



2023

EMERGENCY PLAN  
AND ANNEXES



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## RECORD OF AMENDMENTS

AMENDMENT NO.	DATE	SUBJECT	AMENDED BY
1	December 2010	Added Evacuation Annex 14	Guy Hall
2	December 2011	Annex updates	Guy Hall
3	December 2012	Emergency Plan and Annex Updates	Guy Hall
4	November 2013	Emergency Plan and Annex Updates	Guy Hall
5	December 2014	Emergency Plan and Annex Updates	Guy Hall
6	December 2015	Emergency Plan and Annex Updates	Guy Hall
7	December 2016	Emergency Plan and Annex Updates	Guy Hall
8	December 2017	Emergency Plan and Annex Updates	Guy Hall
9	December 2018	Emergency Plan and Annex Updates	Sophia Craig-Massey
10	December 2019	Emergency Plan and Annex Updates	Sophia Craig-Massey
11	November 2020	Emergency Plan and Annex Updates	Sophia Craig-Massey
12	January 2023	Emergency Plan and Annex Updates	Sophia Craig-Massey

# CHAPTER 1 INTRODUCTION

## Introduction

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”.

## Aim

The aim of the Region’s Emergency Plan is to:

- Protect public safety
- Create disaster resilient communities
- Promote public confidence in the Region’s ability to manage a major emergency or disaster

## Purpose

The purpose of the Region’s Emergency Plan is as follows:

- Identify the roles, responsibilities and actions required of Regional departments and York Regional Police in mitigating, preventing, preparing for, responding to and recovering from major emergencies and disasters.
- Ensure a coordinated response by the Region, local cities and towns and other agencies in managing emergencies or disasters; to save lives, prevent injuries, protect property and the environment.
- Enable decision makers to efficiently and effectively deploy available resources, and
- Provide a means to identify, request and procure additional resources

The response to emergencies will be managed using the Regional Emergency Plan – Basic Plan (this document), and the functional responses organized in Annexes to this plan. This plan may be used in conjunction with business continuity plans (refer to Chapter 7: Business Continuity Plans).

## Legal Authorities

The legislation under which York Region 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
- Ontario Regulation 380/04
- York Region Emergency Management Program By-Law

## **Provincial Emergency Management and Civil Protection Act**

Section 2.1 of the Act requires municipalities to develop and implement an emergency management program and adopt a by-law. An emergency management program must consist of:

- An emergency plan.
- Training programs and exercises for employees of municipalities and other persons with respect to the provision of required services and procedures to be followed in emergency response and recovery activities.
- Public education on risks to public safety and on public preparedness for emergencies.
- Any other element required by standards for emergency management programs that may be developed by the Minister of Community Safety and Correctional Services.

In developing the emergency management program, municipalities must identify and assess various hazards and risks to public safety that could give rise to emergencies and identify the facilities and other elements of the infrastructure that are at risk of being affected by emergencies.

## **Ontario Regulation 380/04**

Regulation 380/04 came into force on December 31, 2004 and describes the emergency management standards for Ontario Ministries and Municipalities. The specific municipal requirements are described below.

- 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 Ontario Fire Marshall and Emergency Management.
- The CEMC shall co-ordinate the development and implementation of the emergency management program within the Region 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 Region'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 group shall direct the municipality's response in an emergency, including the implementation of the municipality's emergency response plan.
- The group shall develop procedures to govern its responsibilities in an emergency
- The members of the group shall complete the annual training that is required by the Ontario Fire Marshal and Emergency Management.
- 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.

### **York Region By-law**

Council approved the Emergency Management Program and the Emergency Response Plan with the enactment of the Emergency Management Program By-Law.

### **Regional Emergency Management Program Committee**

Every municipality is required to have an Emergency Management Program Committee, appointed by Council. According to OFMEM, the role of the EMPC is “to oversee the development, implementation, and maintenance of the municipal emergency management program, including the municipal emergency response plan, public education program, training, and exercises.” The Committee is also responsible for submitting an annual report to Council providing an update on the status of the Emergency Management Program. The committee is also accountable for the annual review of the municipality's emergency management program”<sup>1</sup>. The EMPC must meet a minimum of twice annually and is accountable for the annual review and approval of the municipality's emergency management program.

Members of the Emergency Management Committee are position based and appointed by Regional Council through by-law 2019-45. The EMPC is chaired by the Executive Director, Strategies and Initiatives and supported administratively by the Emergency Management Program.

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<sup>1</sup> Emergency Management Civil Protection Act, O Reg 380/04 Section 11 (1-5)

EMPC members include:

1. Regional Chairperson
2. York Region Chief Administrative Officer
3. Executive Director of Strategies and Initiatives (Chair)
4. Community Emergency Management Coordinator (CEMC)
5. Regional Solicitor
6. Executive Director of People, Equity and Culture
7. Commissioner, Community and Health Services
8. Medical Officer of Health
9. Commissioner, Public Works
10. Commissioner, Corporate Services
11. Commissioner, Finance
12. Director, Corporate Communications
13. Regional Fire Coordinator
14. Chief of Police
15. Chief Paramedic Services

### **Incident Management System**

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 the emergency.

### **Plan Distribution and Maintenance**

Distribution of the Region Emergency Plan and Annexes will be in hard copy to Departments and available electronically in Adobe Portable Document Format (PDF).

A copy of the most current version of the Emergency Plan is available on the York Region website at [www.york.ca](http://www.york.ca).

The Manager of Emergency Management ensures the Emergency Plan is reviewed, tested and updated annually. It is also the role of this position to maintain the master copy of the Region's Emergency Plan.



