

THE CORPORATION OF THE TOWN OF WHITBY EMERGENCY PLAN

1 INTRODUCTION

1.1 General

This Emergency Plan has been designed as a generic document that will have plans developed for special hazards.

The Emergency Plan has been prepared to provide key officials, agencies and departments within the Town of Whitby with an overview of their responsibilities and a general guideline for the initial response to an emergency. The focus of this Emergency Plan centres on the provision of appropriate and coordinated emergency response efforts from multiple agencies.

For this Emergency Plan to be effective, all participating agencies and departments must be familiar with its provisions and contents. As municipal officials, departments and corporate structures may change over time, the information contained within this plan should be reviewed and maintained on a regular basis in order for it to remain current, appropriate and effective.

1.2 Activation Of The Emergency Plan

The Municipal Emergency Plan may be activated by the Operations Manager or his designated alternate in consultation with, and upon the recommendation of, members of the Municipal Control Group. Activation and implementation of The Emergency Plan does not, in itself, constitute an Emergency Declaration.

2 AIM

The aim of this plan is to make provision for the efficient administration, coordination and implementation of the extraordinary arrangements and measures that may be necessary to protect the health, safety and welfare of the residents of the Town of Whitby during any Municipal Emergency.

3 DEFINITION OF AN EMERGENCY

3.1 Emergency

For purposes of this plan, an Emergency may be defined as “a situation or the threat of an impending situation, abnormally affecting the health, safety, welfare and property of the residents of the Municipality and which, by its nature or magnitude, requires a controlled and coordinated response by multiple agencies, under the direction of the Municipal Control Group (MCG)”.

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

3.2 Local Emergency

A Local Emergency is an emergency situation that is within the capability and resources of the Municipality to manage. Although the Region may provide all necessary assistance to the affected Municipality, the local Emergency Plan shall remain in force until superseded by mutual agreement between the Municipality and the Region.

3.3 Regional Emergency

The Region may choose to activate its Regional Emergency Plan under the following conditions:

- a) if the emergency situation escalates beyond the assisted ability of an Area Municipality to control, and/or
- b) if the emergency crosses or threatens to cross Area Municipal boundaries, and/or
- c) if the emergency is of such a large scale or magnitude that the Region or large parts of the Region are affected, irrespective of Area Municipal Boundaries.

4 LEGISLATION

4.1 The Emergency Management Act

This Plan has been prepared under the legal authority of The Emergency Management Act (RSO 1990, Volume 3, Chapter E9) - An Act to Provide for the Formulation and Implementation of Emergency Plans. It states that “the Head of Council of a Municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area”.

4.2 Municipal By-Law

This plan is granted its municipal powers through the Emergency Planning By-Law of the Municipality.

4.3 Short Title

The Corporation of the Town of Whitby Emergency Plan may be cited as “The Municipal Emergency Plan” or “The Emergency Plan”.

5 LIABILITY

The Emergency Management Act (Paragraph 11, Subsection (1), states that “No action or other proceedings for damages lies or shall be instituted against a member of council, an employee of a municipality, a minister of the Crown or a Crown employee for doing any act or neglecting to do any act in good faith in the implementation or intended implementation of an emergency plan or in connection with an emergency.”

Paragraph 11, Subsection (3) of The Act also states that “Subsection (1) does not relieve a municipality of liability for the acts or omissions of a member of council or an employee of the municipality referred to in subsection (1) and the municipality is liable as if subsection (1) had not been enacted and, in the case of a member of council, as if the member were an employee of the municipality.”

In summary, individuals acting in good faith in the implementation of an emergency plan cannot be sued for any act or omission in the performance of their duties. However, the municipality is liable for the actions of its employees, including members of council, in connection with an emergency.

6 RISK

6.1 General

Potential emergencies are measured against the threat they present to the Municipality. The higher the probability of a specific emergency occurring and/or the greater the resulting impact or consequence, the higher the risk the emergency presents.

6.2 Potential Risks

While many emergencies could occur within the boundaries of the Municipality, those most likely to occur include, but are not limited to:

- a) severe weather, (blizzards, tornadoes and thunderstorms),
- b) transportation accidents, (rail, road, water and air carrier collisions and crashes),
- c) toxic or flammable materials escape, (gas line rupture or industrial accident),
- d) utility failure, (power blackout, natural gas leak, drinking water contamination, sewage system infrastructure failure),
- e) medical epidemics, (food poisoning, meningitis etc.),

- f) telecommunications failures, (telephone, computer or emergency radio system),
- g) uncontrollable fires, (with or without toxic emissions),
- h) explosions, (natural or human caused, accidental or deliberate),
- i) building or structural collapse, (office, apartment, hospital or special needs facilities),
- j) major flooding, (urban or rural),
- k) earthquakes, landslides or property contamination, (destabilization of the topography, landfill leaching or latent toxic industrial residue),
- l) radioactive materials release, (in-transit or in use),

Note: The Pickering and Darlington Nuclear Generating Stations (NGS) located in the Region of Durham are a specific radioactive materials release risk to the Town of Whitby.

- m) breakdown in flow of essential supplies or services, (natural emergency, strike, riot or internal disturbance), or
- n) the threat of any of the foregoing.

7 EMERGENCY NOTIFICATION SYSTEM

7.1 Activating the Emergency Notification System

Any member of the Municipal Control Group, or their designated alternate, may activate the Emergency Notification System by contacting the Dispatcher, Oshawa Fire Services and directing a Full, Partial or Stand-by Emergency Notification. The Oshawa Fire Services Dispatcher is responsible for notifying members of the Municipal Control Group (MCG). Emergency Notification Lists and Contact numbers for the MCG and the MA&SS are enclosed as Appendices A-1.

