

## GLOSSARY OF TERMS

- 1. Agency Incident Commander**  
The individual in charge of an agency's emergency response at the Emergency Site. He/she reports operationally to the senior agency representative in the MEOC and coordinates with the ESM as a member of the Emergency Site Team.
- 2. Area Municipalities**  
The eight local municipalities that comprise the Regional Municipality of Durham: The Cities of Oshawa and Pickering, the Towns of Ajax and Whitby, the Municipality of Clarington and the Townships of Brock, Scugog and Uxbridge.
- 3. CAER (Community Awareness and Emergency Response)**  
A program of the Canadian Chemical Producers Association (CCPA) that promotes cooperation between industry, local government and the public in improving community awareness and developing community emergency plans.
- 4. CANUTEC (Canadian Transport Emergency Centre)**  
A bilingual advisory service offered by Transport Canada for response personnel involved in dangerous goods or HAZMAT incidents. CANUTEC is staffed on a 24/7 basis by professional chemists experienced and trained in interpreting technical information and providing emergency response advice.
- 5. CEMC**  
The individual tasked with writing, testing, exercising, evaluating, revising, maintaining and distributing this Emergency Plan and other key "Contingency Plans" for the Municipality. During an emergency situation the Emergency Planning Coordinator acts as Secretary to the Municipal Control Group and as Duty Officer in the Municipal Emergency Operations Centre. For the town of Whitby, the Emergency Planning Coordinator is the Fire Chief.
- 6. Citizen Inquiry Centre (CIC)**  
An Information Centre set up in the Town Hall or other central location for the purpose of responding to and redirecting inquiries made by the public during an emergency. As the designated location for individual citizen inquiries, the CIC will release information to the public and offer advice that has been prepared by the Public Information Coordinator and approved by the Municipal Control Group.
- 7. Citizen Inquiry Services Supervisor**  
The Whitby Director of Planning will act as the Citizen Inquiry Services Supervisor during an Emergency. He/She is responsible to the PIC for the location, organization, equipment, personnel, supervision and operation of the CIC in accordance with the Whitby Media Relations Plan;

- 8. Chief Administrative Officer (CAO)**  
The senior non-elected official of the municipality, responsible for coordinating the provision of all municipal functions and services. When the Municipal Emergency Operations Centre is activated the CAO becomes the “Operations Officer”, responsible for coordinating all emergency response activities within the Municipality.
- 9. Commissioner and Medical Officer of Health (MOH)**  
Commissioner and Medical Officer of Health for the Regional Municipality of Durham or designated alternate.
- 10. Commissioner of Social Services**  
The Commissioner of Social and Community Services for the Regional Municipality of Durham or designated alternate.
- 11. Critical Infrastructure**  
Critical infrastructure is the interdependent, interactive, interconnected networks of institutions, services, systems and processes that meet vital human needs, sustain the economy, protect public safety and security, and maintain continuity of and confidence in government.
- 12. Designated Alternate**  
An individual who serves as an alternate to the primary member of the Municipal Control Group or the Municipal Advisory & Support Staff. Alternates may be designated “Acting” or “Representative” but have the full authority and responsibility of the primary member when attending the Municipal Emergency Operations Centre. Designated Alternates are normally specified in the Emergency Plan.
- 13. Director of Corporate Services**  
The Clerk of the Corporation of the Town of Whitby.
- 14. Durham Emergency Management Office (DEMO)**  
The regional organization charged with coordinating the effective response of all Durham Regional Services in an emergency. A representative of DEMO will attend all MEOC meetings and specifically will coordinate the provision of Regional Health and Social Services.
- 15. Duty Officer**  
Is responsible for coordinating the detailed operation of the Municipal Emergency Operations Centre under the direction of the Operations Officer. This function may be carried out by the Emergency Planning Coordinator or alternate.

