



# **THE CORPORATION OF THE MUNICIPALITY OF CALLANDER**

## **EMERGENCY RESPONSE PLAN**

**By-Law #: 2021-1699 – By-law to adopt an Emergency Management program**

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Reviewed By: Todd Daley, CEMC**

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## **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 4000 residents.

To protect residents, businesses, and visitors, the Municipality of Callander requires a Coordinated Emergency Response Plan by several 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
- Roles and responsibilities during an emergency

The Emergency Response Plan is a public document. It is important that residents, businesses, and interested visitors be aware of its provisions. Copies of the Municipality of Callander Emergency Response Plan may be viewed at the Municipal Office or on the website at [www.mycallander.ca](http://www.mycallander.ca). However, appendices contain personal and sensitive information and shall be kept confidential.

For more information, please contact:

Community Emergency Management Coordinator (CEMC)

Callander Fire & Emergency Services

Phone: (705) 752-1410 x225

or

email: [info@callander.ca](mailto:info@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 the 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 (EMCPA)*, 2003.

The Municipality of Callander has an area of approximately 105 sq. km of which the downtown residential area only accounts for approximately 5.5 sq. km resulting in a sprawling 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 to the Prairie Provinces and Western Canada, there is a concern for hazardous material spills from transporting these products across the country. Environmental factors (winter hazards) increase these risks.

The Municipality of Callander has 39.7 km of shoreline on the southwest side of Lake Nipissing. Minor annual flooding does occur. Although Callander does not house a large seasonal family population, it does have several resort/cottage communities and campgrounds that are populated with seasonal residents during both the summer and winter season. Communication of an emergency to seasonal residents is a concern.

Callander has two community centres at opposite ends of the Municipality, two elementary schools, and five churches. Most of these structures are in the urban area of Callander and near each other. These assembly areas need to be considered in the event of any evacuation.

## **PART 3: AUTHORITY**

In Ontario, the *EMCPA, 2003* is the legal authority for this Emergency Response Plan.

The *EMCPA, 2003* 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 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 *EMCPA*, this Emergency Response Plan and its elements have been:

- Issued under the authority of the Municipality of Callander By-Law 2021-1699, being a By-law to adopt an Emergency Management program for the Municipality of Callander
- Filed with Emergency Management Ontario (EMO), Treasury Board Secretariat.

### **a) Definition of an Emergency**

The *EMCPA, 2003* 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 the 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, municipal 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 an appointed member of Council, or the Premier of Ontario is responsible for declaring an emergency in accordance with the current *EMCPA, 1990*. This decision is usually made in consultation with other members of the Community Control Group (CCG).

Upon declaring an emergency, the Mayor will notify:

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

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
- Municipal Council
- The Public
- Neighbouring Community officials, as required.
- Local Member of the Provincial Parliament
- Local Member of Parliament

**d) Request for Assistance**

Assistance may be requested from the surrounding Municipalities of Callander at any time by contacting their respective Community Emergency Management Coordinators (CEMC). 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 the Provincial Emergency Operation Centre (PEOC).

## **PART 4: EMERGENCY NOTIFICATION PROCEDURES**

Notification may be activated by the Mayor, Senior Municipal Director (SMD), Fire Chief, Police, Manager of Operations, Medical Officer of Health, or the CEMC.

Upon notification of a real or threatened emergency, the SMD, Mayor, or the CEMC is to be contacted to request notification of the CCG.

Upon being notified, it is the responsibility of all CCG members to notify their assigned staff and volunteer organizations.

The CEMC may call members of the CCG to alert them of a possible emergency and ask them to stand by 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 SMD.

### **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.
- SMD, or alternate
- Treasurer, or alternate financial representative
- CEMC, or alternate
- Fire Chief, or alternate
- Manager of Operations, or alternate
- Public Information Officer, or alternate

Additional personnel who may be called to assist could include:

- EMO Representative
- By-Law Enforcement Officer
- Chief Building Official
- North Bay Police
- Ontario Provincial Police (OPP)
- Medical Officer of Health
- Social Services Administrative Board Representative
- Economic Development Manager
- Hydro One 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 CCG, 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 emergency. The SMD 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.

### **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 emergency are taken, provided they are not contrary to law.
- Determining if the location and composition of the CCG is 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 Incident Commander is appointed.
- Ensuring support to the Incident Commander 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 Centre(s) and/or Evacuation Centre(s) are established.
- Discontinuing utilities or services provided by public or private concerns, (e.g., hydro, water, gas), closing streets, etc.
- Arranging services and equipment from local agencies not under community control (e.g., private contractors, industry, volunteer agencies, service clubs)
- Notifying, requesting assistance, 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 for evacuation or transport of persons and/or supplies.
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the PIO 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 to deal with the emergency.
- Notifying the service, agency, or group under their direction, of the termination of the emergency.
- Maintaining a log documenting decisions and actions taken and submitting a summary of the log to the SMD within one week of the termination of the emergency, as required.
- Participating in the debriefing following the termination of the emergency.