7.2 Emergency Notification Levels

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

7.2.1 Full Notification

When the Fire Services Dispatcher is directed to carry out a “Full Notification”, all members of the Municipal Control Group.

7.2.2 Partial Notification

In a “Partial Notification”, only selected members of the Municipal Control Group as designated by the MCG Member are contacted by the Fire Services Dispatcher and instructed to respond to the Municipal Emergency Operations Centre at a given time.

7.2.3 Stand-By Notification

In a “Stand-By Notification” all, or selected members, of the Municipal Control Group, are contacted by the Fire Services Dispatcher and instructed to “Stand By” for further information. This notification level may be used if there is an emergency situation developing or the threat of an emergency occurring that does not yet merit assembling members of the above groups.

8 MUNICIPAL EMERGENCY OPERATIONS CENTRE (MEOC)

8.1 Operational Concept

The Municipal Emergency Operations Centre is where the Municipal Control Group, the Municipal Advisory & Support Staff and other administrative support personnel assemble to share information, evaluate options and make decisions regarding management of the emergency and support to the Emergency Site. Detailed information regarding the location(s), operation and administration of the MEOC is included in ANNEX B to this Plan.

9 MUNICIPAL CONTROL GROUP (MCG)

9.1 Composition

The Town of Whitby’s Municipal Control Group (MCG) is composed of five Municipal Officials or their Designated Alternates. The MCG may not require the presence of all members, however, all members must be notified. The members of the MCG are:

- a) Whitby Mayor
- b) Whitby Chief Administrative Officer, (Operations Officer)
- c) Whitby Fire Chief (CEMC)
- d) Whitby Director of Works
- e) Whitby Director of Community & Marketing Services, (Public Information Coordinator)

9.2 Group Responsibilities

The Municipal Control Group members who represent their Department/Service are responsible for advising the Operations Officer, as well as the Mayor,

regarding all actions taken to support emergency operations. The MCG will provide the coordination and support necessary to respond to, mitigate and recover from the emergency situation. They will also ensure that adequate emergency resources are maintained outside of and apart from the Emergency Site. The committee shall advise the council on the development and implementation of the municipality's emergency management program. The committee shall conduct an annual review of the municipality's emergency management program and shall make recommendations to the council for its revision if necessary.

The collective responsibilities of the MCG include, but are not limited to confirm that an emergency exists in the Town of Whitby;

- a) confirm that the MCG assumes responsibility for the coordinated response;
- b) ensure effective, efficient and timely implementation of the Emergency Plan;
- c) appoint an Emergency Site Manager, (ESM);
- d) confirm that the Emergency Site Team has established and contained the inner and outer perimeters in coordination with the ESM;
- e) notify and mobilize all appropriate resources and responders;
- f) determine if additional volunteers are required and if a public appeal for volunteers is warranted;
- g) coordinate all emergency operations during the response and recovery;
- h) coordinate and direct their agencies/departments response to ensure that any actions necessary for the mitigation of the emergency are conducted efficiently, effectively and are not contrary to law;
- i) ensure that adequate emergency services are provided outside of the Emergency Site;
- j) advise the Mayor as to whether or not an Emergency Declaration is warranted;
- k) confirm that a Site Media Spokesperson is designated at the Emergency Site;
- l) collect information from the Emergency Site to provide timely and accurate information to the Public Information Coordinator;
- m) ensure that officials involved in the emergency operation as well as the news media and the general public are given timely and accurate information;

- n) ensure any utility or service provided by a public or private service is discontinued if such service constitutes a hazard to the emergency operations or to public safety;
- o) authorize and coordinate an evacuation if required/recommended by the ESM;
- p) request assistance from Durham Emergency Management Office (DEMO) for the coordination of Regional support agencies and emergency services;
- q) request assistance from other local agencies or area municipalities as well as the Provincial or Federal Government if required;
- r) authorize any extraordinary expenditures required for emergency operations or recovery;
- s) advise the Mayor when the emergency is over and recommend that it be officially terminated;
- t) ensure the provision of Critical Incident Stress Debriefings (CISD) to emergency responders and the affected population as required;
- u) determine if an Emergency Recovery Committee needs to be established before emergency response efforts have been completed;
- v) determine the chair and composition of the Emergency Recovery Committee;
- w) ensure that a record of decisions made and actions taken by the MCG is maintained;
- x) provide a comprehensive written Post Emergency Report; and
- y) participate in the debriefing following the emergency.

9.3 Individual Responsibilities

9.3.1 Whitby Mayor

- a) designate an elected Municipal Council Member as an alternate to fulfill the functions of this position in his/her absence;
- b) activate the appropriate level of the Whitby Emergency Notification System;
- c) respond to the Whitby Emergency Notification System;
- d) liaise with neighbouring Regional and Area Municipality senior elected officials, Whitby Town Council, the media, the public and others as required;

- e) ensure that the appropriate officials are notified and kept apprised of the emergency situation, including any Emergency Declaration(s) and Emergency Termination(s);
- f) declare an emergency exists within the Town of Whitby in accordance with the provisions of The Emergency Plans Act, R.S.O. 1990, if required;
- g) participate in Media Briefings and Press Conferences etc. acting as Primary Municipal Spokesperson in consultation with the Operations Officer and the Public Information Coordinator;
- h) ensure that the normal functions of the municipal government continue in those areas not affected by the emergency;
- i) declare that the emergency is terminated within the Town of Whitby in accordance with the provisions of The Emergency Plans Act, R.S.O. 1990;
- j) provide a written Post Emergency Report to the Operations Officer; and
- k) maintain a written log of all activities relating to the emergency.