## CHAPTER 2 DEFINITIONS

- **Action Plan**

“The Action Plan contains objectives, reflecting the overall strategy and specific tactical actions and supporting information for the next operational period. The plan may be oral or written. When written, the Action Plan may have a number of attachments (evacuation plan, map, etc.)
- **Agency**

An agency is a division of government with a specific function offering a particular kind of assistance. In IMS, agencies are defined either as jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources for other assistance).
- **Chair**

The Head of Council or his/her designate for The Regional Municipality of York.
- **Chief Administrative Officer (CAO)**

The Chief Administrative Officer of The Regional Municipality of York or designate. The CAO is the EOC Director of the Regional Emergency Control Group and REOC Director responsible for overall command within the Regional Emergency Operations Centre.
- **Community Emergency Management Co-ordinator (CEMC)**

The Manager of Emergency Management or the alternate CEMCs act as the Community Emergency Management Co-ordinator for York Region. The CEMC is responsible and accountable for the Region’s Emergency Management program and is a member of the Regional Emergency Control Group and the Emergency Management Program Committee.
- **Cyber Breach Response Framework**

The Cyber Breach Response Framework provides a response process for Cyber Breaches involving Technology or Programs, as well as Cyber Breaches involving Confidential Information which results in a Privacy Breach. The Framework has been developed to assist the Region in responding to a cyber breach in an effective and efficient manner.
- **Enterprise Notification System**

A method of alerting key personnel in the Regional Emergency Control Group of an emergency situation.
- **Emergency**

“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.

- **Emergency Management and Civil Protection Act**

The *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9*, as amended.

- **Emergency Management Program**

A program that is based on a hazard identification and risk assessment process and leads to a comprehensive program that includes the five core components of mitigation, prevention, preparedness, response and recovery. The program will consist of a risk analysis, a current emergency response plan based on that analysis, the operation of an Emergency Management Program Committee, an Emergency Operations Centre, a formalized training and exercise program, a Community Emergency Information Officer, a Community Public Awareness Program, and will be reviewed annually.

- **Emergency Operations Centre**

A designated facility established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to the emergency

- **Emergency Lodging Service**

Emergency Lodging Service arranges for safe, temporary lodging for homeless or evacuated people.

- **Emergency Site (Emergency Area)**

The area in which an Emergency exists.

- **Emergency Site Management Team**

The Emergency Site Management Team consists of the Incident Commander/Unified Command, On-Scene Commanders representing the responding agencies involved in the Emergency, and the On-Scene Media Spokesperson.

- **Emergency Social Services**

Emergency Social Services (ESS) is a planned emergency response designed to provide those basic services considered essential for the immediate and continuing well-being of persons affected by an emergency. Six emergency social services are considered essential: emergency food, lodging, clothing, registration and inquiry, personal services, and reception centres. In York Region, Community and Health Services department is responsible for coordinating these services, in collaboration with community agencies, local municipalities and Regional departments.

- **Fire Service**  
The Fire Department of the local municipality or a combined Fire Department of one or more area municipalities.
- **Full Alert**  
The Emergency Alert level utilized when all members of the Regional Emergency Control Group and Regional Support Group are contacted and advised to report to the Regional Emergency Operations Centre.
- **Functional Emergency Plan**  
A written plan describing the functions in an Emergency of each Regional Department or service, and any agency with a designated emergency function.
- **Incident Commander**  
The person at the Emergency Site from the lead agency who coordinates and manages the response to the Emergency.
- **Incident Management System (IMS)**  
A standardized system that defines the basic command structure, and roles and responsibilities required for the effective management of an emergency incident or situation.
- **Local Municipality**  
The municipality or corporation of the Town of Aurora, City of Markham, Town of Newmarket, City of Richmond Hill, City of Vaughan, Town of Whitchurch-Stouffville, Town of East Gwillimbury, Town of Georgina and the Township of King.
- **Media Information Centre**  
A location which can be used to brief media during an emergency. The Media Information Centre is managed by the Public information Officer and is currently located in the York Region Administrative Centre (Great Hall) at 17250 Yonge Street, Newmarket.
- **Municipal Emergency Plan**  
An Emergency Plan prepared by one of the local cities or towns.
- **Mutual Assistance Agreement**  
Written agreement between agencies and/or jurisdictions that they will assist one another on request, by furnishing personnel, equipment, and/or expertise in a specified manner.
- **Non-Governmental Organization**  
Non-Governmental organization (NGO) is an organization that is not part of a government and was not found or funded by the Province. NGO's are usually

non-profit organizations and are generally restricted to advocacy groups having goals that are primarily non-commercial.

- **Operational Period**

The period of time scheduled for execution of a given set of operational actions as specified in the action plan. Operational periods can be of various lengths, although usually not over 24 hours.

- **Outer Perimeter**

A geographic area selected by the Incident Commander and surrounding the inner perimeter. This area serves as a coordination and assembly area for essential emergency personnel. Access to the outer perimeter is restricted to essential personnel as determined by the Incident Commander.

- **Provincial Emergency Operations Centre (PEOC)**

The designated facility established to manage the response to and recovery from the emergency or disaster for the Province of Ontario.

- **Public Information Officer (PIO)**

The individual responsible for coordinating emergency information with the media, the public, and employees.

- **Reception Centre Services**

Reception Centre Services sets up and operates Reception centres, a one-stop service site, where evacuees are received and in which the five other Emergency Social Services are provided: clothing, lodging, food, registration and inquiry, and personal services.

- **Recovery**

Activities and programs designed to return conditions to a level that is acceptable to the Region.