## **PART 6: EMERGENCY RESPONSE SYSTEM**

### **a) CCG MEMBER RESPONSIBILITIES**

#### **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 PEOC of the declaration and termination of the emergency.
- Ensuring the members of Council are regularly updated of the situation and are advised of the declaration and termination of an emergency.
- Maintain a personal log of all decisions and actions taken.

#### **II. Senior Municipal Director (SMD)**

The SMD, or alternate, 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 PIO, in consultation with the CCG.
- Ensuring that a communication link is established between the CCG and the Incident Commander.
- Calling out additional Municipal staff to assist, 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 decisions and actions taken.

### **III. Community Emergency Management Coordinator**

The CEMC, or Alternate, is responsible for:

- Activating the emergency notification system through the call system.
- Contacting the OPP and advising them about 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, phones, 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 reports that will be prepared.
- Maintain a personal log of all decisions and actions taken.

### **IV. Treasurer**

The Treasurer, or Alternate, 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 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. These powers may be delegated by the Treasurer to alternate staff, as required.
- Maintain a personal log of all decisions and actions taken.

## **V. Public Information Officer (PIO)**

The PIO, or alternate, is responsible for:

- Establishing a communication link between the Mayor (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 SMD, in conjunction with the Mayor/CCG, prior to release and distribution.
- Distribution of hard copies of media releases.
- Monitoring news 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.
- Providing information to additional administrative support staff such as public notices to be faxed or provided to radio/TV stations and the public.
- Other administrative duties as determined by SMD and/or CCG.
- Maintain a personal log of all decisions and actions taken.

## **VI. Fire Chief**

The Fire Chief, or alternate, is responsible for:

- Depending on the nature of the emergency, assuming or assigning the Incident Commander and informing the SMD and/or the Mayor of an emergency.
- Providing the CCG with information and advice on firefighting and rescue matters.
- Establishing an ongoing communications link with the Incident Commander.
- 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/or agencies and being prepared to take charge of or contribute to non-firefighting operations if necessary (e.g., rescue, first aid, casualty collection, evacuation).
- Maintain a personal log of all decisions and actions taken.

## **VII. Operations Manager**

The Operations Manager is responsible for:

- Depending on the nature of the emergency, assigning an Incident Commander, and informing the CEMC, SMD, and/or the Mayor of an 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(s) 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 firefighting 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, public works vehicles, and equipment as required by any other emergency services.
- Ensuring liaison with the North Bay Mattawa 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 (e.g., public transit, school buses, boats, and trucks) for the purpose of transporting persons and/or supplies, as required, by members of the CCG and 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 all decisions and actions taken.

## **b) SUPPORT AND ADVISORY STAFF**

## **I. Police Service**

The 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 any other Police Service(s) with disaster equipment, when deemed necessary.
- Conducting any Police Service investigations that may be required by law or by practice.

## **II. Registration/Evacuation Centre Coordinator**

Depending on the nature of the emergency, a Registration/Evacuation Centre Coordinator may need to be appointed. The coordinator will act under the direction of the CCG, to provide required services to needed persons.

The Reception/Evacuation Centre Coordinator is responsible for:

- Coordinating the acquisition, preparation, and establishment of an Emergency Reception Centre under the direction of the CCG.
- Ensuring the Emergency Reception Centre can provide 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 people.
- 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, childcare, pet care, security, parking.
- Obtain staff to assist, as required.
- Maintain a personal log of all decisions and actions taken.

### **III. 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 healthcare 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 Manager of Operations, 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 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 as it 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.
- Issue 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 to minimize the spread of disease.
- Liaises with the District Coroner to coordinate the activities of the mortuary within the community and assist when necessary.



#### **IV. 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 response to the emergency, as requested.

#### **V. 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 (e.g., evacuation procedure).

#### **c) RELATIONSHIP BETWEEN CCG AND INCIDENT COMMANDER**

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

#### **d) RELATIONSHIP BETWEEN INCIDENT COMMAND AND CONTROL STRUCTURE OF EMERGENCY RESPONDERS**

The senior representative for each emergency responder (Police, Fire, EMS, Operations) at the site will consult with the Incident Commander, to offer a coordinated and effective response. Regular briefings will be held at the site, chaired by the Incident Commander, 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. Communications may be required at various locations including emergency reception/evacuation centres, hospitals, and other key responding agencies.

The CEMC 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, Station 1 training room. 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 Office of the Fire Marshal and Emergency Management.

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 designated by the CCG.

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.

To fulfill these functions during an emergency, the following position will be established:

### **a) Community Spokesperson**

The Mayor is the community spokesperson. However, the Deputy Mayor, or appointed member of Council can act as the Community Spokesperson.

The Community Spokesperson is responsible for:

- Providing media interviews on behalf of the Municipality of Callander.
- Responding to all media inquiries about decisions made by the CCG and/or the circumstances of 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.

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 OFMEM as required during and after the emergency for mental health disorders, emotional trauma, and shock suffered as a result of the emergency.