9.3.2 Whitby Chief Administrative Officer (Operations Officer)

- a) designate an alternate to fulfill the functions of this position in his/her absence;
- b) activate the appropriate level of the Whitby Emergency Notification System;
- c) respond to the Whitby Emergency Notification System;
- d) advise the Mayor on all issues regarding municipal policies and procedures;
- e) consult with Municipal Legal Counsel on extraordinary MCG decisions as required;
- f) coordinate all the operational activities and administrative functions within the MEOC;
- g) establish and chair the MCG “Business Cycle” meetings and ensure MCG Members adhere to the process;
- h) ensure a record of all issues and problems is maintained and written minutes of all meetings are signed and distributed;
- i) authorize any necessary extraordinary expenditures relating to the emergency response;
- j) approve Media Releases in consultation with the Public Information Coordinator and the Mayor;

- k) request Durham Emergency Management Office (DEMO) coordinate the response of Regional support agencies and emergency services;
- l) ensure operational communications are established with the ESM;
- m) ensure an administrative communication link is established and maintained between the MCG and the Durham Regional Chair;
- n) request assistance from other government departments, agencies and neighbouring municipalities as required;
- o) determine and establish the structure and reporting requirements of an Emergency Recovery Committee if required;
- p) advise the Mayor that the emergency is over and the MCG is relinquishing control;
- q) coordinate the production and distribution of a comprehensive Post Emergency Report; and
- r) maintain a written log of all activities relating to the emergency.

9.3.3 Whitby Fire Chief (CEMC)

- a) designate an alternate to fulfill the functions of this position in his/her absence;
- b) act as the Municipal Emergency Planning Coordinator in normal circumstances;
- c) act as the Deputy Operations Officer in the MEOC in emergencies;
- d) activate the appropriate level of the Whitby Emergency Notification System;
- e) respond to the Whitby Emergency Notification System;
- f) ensure that the Whitby Fire Department's Emergency Response Plan is activated;
- g) gather information which outlines the nature and magnitude of the incident;
- h) advise the MCG of the most effective use of Fire Service resources;
- i) liaise with Durham Regional Police Services to ensure a coordinated communications system is in place;
- j) designate a Fire Incident Commander at the Emergency Site;
- k) recommend the designation of the ESM in accordance with the Incident Command Systems Operational Policies and Procedures;
- l) provide a Fire Media Spokesperson, if requested by the ESM;

- m) coordinate all operations associated with fire suppression, fire prevention, hazardous materials response and fire search and rescue;
- n) liaise with Durham Region Works Department concerning emergency water supplies for fire suppression;
- o) liaise with other Durham Regional Fire Services and the Regional Fire Coordinator as to the status and requirements of related activities;
- p) exercise mobilizing control over participating fire departments in Regional Mutual Aid response;
- q) arrange and coordinate additional fire assistance with the Office of the Fire Marshal if required;
- r) advise the MCG regarding the need to evacuate buildings and areas or the demolition of structures which present a hazard;
- s) ensure adequate fire response capability is available within the Municipality outside of the Emergency Site;
- t) liaise with other appropriate officials, municipal, provincial and federal agencies as required;
- u) provide a written Post Emergency Report; and
- v) maintain a written log of all activities relating to the emergency.

9.3.4 Whitby Director of Works

- a) designate an alternate to fulfill the functions of this position in his/her absence;
- b) activate the appropriate level of the Whitby Emergency Notification System;
- c) respond to the Whitby Emergency Notification System;
- d) activate the Works Department Internal Emergency Notification System if required;
- e) advise the MCG on the most effective use of Works Department Services and resources;
- f) designate a Senior Works Official to direct the departmental response at the emergency Site;
- g) provide an Emergency Site Manager, if requested by the MCG;
- h) coordinate all off-Site Works Department activities in support of the Senior Works Official at the Site;
- i) liaise with neighbouring municipalities, the Region or the private sector for the procurement of any special expertise and equipment;

- j) liaise with public and private sector utilities to disconnect any service representing a hazard and arrange for the provision of alternate services;
- k) ensure the restoration of discontinued Works Department services or the provision of alternate services on a priority basis;
- l) respond to Whitby Fire Service requests concerning additional water supply for fire suppression activities;
- m) provide the necessary equipment to assist Durham Regional Police Service in traffic control/diversion;
- n) ensure the provision of fuel for responding emergency vehicles;
- o) ensure the provision of emergency potable water, sanitation facilities, materials and supplies for the Emergency Site as requested by the ESM;
- p) coordinate with the Manager of Transit for the transport of temporary workers and volunteers to/from the Site;
- q) coordinate with appropriate officials and agencies/companies for the containment, clean-up and safe removal of any contaminated material from the Site;
- r) provide a written Post Emergency Report; and
- s) maintain a written log of all activities relating to the emergency.

