TOWN OF AURORA

EMERGENCY MANAGEMENT PROGRAM AND EMERGENCY RESPONSE PLAN

By-law Number 6174-19

Schedule "A"

April 2019

TOWN OF AURORA
EMERGENCY RESPONSE PLAN

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TOWN OF AURORA
EMERGENCY RESPONSE PLAN

PART 1: INTRODUCTION

Emergencies are defined as situations or impending situations caused by forces of nature, a disease or other health risk, an accident or an intentional act that constitutes a danger of major proportions to life and property. Emergencies affect public safety, including the health, welfare and property of residents, businesses and visitors, as well as the environment and economic health of the Town of Aurora.

The population of the Town of Aurora as of December 30, 2016, is 55,445 residents.

In order to protect residents, businesses and visitors, the Town of Aurora requires a coordinated emergency response by a number of agencies under the direction of the Municipal Emergency Control Group (MECG). These are arrangements and procedures that are distinct from the normal, day-to-day operations carried out by emergency services.

The Town of Aurora Emergency Management Program Committee developed this Emergency Response Plan (Plan). The Incident Management System (IMS) has been adopted in this Plan to define the basic command structure and to identify roles and responsibilities to ensure effective management of an emergency.

Every official, municipal department and agency must be prepared to carry out assigned responsibilities in an emergency. The Plan has been prepared to provide key officials, agencies and departments of the Town of Aurora with important emergency response information related to:

- Arrangements, services and equipment; and
- Roles and responsibilities during an emergency.

In addition, it is important that residents, businesses and interested visitors be aware of its provisions. Copies of the Town of Aurora Emergency Response Plan may be viewed at the Town Hall, Library and on-line at www.aurora.ca. For more information, please contact:

Community Emergency Management Coordinator
Central York Fire Services
(905) 895-9222

PART 2: AIM

The aim of this Plan is to make provision for the extraordinary arrangements and measures that may have to be taken to protect the health, safety, welfare, environment and economic health of the residents, businesses and visitors of the Town of Aurora when faced with an emergency.

It enables a centralized, controlled and coordinated response to emergencies in the Town of Aurora, and meets the legislated requirements of the *Emergency Management and Civil Protection Act, R.S.O. 1990*, c. E.9, as amended.

Emergencies can occur within the Town of Aurora. The Town uses a Hazard Identification Risk Analysis methodology in conjunction with the Regional Municipality of York. Aurora's top emergency risks include:

1. Human caused emergencies involving information technology disruption from cyber attacks;
2. Natural caused emergencies from severe weather including tornados, windstorms and ice storms along with severe summer storm-flooding;
3. Technological emergencies involving natural gas; and
4. Technological emergencies involving transportation of hazardous material via railway and roads.

For further details, please contact the Community Emergency Management Coordinator.

PART 3: AUTHORITY

The legislation under which the Town of Aurora and its employees are authorized to respond to an emergency are:

- The *Emergency Management and Civil Protection Act, R.S.O. 1990*, c. E.9, as amended
- Ontario Regulation 380/04
- Town of Aurora By-law Number 6174-19

Emergency Management and Civil Protection Act

Subsection 4(1) of the *Emergency Management and Civil Protection Act, R.S.O. 1990*, c. E.9, as amended, states that:

> "The head of council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area."

Ontario Regulation 380/04

Regulation 380/04 came into effect on December 31, 2004. It describes the essential level of emergency management standards for Ontario municipalities. The specific municipal requirements are as follows:

- Every municipality shall designate an employee or a member of Council as its Community Emergency Management Co-ordinator (CEMC), who shall complete training, as required by the Chief, Emergency Management Ontario.
- The CEMC shall co-ordinate the development and implementation of the emergency management program within the Town and, in so far as possible, with the emergency management programs of other municipalities, Ontario ministries and organizations outside government that are involved in emergency management.
- The CEMC shall report to the Town of Aurora's Emergency Management Program Committee on the above program.

- Every municipality shall have an Emergency Management Program Committee composed of: the CEMC, a senior municipal official appointed by Council; and such other persons that may be appointed by Council.
- The Municipal Emergency Control Group shall direct the municipality's response in an emergency, including the implementation of the municipality's emergency response plan.
- The Municipal Emergency Control Group shall develop procedures to govern its responsibilities in an emergency.
- The members of the Municipal Emergency Control Group shall complete the annual training that is required by the Chief, Emergency Management Ontario.
- Every municipality shall have an annual practice exercise for simulated emergency incident training.
- Every municipality must have an emergency operations centre with appropriate communications systems.
- Every municipality shall designate an employee of the municipality as its Emergency Information Officer to act as the primary media and public contact in an emergency.

Town of Aurora By-Law Number 6174-19

Council approved the Emergency Management Program and Emergency Response Plan with the enactment of By-Law Number 6174-19 on April 23, 2019.

Town of Aurora Emergency Management Program Committee

The Emergency Management Program Committee is responsible for:

- advising council on the development and implementation of the Town's emergency management plan; and
- conducting an annual review of the Town's emergency management plan and making recommendations to council for its revision if necessary.

The committee is composed of the following positions:

- Chief Administrative Officer;
- Director of Corporate Services;
- Director of Operations;

- Director of Financial Services;
- Director of Community Services;
- Director of Planning and Development Services;
- Community Emergency Management Coordinator; and
- Such other employees who are responsible for emergency management functions as may be appointed by council

PART 4: EMERGENCY NOTIFICATION PROCEDURES

Only a member of the Municipal Emergency Control Group (MECG) with the authority to activate the procedure (as defined in the position descriptions) may initiate the notification procedure contained in **Annex A.**

The contact phone numbers and addresses of the MECG members (and their alternates) are contained in **Annex B**.

When a member of the MECG, with the authority to activate the MECG, receives a warning of a real or potential emergency, that member will immediately contact the Emergency Contact Number (located in **Annex A**) and direct them to initiate the notification of the MECG, or the members of the MECG that are deemed necessary to deal with the situation as it exists at that time. At a minimum, the Mayor, Chief Administrative Officer (CAO), Fire Chief, Director of Legal Services/Town Solicitor Director of Corporate Services or their alternates, will be notified. The member initiating the call must provide pertinent details (e.g., a time and place for the MECG to meet) as part of the notification procedure. The Sample Script in **Annex A** is the recommended format.

If deemed appropriate, the individual MECG members may initiate their own internal notification procedures of their staff and volunteer organizations.

