- (c) as the Operations Officer, coordinate all operations and departments within the Emergency Operations Centre, including the scheduling of regular business 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 Community Emergency Control Group and the Emergency Site Manager.

Halton Region Chief of Police

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

- (a) activating the Milton Emergency Alerting System and ensuring that all members of the Community Emergency Control Group (or back up designates) are notified when activated by the first responding department
- (b) notification of necessary emergency services, as required
- (c) the establishment of an on-site command post through police 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



TOWN OF MILTON COMMUNITY EMERGENCY RESPONSE PLAN

Page { PAGE } Last Update March 2004

- (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) the designation and opening of evacuee centres, as required, in the event of a sudden emergency and before the Region's Commissioner of Social & Community Services can be reached
- (j) liaising with the Region's Commissioner of Social & Community Services regarding the establishment and operation of local and/or regional evacuation centres
- (k) the protection of life and property and the provision of law and order
- (l) the provision of police / security services in the Emergency Operations Centre, any evacuation centres, morgues and other facilities as required
- (m) notifying the Coroner of Fatalities
- (n) liaising with the other levels of police agencies as required
- (o) when required, providing an Emergency Site Manager for appointment by the Milton Emergency Control Group.

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 and notifying Chief Administrative Officer of pending emergency
- (b) providing the Community Emergency Control Group with information and advice on firefighting and rescue matters
- (c) establishing an ongoing communication link with the designed fire official 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) 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.
- (f) when required, providing an Emergency Site Manager for appointment by the Milton Community Control Group
- (g) maintaining and housing the mutual aid fire plans and agreements
- (h) maintaining and housing the critical infrastructure (and municipal risk assessment) manual for the Town of Milton and related agencies.



**TOWN OF MILTON
COMMUNITY EMERGENCY RESPONSE PLAN**

Page { PAGE } Last Update March 2004

Milton Director of Community Services

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

- (a) activating the emergency notification system in consultation with the Chief Administrative Officer through Halton Regional Police Services
- (b) arranging for opening and operation of municipal 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
 - transportation (e.g. transit buses) as requested by the Community Emergency Control Group
 - municipal arenas as temporary morgues as required by Halton Regional Police Services
 - a support facility for Town employees called out to an emergency for their spouses and families (See Appendix 11)
- (e) liaising with Regional Commissioner of Social and Community Services on areas of mutual concern if required
- (f) direct staff responsible for making contacts for volunteer recruiting in partner with citizen groups, service clubs and agencies, including completion of volunteer registration forms
- (g) when required, providing an Emergency Site Manager for appointment by the Milton Emergency Control Group.

Milton Director of Engineering Services

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

- (a) activating the emergency notification system in consultation with the Chief Administrative Officer through Halton Regional Police Services
- (b) providing the Community Emergency Control Group with information and advise on operational matters, when requested
- (c) establishing an ongoing communication link with designed operations staff on site to ensure coordinated response
- (d) the provision of:
 - municipal equipment and personnel for operation of the equipment
 - sources for special equipment (eg. cranes, bulldozers, pumps)



TOWN OF MILTON COMMUNITY EMERGENCY RESPONSE PLAN

Page { PAGE } Last Update March 2004

- sources for equipment relating to emergency pumping stations, emergency portable 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 (eg. area municipal equipment aid agreements)
 - engineering services or assistance
 - assistance in clean-up operations and report of damages where there is a municipal responsibility
- (e) the construction, maintenance and repair of town roads, streets and public ways
- (f) liaising with
- the Regional Commissioner of Public Works for the maintenance of sanitary sewers and water systems
 - public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions
 - flood control, conservation and environmental agencies and being prepared to take preventative action
 - Regional Commissioner of Public Works on areas of mutual concern as required (e.g. Halton Region Spills Team)
- (g) when required, providing an Emergency Site Manager (e.g. Flood Emergency) for appointment by the Milton Emergency Control Group.