9.3.5 Whitby Director of Community & Marketing Services (Emergency Information Officer (EIO))

- a) designate an alternate to fulfil the functions of this position his/her absence;
- b) activate the appropriate level of the Whitby Emergency Notification System;
- c) respond to the Whitby Emergency Notification System as required;
- d) activate the Municipal Emergency Public Information Plan;
- e) advise the MCG on all matters related to the collection, preparation, and presentation of information to the media;
- f) communicate information regarding the emergency to the public through the media using media kits, news releases, press briefings, public service announcements, backgrounders, the internet, telephones and public meetings in coordination with the Mayor and Senior Municipal and Regional Officials;
- g) monitor information being presented by the media to identify issues of concern or misinformation that can be addressed by immediate intervention;
- h) establish and maintain the Media Information Centre as required;

- i) organize and control Press Conferences for the Municipal Spokesperson(s);
- j) prepare media releases/public announcements for approval by the Operations Officer and the Mayor;
- k) coordinate media releases with the Site Media Spokesperson, the MOH or other appropriate officials as required;
- l) liaise with the Citizen Inquiry Service Supervisor and the Site Media Spokesperson to ensure a coordinated, timely and accurate flow of information to the news media;
- m) coordinate media Site tours with the ESM and the Site Media Spokesperson;
- n) attend all MCG meetings in accordance with the established "Meeting Cycle" for the purpose of gathering information and keeping the MCG current;
- o) ensure all media releases are distributed to the appropriate officials;
- p) maintain copies of all correspondence with the media;
- q) perform department purchasing functions and process invoices/claims for reimbursement as directed by the MCG;
- r) provide a written Post Emergency Report; and
- s) maintain a written log of all activities pertaining to the emergency.

10 MUNICIPAL ADVISORY & SUPPORT STAFF (MA&SS)

10.1 Composition

The Municipal Advisory & Support Staff (MA&SS) is composed of selected Municipal Department Heads or their Designated Alternates, Regional Department/Agency representatives, plus specialist or technical advisors and administrative support personnel. The MCG may not require the presence of all members of the MA&SS, however, all members must be notified and respond accordingly. The members of the MA&SS are key personnel with specialized expertise, knowledge and skills who act as advisors and provide logistical, administrative and communications support to the MCG. The designated members of the MA&SS are:

- a) Director of Corporate Services/Treasurer;
- b) Manager of Facilities;
- c) President/CEO Whitby Hydro Electric Corporation;
- d) Director of Planning (Citizen Inquiry Service Supervisor);
- e) Manager of Information Systems;

- f) Durham Emergency Management Office (DEMO);
- g) Durham Region Police Services (DRPS);
- h) Durham Region Emergency Medical Services (EMS) Ambulance;
- i) Durham Region Health Department (DRHD); and
- j) Durham Region Social Services (DRSS).

10.2 Individual Responsibilities

10.2.1 Director of Corporate Services/Treasurer

- a) designate an alternate to fulfil the functions of this position in his/her absence;
- b) respond to the Whitby Emergency Notification System if required;
- c) direct all actions of the Director of Corporate Services' Department to ensure the effective administrative operation of the MEOC including the provision of clerical support as required by the Operations Officer and/or the Duty Officer;
- d) provide logistical support for the MEOC to include feeding, cleaning and general maintenance;
- e) coordinate a special meeting(s) of Whitby Town Council at the direction of the Mayor and Operations Officer;
- f) ensure all members of Council are kept apprised of any Declaration or Termination of Emergency Declaration at the direction of the Mayor and the Operations Officer;
- g) ensure regular Municipal activities outside of the emergency continue to be operational;
- h) ensure records of any emergency related expenses are maintained for future claims purposes and that expenses are paid forthwith;
- i) supervise department purchasing functions including processing invoices/claims for reimbursement as directed by the MCG;
- j) advise the MCG on all financial matters including extraordinary municipal expenditures required by the emergency;
- k) compile and maintain a detailed record of extraordinary expenditures related to the emergency;
- l) coordinate cost recovery action by the municipality after the emergency is over, as necessary;
- m) liaise with Town Legal Counsel regarding legal issues arising both during and after the emergency;
- n) provide a written Post Emergency Report; and

- o) maintain a written log of all activities relating to the emergency

10.2.2 Manager of Facilities

- a) designate an alternate to fulfil the functions of this position in his/her absence;
- b) respond to the Whitby Emergency Notification System;
- c) ensure all requirements for the operation and maintenance of municipally owned recreation facilities or Reception/Evacuation Centres are fulfilled at the direction of the MCG;
- d) ensure the ongoing operations of all municipal buildings including back up power, communications, maintenance and security;
- e) coordinate the provision of leisure activities in Evacuation Centres if requested by Durham Region Social Services;
- f) coordinate the closure of any municipal parks or recreation centres in the event of a threat to public safety in consultation with Durham Region Police Service;
- g) provide municipal arenas for use as temporary morgues if required by the Coroner's Office and /or the Durham Region Police Service;
- h) supervise department purchasing functions including processing of invoices/claims for reimbursement as directed by the MCG;
- i) provide a written Post Emergency Report; and
- j) maintain a written log of all activities relating to the emergency.

10.2.3 President/CEO Whitby Hydro Electric Corporation

- a) designate an alternate to fulfil the functions of this position in his/her absence;
- b) respond to the Whitby Emergency Notification System;
- c) activate the Whitby Hydro Electric Corporation's Internal Emergency Notification System as required;
- d) ensure designated areas and equipment in the Whitby Hydro Electric Corporation Building are immediately made available to the PIC as a Media Centre, in accordance with the Municipal Emergency Public Information Plan;
- e) provide additional staff and equipment necessary to assist in fulfilling Whitby Hydro Electric's responsibilities if required;
- f) advise the MCG on all matters relating to hydro-electric power within the Town of Whitby;
- g) notify critical organizations of impending power outages at the direction of the MCG;

- h) discontinue services to any consumer where it is considered in the interest of public safety, in consultation with the MCG;
- i) establish priorities for the restoration of services, and/or rotational load shedding, in consultation with the MCG;
- j) liaise with Ontario Power Generation for inspection services prior to the restoration of electrical service;
- k) request assistance from other power utilities within the area through the Joint Assistance Plan as required;
- l) ensure appropriate officials (Spills Action Centre) are notified of spills at Whitby Hydro facilities or spills resulting from transportation of dangerous goods;
- m) provide assistance with any spills unrelated to Hydro within Whitby in coordination with Whitby Fire Department and the Town Works Department;
- n) ensure the testing/screening for PCB's at the site of a spill as required;
- o) supervise department purchasing functions including processing invoices/claims for reimbursement as directed by the MCG;
- p) provide a written Post Emergency Report; and
- q) maintain a written log of all activities relating to the emergency.

