



THE CORPORATION OF THE MUNICIPALITY OF CALLANDER

EMERGENCY RESPONSE PLAN

VERSION 2010-01

**THE CORPORATION OF THE
MUNICIPALITY OF CALLANDER**

EMERGENCY RESPONSE PLAN

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**THE CORPORATION OF THE
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EMERGENCY RESPONSE PLAN

PART 1: INTRODUCTION

An emergency is defined as situations or impending situations caused by forces of nature, accident or an intentional act that constitutes a danger of major proportions to life and property. They affect public safety, meaning the health, welfare and property, as well as the environment and economic health of the Municipality of Callander.

The population of the Municipality of Callander is approximately 3600 residents.

In order to protect residents, businesses and visitors, the Municipality of Callander requires a coordinated emergency response by a number of agencies under the direction of the Community Control Group (CCG). These are distinct arrangements and procedures from the normal, day-to-day operations carried out by emergency services.

The Municipality of Callander Community Emergency Management Program Committee developed the Emergency Response Plan. Every official, municipal department and agency must be prepared to carry out assigned responsibilities in an emergency. The Emergency Response Plan has been prepared to provide key officials, agencies and departments of the Municipality of Callander 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 Municipality of Callander's Emergency Response Plan may be viewed at the Municipal Office or on the website at www.mycallander.ca. For more information, please contact:

Fire Chief, Rob Serson
Community Emergency Management Coordinator (CEMC)
Hoyt D. Wice Fire Station
Municipality of Callander
(705) 752-2839
rserson@callander.ca

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 of property, health, safety, wellbeing, environment and economic health of the residents, businesses and visitors of the Municipality of Callander when faced with an emergency.

The Emergency Response Plan enables a centralized controlled and coordinated response to emergencies in the Municipality of Callander, and meets the legislated requirements of the *Emergency Management and Civil Protection Act*.

The Municipality of Callander has an area of approximately 100 km² of which the downtown residential area only accounts for approximately 5.5 km² resulting in a spread out urban area. Major disasters could cause isolation of individuals in some areas of the community.

The Municipality of Callander borders Highway #11, which links Southern and Northern Ontario. Transportation accidents, although usually minor in nature, are likely and since this is a main corridor from Toronto (GTA) to the prairie Provinces and western Canada, there is a concern for hazardous spills from trucking these goods between the main centres. Environmental factors (winter hazards) increase these risks.

The Municipality of Callander has 39.7 km of shoreline on the south west side of Lake Nipissing so minor yearly flooding does occur. Although Callander does not house a large seasonal family population, it does have several resorts/cottage communities and camp grounds that are populated with seasonal residents during both the summer and winter season. Communication of an emergency to part time residents is of concern.

Callander currently has two community centres at opposite ends of the Municipality, two schools and five churches, most in the urban area of Callander within a close proximity to each other. These assembly areas need to be considered in the event of any evacuation.

PART 3: AUTHORITY

The *Emergency Management and Civil Protection Act* is the legal authority for this Emergency Response Plan in Ontario.

The *Emergency Management and Civil Protection Act* states that:

“Every Municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under the manner in which employees of the Municipality and other persons will respond to the emergency and the Council of the Municipality of Callander shall by by-law adopt the Emergency Response Plan.” [Section 3 (1)]

“The Head of Council of the 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 Response Plan of the Municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area.” [Section 4 (1)]

As enabled by the *Emergency Management and Civil Protection Act*, 2003, this Emergency Response Plan and its elements have been:

- Issued under the authority of the Municipality of Callander By-Law 2004-916 and;
- Filed with Emergency Management Ontario (EMO), Ministry of Community Safety and Correctional Services.

a) Definition of an Emergency

The *Emergency Management and Civil Protection Act* defines an emergency as:

“An emergency” means 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”.

The Emergency Operation 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.

b) 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 Emergency Response Plan as may be required to protect property and the health, safety and wellbeing of the Municipality of Callander.

c) A Declared Community Emergency

The Mayor, Acting Mayor or appointed member of Council as per By-Law 2004-918 or Premier of Ontario is responsible for declaring an emergency in accordance with the current *Emergency Management and Civil Protection Act*. This decision is usually made in consultation with other members of the CCG.