Halton Region Commissioner of Social and Community Services

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

- (a) implementing the Region of Halton's Emergency Evacuation Centre Plan; liaise with ***Milton's Director of Community Services*** regarding evacuation facilities under the jurisdiction of the Town of Milton
- (b) liaising with the Regional Medical Officer of Health in areas of mutual concern regarding health needs/inspections of evacuation centers
- (c) liaising with the Region of Halton Social Services Department as required for staffing of evacuation centres in conjunction with the Regional Health Department and designated volunteer agencies for the registration, feeding, care, clothing, welfare and shelter of persons and family pets, using the centres.
- (d) liaising with the Halton District School Boards when facility(s) is/are required as evacuation centre(s) and that staff and volunteers utilizing the school facility(s) take direction from the Board appointed representative(s).



**TOWN OF MILTON
COMMUNITY EMERGENCY RESPONSE PLAN**

Page { PAGE } Last Update March 2004

- (e) to coordinate use, operation and maintenance of the facilities being utilized as evacuation or reception centres.

Halton Region Medical Officer of Health

The Medical Officer appointed for the Corporation of the Regional Municipality of Halton, or designate is responsible for:

- (a) acting as a coordinating link for all health services on the Town of Milton's Emergency Control Group
- (b) liaising with local hospital administrator to advise of the potential emergency
- (c) liaising with the appropriate provincial offices for health and environment matters
- (d) providing advice on any matters which may adversely affect public health and safety
- (e) coordinating the Town's response to disease related emergencies or anticipated emergencies such as epidemics according to the Ministry of Health policies
- (f) liaising with the appropriate ambulance service representatives; volunteer and private agencies for augmenting and coordinating public health resources
- (g) ensure coordination of care of bed-ridden and special populations at home and in evacuation centres
- (h) provide health status needs and needs in evacuation centres (health inspections; medical attention to evacuees)

In consultation with Milton's Director of Engineering Services:

- (i) advise of the need for potable water supplies and sanitation facilities
- (l) participate in post emergency assessment of the environment in conjunction with the Ministry of Energy and Environment and the Regional Public Works Department

Halton Region Emergency Medical Services (Ambulance)

The designated representative of the ambulance service for the Regional Municipality of Halton is responsible for:

- (a) liaison with the police, fire, and other agencies active at the site of the emergency
- (b) ensuring triage (the sorting of and allocation of treatment of patients or victims to a system of priorities designed to maximize the number of survivors) at the emergency site
- (c) liaising with and notifying hospitals for the efficient distribution of casualties



TOWN OF MILTON COMMUNITY EMERGENCY RESPONSE PLAN

Page { PAGE } Last Update March 2004

- (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, paramedics, ambulance helicopters, etc.)
- (f) liaison with the Regional Medical Officer of Health for information
- (g) providing the main radio and telephone communication link among health service providers and notifying and requesting assistance from the Ministry of Health

Halton Region Emergency Planning Co-ordinator

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

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

Milton 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 Community 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, (eg. record keeping, photocopying)
- (d) arranging for printing of material, as required



TOWN OF MILTON COMMUNITY EMERGENCY RESPONSE PLAN

Page { PAGE } Last Update March 2004

- (e) disseminate to the Public Information Officer, emergency declarations, updates and pertinent information relative to the emergency for Council and media updates.
- (e) upon direction by the Mayor, arranging special meeting(s) of Council, as required, and advising members of Council of the time, date, location of the meeting.

In the role of **Community Emergency Management Coordinator**

- (a) ensuring that all other operating point locations identified as Emergency Operations Centres is accessible and equipped in the event the primary operating point is not selected by the Emergency Control Group.
- (b) notifying Halton Regional Police Services that security is required for the Emergency Operations Centre and registration of Emergency Control Group
- (c) notifying the appropriate senior managers to contact their support staff responsible for ensuring the necessary plans, maps, supplies and equipment is available to operate the business cycles of the Emergency Operations Centre.
- (d) obtaining or providing advice and clarification on the Community Emergency Response Plan
- (e) ensuring that the operating cycle is met by the Emergency Control Group member and that related documentation is maintained and kept for future reference.
- (f) on behalf of the Emergency Management Committee recommending to the Chief Administrative Officer changes to the response plan for Milton Council approval.
- (f) arranging for annual training and emergency plan exercises.