10.2.4 Director of Planning (Citizen Inquiry Service Supervisor)

- a) designate an alternate to fulfil the functions of this position in his/her absence;
- b) respond to the Whitby Emergency Notification System;
- c) advise the MCG on all matters relating to Municipal Planning and Development within the Town of Whitby;
- d) act as the Citizen Inquiry Service Supervisor;
- e) establish the Citizen Inquiry Service at the Town Hall;
- f) activate, coordinate and supervise all equipment, staffing and operations requirements of the Citizen Inquiry Service, in coordination with the PIC;
- g) establish and maintain a communication link with the PIC to facilitate the release of authorized information to the public through the Citizens Inquiry Service;
- h) provide a municipal public alert/notification to all industrial, commercial, retail and rural areas impacted by the emergency;
- i) establish and maintain a communication link with The Red Cross Registration & Inquiry Supervisor to ensure outside requests for

information on evacuated citizens are passed/processed efficiently and do not clog the Citizen Inquiry Service;

- j) provide a written Post Emergency Report; and
- k) maintain a written log of all activities relating to the emergency.

10.2.5 Manager of Information Systems

- a) designate an alternate to fulfil the functions of this position in his/her absence;
- b) respond to the Whitby Emergency Notification System;
- c) advise the MCG on all matters relating to telecommunications within the Town of Whitby;
- d) coordinate telecommunications into/out of the MEOC to include non agency radio and cell phones, landline, fax, computer and computer network;
- e) act as a technical advisor to the MCG in solving telecommunications problems in the MEOC;
- f) advise the MEOC on the most effective use of the local Amateur Radio Emergency Services (ARES);
- g) coordinate and provide a point of contact for the employment of the local Amateur Radio Emergency Services;
- h) provide a written Post Emergency Report; and
- i) maintain a written log of all activities relating to the emergency.

10.2.6 Durham Emergency Management Office (DEMO)

- a) respond to the Whitby Emergency Notification; and
- b) responsible for the contact, coordination and provision of all Regional Emergency and Support Services listed hereunder.

10.2.7 Durham Region Police Services (DRPS)

- a) respond to the DEMO Emergency Notification;
- b) ensure a Senior Officer from the Durham Region Police Service is designated to fill this position;
- c) provide a representative of DRPS to the Whitby MCG;
- d) gather information which outlines the nature and magnitude of the incident;
- e) advise the MCG of the most effective use of Regional Police resources;
- f) designate a Police Incident Commander at the Emergency Site;

- g) recommend the designation of an ESM in accordance with the Provincial Adequacy and Effectiveness Regulation and the Policing Standards Required Guidelines;
- h) provide a Site Media Spokesperson or a Police Media Spokesperson if requested by the ESM;
- i) confirm inner and outer perimeters are established at the Emergency Site to facilitate the movement of emergency vehicles and to restrict access to essential emergency personnel only;
- j) liaise with Durham EMS representative regarding assistance with casualties if required;
- k) coordinate with the Provincial Coroner's Office regarding fatalities;
- l) ensure the notification of any persons endangered by the emergency;
- m) recommend and establish safe evacuation routes from the Site;
- n) coordinate and direct evacuation procedures as required;
- o) provide law and order and the protection of life and property throughout evacuated areas and in Evacuation Centres as requested by the MCG;
- p) liaise with other appropriate municipal, provincial and federal agencies as necessary;
- q) provide a written Post Emergency Report to the MCG; and
- r) maintain a written log of all activities relating to the emergency.

10.2.8 Durham Region Emergency Medical Services (EMS) Ambulance

- a) respond to the DEMO Emergency Notification;
- b) ensure an EMS representative is designated to fulfill the functions of this position;
- c) provide an EMS representative to the Whitby MCG;
- d) activate the EMS Internal Emergency Notification System if required;
- e) advise the MCG of the most effective use of EMS Ambulance Services and resources;
- f) provide an Emergency Site Manager if requested by the MCG;
- g) designate an EMS Coordinator at the Emergency Site;
- h) gather information which outlines the nature and magnitude of the incident in order to assess the overall need and the possible requirement for special medical teams and equipment;

- i) ensure the mobilization of appropriate resources to the Emergency Site in consultation with the EMS Coordinator and the ESM;
- j) ensure the appropriate communications network is established between the Provincial Communications Ambulance Dispatch System and the EMS Coordinator;
- k) liaise with Provincial Communications Ambulance Dispatch for the efficient distribution of casualties;
- l) liaise with Whitby Superintendent of Transit in the event of a large scale evacuation of the injured, sick or elderly;
- m) assist DEMO and MOH in providing the coordination and provision of any Regional Health Department Services as required;
- n) liaise with other appropriate municipal, provincial and federal agencies as required;
- o) provide a written Post Emergency Report to the MCG; and
- p) maintain a written log of all activities relating to the emergency.