- **Region**

The Regional Municipality of York.

- **Regional Council**

York Regional Council.

- **Regional Emergency Control Group (RECG)**

A group of Regional Department Heads and other key personnel chaired by the CAO, which is responsible for directing all Emergency operations and providing the personnel and resources needed to effectively manage the Emergency within the Region.

- **Regional Emergency Management Program Committee**  
Mandatory committee which advises council on the development and implementation of the Region's emergency management program, and conducts an annual review of the Region's emergency management program with recommendations to Council for its revision, if necessary.
- **Regional Emergency Operations Centre (REOC)**  
The location from which staff manage the Regional response to and recovery from the emergency or disaster.

**Regional Emergency Operations Centre (REOC) Management Team**

The REOC Management Team meets according to the operations cycle and implements the incident management process which sets response priorities and activities. REOC Management Team members consist of: The Policy Group, Command Staff Officers, Operations Section Chief (and Operations staff as required), Planning Section Chief, Logistics Section Chief and the Finance Section Chief.

- **Regional Emergency Public Information Centre (EPIC)**  
A call centre established during an emergency to respond to and redirect inquiries and reports from the public. York Region's corporate call centre is Access York.
- **Regional Fire Coordinator (or Alternate)**  
A Fire Chief from one of the fire departments in the Region, appointed by the Ontario Fire Marshall, to serve as coordinator of the region-wide Mutual Aid Fire Plan.
- **Response**  
In emergency management applications, activities designed to address the immediate and short-term effects of the emergency.
- **Stand-by Alert**  
The Emergency Alert level utilized when some or all members of the Regional Emergency Control Group and Regional Emergency Operations Centre (REOC) staffs are contacted and instructed to "stand-by" for further information or instructions.
- **Unified Command**  
In IMS, unified command is a unified team effort, which allows all agencies with jurisdictional responsibility for the incident, either geographical or functional, to manage the response/recovery by establishing a common set of incident objectives, strategies and action plans.

## CHAPTER 3 HAZARD IDENTIFICATION AND RISK ASSESSMENT (HIRA) and CRITICAL INFRASTRUCTURE

### HIRA Overview

The *Emergency Management and Civil Protection Act* requires every municipality to identify and assess the various hazards and risks to public safety that could give rise to emergencies and to identify the facilities and other elements of the infrastructure that are at risk of being affected by emergencies.

A “hazard” is defined as a product, situation or location which contains an inherent danger which has a threat or threats to life, property or the environment associated with it.

A “threat” is the way in which the danger inherent in the hazard could manifest itself, given certain conditions, creating an emergency or disaster.

The top threats (in order of importance) to the Region in 2022 are:

- Infectious Disease
- Tornado
- Electrical Energy Outage (winter)
- Cyber Attack
- Winter Weather/Ice Storm
- Active Threat
- High Wind
- Extreme Heat
- Chemical Transport Incident
- Water or Wastewater Disruption

**Critical infrastructure** is defined by York Region as infrastructure that may be deemed to be critical if their failure or disruption may significantly jeopardize the health, safety and security of the Region.

York Region and its municipal partners review and update the Hazard Identification and Risk Assessment (HIRA) and Critical Infrastructure database and maps annually.

For further information contact Emergency Management, Office of the CAO.

## **CHAPTER 4 IMPLEMENTATION OF THE EMERGENCY PLAN**

At the threat of an impending emergency and/or at the scene of an emergency, the first responders will assess the situation to determine if this is an event that exceeds the capability of the local municipality and may require extraordinary measures to contain, respond to, and recover from the situation.

### **1.0 Action Prior to Declaration of an Emergency**

When an Emergency appears imminent but has not yet been declared, members of the Regional Emergency Control Group (RECG) may take necessary action under the Emergency Plan to protect the lives and property of the inhabitants of York Region. When such actions are undertaken, they shall be reported as soon as practicable to the CAO, who shall in turn advise the Head of Council who will advise Members of Regional Council of the actions taken and the circumstances under which they were taken.

The CAO, Chief of Police, Regional Fire Coordinator, or any other member of the RECG may request the Emergency Management Team to assemble the RECG at the REOC or other specified location or be placed on Standby Alert.

### **2.0 Municipal Emergencies**

Response to Emergencies within the Province of Ontario is based on a "tiered" approach, with local cities and towns responsible for providing the first level of response. York Region automatically provides assistance to the affected municipality through the provision of support from York Regional Police, and Paramedic Services. Municipalities may also request the services of the Departments of Community and Health and Public Works. During a local emergency each of these agencies may provide personnel who serve as members of the local Municipality Emergency Control Groups.

On declaration of a municipal emergency in one of the local cities and towns, the Region will normally implement its own Emergency Plan by activating the REOC (to level 1 or 2) with a skeletal staff. In addition to the support noted above, York Region will be prepared to provide additional support as requested by the Mayor or designate of the affected municipality. This request would be made to the Chairperson of York Regional Council.

### **3.0 Declaration or Termination of a Regional Emergency**

The decision to declare or terminate a Regional Emergency in all or in part of the Region is made by the Head of Council, following a recommendation from the RECG. The factors affecting this decision are:

- Response coordination required because of significant number of people at risk, large widespread event, multiple emergency sites and multiple municipality's involved.
- Resource coordination required because of limited municipal resources, significant need for outside resources, need to coordinate Regional resources.
- Declaration of a Local Emergency or Provincial Emergency is made.

Should the Head of Council decide that a Regional emergency declaration is warranted, based on the advice of the CAO and the RECG, the Declaration of Regional Emergency form shall be signed.