Milton Public Information Officer

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, Community Support Groups, Media Coordinators (ie. regional, provincial, federal, private industry) and the Citizen Inquiry Officer.
- (b) ensuring that the media centre established by the Community Emergency Control Group is set up and staffed
- (c) attend the business cycle meetings of the Community 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 or for emergency services personnel and the media on behalf of the corporate spokespersons.



TOWN OF MILTON COMMUNITY EMERGENCY RESPONSE PLAN

Page { PAGE } Last Update March 2004

- (d) notify the following groups of the telephone number of the media centre. (Milton Council, media, community control group, support groups, switchboard, Milton library, town and emergency services, police public relations officer, neighbouring communities, citizen inquiry officer, any other appropriate person, agency or business.
- (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) appoint a Citizen Inquiry Officer and 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
- (h) monitoring news coverage and correcting any erroneous information

The Chief Administrative Officer and/or Mayor will address the media directly on questions as a result of the news releases.

Milton Emergency Site Manager

The Emergency Site Manager is the lead individual appointed to manage the emergency site by the Community Emergency Control Group. The Emergency Site Manager is responsible for:

- (a) ensuring that priorities, tasks and tactics have been established to contain the problem; request assistance from responding agencies for communication and other emergency site management tools
- (b) ensuring that responding agencies are aware of human and material resources that are available to mitigate the emergency
- (c) ensuring agencies address the need for their staff with regards to stress, fatigue, food, shelter and relief
- (d) maintaining a communication link with the Operations Officer (CAO) at the Community Emergency Control Group for the flow of accurate information and assistance in management of the emergency; mediate conflicts between agencies and to contact Milton's Operations Officer (CAO) should s/he be unable to resolve the matter
- (e) ensuring that responding agencies meet to update/exchange information and/or re-evaluate on a regular basis; call meetings of the responding agency commanders for information sharing, establishing objectives in the site management and prioritizing limited resources where applicable
- (f) monitoring the operation of the site management and make suggestions where appropriate
- (g) exercising foresight as to future events in the management of the emergency such as resource equipment, weather, lighting, etc.
- (h) understanding laws and policies at all levels that must be taken into consideration during the management or recovery of the emergency
- (i) where possible conserving resources should the emergency heighten or



TOWN OF MILTON COMMUNITY EMERGENCY RESPONSE PLAN

Page { PAGE } Last Update March 2004

lengthen in time, understanding that outside the emergency area the Community Emergency Control Group is managing the day-to-day operations.

TOWN OF MILTON SUPPORT GROUP AND ADDITIONAL STAFF

(Appendix '4')

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

The Emergency Support Group will gather and operate from an area in the same building as the Community Control Group unless notified otherwise by the Chief Administrative Officer or the Town Clerk.

The following may be required to provide support, logistics and advice to the Emergency Control Group:

- a) Emergency Staff Support identified on Appendix "4b"
- b) Citizens Inquiry Officer
- c) Town Solicitor
- d) Director Corporate Services and Telecommunications Staff
- e) Director of Planning and Development and Building Services
- f) Economic Development Officer (Emergency Management Committee)
- g) Administrative Assistants to assist as determined by CAO and Community Emergency Control Group
- h) Other personnel or representatives of specialist agencies or organizations that may be needed as the situation dictates (e.g. Milton District Hospital, District Board(s) of Education)

RESPONSIBILITIES

Citizens Inquiry Officer

The Citizens Inquiry Officer appointed by the Public Information Officer is responsible for:

- (a) establishing and informing the Public Information Officer of a citizen inquiry service, including the appointment of personnel and designation of telephone lines
- (b) informing the affected emergency services, the Community Emergency Control Group and Town switchboard(s) and Milton Public Library of the establishment of a citizen inquiry service and designated numbers
- (c) ensuring liaison with the Public Information Officer to obtain current information on the emergency



TOWN OF MILTON COMMUNITY EMERGENCY RESPONSE PLAN

Page { PAGE } Last Update March 2004

- (d) managing information for inquiries and reports from the public based upon information from the Public Information Officer (eg. school closings, access routes, location of evacuation centres).
- (e) 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.
- (f) responding to and redirecting inquiries pertaining to persons who may be located in evacuation and reception centres to the registration and inquiry telephone number
- (g) arranging activation of web protocol site
- (g) procuring staff to assist, as required. (ie Milton Public Library)

The 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 Community 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, as requested.

Director of Corporate Services

The Director of Corporate Services (and 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) supervise the coordinator appointed for emergency telecommunications
- (d) ensuring the opening, operating and staffing of the Town Hall switchboard
- (e) maintaining an inventory of municipal communications equipment and facilities within the municipality which could, in an emergency, be used to augment existing communications systems
- (f) 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
- (g) making arrangements to acquire additional communication resources during an emergency
- (h) 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
- (i) liaise with purchasing agents of the neighbouring municipalities, if necessary



TOWN OF MILTON COMMUNITY EMERGENCY RESPONSE PLAN

Page { PAGE } Last Update March 2004

- (j) maintaining and updating a list of vendors (including 24 hour contact numbers) who may be required to provide supplies and equipment
- (k) coordinating and processing requests for human resources, as required (including registration, records management, etc.)
- (l) coordinating and processing request for web updates as required through appointed IT Staff involve with the Town's live web site.
- (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) liaison with the "Treasurer" of the Regional Municipality of Halton.

Director of Planning and Development and Building Services

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

- the provision of information on the structural integrity of buildings within the emergency area
- all mapping requirements for the Community Control Group and Emergency Site Manager.

DEPARTMENT PROCEDURES

Each service area or department involved with this emergency response plan is encouraged to prepare supplementary departmental or functional emergency procedures or guidelines to enhance the Milton Community Emergency Response Plan. A copy of the department/functional guideline document will be forwarded to the Community Emergency Management Coordinator for placement at the Emergency Operations Centers.

ANNUAL REVIEWS AND EVALUATION OF THE PLAN

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

Each service area or department is responsible for notifying the Chief Administrative Officer of any administrative changes or contact information affecting the appendices as they are know. For the purpose of keeping the plan current, revisions to appendices and minor administrative changes will be made by the CAO's Office, without resubmitting the plan to the Emergency Management Committee or Milton Council for approval.



TOWN OF MILTON COMMUNITY EMERGENCY RESPONSE PLAN

Page { PAGE } Last Update March 2004

TRAINING AND EXERCISE PROGRAM

The Community Emergency Management Coordinator in conjunction with the Regional Emergency Management Coordinator is responsible for conducting annual training and plan exercises for the Community Control Group and Emergency Operations Centre staff.

PUBLIC AWARENESS PROGRAM

Public awareness and support is an important element of an emergency management program.

The Chief Administrative Officer in conjunction with the Community Emergency Management Coordinator is responsible for making staff, elected officials and additional agencies aware of their assigned functions and responsibilities in an emergency.

Senior Managers for each service area will ensure that Supervisors educate new staff (via the orientation package) and remind existing staff of their roles and responsibilities.

Recommended venues for communicating emergency awareness to the public include:

- National Emergency Planning Week (proclamation, displays at Town facilities)
- Corporate Newsletter - feature articles
- Response Plan availability on Town Website
- Fire Prevention Week (display at Town facilities; open houses, etc.)
- Corporate Training Programs and Simulated Emergency Exercises
- Communication partner with Region of Halton (Personal Emergency Preparedness Guide)
- Seasonal availability of information to the public (winter power failures, winter driving)
- Posters and Disaster Maps displays in Town facilities