Where a threat of an impending emergency exists, any member of the MECG may initiate the notification procedure and place MECG members on standby.

The Emergency Contact will record the date and time MECG members were contacted.

Requests for Assistance

Assistance may be requested from The Regional Municipality of York at any time by contacting the York Regional Police Communications Centre or the appropriate Regional agency. The request shall not be deemed to be a request that The Regional Municipality of York assume authority and control of the emergency.

Assistance may also be requested from the Province of Ontario at any time without any loss of control or authority. A request for assistance should be made by contacting Emergency Management Ontario.

The Emergency Notification Contact List, including contact numbers for requesting assistance, is attached as **Annex B**.

Definition of an Emergency

Section 1 of the *Emergency Management and Civil Protection Act*, defines an "emergency" as:

> "A situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise."

Action Prior to Declaration

When an emergency exists but has not yet been declared to exist, community employees may take such action(s) under this Plan as may be required to protect property and the health, safety and welfare of the residents and businesses of and visitors to the Town of Aurora.

Declared Community Emergency

The Mayor or Acting Mayor of the Town of Aurora, as the Head of Council, is responsible for declaring an emergency. This decision is usually made in consultation with other members of the MECG.

Upon declaring an emergency, the Mayor (or designate) will notify:

- Emergency Management Ontario, Ministry of Community Safety and Correctional Services;
- Town Council;
- Chair, Regional Municipality of York, as appropriate;
- Public;
- Neighbouring community officials, as required;
- Local Member of the Provincial Parliament (MPP);
- Local Member of Parliament (MP).

A community emergency may be terminated at any time by:

- Mayor or Acting Mayor; or
- Town Council; or the
- Premier of Ontario.

When terminating an emergency, the Mayor (or designate) will notify:

- Emergency Management Ontario, Ministry of Community Safety and Correctional Services;
- Town Council;
- Chair, Regional Municipality of York, as appropriate;
- Public;
- Neighbouring community officials, as required;
- Local Member of the Provincial Parliament (MPP);
- Local Member of Parliament (MP).

PART 5: MUNICIPAL EMERGENCY CONTROL GROUP

Incident Management System

The direction and control structure for the Town of Aurora's emergency operations is based upon the Incident Management System (IMS). IMS is an internationally recognized, standardized emergency response system, which defines the basic command structure and the roles and responsibilities required for the effective management of an emergency.

IMS is endorsed by Emergency Management Ontario, and used by The Regional Municipality of York's Emergency Management. Benefits of using the IMS include: enhanced technical and functional interoperability; integrated communications; and standard terminology.

IMS consists of five key functions:

1. Command (EOC Management)
2. Operations
3. Planning
4. Logistics
5. Finance/Administration

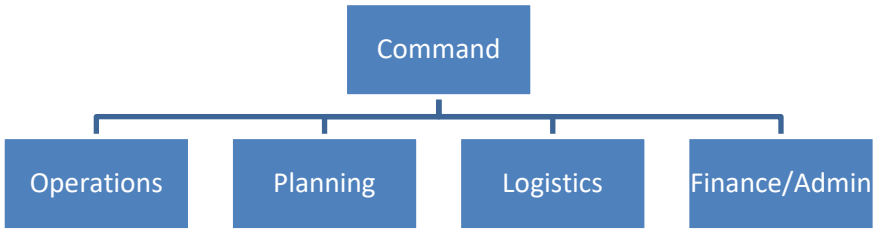


Figure 1: The 5 Key Functions of the Incident Management System

Figure 2, on the following page, provides a summary of how the Town of Aurora has aligned its emergency operations for consistency with the IMS.

An Emergency Organization Chart, which illustrates Town of Aurora emergency positions, follows Figure 2.

For greater certainty, wherever a position is identified in this Plan it shall also be understood to include the position's designate or alternate.

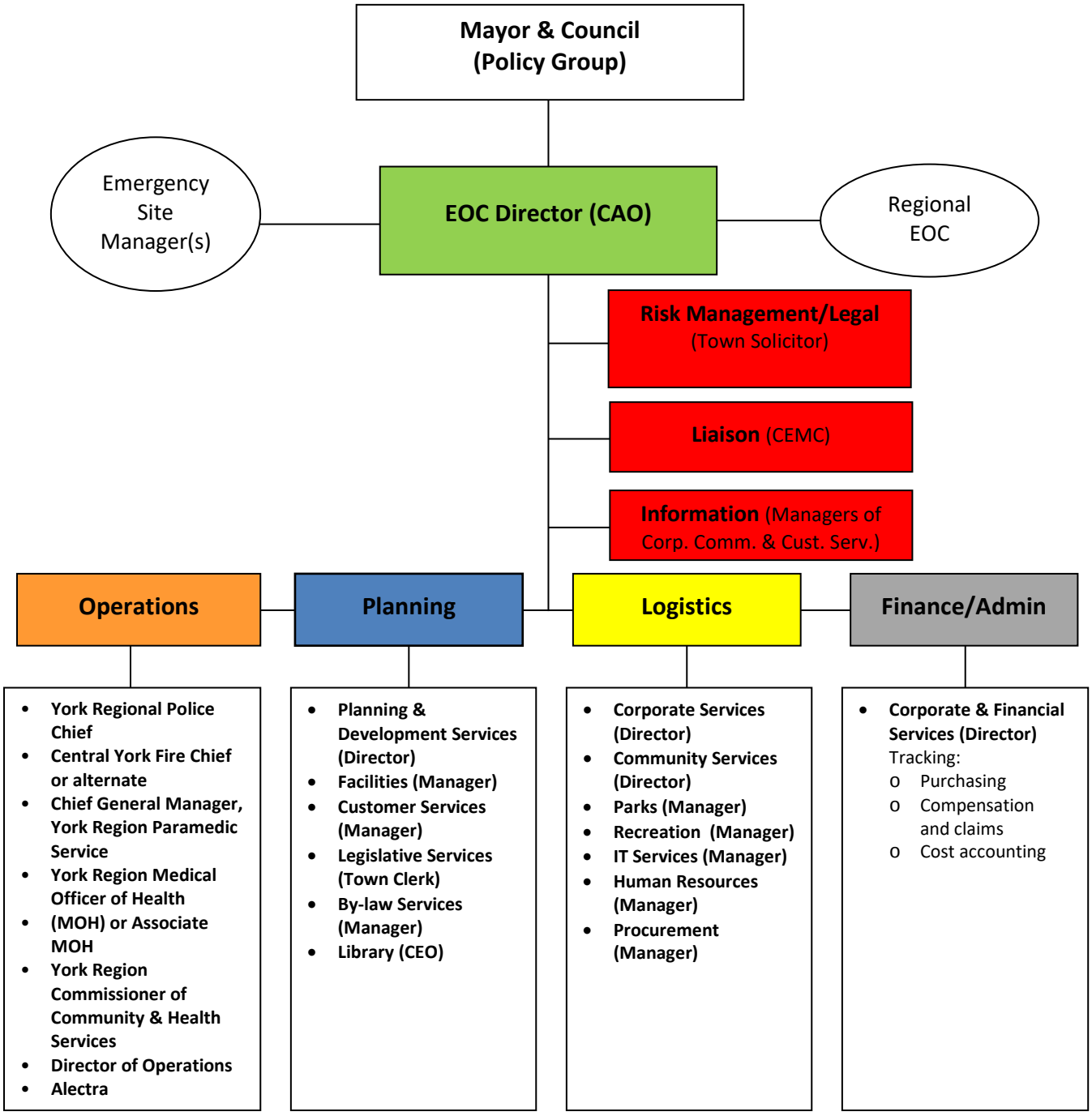
Figure 2: Town of Aurora's IMS-Based Emergency Operations