Upon activation of the York Emergency Plan, York Region Emergency Management will notify the members of the RECG (beginning with the CAO) that a Standby Alert has been issued, or that the RECG is to assemble at the REOC, or other specified location.

#### **4.0 York Region's Emergency Notification System**

York Region Emergency Management has been assigned the function of notifying members of the RECG of any incident which may require the activation of the REOC. At the request of the CAO, the York Region Police Chief, Regional Fire Coordinator, or any member of the RECG, the on call Emergency Management Team Member will activate the Enterprise Notification System (ENS)/RAVE (beginning with the CAO) and initiate a Standby Alert or a request for the RECG are to assemble at the REOC or other specified location.

The Notification Annex describes the Notification criteria and process.



## **CHAPTER 5 REGIONAL EMERGENCY CONTROL GROUP AND REGIONAL OPERATIONS CENTRE (REOC) STAFFING AND RESPONSIBILITIES**

The Regional Emergency Control Group is responsible for exercising overall management responsibility for the corporation's business continuity and coordination of emergency response and recovery operations.

Ontario Regulation 380/04 requires all municipalities to have a municipal control group to direct the respective municipalities' response in an emergency, including the implementation of the municipality's emergency plan, and the development of procedures to govern its responsibilities in an emergency. The Regional Emergency Control Group is approved by York Regional Council through the Emergency Management Program Bylaw.

The Regional Emergency Control Group (RECG) is composed of:

- Regional Chairman (Deputy Chairman) and Chief Executive Officer
- Chief of Staff to the Regional Chairperson
- Chief Administrative Officer
- Commissioner, Community and Health Services
- Commissioner, Public Works
- Commissioner, Finance and Regional Treasurer
- Commissioner, Corporate Services
- York Regional Police Chief
- Regional Fire Coordinator
- Regional Solicitor
- Medical Officer of Health
- Chief, Paramedic Services
- Director, Corporate Communications
- Executive Director, Strategies & Initiatives, Office of the CAO
- Manager, Emergency Management, Office of the CAO

### **Head of Council (Policy Group)**

Responsibilities:

The Regional Chair as Head of Council is authorized to declare an Emergency in all or in any part of York Region. The Head of Council may take any action and issue orders as necessary to implement the Emergency Plan and to protect property and the health, safety and welfare of the residents, businesses, employees and visitors in the emergency area.

In exercising these powers, the Head of Council shall be advised by the RECG.

In addition to these general responsibilities, the Head of Council shall be responsible for the following:

- Provides overall emergency policy and direction to the REOC Director (CAO).
- Notify the Minister of Community Safety and Correctional Services, through Emergency Management Ontario, (416) 314-0472 or 1-866-314-0472 or PEOCDO01@ontario.ca.
- Notify the Mayors of the local municipalities, members of York Regional Council, and neighboring municipal officials (as required).
- Notify the public of the declaration of an Emergency.
- Notify the Region's Members of Parliament and Members of Provincial Parliament.
- Formally request Provincial and/or Federal government assistance (through the Provincial Ministry of the Community Safety and Correctional Services), as required.
- Act as the primary spokesperson for the Region, authorize the release of information on behalf of the Region or delegate that authority to the CAO and/or the Public Information Officer.
- Issue authoritative instructions, information and warnings to the general public via the media as authorized and requested by various agencies.
- Officially declare that the emergency has terminated and notify Emergency Management Ontario, the public, the Area Municipal Mayors, Regional Council, MPs and MPPs of the said termination.

Regional Council passed a bylaw (2023-05) to provide for the appointment of an Acting Chair.

### **Regional Emergency Operations Centre staffing**

The CAO shall be the REOC Director and in that capacity shall oversee the activities of the staff in the REOC.

The CAO may add or remove members and assign staff depending on the nature of the emergency. The REOC may be staffed by the following persons or their designates:

- Command
  - REOC Director - Chief Administrative Officer
  - Deputy Director – Executive Director, Strategies and Initiatives, Office of the CAO
  - Liaison - Manager, Emergency Management, Office of the CAO
  - Emergency Information Officer - Director, Corporate Communications
  - Legal/Risk Management – Regional Solicitor, Risk Manager

- Operations
  - Chief, York Regional Police
  - Regional Fire Coordinator or Alternate
  - Chief Paramedic Services
  - Commissioner, Community and Health Services
  - Medical Officer of Health or Associate Medical Officer of Health
  - Commissioner, Public Works
  
- Planning
  - Section Chief – To be appointed by the REOC Director at the time of activation
  - Regional Clerk
  - Director, Data, Analytics & Visualization, Corporate Services
  - Program Manager, Emergency Plans and Operations, Office of the CAO
  - Program Manager, Emergency Exercises, Training and Public Education, Office of the CAO
  
- Logistics/Finance
  - Commissioner, Corporate Services
  - Commissioner, Finance Department and Treasurer
  - General Manager, Transit
  - Senior Executive Officer, People Equity and Culture
  - Director, Property Services
  - Director, Procurement
  - Director, IT Services

## **Regional Emergency Operation Centre Staff Responsibilities**

The primary responsibilities of the REOC staff is to implement the Emergency Plan and appropriate Departmental Annexes or business continuity plans during an emergency and to provide advice and assistance to the Head of Council.

During an emergency, REOC staff are responsible for directing and coordinating all support to emergency operations by providing personnel and resources needed by municipalities or first responders to effectively manage the emergency within the Region. It is the responsibility of all REOC staff to assign an alternate in their absence or inability to respond.