10.2.9 Durham Region Health Department (DRHD)

- a) respond to the DEMO Emergency Notification;
- b) designate a DRHD representative to fulfil the functions of this position;
- c) provide a DRHD representative to the Whitby MCG;
- d) activate the DRHD Internal Emergency Notification System as required;
- e) gather information which outlines the nature and magnitude of the incident;
- f) establish a Health Department Emergency Operations Centre;
- g) designate a Health Department Representative at the Emergency Site, if required;
- h) ensure communications are established between the Public Information Coordinator, the Health Representative at the Site and the ESM in order to provide timely and accurate Media Releases to the public as required;
- i) monitor all health related Emergency Site testing with respect to potential hazards;
- j) liaise with Whitby Works Department to ensure the provision of safe, potable water and sanitation at the Site as required;
- k) monitor testing, reporting and enforcement of safety for private water wells and private sewage disposal systems as required;

- l) liaise with Whitby Works Department for sewage/garbage storage and disposal as required;
- m) ensure the provision of sanitary disposal of animal remains in coordination with the appropriate officials;
- n) facilitate the removal, storage and appropriate disposal of human remains in coordination with the Coroner;
- o) assist the MOH and the Coroner with arrangements for large scale burial operations in consultation with the funeral director(s);
- p) ensure adequate provision of Regional Health Services in areas unaffected by the emergency;
- q) implement any long term public health protective actions as required;
- r) liaise with Durham Region Social Services on areas of mutual concern;
- s) liaise with other municipal, provincial and federal agencies/departments as required;
- t) provide a written Post Emergency Report to the MCG; and
- u) maintain a log of all activities relating to the emergency.

10.2.10 Durham Region Social Services (DRSS)

- a) respond to DEMO Emergency Notification;
- b) designate a DRSS representative to fulfil the functions of this position;
- c) provide a DRSS representative to the Whitby MCG;
- d) activate the appropriate DRSS Internal Emergency Notification System as required;
- e) establish a Social Services Emergency Operations Centre;
- f) activate the DRSS Emergency Evacuation Centre Plan as required;
- g) activate, coordinate and monitor the participation of community volunteer agencies such as The Red Cross, St John Ambulance and The Salvation Army, etc.;
- h) liaise with the appropriate School Board(s) officials regarding the opening, maintenance and operation of the required facility(s) for use as Evacuation Centres;
- i) liaise with the Durham Regional Police Service with respect to security in Evacuation Centres;
- j) liaise with the DRHD and the Medical Officer of Health (MOH) on areas of mutual concern regarding operations in Evacuation Centres;

- k) ensure the well-being of residents who may have been displaced from their homes during the emergency;
- l) establish pet control in coordination with DRHS and SPCA;
- m) liaise with the Superintendent of Transit regarding the movement of people affected by the emergency;
- n) liaise with Works Department for the movement of volunteer workers to and from the Site;
- o) liaise with the Public Information Coordinator (PIC) and the Citizens Inquiry Supervisor to provide the media and the public with all pertinent information regarding the Evacuation/Reception Centres;
- p) ensure the necessary support services for emergency responders and volunteers off-site including feeding, shelter, sanitary facilities and shuttle services;
- q) notify the volunteers and evacuees at the Evacuation Centres of the Declaration/Termination of the Emergency;
- r) ensure all volunteers are registered in order to comply with WSIB requirements;
- s) ensure and facilitate an orderly dispersion of people displaced by the emergency back to their homes;
- t) ensure the provision of all emergency social assistance to any person affected by the emergency;
- u) coordinate long term social assistance support services as required;
- v) ensure the provision of Critical Incident Stress Debriefings, psychological support and counselling to emergency responders, volunteer agencies and other persons affected by the emergency;
- w) liaise with Ministry of Community and Social Services officials as required;
- x) provide a written Post Emergency Report to the MCG; and,
- y) maintain a written log of all activities relating to the emergency.

11 DECLARATION & TERMINATION OF A MUNICIPAL EMERGENCY

11.1 Action Prior To Declaration

When an emergency exists, but has not yet been declared to exist, municipal employees may take, or be directed to take, such actions under this emergency plan as may be required to protect lives and property in the Municipality.

11.2 Emergency Declaration

An Emergency Declaration is not required prior to any personnel taking action under this plan to protect the lives, health and property of the inhabitants of the Town of Whitby. Declaring an Emergency within the Municipality is not required prior to, or subsequent to, activation of the Emergency Plan, nor does it give the Municipality any extraordinary powers not already granted through activation of this plan.

An Emergency Declaration however, may create greater understanding and promote a sense of urgency to the public regarding the severity of an emergency situation. An Emergency Declaration may be useful if the Municipal Control Group will be requesting the public to do something extraordinary such as evacuating their homes. An Emergency Declaration will often encourage greater public compliance through recognition of the severity of an emergency situation.

More detailed information regarding procedures to be followed in Declaring and Terminating an Emergency are included as ANNEX C to this plan.

12 EMERGENCY SITE MANAGEMENT

12.1 Operational Concept

During an emergency, Emergency Response personnel from many agencies will congregate at the Emergency Site and work together as a team to mitigate the effects of the emergency situation. In order to ensure that Emergency Site operations are conducted in an organized and coordinated manner, an Emergency Site manager (ESM) will be appointed by the Municipal Control Group. He/she will be responsible for the coordination of all Emergency Site Team activities including operations and logistics. Details regarding Emergency Site Management organization and operation are included in ANNEX D to this Plan.