IMS FUNCTION	DESCRIPTION OF FUNCTION	RESPONSIBILITY OF	IMS TITLE
Command (EOC Management)	Has overall authority for the control and direction of the emergency response and resources for which they are responsible. EOC Management has 3 supporting functions: Risk Management, Liaison, and Information.	Chief Administration Officer (CAO), with strategic direction from the Policy Group (Mayor and Council)	Director, EOC
	i. Risk Management/Legal	Town Solicitor	Risk Management/ Legal Officer
	ii. Liaison Coordination of various community agencies, e.g., • School boards • Southlake Regional Health Care Centre • Emergency Management Ontario • Ontario Provincial Police • Office of the Fire Marshal • Provincial Ministries • Conservation Authorities	CEMC	Liaison Officer
	iii. Information	Manager of Corporate Communications	Information Officer
		Deputy Clerk/Manager of Customer Services	Citizen Inquiry Supervisor

IMS FUNCTION	DESCRIPTION OF FUNCTION	RESPONSIBILITY OF	IMS TITLE
Operations	Coordinates the operational requirements of the response, directs resources and equipment as required, to fulfill emergency management requirements.	• York Regional Police Chief • Central York Fire Chief or alternate • Chief General Manager, York Region Paramedic Service • York Region Medical Officer of Health (MOH) or Associate MOH • York Region Commissioner of Community & Health Services • Director of Operations • Utilities Representative - Alectra	Operations Section
Planning	Gathers information critical to the incident in order to develop, disseminate and evaluate incident action plans.	• Director of Planning & Development Services • Manager of Facilities • Manager of Customer Services • Legislative Services (Town Clerk) • Manager of By-law Services • Library (CEO)	Planning Section

IMS FUNCTION	DESCRIPTION OF FUNCTION	RESPONSIBILITY OF	IMS TITLE
Logistics	Arranges for and coordinates all material, services, equipment and resources required to manage and resolve the emergency. Logistics track usage and current locations of these same items.	• Director of Corporate Services • Director of Community Services • Manager of Human Resources • Manager of IT Services • Manager of Procurement • Manager of Parks • Manager of Recreation	Logistics Section
Finance/ Administration	Finance/Administration performs duties related to administrative, financial and claims, specific to the emergency. This includes keeping track of incident-related costs, staff compensation and claims.	• Director, Financial Services	Finance/ Administration Section

Town of Aurora
Emergency Operations Centre Organization Chart



Incident Management System (IMS) Function Descriptions

The Incident Management System (IMS) is a model for command, control, and coordination of an emergency. It provides a way of coordinating the efforts of agencies and resources as they work together toward safely responding to an emergency incident. IMS consists of five key functions: Command (EOC Management), Operations, Planning, Logistics, and Finance/Administration. Descriptions of each function are provided below.

1. Command (EOC Management)

The EOC Management section has overall authority for the control and direction of the emergency response. EOC Management has three (3) supporting functions: Risk Management/Legal (ensures good risk management practices are applied throughout the emergency; provision of legal advice), Liaison (coordination of agencies involved in the response), and Information (dissemination of information to the media and the public).

2. Operations

The Operations section coordinates the operational requirements of the response, directs resources and equipment, as required, to fulfill emergency management requirements.

3. Planning

The Planning section gathers information critical to the incident in order to develop, disseminate and evaluate incident action plans.

4. Logistics

Logistics arranges for and coordinates all material, services, equipment and resources required to manage and resolve the emergency. Logistics tracks usage and current locations of these same items.

5. Finance/Administration

Finance/Administration performs duties related to administrative, financial and compensation and claims, specific to the emergency. This includes keeping track of incident-related costs, staff compensation and claims.

Emergency Operations Centre (EOC)

The location of the Town of Aurora's primary and alternate Operations Centres are detailed in **Annex B**.

The Emergency Operations Centre (EOC) can be activated for any emergency for the purposes of managing an emergency, by maintaining services to the community and supporting the emergency site.

Municipal Emergency Control Group (MECG)

The emergency response will be directed and controlled by the Municipal Emergency Control Group (MECG), a group of officials, as appointed by municipal council, who are responsible for coordinating the provision of the essential services necessary to minimize the effects of an emergency on the community. The MECG consists of the following officials:

- Mayor of the Town of Aurora, or alternate;
- Chief Administrative Officer (CAO), or alternate, who becomes the Director of the EOC;
- Town Solicitor, or alternate;
- Community Emergency Management Coordinator, or alternate;
- Manager of Corporate Communications, or alternate;
- Director of Corporate Services, or alternate;
- Director of Operations, or alternate;
- Director Financial Services, or alternate;
- Director of Community Services, or alternate;
- Director of Planning & Development Services, or alternate;
- Manager of Customer Service, or alternate;
- Chief of Central York Fire Services, or alternate;

The MECG in consultation with the Community Emergency Management Coordinator may ask representatives from various organizations to attend the EOC in order to assist with the emergency. Such representatives are not part of the MECG and as such do not have to meet the training and exercise requirements under the EMCPA. Such representatives may include:

- York Paramedic Services Representative;
- York Regional Police Representative;
- Emergency Management Ontario Representative;
- Ontario Provincial Police Representative;
- Lake Simcoe Region Conservation Authority Representative;
- Liaison staff from Provincial Ministries;
- Any other officials, experts or representatives from the public or private sector as deemed necessary by the MECG.