## **Individual Responsibilities**

The REOC Director as part of Command will be responsible for the following duties:

- Exercise overall management responsibility for the coordination between response and supporting agencies in the REOC. Set priorities for response efforts in the affected areas.

- Establish the appropriate staffing level for the REOC and continuously monitor organizational effectiveness to ensure that appropriate modifications occur as required.
- Ensure interagency coordination is established between the RECG and first responders and municipal EOC's.
- Confirm the adequacy of the expenditure limits as identified in the purchasing by-law.
- Advise the Head of Council on Regional policies and procedures as appropriate.
- Determine the need to activate an Emergency Public Information Centre (EPIC) or hotline and assign responsibility.
- Ensure risk management principles and procedures are applied to all REOC activities.
- Determine what REOC sections are needed, assign section chiefs as appropriate and ensure they are staffing their sections as required.
  1. Operations Section Chief
  2. Logistics Section Chief
  3. Planning Section Chief
  4. Finance Section Chief
- Determine which management staff positions are required and ensure they are filled as soon as possible.
  1. Deputy Director
  2. Information Officer
  3. Liaison Officer
  4. Risk Manager
  5. Legal Advisor
- Establish initial priorities for the REOC based on current status and information from municipal EOC's and/or incident commander.
- Schedule the initial REOC Action Planning meeting and have Planning Section Chief prepare the agenda.
- Ensure that operational periods are established, and that initial REOC response priorities and objectives are decided and communicated to all involved parties.
- In conjunction with the Emergency Information Officer, conduct news conferences and review media releases for final approval.
- In coordination with management staff, identify priorities and management function objectives for the initial REOC Action Planning meeting.
- Convene the initial REOC Action Planning meeting and ensure the Planning Section facilitates the meeting appropriately.
- Once the Action Plan is completed by the Planning section, review, approve and authorize its implementation.
- Conduct periodic briefing with the REOC Management Team to ensure response priorities and objectives are current and appropriate.

- Document all decisions/approvals.
- Approve resource requests not included in Action Plan, as required.
- Formally request assistance from neighboring regional governments or the City of Toronto (in accordance with the various Mutual Assistance Agreements), as required.

**The Executive Director, Strategies and Initiatives as part of Command will:**

- Assume the role of REOC Deputy Director or REOC Director in the absence of the CAO as a member of the RECG in the REOC.
- Undertake special assignments at the request of the CAO.

**The Manager of Emergency Management as part of Command will:**

- As the Liaison Officer, function as point of contact for, and interaction with, representatives from other agencies arriving in the REOC, and any organizations not represented in the REOC.
- Establish initial contact information/Jointly with the Public Information Officer, identify how messaging will be coordinated with key stakeholders.
- Assist and serve as an advisor to the REOC Director and Emergency Control Group as needed, providing information and guidance related to the external functions of the REOC.
- Provide general advice and guidance to external agencies and REOC staff as required.
- Supervise the set-up of the REOC.
- Assist REOC Director in determining appropriate staffing for the REOC.
- Ensure a REOC organization and staffing chart is posted and updated.
- Ensure access control to the REOC is established immediately.
- Carry out liaison with the Ontario Fire Marshal and Emergency Management (OFMEM), Provincial Emergency Operations Centre (PEOC) and various municipal Emergency Operations Centres.
- Assist the REOC Director in developing overall REOC priorities as well as priorities for the initial Action Plan.
- Prepare external non-represented agency information for briefings with the REOC Management Team.
- Ensure that operational priorities and objectives identified in the REOC Action Plans are communicated to external non represented agencies.
- Ensure any Call Centre established by the RECG is provided with the most current information.
- Request the assistance of York Amateur Radio Emergency Services in providing emergency and backup telecommunications links between the REOC and any other locations, as required.

### **The Emergency Information Officer (EIO) as part of Command will:**

- Serve as the coordination point for all public information, media relations and internal information sources for the REOC.
- If directed by the REOC Director, ensure that the EPIC is established to enable the public to access helpful information or advice.
- Coordinate with Access York to provide them with timely and accurate scripts and information so they can provide callers with information. Please note due to surge capacity issues, concerted efforts through digital communication channels (York.ca, social media, on hold messaging will be prioritized to try and triage the calls to the corporate call centre).
- Work to inform the public within the affected area receives complete, accurate and consistent information about life safety procedure, public health advisories, relief and assistance programs and other vital information.
- Provide communications advice to the Head of Council, REOC Director and RECG.
- Coordinate and supervise writers assigned to communications tasks.
- Maintain the corporate website and York Beat intranet for REOC information, as appropriate.
- Review all communications and gain approval for release by the Regional Chair or the CAO.
- Liaise with Emergency Information Officers at site(s) and municipal EOCs as identified by the Liaison Officer.
- As it relates to digital communications, responsible for overseeing the following:
  - Monitoring information posted to corporate social media as it relates to the specific event(s)
  - Proactive updates/information sharing
  - Identifying and communicating the need for additional social media resources to effectively manage communications
- More information about the role of the public information officer, the communication response, and specific tactics is contained in York Region's Crisis, Risk and Emergency Communication Plan (edocs #8960041).

### **Legal Services as part of Command will be responsible for the following services:**

- Provide advice to the RECG on matters of a legal nature, as they may apply to the actions of the Region in its response to the Emergency, as requested.
- Work with and provide advice to Risk Management.
- Liaise with representatives from the Ontario Ministry of Community Safety and Correctional Services and provide advice to the Chair and the RECG with respect to interpretation of legislation governing the control of response to an Emergency, by the RECG.
- Assess and provide advice with respect to any right of action pursuant to Section 12 of the *Emergency Management and Civil Protection Act* against any person(s)

causing an Emergency, to recover expenses incurred by the Region, and to ensure that necessary evidence is preserved to assert such action at a later date.