Upon declaring an emergency, the Mayor will notify:

- Emergency Management Ontario (EMO)
- Municipal Council
- The 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 the:

- Mayor, Acting Mayor or appointed member of Council
- Premier of Ontario

When terminating an emergency, the Mayor will notify:

- Emergency Management Ontario (EMO)
- Municipal Council
- The Public
- Neighbouring Community officials, as required
- Local Member of the Provincial Parliament (MPP)
- Local Member of Parliament (MP).

d) Request for Assistance

Assistance may be requested from the surrounding Municipalities of Callander at any time by contacting their respective CEMC'S. The request shall not be deemed to be a request that the participating Municipalities 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 (EMO).

PART 4: EMERGENCY NOTIFICATION PROCEDURES

Notification may be activated by the Mayor, CAO/Clerk, Fire Chief, Police, Superintendent of Roads and Public Works, Medical Officer of Health or the CEMC.

Upon notification of a real or threatened emergency situation, the CAO/Clerk, Mayor or the CEMC for the Municipality of Callander is to be contacted to request notification of the Community Control Group (CCG).

Upon being notified, it is the responsibility of all Community Control Group (CCG) officials to notify their staff and volunteer organizations.

The CEMC for the Municipality may call members of the CCG to alert them of the possible emergency situation and ask them to stand by for a period of time in case it is necessary to convene the CCG to assess the situation and recommend declaring an emergency.

PART 5: COMMUNITY CONTROL GROUP

a) Emergency Operation Centre

The CCG will report to the EOC when requested by the CEMC, Mayor or CAO/Clerk of the Municipality of Callander.

b) Community Control Group

The emergency response will be directed and controlled by the CCG, a group of officials who are responsible for coordinating the provision of the essential services necessary to minimize the effects of an emergency on the community.

The CCG consists of the following officials:

- Mayor, Acting Mayor or appointed member of Council
- CAO/Clerk, or alternate
- Treasurer or alternate financial representative
- CEMC, or alternate
- North Bay Police Services representative
- Fire Chief, or alternate
- Superintendent of Roads and Public Works, or alternate
- Emergency Information Coordinator, or alternate

Additional personnel who may be called or added to the CCG could include:

- EMO Representative
- By-Law Enforcement Officer
- Chief Building Official
- Ontario Provincial Police (OPP)
- Medical Officer of Health
- Social Services Administrative Board Representative
- Emergency Medical Services (EMS)
- Reception/Evacuation/Shelter Coordinator
- Local electrical utility representative
- Surrounding Municipalities staff/representatives
- North Bay Mattawa Conservation Authority Representative (NBMCA)
- Canadian Red Cross Representative
- Liaison staff from provincial ministries
- Any other officials, experts or representatives from the public or private sector as deemed necessary by the CCG

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

c) Operating Cycle

Members of the CCG will gather at regular intervals to inform each other of actions taken and problems encountered during the course of the emergency. The CAO/Clerk 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 Municipality's Emergency Information Coordinator or alternate will maintain status board and maps which will be prominently displayed and kept up to date.

d) Community Control Group Responsibilities

The members of the CCG are likely to be responsible for 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 CCG are appropriate
- Advising the Mayor or alternate, on the need to designate all or part of the Municipality as an emergency area
- Advising the Mayor or alternate as to whether the declaration of an emergency is recommended
- Ensuring that an Emergency Site Manager is appointed
- Ensuring support to the Emergency Site Manager by offering equipment, staff and resources, as required
- Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger
- Ensuring that Emergency Reception Centres are established
- Discontinuing utilities or services provided by public or private concerns, i.e. hydro, water, gas, closing down a section of streets, etc.
- 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 liaison with various levels of government and any public or private agencies not under community control, as considered necessary
- Determining if additional volunteers are required for evacuation or transport of persons and/or supplies
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Coordinator 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 expenditure of money required 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 CAO/Clerk within one week of the termination of the emergency, as required
- Participating in the debriefing following the emergency

PART 6: EMERGENCY RESPONSE SYSTEM

a) The individual responsibilities of the CCG are described below;

i. Mayor, Acting Mayor or appointed member of Council

The Mayor, Acting Mayor or appointed member of Council is responsible for:

- Providing overall leadership in responding to an emergency
- Activating the emergency notification system through the call system
- Will act as the community spokesperson
- Declaring an emergency within the designated area
- Requests for senior government assistance if required
- Declaring that the emergency has terminated
- Notifying the EMO, of the declaration of the emergency, and termination of the emergency
- Ensuring the members of Council are advised of the declaration and termination of an emergency, and are kept informed of the emergency situation
- Maintain a personal log of all actions taken

ii. CAO/Clerk

The CAO/Clerk is responsible for:

- Activating the emergency notification through the call system
- Chairing the CCG, coordinates all operations within the EOC, including the scheduling of regular meetings
- Advising the Mayor on municipal policies and procedures and legislation as appropriate
- Approving, in conjunction with the Mayor, major announcements and media releases prepared by the Emergency Information Coordinator, in consultation with the CCG
- Ensuring that a communication link is established between the CCG and the Emergency Site Manager
- Calling out additional Municipal staff to provide assistance, as required
- Coordinating and processing requests for human resources
- Coordinating offers of, and appeals for, volunteers with the support of the CCG
- Selecting the most appropriate site for registration of human resources

- Ensuring records of human resources and administrative detail, that may involve financial liability, are completed
- Ensuring that a Volunteer Registration Form is completed, when volunteers are involved and a copy of the form is retained for municipal records
- Ensuring identification cards are issued to volunteers and temporary employees, where practical
- Arranging for transportation of human resources to and from site(s)
- Obtaining assistance, if necessary, from public and private agencies and volunteer groups
- Maintain a personal log of all actions taken

iii. Community Emergency Management Coordinator

The CEMC is responsible for:

- Activating the emergency notification system through the call system
- Contacting the North Bay Police Service and Ontario Provincial Police (OPP) and advising them of the situation
- Activating and arranging the EOC
- Ensuring that security is in place for the EOC and registration of CCG members;
- Ensuring that all members of the CCG have necessary plans, resources, supplies, maps and equipment
- Providing advice and clarifications about the implementation details of the Emergency Response Plan
- Supervising the administrative staff to ensure maps, phone calls, etc are readily available
- Ensuring liaison with community support agencies (e.g. St. John Ambulance, Canadian Red Cross)
- Ensuring that the operating cycle is met by the CCG and related documentation is maintained and kept for future reference
- Addressing any further items that may result from the activation of the Emergency Response Plan and keeping CCG informed of implementation needs
- Maintaining the records and logs for the purpose of debriefings and post-emergency reporting that will be prepared
- Maintain a personal log of all actions taken

iv. Treasurer

The Treasurer is responsible for:

- Providing information and advice on financial matters as they relate to the emergency
- Ensuring liaison if necessary with the financial staff of neighbouring communities
- Ensuring that records of expenses are maintained for future claims
- Purchasing and securing of equipment and supplies not owned by the Municipality of Callander as required
- Ensuring liaison with purchasing agents or similar representatives of neighbouring communities
- Maintaining and updating a list of all vendors (including 24 hour contact numbers) who may be required to provide supplies and equipment
- Ensuring prompt payment and settlement of legitimate invoices and claims during an emergency
- Controlling and accounting for all emergency expenses occurring during the crisis for items such as food, emergency repairs, etc. as deemed appropriate and at the discretion of the CCG and/or the CAO/Clerk.
- These powers may be delegated by the Treasurer to alternate staff as required
- Maintain a personal log of actions taken

v. North Bay Police Service

The North Bay Police Service is responsible for:

- Providing an Emergency Site Manager, as required, at the direction of the CCG
- Assuming overall security control at the incident
- Control and disperse crowds within the Emergency Area
- Controlling traffic to facilitate the movement of emergency vehicles both in and out of the Emergency Area. This will include designation and traffic control for the Evacuation and Emergency Access Routes
- Designating an Inner Perimeter to control and disperse people and equipment within the Emergency Area
- Conducting any required evacuation
- Arranging for the maintenance of law and order in any Community Emergency Reception Centre
- Ensuring the protection of property against looting within the Emergency Area
- Advise the Coroner in the event of fatal casualties

- Requesting assistance from the OPP, and any other Police Services with disaster equipment, when deemed necessary
- Conducting any Police Service investigations that may be required by law or by practice

vi. Emergency Information Coordinator

The Deputy Clerk or alternate shall act as the Emergency Information Coordinator

The Emergency Information Coordinator is responsible for:

- Establishing a communication link between the Community Spokesperson and the media/public ensuring all information is timely, complete and accurate
- Ensuring that an Emergency Information Centre is identified and information is passed to the media/public
- Coordination of individual interviews and the organization of press conferences
- Ensuring that the following are advised of the telephone number and location of information centre: media, CCG, administrative staff, police public relations officer, neighbouring communities, and other appropriate persons/agencies
- Ensuring all media releases are approved by the CAO/Clerk in conjunction with the Mayor/CCG prior to release and distribution
- Distribution of hard copies of medial releases
- Monitoring new coverage/radio messages and correcting any erroneous information
- Maintaining copies of all media releases, newspaper articles and information regarding the emergency
- Documenting all transactions during the emergency regarding times, actions, departments, etc. and upkeep of same
- Providing information to additional administrative support staff such as public notices to be faxed or provided to radio/TV stations and the general public
- Providing information to additional support for relay of information or need for equipment, etc. through the CAO/Clerk
- Other administrative duties as determined by CAO/Clerk and CCG
- Maintain a personal log of actions taken

vii. Fire Chief

The Fire Chief is responsible for:

- Depending on the nature of the emergency, assigning the Emergency Site Manager and informing the CAO/Clerk or Mayor of emergency
- Providing the CCG with information and advice on firefighting and rescue matters
- Establishing an ongoing communications link with the senior fire official at the scene of the emergency
- Informing the Mutual Aid Coordinators and/or initiating mutual aid arrangements for the provision of additional firefighters and equipment, if needed
- Determining if additional or special equipment is needed and recommending possible sources of supply, e.g., breathing apparatus, protective clothing
- Providing assistance to other community departments and agencies and being prepared to take charge of or contribute to non-fire fighting operations if necessary, e.g., rescue, first aid, casualty collection, evacuation
- Maintain a personal log of any actions taken

viii. Superintendent of Roads and Public Works

The Roads and Public Works Representative is responsible for:

- Depending on the nature of the emergency, assigning the Emergency Site Manager and informing the CEMC, CAO/Clerk or the Mayor of the emergency
- Providing the CCG with information and advice on engineering and roads and public works matters
- Establishing an ongoing communications link with the senior roads and public works official at the scene of the emergency
- Ensuring liaison with the roads and public works representative from the neighbouring community(ies) to ensure a coordinated response
- Ensuring provision of engineering assistance
- Ensuring construction, maintenance and repair of municipal roads
- Ensuring the maintenance of sanitary sewage and water systems
- Providing equipment for emergency pumping operations
- Ensuring liaison with the Fire Chief concerning emergency water supplies for fire fighting purposes
- Providing emergency potable water, supplies and sanitation facilities to the requirements of the North Bay Parry Sound Health Unit
- Discontinuing any roads and public works service to any resident, as required, and restoring these services when appropriate

- Ensuring liaison with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions
- Providing roads and public works vehicles and equipment as required by any other emergency services
- Ensuring liaison with the Conservation Authority regarding flood control, conservation and environmental matters and being prepared to take preventative action
- Coordinating the acquisition, distribution and scheduling of various modes of transport (i.e. public transit, school buses, boats, and trucks) for the purpose of transporting persons and/or supplies, as required, by members of the CCG and the support and advisory staff
- Procuring staff to assist, as required ensuring that a record is maintained of drivers and operations involved
- Maintain a personal log of action taken

b) Support and Advisory Staff

i. Municipal Solicitor

The Municipal Solicitor is responsible for:

- Providing advice to any member of the CCG on matters of legal nature as they may apply to the actions of the Municipality of Callander in its response to the emergency, as requested

ii. Reception/Evacuation/Shelter Coordinator

The Municipality's Recreation and Events Coordinator shall be the Reception/Evacuation/Shelter Coordinator and will be assisted by all departments, agencies, volunteers, and other available persons under the direction of the CCG, to provide evacuation services to needed persons.

The Reception/Evacuation/Shelter Coordinator is responsible for:

- Coordinating the acquisition, preparation and establishment of an Emergency Reception Centre depending on the location of the emergency in conjunction with the CCG
- Ensuring the Emergency Reception Centre is capable of providing potable water, bathroom facilities, sleeping areas, and areas for food service to evacuees
- Coordinating the removal and transportation of evacuees to the evacuation centre with various municipal departments, bus lines, etc.
- Coordinating medical care for any injured evacuees
- Coordinating the acquisition, preparation and establishment of the reception centres (where food can be served)
- Arranging for reception areas to provide food, accommodation, and other

- temporary welfare services for homeless persons
- Contacting businesses as noted in the service directories, who can supply food, clothing, personal needs, medications, etc.
- Delegating trained volunteers to manage the different sections of the shelter, including first aid, entertainment, child care, pet care, security, parking
- Obtain staff as required, to assist
- Maintain a personal log of action taken

iii. **Public and Separate School Boards**

The Public and Separate School Boards are responsible for:

- Providing any school (as appropriate and available) for use as an evacuation or Emergency 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 of Callander as to protective actions for the schools (i.e. evacuation procedure)

iv. **Medical Officer of Health**

- Coordinates public health services with various CCG members and related agencies in the EOC
- Provides advice to the public and local health care professionals on matters which may adversely affect public health within the Municipality of Callander(e.g. toxic spills, water quality)
- Liaises with Ontario Ministry of Health Public Health Branch and as required to augment and coordinate a public health response as required
- Coordinates the surveillance and response to communicable disease- related emergencies or anticipated epidemics according to Ministry of Health directives
- Ensures the coordination of vaccine/antiviral storage, handling and distribution across the Municipality of Callander
- Initiates and implements mass vaccination clinics during outbreaks of disease within the Municipality of Callander
- Liaises with Superintendent of Roads and Public Works or alternate within the Municipality of Callander to ensure the provision of potable water, community sanitation, maintenance and sanitary facilities
- Provides inspection of evacuation centres, makes recommendations and initiates remedial action in area of accommodation standards related to:
 - Overcrowding, sewage and waste disposal
 - Monitoring of water supply, air quality sanitation
 - Food handling, storage, preparation, distribution and services

- Liaises with local social services agencies on areas of mutual concern regarding evacuation centres relates to public health information
- Advises on, or orders any necessary evacuation, isolation or quarantine measures
- Provides instruction and health information through public services announcements and information networks
- Issued orders if necessary, to mitigate or eliminate health hazards as per the Health Protection and Promotion Act
- In the event of mass casualties, the Health Unit will monitor the situation to ensure early and sanitary disposition of human remains in order to minimize the spread of disease
- Liaises with the District Coroner to coordinate the activities of the mortuary within the community and provide assistance when necessary

c) Relationship between CCG and Emergency Site Manager

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

d) Relationship between the Emergency Site Manager, Command and Control Structure of Emergency Responders

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

PART 7: EMERGENCY COMMUNICATIONS PLAN

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

The CEMC for the Municipality of Callander will be responsible to contact the local contacts for further communications as required.

The Emergency Communications Equipment is located at the Callander Fire and Emergency Services headquarters. The building is equipped with generator back up power, two-way radios, various phone lines, internet capability, computer equipment and fax machines with the necessary channels to communicate with police, fire, ambulance and the Ontario Fire Marshall.

Communications between the EOC and the other responding agencies will be through the Callander Fire & Emergency Services and logged appropriately through the communication system.

PART 8: EMERGENCY INFORMATION PLAN

Upon implementation of this Emergency Response Plan, it will be important to coordinate the release of accurate information to the news media, issue authoritative instructions to the public, and respond to or redirect individual requests, for, or reports on, information concerning any aspect of the emergency.

The local Emergency Information Centre will be located in the Council Chambers, in the Municipal Office. In the event that this centre cannot be used, the secondary location will be determined by the CCG for relaying of information through the Emergency Information Coordinator.

Depending on the nature of the emergency, it may be necessary to establish a media information area adjacent to the emergency site, as decided by the CCG.

In order to fulfill these functions during an emergency, the following position will be established:

a) Community Spokesperson

The Mayor, Deputy Mayor or appointed member of Council will hold the position of Community Spokesperson.

The Community Spokesperson is responsible for:

- Giving interviews on behalf of the Municipality of Callander
- Responding to all inquiries about decisions made by the CCG and about the emergency

PART 9: RECOVERY

The Ontario Disaster Relief Assistance Program (ODRAP) program is intended to alleviate the hardship suffered by private homeowners, farmers, small business enterprises and non-profit organizations, whose essential property has been damaged in an unexpected natural disaster, such as a severe windstorm, tornado, flood, forest fire or ice storm. ODRAP provides funds to those who have sustained heavy losses for essential items such as shelter and the “necessities of life”. ODRAP does not provide full cost recovery for all damages resulting from a disaster; it only helps recipients restore essential furnishings and property to pre-disaster condition. ODRAP provides assistance when damages are so extensive that they exceed the financial resources of the affected individuals, the Municipality and community at large. This program does not cover damages to privately owned, non-essential property, nor to essential property where private insurance is normally available.

Critical Incident Stress Counselling may be requested through EMO as required during and after the emergency for mental health disorders, emotional trauma and shock suffered as a result of the emergency.