The MECG may function with only a limited number of persons depending upon the emergency. While the MECG may not require the presence of all the people listed as members of the control group, all members of the MECG must be notified.

Operating Cycle

Members of the MECG will gather at regular intervals to inform each other of actions taken and problems encountered. The EOC Director will establish the frequency of meetings and agenda items. Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities. The Town Clerk will maintain a status board and maps, which will be prominently displayed and kept up to date.

Other Agencies

In an emergency, many agencies may be required to work with the MECG. Two (2) such agencies are detailed below. Others might include Emergency Management Ontario, Ontario Provincial Police, the Office of the Fire Marshal, industry, volunteer groups, conservation authorities, and provincial ministries. Refer to the various emergency plans from other agencies, which are located in the Community Emergency Management Coordinator's office.

York Region District School Board & York Catholic District School Board

The York Region District School Board and the York Catholic District School Board are responsible for:

- Providing any school (as appropriate and available) for use as an evacuation or reception centre and a representative(s) to co-ordinate the maintenance, use and operation of the facilities being utilized as evacuation or reception centres;

- Ensuring liaison with the municipality as to protective actions to the schools (i.e., implementing school stay in place procedure and implementing the school evacuation procedure).

Southlake Regional Health Care Centre Administrator

The Southlake Regional Health Care Centre Administrator is responsible for:

- Implementing the hospital emergency plan, as required;
- Ensuring liaison with the Medical Officer of Health and local ambulance representatives with respect to hospital and medical matters, as required;
- Evaluating requests for the provision of medical site teams/medical triage teams;
- Ensuring liaison with the Ministry of Health and Long-Term Care, as appropriate.

Municipal Emergency Control Group Responsibilities

The members of the Municipal Emergency Control Group (MECG) are responsible for some or all of the following actions or decisions:

- Calling out and mobilizing their emergency service, agency and equipment;
- Coordinating and directing their service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
- Determining if the location and composition of the MECG are appropriate;
- Advising the Mayor as to whether the declaration of an emergency is recommended;
- Advising the Mayor on the need to designate all or part of the Town as an emergency area;
- Ensuring that an Emergency Site Manager (ESM) is appointed;
- Ensuring support to the ESM by offering equipment, staff and resources, as required;
- Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger;
- Discontinuing utilities or services provided by public or private concerns, i.e., hydro, water, gas, closing down a shopping plaza/mall;
- Arranging for services and equipment from local agencies not under community control, i.e., private contractors, industry, volunteer agencies, service clubs;
- Notifying, requesting assistance from and/or liaising with various levels of government and any public or private agencies not under community control, as considered necessary;
- Determining if additional volunteers are required and if appeals for volunteers are warranted;
- Determining if additional transportation is required for evacuation or transport of persons and/or supplies;
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the Information Officer and Citizen Inquiry Supervisor, for dissemination to the media and public;

- Determining the need to establish advisory groups and/or sub-committees/working groups for any aspect of the emergency, including recovery;
- Authorizing the expenditure of money required for dealing with the emergency;
- Notifying the service, agency or group under their direction, of the termination of the emergency;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the Chief Administrative Officer within one (1) week of the termination of the emergency, as required;
- Participating in the debriefing following the emergency;
- Appointing alternate MECG members when an identified position is vacant at the time of an emergency.

PART 6: EMERGENCY RESPONSE SYSTEM

EOC – Responsibilities by position

1. Command (EOC Management)

The Command (EOC Management) provides overall direction for the emergency response and the resources required to manage the emergency.

The Command (EOC Management) comprises the following positions:

- Mayor/Acting Mayor
- Director, Emergency Operations Centre (CAO)
- Risk Management/Legal Officer (Town Solicitor)
- Liaison Officer (the CEMC)
- Information Officer (Manager of Communications)
- Citizen Inquiry Supervisor (Manager of Customer Services)

Mayor or Acting Mayor

The Mayor, or Acting Mayor, and Council form the Policy Group, which provides emergency policy and direction to the Town's Emergency Operations Centre (EOC). As Chair of the Policy Group, the Mayor has the following responsibilities:

- Provide overall emergency policy and direction to the EOC Director (CAO);
- Activate the emergency notification system through the Emergency Contact Number (located in Annex A);
- Declare an emergency within the designated area;
- Declare that the emergency has terminated (Note: Council may also terminate the emergency);
- Notify Emergency Management Ontario, Ministry of Community Safety and Correctional Services of the declaration of the emergency and termination of the emergency;
- Notify the Chair of The Regional Municipality of York of the declaration of the emergency and termination of the emergency, or of the activation or partial activation of the EOC;
- Notify the public of the declaration of an emergency;
- Request Regional government assistance, as required;
- Act as the primary spokesperson for the Town, authorize the release of information on behalf of the Town or delegate that authority to the CAO/EOC Director and/or the Information Officer;
- Issue authoritative instructions, information and warnings to the general public by way of the media as authorized and requested by various agencies;
- Ensure the Members of Council are advised of the declaration and termination of an emergency, and are kept informed of the emergency situation.

EOC Director

The Chief Administrative Officer or designate is the Director of the EOC for the Town of Aurora. The EOC Director has the following responsibilities:

- Chair the Municipal Emergency Control Group (MECG);
- Activate the emergency notification system through the Emergency Contact Number (located in Annex A);
- Exercise overall management responsibility for the coordination between response and supporting agencies in the Emergency Operations Centre, and set priorities for response efforts in the affected areas;
- Establish the appropriate staffing level for the EOC and continuously monitor organizational effectiveness to ensure that appropriate modifications occur as required;
- Liaise with the Mayor on policies and procedures, as appropriate;
- Approve, in conjunction with the Mayor, major announcements and media releases prepared by the Information Officer, in consultation with the MECG;
- Ensure that a communication link is established between the MECG and the Emergency Site Manager (ESM);
- Determine the need to activate a Citizen Inquiry hotline;
- Ensure risk management principles and procedures are applied to all EOC activities;
- Determine what sections are needed, assign section chiefs as appropriate and ensure they are staffing their sections as required:
    - Operations Chief
    - Logistics Chief
    - Planning Chief
    - Finance Chief
- Determine which management staff positions are required and ensure they are filled as soon as possible:
    - Information Officer
    - Liaison Officer
    - Risk Management/Legal Officer
- Call out additional Town staff to provide assistance, as required;

- Ensure that operational periods are established and that initial EOC response priorities and objectives are decided and communicated to all involved parties;
- Appoint alternate MECG members when an identified position is vacant at the time of an emergency;
- Document all decisions/approvals.