Act as Chair for the Cyber Breach Response Team and ensure measures described under the Cyber Breach Framework are carried out effectively.

**Risk Management as part of Command will be responsible for the following services:**

- Ensures that good risk management practices are applied throughout the response organization and that every function contributes to the management of risk. Protects the interests of all REOC participants, 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.

**York Regional Police as part of Operations will be responsible for the following duties:**

- If assigned by the REOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the REOC.
- Ensure any operational objectives and assignments identified in the REOC Action Plan related to public safety are carried out effectively.
- Establish a site command post with communications to the REOC.
- Provide the REOC with advice on public safety matters.
- Provide an Incident Commander, if required.
- Establish an ongoing communications link with the Incident Commander.
- Establish an inner perimeter within the Emergency area.
- Establish an outer perimeter in the vicinity of the Emergency to facilitate the access/egress of emergency vehicles and to restrict the movement of non-essential personnel.
- Provide traffic control to facilitate the movement of emergency vehicles.
- Alert persons endangered by the Emergency and coordinate evacuation procedures, including traffic control on evacuation route.
- Provide remote aerial vehicle (RAV) support to the REOC if requested.
- In cooperation with the Community and Health Services Department and community partners ensure public safety is protected, and the safe and orderly flow of traffic is maintained at Reception Centres.



**Regional Fire Coordinator as part of Operations will be responsible for the following duties:**

- If assigned by the REOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the REOC.
- Ensure any operational objectives and assignments in the REOC Action Plan related to fire safety are carried out effectively.
- Provide the RECG with advice on firefighting matters.
- Establish an ongoing communications link with the Fire Incident Commander.
- During a significant event, liaise with PEOC Duty officer to update on status and arrange for additional specialized equipment or personnel, if required.
- Provide assistance to other municipal departments and agencies by being prepared to take charge of, or contribute to, non-firefighting operations, if necessary (e.g., rescue, first aid, casualty collection, evacuation, etc.).

**Chief of Paramedic Services as part of Operations will be responsible for the following duties:**

- If assigned by the REOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the REOC.
- Ensure any operational objectives and assignments identified in the REOC Action Plan related to paramedic services are carried out effectively.
- Liaise with the Ontario Ministry of Health and Long-Term Care and allied Paramedic Services agencies.
- Recommend specific responses to conditions that could affect the Paramedic Services interaction.
- Liaise with the allied Paramedic Services agencies on areas of mutual concern which may include:
  - Triage
  - Stabilization of patients
  - Transport to hospitals
  - Any other issues needed in pre-hospital care
- Liaise with other agencies as required to augment and coordinate Paramedic Services resources.
- Provide an Incident Commander, if required.
- Delegate Paramedic Services representatives to provide support as requested to local municipal Emergency Operations Centres (EOC) and Emergency Control Groups (ECG) for emergencies impacting EMS.

**Medical Officer of Health or Associate Medical Officer of Health as part of Operations will be responsible for the following duties:**

- If assigned by the REOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the REOC.
- Ensure any operational objectives and assignments identified in the REOC Action Plan related to public health are carried out effectively.
- Liaise with the Ontario Ministry of Health and Long-Term Care and implement directives from the Chief Medical Officer of Health, if provided.
- Assimilate public health information and provide advice to the RECG on public health issues and recommend specific response to conditions that could affect the health of the community.
- Liaise with the Commissioner of Community and Health Services on areas of mutual concern regarding health services in reception centres that include:
  - Food safety and water quality
  - General sanitation and health hazards
  - Infection prevention and control
  - Accommodation standards for emergency lodging
- Liaise with the Commissioner of Community and Health Services on public health issues related to the incident (e.g. outdoor air quality or water quality in the event of a spill, impact to a community, advice on evacuation or shelter-in-place) or other potential health hazards in the community.
- Liaise with agencies as required to augment and coordinate public health resources.
- Provide an Incident Commander, if required.
- Convene the Community and Health Services Emergency Control Group and Departmental Emergency Operations Centre as required.
- Provide public health support where able to local municipal Emergency Operations Centres (EOC) and Emergency Control Groups (ECG) for emergencies impacting public health.

**Commissioner of Public Works as part of Operations will be responsible for the following duties:**

- If assigned by the REOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the REOC.
- Ensure any operational objectives and assignments identified in the REOC Action Plan related to transportation services are carried out effectively.
- Provide emergency traffic detour plans in coordination with York Regional Police.
- Provide the RECG with information and advice on roads or transit matters.
- Implement the Transportation Services Spill Response Program, as required, to ensure that all hazardous or environmentally significant spills are contained and cleaned up, and all residues safely disposed of.