13 ASSISTANCE

13.1 Requests for Assistance

Assistance or mutual aid may be requested from any of the Area Municipalities not involved in the emergency or from the Region. Assistance may also be requested from the Province of Ontario at any time. Such requests shall not necessarily be deemed to be a request that the Region, Province or any other entity assume authority and control of the emergency.

13.2 Immediate Assistance

In an emergency, the victims themselves may provide the initial assistance. Individuals who are not seriously injured and who do not perceive an ongoing threat to their own welfare or that of their families will instinctively go to help their neighbours. First Response Agencies arriving on the scene should be prepared to selectively use this immediate resource until the site is organized and the Emergency Site Team takes control. Depending on the size and nature of the emergency, additional assistance beyond the resources of the Emergency Site Team or even the affected municipality may then be required.

13.3 Regional Assistance & Support

The first level of support beyond the municipality of Whitby is the Regional Municipality of Durham. The Whitby Emergency Plan is already closely tied into the Regional Emergency Plan and representatives of the region including DEMO, DRPS, EMS, DRHD and DRSS are an integral part of the MA&SS. The Durham Emergency Management Office is responsible for activating and coordinating the provision of Regional emergency resources if requested by the Municipality. A list of Durham Region Volunteer Agencies who could be utilized in an emergency is included at Appendix E-1. A list of Durham Region Government Agencies/ Departments is included at Appendix E-2.

13.4 Provincial Assistance & Support

When the combined resources of the Municipality and the Region including any mutual aid from neighbouring regions are not sufficient to control an emergency, the next level of assistance is the Province.

Within the provincial framework, different ministries have specific responsibilities for the various types of emergencies. The Ministry of the Solicitor General through Emergency Management Ontario (EMO) can provide liaison, coordination and a central point of contact with other Provincial Ministries. The Ministry of the Solicitor General (through EMO) should be notified if the threat of an emergency exists and must be notified when an emergency has been declared. In addition to coordinating assistance at the provincial level, EMO has designated Field Officers who may be sent to the municipality to provide information, advice and technical support to the MCG. A list of provincial ministries, their responsibilities in an emergency and the programs they support is included at Appendix E-3.

14 EVACUATIONS

In an emergency, it may become necessary to evacuate residents from areas of the municipality that have been directly impacted or are threatened if the emergency expands. The purpose of an evacuation is to protect the lives of the residents therefore, the decision to order an evacuation should be made as early as possible and the area to be evacuated should be realistically defined. It is often preferable to

initially evacuate a larger area in stages than to be forced by circumstances to evacuate the same area all at once later in the emergency.

The Emergency Site Team will normally recommend the initial evacuation to the ESM. The ESM will define the area within the Site to be evacuated and advise the MCG of the anticipated number of individuals and the procedures that the Emergency Site Team will use to move the residents out of the affected area. The ESM is responsible for all evacuation activities within the Emergency Site.

The MCG is responsible for coordinating all evacuation activities outside of the Emergency Site. This may involve two separate groups with different requirements. Residents evacuated from the Emergency Site will normally require more support and assistance because of the direct effect of the emergency. Residents who are evacuated as a precautionary measure from areas outside of the Emergency Site may have more time to get organized. As they are indirectly affected by the emergency, they may not have the same immediate personal services requirements.

Durham Region Social Services is responsible to the MCG for coordinating the provision of the five Emergency Social Services for evacuated residents. These services include feeding, clothing, lodging, Registration & Inquiry and personal services. In addition, DRSS is responsible for designating the location and supervising the operation of Registration/Evacuation Centres within the municipality. In most cases, these services will actually be performed by volunteer agencies such as The Red Cross and the Salvation Army, under contract to the Region. More detailed information on Emergency Evacuations is included at ANNEX F to this Plan.

15 EMERGENCY INFORMATION & MEDIA RELATIONS

During an emergency, the MCG needs the cooperation of the public. The most effective way of getting the public's cooperation is by supplying clear, consistent and accurate information on a regular basis, from a trustworthy source. This will permit the residents of the municipality to make personal decisions and to act in a rational manner without being unduly influenced by rumours or wrong information. The best way to get information to the public in an emergency is through the local media.

The Emergency Information Officer (EIO) is responsible for all media relations and for the effective implementation of the Emergency Public Information Plan and related procedures. The EIO coordinates all media related activities of the municipality to include press conferences and briefings, news releases and backgrounders, public service announcements and interviews. He/she acts as municipal spokesperson in the absence of the mayor or other senior officials. The EIO also advises the MCG regarding all aspects of good media relations and monitors the media to ensure that inaccurate information and rumours are corrected as soon as possible.

The EIO is the key individual in the provision of information to the public. Other media relations experts who coordinate their activities with the EIO include the Site Media Spokesperson and the Citizens Inquiry Service Supervisor. The Site Media Spokesperson is responsible for all media related operations at the Emergency Site and the Citizens Inquiry Service Supervisor is responsible for ensuring that citizens

can call the municipality and receive current accurate information regarding the emergency directly from “City Hall”.

More detailed information regarding Public Information and Media Relations is included at ANNEX G to this Plan.

16 NUCLEAR EMERGENCIES

Whitby is in the Secondary Zone for Nuclear Emergencies at either the Pickering or Darlington Nuclear Generating Stations (NGS) and, therefore, must be prepared to respond to a nuclear emergency occurring at either station. In any nuclear emergency the province will take the lead and issue directions from the Provincial Emergency Operations Centre (PEOC) through the Durham Region Emergency Operations Centre (REOC) to the municipality. Whitby’s role in a nuclear emergency is to support the region in accordance with the provisions of the Durham Region Nuclear Emergency Plan (DRNEP).