Risk Management/Legal Officer

The Town Solicitor acts as the Risk Management Officer. The Risk Management Officer is a support function of the Command (EOC Management), and has the following responsibilities:

- Ensures that good risk management practices are applied throughout the response organization;
- Protects the interests of all EOC members, agencies and organizations by ensuring due diligence in information collection, decision-making, and implementation;
- Monitors situations for risk exposures and ascertains probabilities and potential consequences of future events;
- Provides legal advice to the MECG on matters, as they apply to the actions of the Town in its response to the emergency, as requested;
- Provides advice to the Mayor and MECG with respect to interpretation of legislation governing the control of response to an emergency by the MECG;
- Provides advice on safety issues. Risk Management has the authority to halt or modify any and all unsafe operations within or outside the scope of the EOC. While Risk Management has the responsibility for safety, it is recommended that a safety specialist be appointed who is familiar with all aspects of safety and relevant legislation;
- Together with the Town Clerk, ensures general compliance with Town Administrative Procedure No. 58 – Insurance and Risk Management;
- Liaises with the Regional Solicitor and solicitors for neighbouring municipalities.

Liaison Officer

The Community Emergency Management Coordinator (CEMC) acts as the Liaison Officer. As a support function of the Command (EOC Management), the Liaison Officer serves as the primary contact for assisting or supporting organizations and has the following responsibilities:

- Advises Command (EOC Management) of issues related to outside assistance and support, including current or potential inter-organization needs;
- Gathers information from and about organizations that are involved with the incident. This includes obtaining, from their representatives, information about standard and specialized resources they might have, or special support that they might need, and whether there are considerations or restrictions that may impact how such resources may be used;
- Serves as a coordinator for organizations not represented in EOC;
- Provides briefings to organization representatives about the operation;
- Maintains a list of supporting and assisting organizations, and keeping it updated as the incident evolves.

Emergency Information Officer (EIO)

The Manager of Corporate Communications acts as the Information Officer. As a support function of the Command (EOC Management), the Information Officer has the following responsibilities:

- Serve as the coordination point for all public information, media relations and internal information sources for the EOC;
- Establish a communication link with the Information Officer at The Regional Municipality of York, the Citizen Inquiry Supervisor and any other media coordinator(s) (i.e. agency, regional, provincial, federal, private industry, etc.) involved in the incident, ensuring that all information released to the media and public is timely, full and accurate;
- Ensure liaison with the MECG to obtain up-to-date information for media releases, co-ordinate individual interviews and organize press conferences;
- Ensure that the following are advised of the telephone number of the media centre:
    - Media;
    - Municipal Emergency Control Group;
    - Switchboard (Town and Emergency Services);
    - Community Spokesperson;
    - Police Public Relations Officer;
    - Neighbouring communities, and The Regional Municipality of York;
    - Citizen Inquiry Supervisor;
    - Any other appropriate persons, agencies or businesses;
- Provide direction and regular updates to the Citizen Inquiry Supervisor to ensure that the most accurate and up-to-date information is disseminated to the public;
- Ensure that the media releases are approved by the Chief Administrative Officer (in consultation with the Mayor) prior to dissemination, and distribute hard copies of the media release to the EIC, the MECG, Citizen Inquiry Supervisor and other key persons handling inquiries from the media;
- Monitor news coverage and correct any erroneous information;
- Maintain copies of media releases and newspaper articles pertaining to the emergency.
- Coordinate and monitor internet, municipal web site and social media

Citizen Inquiry Supervisor

The Manager of Customer Service is the Citizen Inquiry Supervisor. The Citizen Inquiry function is located at the Aurora Town Hall. This emergency position is part of the Information function supporting the Command EOC Management.

The Citizen Inquiry Supervisor has the following responsibilities:

- Establish a Citizen Inquiry Service, including the appointment of personnel and designation of telephone lines;
- Inform the Information Officer of the establishment of the Citizen Inquiry Service and designated telephone number(s);
- Inform the affected emergency services, the Municipal Emergency Control Group (MECG) and Town switchboards of the establishment of the Citizen Inquiry Service and designated telephone numbers;
- Ensure operators are informed of MECG members' telephone numbers in the EOC;
- Ensure liaison with the Information Officer to obtain current information on the emergency;
- Respond to and re-direct inquiries and reports from the public based upon information from the Information Officer. (Such information may be related to school closings, access routes or the location of evacuee centres);
- Respond to, and redirect inquiries pertaining to, the investigation of the emergency, deaths, injuries or matters of personnel involved with or affected by the emergency to the appropriate emergency service;
- Respond to, and redirect inquiries pertaining to, persons who may be located in evacuation and reception centres to the registration and inquiry telephone number(s);
- Procure staff to assist, as required.

2. Operations Section Chief

Operations coordinates the operational requirements of the response and directs resources and equipment, as required, to fulfill emergency management requirements.

Operations may be staffed by the following positions, according to the requirements of the emergency:

- Chief, York Regional Police
- Fire Chief, or alternate
- General Manager, Emergency Medical Services
- York Region Medical Officer of Health (MOH) or Associate MOH
- York Region Commissioner of Community and Health Services
- Director of Operations
- Utility Representative – Alectra

Chief, York Regional Police

The Chief, York Regional Police, as a member of Operations, has the following responsibilities:

- If assigned by the EOC Director, act as the Operations Chief and ensure the operations function is carried out, including coordination of response for all operational functions assigned to the EOC;
- Activate the emergency notification system through the Emergency Contact Number (located in Annex A);
- Maintain a communications link between Incident Commanders at the site(s) for the purpose of coordinating the overall response, resource requests and event status information;
- Ensure Planning Section is provided with Branch Status Reports and Major Incident Reports;
- Ensure liaison with York Region Police Department Operations Center
- Ensure liaison with the Regional Emergency Operations Center – Operations section
- Ensure liaison with the York Region Commissioner of Community Services regarding the establishment, security and operation of evacuation and reception centres;
- Ensure the protection of life and property and the provision of law and order;
- Provide police services in other facilities, as required;
- Notify the coroner of fatalities;
- Ensure liaison with other community, provincial and federal police agencies, as required;
- Provide an Emergency Site Manager for policing operations, if required.