- Liaise with public utilities to disconnect any service representing a hazard and/or arrange for the provision of alternate services or functions.
- Coordinate transportation requirements (requested by the REOC, a municipality or site incident commander) and contact the contracted operators to make requests for emergency operations support as needed.
- Administer Memorandum of Understanding (MOU) agreements with other jurisdictions, public agencies and private industry for use of their transportation assets, where appropriate, during emergency situations.
- Ensure the Transit Operations Centre (TOC – 50 High Tech) is activated, if required.
- Ensure that selected YRT staff and the Emergency Information Officer are provided with timely information on emergency transportation arrangements that can be disseminated to the public.
- Provide Transportation vehicles and equipment as required for emergency services.
- Ensure any operational objectives and assignments identified in the REOC Action Plan related to water/wastewater or waste management infrastructure, Forestry and corporate energy services are carried out effectively.
- Provide and maintain Regional water, wastewater, waste management, forestry and corporate energy services in consultation with officials of the local municipalities and of the Province of Ontario, where required.
- Provide the RECG with information and advise on water, wastewater, waste management, forestry and corporate energy matters, including the status or Regional infrastructure.
- Activate the Public Works Department Operations Centre (DOC), if required.
- Identification of the need for the provision of emergency supplies. If emergency supplies are required, request assistance through the Procurement Office.
- Assist the local Municipal Fire Services with the provision of equipment and resources where available for pumping operations and emergency water supplies for firefighting.
- Maintain communications with conservation authorities, and relevant regulatory agencies.
- Provide an Incident Commander, if required.

**Commissioner of Community and Health Services, as part of Operations will be responsible for the following duties:**

- If assigned by the REOC Director, act as the Operations Section Chief and coordinate all operational functions assigned to the REOC.
- Convene the CHS Emergency Control Group and activate the Departmental Emergency Operations Centre (DEOC) to support CHS Branch response as required.

- Ensure any operational objectives and assignments identified in the REOC Action Plan related to CHS and/or Emergency Social Services (ESS) are carried out effectively.
- Liaise with, or assign a designate to liaise with, local municipalities, Canadian Red Cross and/or external partners to determine requirements for ESS.  
Refer to *Annex 7: Emergency Social Services* and/or *Annex 14: Evacuations of The Regional Municipality of York Emergency Plan* for additional roles and responsibilities.
- Coordinate with the Medical Officer of Health and/or the DEOC on issues management in areas of mutual concern regarding operations in Reception Centres that include:
  - Food safety and water quality
  - General sanitation and health hazards
  - Infection prevention and control
  - Accommodation standards for emergency lodging
- Liaise with the Medical Officer of Health on public health issues related to the incident (e.g., outdoor air quality or water quality in the event of a spill, impact to a community, advice on evacuation or shelter-in-place) or other potential health hazards in the community.
- Liaise with the Public Information Officer to examine and modify any potential impact to staffing requirements for Access York/Emergency Public Information Centre operations, given the impact of the emergency.
- Refer requests for CHS representatives to provide support to local Municipal Emergency Operations Centres (EOCs) and Emergency Control Groups (ECG).

**The Planning Section Chief will be responsible for the following duties:**

- Ensures that the following responsibilities of the Planning Section are addressed as required:
  - Collect, analyze, and display situation information
  - Prepare periodic Situation Reports
  - Prepare and distribute REOC Action Plan and facilitate Action Planning process
  - Track Resources
  - Conduct Advance Planning activities and report
  - Document and maintain files on all REOC activities
  - Provide technical support services to the various REOC sections and branches
- Establishes the appropriate level of organization for the Planning Section.
- Exercises overall responsibility for the coordination of activities within the section.
- Keeps the REOC Director informed of significant issues affecting the Planning Section.

- In coordination with the RECG, ensures that Status Reports are completed and utilized as a basis for REOC Situation Reports and REOC Action Plans.
- Provide staff to assist the Emergency Information Officer.

**Regional Clerk as part of the Planning Section will:**

- Collect, organize and file all completed event or disaster related forms, including: all REOC position logs, Situation Reports, REOC Action Plans and any other related information, just prior to the end of each operational period.
- Provide document reproduction services to REOC staff.
- Distribute the REOC Situation Reports, REOC Action Plan, and other documents, as requested.
- Maintain a permanent archive of all Situation Reports and REOC Action Plans associated with the event or disaster.
- Assist with preparation and distribution of the REOC After Action Report.
- Supervise the Documentation Unit.

**Director of Data, Analytics and Visualization Services as part of the Planning Section will:**

- Be responsible for the provision of all Geomatics services to the REOC.
- Provide staff to set-up and manage GIS technology in the REOC.
- Provide current quality information to support REOC.
- Provide products and services to support queries, analysis and decision-making.
- Provide electronic map display for the REOC.
- Create and maintain maps that were used during the emergency so that they could be used in a review of the event or response to it.

**Program Managers, Emergency Management as part of Planning Section are responsible for the Situation Unit and Advance Planning. The Managers will:**

- Assist with the setup, activation and deactivation of the REOC.
- Populate and maintain the Incident/Event Logs.
- Provide advice and support to the Planning Section Chief.

**Commissioner of Corporate Services as Logistics Section Chief will be responsible for the following duties:**

- Ensure the Logistics function is carried out in support of the REOC. This function includes providing telecommunication services and information

technology, locating or acquiring equipment, supplies, personnel, facilities, and transportation as well as arranging for food, lodging, and other support services as required both for the REOC, DOC's, call centres and site requirements.

- Ensure that appropriate security measures have been established to allow for only authorized access to the REOC facility and documentation.
- Ensure section objectives as stated in the REOC Action Plan are accomplished within the operational period or within the estimated time frame.
- Coordinate closely with the Operations Section Chief to establish priorities for resource allocation within the operational area.
- Keep the REOC Director informed of all significant issues relating to the Logistics Section.
- Ensure critical resources are allocated according to REOC Action Plan policy, priorities and direction.
- Coordinate the provision of food and lodging for REOC and Site Personnel.