As the DRNEP supersedes the Municipal Emergency Plan in this type of an emergency, special provisions regarding the organization and operation of the MEOC and MCG are necessary. The information included at ANNEX H is supplementary to this plan and should be used only in the event of a nuclear emergency. It is emphasised that even in a nuclear emergency the municipality remains ultimately responsible for the health and safety of its inhabitants. To achieve this, understanding and conforming to the different response relationships between the municipality, the region and the province is crucial.

17 RECOVERY PLANNING

As the municipal emergency response escalates and the threat posed by the emergency diminishes, the MCG should consider the next phase of their operation – Recovery Planning. The purpose of recovery planning is to bring the municipality back to its normal state in the quickest and most efficient way possible, taking into account both the short and long-term effects that the emergency may have had on the inhabitants and property of the Town. Recovery Planning may be initiated while an Emergency Declaration is still in effect and should be started long before the MCG adjourns and the emergency no longer exists. An outline of the organization and areas to be considered in recovery planning for a municipality is included at ANNEX I to this Plan.

18 RESOURCE LIST

No matter how well a municipality is prepared, an emergency will always require more resources than those immediately available. In order ensure that additional resources are available when required, a Community Resource List should be prepared and updated regularly. The Resource List identifies materials and services that are likely to be needed and includes the name and 24 hour contact number of organizations, agencies, companies and local industries that can supply the needed resources. A current Resource List for the Town of Whitby is included at ANNEX J to this Plan.

19 PLAN MAINTENANCE, REVIEW & TESTING

19.1 Emergency Management Program Committee

The Emergency Management Program Committee (EMPC) is composed of the members of the Municipal Control Group. The CAO is the chair of the Committee and the alternate is the Whitby Fire Chief acting in his capacity as the Emergency Management Coordinator. Additional members may be appointed by the Chair, as required. The responsibilities of the Committee include but are not limited to:

- a) meet bi-annually to discuss and implement means by which The Emergency Plan and Emergency Preparedness can be improved in the Municipality;
- b) review and update the Emergency Notification List and other Emergency Contact Lists bi-annually;
- c) review and update the Emergency Plan annually and following a test of the Plan;
- d) inform all emergency response agencies and organizations with specific roles in the plan of the Annual Review and request any recommendations for change be submitted in writing for consideration by the Committee;
- e) ensure that The Emergency Plan and any amendments thereto are consistent with the Durham Region Emergency Plan, the Emergency Plans of other Area Municipalities, various government agencies, public and private sector contingency plans and the Standard Operating Procedures (SOP's) of local Emergency First Response Agencies;
- f) forward major policy or procedural changes in The Emergency Plan to Town Council for Municipal approval through formal amendment to the appropriate enabling By-law;
- g) direct the Emergency Management Coordinator to effect minor changes, updates and administrative revisions to the Plan, the Annexes and the Appendices;
- h) ensure that all addressees on the Distribution List receive updated copies of the Plan including all amendments, changes or revisions;
- i) following an emergency, conduct formal debriefings with members of the MCG, the MA&SS, the Emergency Site Team and other key personnel involved in the response in order to identify problem areas and solicit recommendations for improvement to the Plan; and
- j) prepare and distribute a Post Emergency Report to all agencies involved in the response.

19.2 Plan Maintenance

The Fire Chief acting as the Community Emergency Management Coordinator is responsible for maintaining The Emergency Plan.

19.3 Annual Review

The Emergency Plan will be reviewed annually, prior to the end of each calendar year. Any proposed changes to this plan must be submitted in writing to the Emergency Management Coordinator. All proposed changes to the plan will be reviewed by the Emergency Management Program Committee.

19.4 Major Revisions

Any proposed major revision to this Emergency Plan must be presented to the Emergency Management Program Committee. Major revisions will only be approved by a recommendation of the Emergency Management Program Committee to the Municipal Council. Major revisions to this plan must be authorized by the Town Council through an amendment to the enabling By-law.

19.5 Minor Revisions

Minor revisions or administrative changes to this Plan or detail changes to the Annexes and Appendices will be completed by the Emergency Management Coordinator and may be brought before the Emergency Management Program Committee.

19.6 Plan Distribution & Amendment

The Emergency Plan will be distributed according to the Distribution List located at the beginning of this Plan. When the Plan is amended or the Annexes/Appendices are updated, notice of the amendment and/or any changes will be provided to every person/position noted on the Municipal Emergency Plan Distribution List by the Emergency Management Coordinator.

Amendments to this Emergency Plan should be recorded on the Amendment Sheet located immediately following the Table of Contents at the front of each copy of the Emergency Plan.

19.7 Testing the Plan

The Emergency Notification System will be exercised, at a minimum, once every three months. Notification Exercises will be initiated by the Oshawa Fire Services Dispatcher as instructed by the Emergency Management Coordinator. These exercises will be conducted without prior notice, but will be carried out within reasonable time frames. An Emergency Notification Exercise format is included as Appendix A-3 to this Plan.

The Emergency Plan will be exercised annually. The Emergency Management Coordinator is responsible for developing a multi-year progressive training and exercise program to test the effectiveness of the Emergency Plan and to train the Municipal Control Group members. Exercises may vary in complexity from simple Case Study and Paper Exercises to more complex Table Top, Telecommunications and Field exercises.

19.8 Internal Plans & Procedures

Each agency/department involved with emergency operations or response should prepare functional emergency procedures detailing what operations they will be responsible for and how they will fulfill these responsibilities during a municipal emergency. A staff member should be assigned responsibility for maintaining internal emergency procedures or the Agency Emergency Plan.