Fire Chief

As a member of Operations, the Fire Chief has the following responsibilities:

- If assigned by the EOC Director, act as the Operations Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the EOC;
- Activate the emergency notification system through the Emergency Contact Number (located in Annex A);
- Provide the MECG with information and advice on firefighting and rescue matters;
- Depending on the nature of the emergency, assign the Site Manager and inform the MECG;
- Maintain a communications link between Incident Commanders at the site(s) for the purpose of coordinating the overall response, resource requests and event status information;
- Ensure Planning Section is provided with Branch Status Reports and Major Incident Reports;
- Inform the Regional Fire Coordinator and/or initiate mutual aid arrangements for the provision of additional firefighters and equipment, if needed;
- Determine if additional or special equipment is needed and recommend possible sources of supply, e.g., breathing apparatus, protective clothing;
- Provide assistance to other community departments and agencies and be prepared to take charge of or contribute to non-fire fighting operations if necessary, e.g., rescue, first aid, casualty collection, evacuation;
- Provide advice and clarifications about the implementation details of the Emergency Response Plan;
- Provide an Emergency Site Manager, if required.

Chief General Manager, York Region Paramedic Services

As a member of Operations, the Chief General Manager, York Paramedic Services, has the following responsibilities:

- If assigned by the EOC Director, act as the Operations Chief and ensure the operations function is carried out, including coordination of response for all operational functions assigned to the EOC;
- Ensure emergency medical services at the emergency site;
- Depending on the nature of the emergency, assign the Site Manager and inform the MECG;
- Maintain a communications link between Incident Commanders at the site(s) for the purpose of coordinating the overall response, resource requests and event status information;
- Ensure Planning is provided with Branch Status Reports and Major Incident Reports
- Obtain emergency medical services from other municipalities for support, if required;
- Ensure triage at the site;
- Advise the MECG if other means of transportation are required for large-scale response;
- Ensure liaison with the receiving hospitals;
- Ensure liaison with the Medical Officer of Health, as required.

York Region Medical Officer of Health or Associate Medical Officer of Health

As a member of Operations, the Medical Officer of Health (MOH), or Associate MOH, has the following responsibilities:

- If assigned by the EOC Director, act as the Operations Chief and ensure the operations function is carried out, including coordination of response for all operational functions assigned to the EOC;
- Activate the emergency notification system through the Emergency Contact Number (located in Annex A);
- Act as a coordinating link for all emergency health services at the MECG:
- Ensure liaison with the Ontario Ministry of Health and Long-Term Care, Public Health Branch;
- Depending on the nature of the emergency, assign the Site Manager and inform the MECG;
- Maintain a communications link between the senior health official at the site(s) for the purpose of coordinating the overall response, resource requests and incident status information;
- Ensure Planning is provided with Branch Status Reports and Major Incident Reports;
- Ensure liaison with the ambulance service representatives;
- Provide advice on any matters that may adversely affect public health;
- Provide authoritative instructions on health and safety matters to the public through the Information Officer;
- Coordinate the response to disease-related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health and Long-Term Care policies;
- Ensure coordination of all efforts to prevent and control the spread of disease during an emergency;
- Notify Infrastructure and Environmental Services Director of the need for potable water supplies and sanitation facilities;
- Ensure liaison with Community and Health Services on areas of mutual concern regarding health services in evacuee centres.

York Region Commissioner of Community and Health Services

As a member of Operations, the Commissioner of Community and Health Services or designate has the following responsibilities:

- If assigned by the EOC Director, act as the Operations Chief and ensure the operations function is carried out, including coordination of response for all operational functions assigned to the EOC;
- Ensure the well-being of residents who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration and inquiries and personal services;
- Supervise the opening and operation of temporary and/or long-term evacuee centres, and ensuring they are adequately staffed;
- Ensure liaison with the police chief with respect to the pre-designation of evacuee centres that can be opened on short notice;
- Liaise with the Medical Officer of Health on areas of mutual concern regarding operations in evacuee centres;
- Ensure that a representative of the York Region Board of Education and/or the York Region Separate School Board is/are notified when facilities are required at evacuee reception centres, and that staff and volunteers utilizing the school facilities take direction from the Board representative(s) with respect to their maintenance, use and operation;
- Ensure liaison with area Homes for the Aged and Nursing Homes as required.

Director of Operations

As a member of Operations, the Director of Operations has the following responsibilities:

- If assigned by the EOC Director, act as the Operations Chief and ensure the operations function is carried out, including coordination of response for all operational functions assigned to the EOC;
- Activate the emergency notification system through the Emergency Contact Number (located in Annex A);
- Provide the MECG with information and advice on engineering and public works matters;
- Depending on the nature of the emergency, assign the Site Manager and inform the MECG;
- Maintain a communications link between Incident Commanders at the site(s) for the purpose of coordinating the overall response, resource requests and event status information;
- Ensure Planning Section is provided with Branch Status Reports and Major Incident Reports;
- Ensure liaison with the public works representative from the neighbouring community(ies) and The Regional Municipality of York to ensure a coordinated response;
- Ensure provision of engineering assistance;
- Ensure construction, maintenance and repair of Town roads;
- Ensure the maintenance of sanitary sewage and water systems;
- Provide equipment for emergency pumping operations.
- Ensure liaison with the Fire Chief concerning emergency water supplies for firefighting purposes;
- Provide emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health;
- Discontinue any public works service to any resident, as required, and restoring these services when appropriate;
- Ensure liaison with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions;

- Provide public works facilities, vehicles, equipment and personnel as required by any other emergency services;
- Ensure liaison with the conservation authority regarding flood control, conservation and environmental matters, and being prepared to take preventative action.

Utility Representative – Alectra

As a member of Operations, the Utility Representative – Alectra has the following responsibilities:

- Monitor the status of power outages and customers without services;
- Provide updates on power outages, as required;
- Provide liaison with Hydro One, as required;
- Provide liaison with other area Hydro Utilities, as required;
- Ensure liaison with the public works representative;
- May provide assistance with accessing generators for essential services, or other temporary power measures.

3. Planning Section

The Planning Section gathers information critical to the incident in order to develop, disseminate and evaluate incident action plans.