- 16. Emergency Information**  
During an emergency, consistent messages must come from a single recognized source – the community’s Emergency Information Officer (or Coordinator).
- 17. Emergency Information Officer (EIO)**  
The Whitby Director of Marketing is the EIO and is responsible for all media coordination with the Municipal Control Group. The EIO reports to the Operations Officer and works closely with the Site Media Spokesperson and the Citizen Inquiry Services Supervisor.
- 18. Emergency Management Ontario (EMO)**  
The department of the Ontario Ministry of the Solicitor-General responsible for coordinating the emergency response of all provincial government ministries and agencies. EMO is the single point of contact for municipalities wishing to access provincial resources in an emergency and is also the conduit for accessing federal assistance through OCIEP. EMO can provide experienced field officers to assist municipalities either in Emergency Planning or in an actual Emergency Response.
- 19. Emergency Management Program Committee**  
The emergency management program committee is the critical management team that oversees the development, implementation and maintenance of a community’s emergency management program.
- 20. Emergency Notification System**  
The procedure for notifying all required Municipal Control Group members and other Municipal Advisory & Support Staff that an emergency or the threat of an emergency exists. They may or may not be instructed to report to the Municipal Operations Centre immediately, depending on the situation.
- 21. Emergency Site**  
The Emergency Site is the geographic location where the emergency occurs or exists and where the immediate impact is greatest. In a large scale emergency there may be one or more Emergency Sites.
- 22. Emergency Site Manager (ESM)**  
A senior officer(s) from a lead response agency appointed by the Municipal Control Group to ensure that all emergency response activity at the emergency site is coordinated. The Emergency Site Manager is the direct link between the operations at the Emergency Site and the planning and support activities at the Municipal Emergency Operations Centre.
- 23. Evacuation Route**  
A designated transportation route designed to direct evacuees out of the area while providing unimpeded access for arriving emergency response

vehicles. Durham Region Police Service is responsible for designating and controlling evacuation routes.

**24. Exercise**

A simulated emergency situation that tests an emergency plan and trains the personnel involved. Exercises may vary in complexity from simple case studies and paper exercises to more complex and sophisticated table top, telecommunications and field exercises.

**25. Exercise Program**

A series of increasingly complex and sophisticated exercises over period of three to five years, aimed at developing the emergency response capability of a particular agency or a municipality. The primary purpose of the program is to train the participants by progressively developing their skills.

**26. Evacuee Centre**

See Reception/Evacuation Centre.

**27. Fire Chief (CEMC)**

The Fire Chief of the Corporation of the Town of Whitby or designated alternate.

**28. Fire Media Spokesperson**

A representative of the Fire Service trained in effective Media Relations who can assist the Site Media Spokesperson by providing specific Fire Service related information to the Media at the Site. The Fire Media Spokesperson does not speak directly on behalf of the ESM and provides information only at the request of and in cooperation with the Site Media Spokesperson appointed by the ESM.

**29. First Responders**

Emergency response personnel who are normally the first to respond to any emergency. They include the Fire department, the Police Service and Ambulance (EMS) personnel. Depending on the emergency, representatives of Public Works, municipal utilities, or transportation and industry may also be first responders.

**30. Hazard Identification (HIRA)**

The first step toward the creation of a community risk profile is the identification of hazards – natural, technological, and human-caused.

**31. Mayor**

The municipally elected official designated as Head of the Council of the Corporation of the Town of Whitby or designated alternate.

- 32. Media Information Centre**  
A location at, or near, the Municipal Emergency Operations Centre where the Media are assembled for Media Releases, Updates and Press Conferences. This location will be determined by the Public Information Coordinator.
- 33. Municipality**  
The Corporation of the Town of Whitby
- 34. Municipal Advisory & Support Staff (MA&SS)**  
Key personnel with specialized expertise and knowledge who act as advisors and provide administrative and communications support to the Municipal Control Group.
- 35. Municipal Control Group (MCG)**  
Designated Senior Management of the Municipality who advise the Mayor and collectively act as the main decision making authority when the Emergency Plan is activated.
- 36. Municipal Emergency Operations Centre (MEOC)**  
A predesignated secure location where the Municipal Control Group, the Municipal Advisory & Support Staff and other specialized staff assemble to manage and direct the overall response to the emergency.
- 37. Office of Critical Infrastructure Protection and Emergency Preparedness (OCIPEP)**  
The federal agency responsible for both emergency preparedness for disasters and critical infrastructure protection. Previously known as Emergency Preparedness Canada (EPC), this new organization remains the federal point of contact for Emergency Planning and Response.
- 38. Operations Officer**  
The Chief Administrative Officer is designated the “Operations Officer” when the Municipal Control Group is assembled and the Municipal Emergency Operations Centre is activated. The Operations Officer is responsible for coordinating all activities in the Municipal Operations Centre and is the direct link with the Emergency Site Manager for operational and logistical support.
- 39. Perimeter - Inner**  
The danger zone immediately surrounding the Emergency Site. This area is established by the Emergency Site Team and access is restricted to those essential authorized personnel directly involved in mitigating the emergency.
- 40. Perimeter - Outer**  
An area surrounding the inner perimeter, designated by the Emergency Site Manager with restricted access. This area is normally used by emergency

responders as a logistical support and staging area for coordinating additional incoming emergency personnel and resources.

**41. Police Chief**

The Chief of Police Services for the Regional Municipality of Durham or designated representative.

**42. Police Media Relations Spokesperson**

A representative of the Durham Region Police Service trained in effective Media Relations who will act as the Site Media Spokesperson in a municipal emergency.

**43. Reception/Evacuation Centre**

A predesignated location where evacuated residents are voluntarily registered and provided with food, clothing, personal services and lodging as necessary. These Emergency Social Services are normally provided by specialized volunteer agencies such as The Red Cross under the overall direction and coordination of Regional Social Services.

**44. Region**

The Regional Municipality of Durham.

**45. Risk**

The probability of an emergency situation occurring as measured against the impact that the emergency situation would have on the Municipality.

**46. Site Media Centre**

The location at or near the Emergency Site where the Media are assembled for Media Releases, Updates and Press Conferences. This location will be determined by the Site Media Spokesperson with the approval of the Emergency Site Manager.

**47. Site Media Spokesperson**

The Durham Regional Police Service (DRPS) Media Relations Officer or alternate will normally be designated as the Site Media Spokesperson. This individual is responsible for coordinating the fast, accurate dissemination of information to the media at the site. The Site Media Spokesperson speaks for all agencies on the site and reports operationally to the Emergency Site Manager. The Site Media Spokesperson works closely with the Public Information Coordinator at the MEOC to ensure that all information released to the Media from the scene is consistent with information being released by the PIC at the MEOC Media Information Centre.

**48. Sheltering in Place**

The process of confining residents to their homes, offices, schools etc rather than evacuating them from the danger area. Sheltering in Place is often the

preferred option when movement outside is potentially hazardous to the evacuees. (Eg active chemical leak or toxic plume). This option is most often used in school emergency plans as it facilitates control of the students until they can be safely moved or returned to their parents.

**49. Staging Area**

The area located between the Inner and Outer Perimeters of the Emergency Site. This is a logistical assembly area where incoming vehicles, personnel and equipment are held until required for use. It is also the area for rest and feeding for all personnel directly involved in the emergency response. The Staging Area is established and controlled by the Emergency Site Manager.

**50. Triage**

The sorting and stabilizing of casualties according to a system of priorities to minimize loss of life.

**51. Volunteer Bureau**

A volunteer organization designated by the municipality to accept, interview, register, brief, assign, monitor, debrief and release individual volunteers during an emergency. This organization will also coordinate the registration of all other community volunteers working for specific organizations involved in the emergency response.