Planning may be staffed by the following positions, according to the requirements of the emergency:

- Director of Planning & Development Services
- Manager of Building Services
- Manager of By-law Services
- Manager of Facilities
- Manager of Customer Services
- Town Clerk
- Library, Chief Executive Officer (CEO)

Director of Planning and Development Services

The Director of Planning & Development Services is the Planning section Chief. The Planning Section Chief has the following responsibilities:

- Ensure that the following responsibilities of Planning are addressed as required:
    - Collect, analyze, and display situation information;
    - Prepare periodic Situation Reports;
    - Prepare and distribute EOC Action Plan and facilitate Action Planning process;
    - Track Resources;
    - Conduct Advance Planning activities and report;
    - Document and maintain files on all EOC activities;
- Provide technical support services to the various EOC sections and branches;
- Establish the appropriate level of organization for the Planning Section and ensure the following tasks are completed;
    - Provide the Municipal Emergency Control Group with information and advice on building conditions and by-law enforcement matters;
    - Make recommendations on the demolition of unsafe structures;
    - Provide Provincial Offences Officers to York Regional Police if requested to do so
- Exercise overall responsibility for the coordination of activities within the section;
- Keeps the EOC Director informed of significant issues affecting the Planning Section;
- In coordination with the Municipal Emergency Control Group (MECG), ensures that Status Reports are completed and utilized as a basis for EOC Situation Reports and EOC Action Plans;
- Provide staff to assist the Information Officer;
- Provide accurate up-to-date mapping for the Municipality and surrounding area, in consultation with GIS staff;
- Provide property data as required by the MECG;
- Provide general planning assistance to the MECG.

Town Clerk

As a member of the Planning Section, the Town Clerk has the following responsibilities:

- Ensure all important decisions made and actions taken by the Municipal Emergency Control Group (MECG) are recorded;
- Collect, organize and file all completed event or disaster-related forms, including: all EOC position logs, Situation Reports, EOC Action Plans and any other related information, just prior to the end of each operational period;
- Ensure that maps and status boards are kept up to date, in consultation with the Planning and Development Services Department and GIS staff;
- Provide a process for registering MECG members and maintaining a MECG member list;
- Notify the required support and advisory staff about the emergency and the location of the Emergency Operations Centre;
- Arrange for printing of material, as required;
- Distribute EOC Situation Reports, EOC Action Plan, and other documents, as requested;
- Maintain a permanent archive of all Situation Reports and EOC Action Plans associated with the emergency;
- Coordinate the provision of clerical staff to assist in the Emergency Operations Centre, as required;
- Upon direction by the Mayor, ensure that all Members of Council are advised of the declaration and termination of the emergency;
- Upon direction by the Mayor, arrange special meetings of Council, as required, and advise Members of Council about the time, date, and location of the meetings;
- Procure staff to assist, as required.

Library Chief Executive Officer (CEO)

As a member of the Planning Section, the Library CEO has the following responsibilities:

- Assist with Planning issues as assigned;
- Assist with information gathering, as required;
- Other duties as assigned.

4. Logistics Section

The Logistics Section arranges for and coordinates all material, services, equipment and resources required to manage and resolve the emergency. Logistics tracks usage and current locations of these items.

The Logistics Section may be staffed by the following positions, according to the requirements of the emergency:

- Director of Corporate Services
- Director of Community Services
- Manager of Human Resources
- Manager of IT Services
- Manager of Procurement
- Manager of Parks
- Manager of Recreations

Director of Corporate Services

The Director of Corporate Services is the Logistics Section Chief. The Logistics Section Chief has the following responsibilities:

- Activating the emergency notification system through the Emergency Contact Number (located in Annex A);
- Ensuring that security is in place for the Emergency Operations Centre (EOC) and registration of MECG members;
- Ensuring the EOC facilities and equipment are operational and supervising the support roles of the Manager of Purchasing, IT Services Manager and Human Resources Manager;
- Ensuring that the operating cycle is met by the MECG and related documentation is maintained and kept for future reference;
- Addressing any action items that may result from the activation of the Emergency Response Plan, and keep MECG informed of implementation needs;
- Maintaining the records and logs for the purpose of debriefs and post-emergency reporting that will be prepared;
- Coordinating the acquisition, distribution and scheduling of various modes of transport (i.e., public transit, school buses, trains, boats, and trucks) for the purpose of transporting persons and/or supplies, as required, by members of the MECG and the support and advisory staff;
- Coordinating the use of Municipal facilities in consultation with York Region Commissioner of Community and Health Services.

Manager of Human Resources

As a member of the Logistics Section, the Manager of Human Resources has the following responsibilities:

- Coordinate and process requests for human resources;
- Coordinate offers of, and appeals for, volunteers with the support of the MECG;
- Select the most appropriate site(s) for the registration of human resources;
- Ensure records of human resources and administrative detail, that may involve financial liability, are completed;
- Ensure that a Volunteer Registration Form is completed when volunteers are involved, and a copy of the Form is retained for Town records;
- Ensure identification cards are issued to volunteers and temporary employees, where practical;
- Coordinate transportation of personnel to and from site(s), in consultation with the Director of Planning and Development Services;
- Ensure liaison with community support agencies (e.g., St. John's Ambulance, Canadian Red Cross);
- Obtain assistance, if necessary, from Human Resources and Skills Development Canada, as well as other government departments, public and private agencies and volunteer groups.

Manager of IT Services

As a member of the Logistics Section, the Manager of IT Services has the following responsibilities:

- Activate the emergency notification system of the local amateur radio operators group, if required;
- Initiate the necessary action to ensure the telephone system at the Municipal offices and EOC function as effectively as possible, as the situation dictates;
- Ensure that the emergency communications centre is properly equipped and staffed with appropriate technical staff to maintain equipment and trouble shoot problems;
- Maintain an inventory of community and private sector communications equipment and facilities within the community, which could, in an emergency, be used to augment existing communications systems;
- Make arrangements to acquire additional communications resources during an emergency;
- Arrange for the operation of fax machines, computer and other technical resources, as required.

Manager of Procurement

As a member of the Logistics Section, the Manager of Purchasing is responsible for:

- Providing and securing equipment and supplies not owned by the Town of Aurora;
- Ensuring liaison with Finance/Administration Section in order to assist with maintaining accurate records of expenses;
- Ensuring liaison with purchasing agents of the neighbouring communities and The Regional Municipality of York, if necessary;
- Maintaining and updating a list of all vendors (including 24-hour contact numbers), who may be required to provide supplies and equipment;
- Ensuring emergency fuel contracts for vehicles and standby generators is active and in good standing.

5. Finance/Administration Section

Finance/Administration performs duties related to administration, finance and staffing specific to the emergency. This includes keeping track of incident-related costs, purchasing and compensation and claims.

As the Finance/Administration Section Chief, the Director of Corporate & Financial Services has the following responsibilities:

- Provide information and advice on financial matters as they relate to the emergency;
- Activate units within Finance/Administration, as required;
- In consultation with the EOC Director, confirm adequacy of expenditure limits as identified in the Purchasing Policy;
- Ensure there is a continuum of payroll process for all employees;
- Ensure liaison, if necessary, with the Treasurers/Directors of Finance of neighbouring communities and The Regional Municipality of York;
- Ensure that records of expenses are maintained for future claim purposes;
- Ensure the prompt payment and settlement of all the legitimate invoices and claims issued during an emergency;
- Ensure all requirements under the Ontario Disaster Relief Assistance Program are met by the Town and submitted to the Minister of Municipal Affairs and Housing within 14 days of the emergency.

Relationship between ECG and Emergency Site Manager (ESM):

Depending on the nature of the emergency, and once the Emergency Site Manager has been assigned, the ECG relationship with the ESM is to offer support with equipment, staff and other resources, as required.

The ECG will also ensure that the rest of the community maintains municipal services.

Relationship between ESM and command and control structures of emergency responders

The senior representative for each emergency responder (police, fire, EMS, public works) at the site will consult with the ESM so as to offer a coordinated and effective response. Regular briefings will be held at the site and chaired by the ESM so as to establish the manner and process to the emergency.

Relationship between the Town of Aurora and York Region

Some services are provided by The Regional Municipality of York to the Town of Aurora. In the event of an emergency, it is important that the two levels of local government operate in a cohesive, planned manner. This Emergency Response Plan contemplates the sharing of resources in order to provide the citizens of the Town of Aurora and The Regional Municipality of York with an effective, planned and cooperative approach to emergency management.

Risk analysis and critical infrastructure assessment have been jointly completed by the Region and the Town of Aurora as well as the surrounding area municipalities.

The Regional EOC may be required to coordinate interaction with the Provincial Emergency Operation Center in order to facilitate emergency resources management and continuity of operations with the entire region.

PART 7: EMERGENCY TELECOMMUNICATIONS PLAN

Upon implementation of the Emergency Response Plan, it will be important to ensure that communications are established between the emergency site and the EOC. Also, communications may be required at various locations including evacuation centres, hospitals, and other key responding agencies.

The Emergency Telecommunications Coordinator (ETC) is part of the initial Emergency Notification Procedure. The ETC will call upon his/her contacts for further communications support, as required.

The Emergency Telecommunications Office will be located in an area adjacent to the EOC. It is equipped with portable hand radios, battery back-up, two-way radio with the necessary channels to communicate with police, fire, EMS and the Ontario Fire Marshal.

Communications between the EOC and the other responding agencies will be with the support of a runner. All messages are to be written on the approved forms and logged.

Should the Town of Aurora lose all telephone communications, pre-arranged communications could be obtained through the local Amateur Radio Operators Network.

PART 8: DISTRIBUTION LIST

Copy Number	Location	Issued dd/mm/yy
1	Mayor	
2-9	Councillors	
10	Chief Administrative Officer (CAO)	
2	Chief Executive Officer (Library)	
11	Fire Dispatch	
12	Fire Chief	
13, 14	Regional Police	
15	Director of Operations	
16	Director of Planning and Development Services	
17	Access Aurora Manager	
18	Town Clerk	
19	Director of Financial Services	
20	Town Solicitor	
21	Director of Community Services	
22	Director of Corporate Services	
23	Manager of Human Resources	
24	Manager, Corporate Communications	
25	Manager of IT	
26	Representative/General Manager – Alectra	
27	Regional Municipality of York	
28-35	Canadian Red Cross	
36	Southlake Regional Healthcare Centre	
37	York Region District School Board	
38	York Catholic District School Board	
39	Red Cross, York Region Branch	
40-41	Emergency Management Ontario	
42-45	CEMCs and Alternates	

PART 9: UPDATES AND AMENDMENTS

Updated dd/mm/yy	Comments	Updated By:

APPENDIX 1: ANIMAL EMERGENCY PLAN

Maintain Animal Care Emergency Response Plan

Preparedness

Preparedness largely involves public education and coordination with other emergency management partners.

Central York Fire Services provides the following information on emergency preparedness for pets on its website (www.cyfs.ca)

Town of Aurora's role during an emergency response will vary widely depending on the nature of the emergency. However, its role will typically involve support of community evacuations.

Response and Recovery

During an emergency response, Town of Aurora may coordinate with animal service providers for the following services:

1. Assist with search, rescue and transportation of animals to the shelter.
2. Assist with receiving and caring for animals.
3. Register, tag and establish accurate records of all animals.
4. Effective communication with local Emergency Operations Centre and field personnel.
5. Assist with provision of food, water and waste disposal for animals.
6. Provide support to other affected shelters if required.
7. Provide support to companion or service animals in evacuation contexts.
8. During recovery phase reunite animals with owners.

General Resources

The following resources should be considered as part of emergency planning:

1. Local animal care facilities, including veterinary clinics, boarding kennels and grooming establishments.
2. Local pet food and equipment suppliers.
3. Local hotels and motels that will accommodate pets.

4. Sources for emergency transportation of animals and supplies.
5. Large facilities that might be converted for temporary use for people with animals (for example fairgrounds, Municipal Operations Centre).

Support Organizations

The following support organizations may be useful:

1. Veterinarians
2. Provincial veterinary association
3. Licensed wildlife rehabilitators (Department of Natural Resources)
4. Local rescue organizations (for example PAWs)

Contact Information

The Municipal Animal Control & Adoption Centre
26815 Civic Centre Road
Keswick, Ontario
1-800-898-8606

The Ontario Society for the Prevention of Cruelty to Animals (OSPCA)
16586 Woodbine Avenue
Newmarket, ON L3Y 4W1
(905) 898-7122

Ontario Veterinary Medical Association
420 Bronte Street South, Suite 205
Milton, Ontario L9T 0H9
T: 905-875-0756 / 1.800.670.1702
F: 905-875-0958 / 1.877.482.5941

Promoting Animal Welfare Society of Georgina (P.A.W.S.)
P.O. Box 154
Keswick, ON L4P 3S1
Phone: (905) 868-6141

INDEX OF ANNEXES

A) Emergency Notification Procedures

B) Confidential Emergency Contact List

C) Emergency Operations Centre (EOC) Logistics

D) Crisis Communication Plan

E) Emergency Operations Centre Floor Plan