**Director of Procurement as part of Logistics is responsible for:**

- Ensuring required logistical support is available in the REOC, Departmental Operations Centres, Reception Centres, and any Call Centres, including:
  - Meals
  - Accommodations
  - Assist in purchases under Clause 9 of By-law 2017-30 to provide for the procurement of goods and services

**Director of Information Technology Services as part of Logistics is responsible for:**

- The provision of all Information Technology (IT) services to REOC.
- Supervise the set-up and take down of the telephone and IT system in the primary or alternate REOC.
- Ensure that an IT technician is available on a 24-hour 7-day basis to the REOC.
- Ensure the physical set-up the Emergency Public Information Centre, as directed by the REOC Director.
- Ensure that telephone support is available on a 24/7 basis to support the REOC and any Emergency Public Information Centre that is established.

**Director of Property Services as part of Logistics will be responsible for the following services:**

- Security and parking at the REOC and associated functions, e.g., media.
- Continuity of REOC facility services, i.e. maintenance, access, power, HVAC, audio-visual.

- Implementation of facility emergency plans, Fire Safety, suspicious packages, bomb threats.
- Contract and lease administration for additional resources, e.g. snowplowing.
- Provision of space and furniture requirements for REOC and associated functions.

**Director of Human Resource Services Department as part of Logistics will be responsible for the following duties:**

- Provide advice to the RECG on Human Resource Policies.
- Coordinate volunteers from community agencies and the public to assist in providing services to the public, as required.
- Provide advice regarding the employment and/or redeployment of the Region's employees, including those at the scene.

**Commissioner of Finance as Finance Section Chief will be responsible for the following duties:**

- Communicate budget tracking instructions.
- Activate units within the Finance Section as required.
- In consultation with the REOC Director, confirm adequacy of expenditure limits as identified in the Purchasing Policy.
- Ensure that financial records are maintained for claim purposes.
- Ensure there is a continuum of payroll process for all employees.
- Ensure the prompt payment and settlement of all legitimate invoices and claims incurred during an Emergency.
- Liaise, if necessary, with the Treasurer(s) and purchasing agents of the neighboring regions and area municipalities.
- Ensure all requirements under the Municipal Disaster Recovery Assistance Program are met by the Region and affected municipalities and submitted to the Minister of Municipal Affairs and Housing within 120 calendar days from the onset of the disaster.
- Ensure printing requirements are met.



## **CHAPTER 6      REQUESTS FOR ASSISTANCE**

### **Mutual Assistance Agreements**

#### **General**

The *Emergency Management and Civil Protection Act* authorizes municipalities to enter into agreements wherein each party may provide assistance, in the form of personnel, services, equipment and material, if called upon to do so by a requesting municipality in times of Emergency.

Mutual Assistance Agreements enable municipalities, in advance of an Emergency, to set the terms and conditions of the assistance which may be requested or provided. Municipalities requesting and providing assistance are therefore not required to negotiate the basic terms and conditions under stressful conditions and may request, offer and receive assistance according to predetermined and mutually agreeable relationships.

#### **Current Agreements**

York Region has Mutual Assistance Agreements with the City of Toronto, and the Regions of Halton, Durham and Peel as well as a Facilities Use Agreement with the York Region District School Board.

#### **Execution of Mutual Assistance Agreements**

The request or response to a request is made by the CAO after consulting with the Regional Chair.

The CAO, on advice from the RECG, makes the final determination to ask for assistance from a neighboring municipality. The CAO also makes the decision to provide assistance to a neighboring municipality under a Mutual Assistance Agreement.

#### **Assistance from the Province of Ontario through the Office of the Fire Marshal and Emergency Management**

On the declaration of an Emergency by the Head of Council, the Ontario Fire Marshal and Emergency Management may deploy a liaison team to the REOC. This team will provide advice and assistance to the RECG. The Provincial Emergency Operations Centre (PEOC) can provide support as required.

## **Municipal Disaster Recovery Assistance Program**

In early 2016, The Province of Ontario launched two new Disaster Relief Assistance Programs. The new Programs are **Disaster Recovery Assistance for Ontarians (DRAO)** and the **Municipal Disaster Recovery Assistance Program (MDRAP)**. These new programs replace the Ontario Disaster Relief Assistance Program (ODRAP).

The DRAO Program targets residents, small businesses, farmers and not for profit organizations. The program is administered entirely by the Province and a municipal request is not required to activate the program. There is no municipal fundraising or Disaster Relief Committees.

MDRAP is a claim-based program, when activated by the Province, offers financial assistance to qualifying municipalities that have sustained extraordinary operating and capital costs as a result of a natural disaster. Eligible operating costs are those incurred to protect public health, safety and access to essential services. Eligible capital costs are those to repair public infrastructure or property to pre-disaster condition. Costs covered by insurance are ineligible.

Under the MDRAP, municipalities must meet the following criteria to be eligible:

- Municipalities must have experienced a sudden, unexpected and extraordinary natural event. (Technological or man-made events, such as the Lac Megantic train disaster, are not covered)
- Incremental costs must be demonstrably linked to the disaster and eligible costs incurred must be at least equal to three percent of a municipalities Own Purpose Taxation Levy.
- A resolution of Council, initial claim, and required supporting documentation must be submitted within 120 calendar days from the onset of the disaster.

If the disaster is of such size and extent that damages are widespread, similar to that experienced during the 1998 or 2013 Ontario ice storms, the Province of Ontario, in conjunction with the Federal Government, could initiate the Disaster Financial Assistance Arrangements (DFAA).

The Program may be viewed and downloaded from the Province of Ontario web site at <http://www.mah.gov.on.ca/Page13722.aspx>

## **Assistance from the Federal Government**

Requests for personnel or resources from the Federal Government must be submitted through the Province of Ontario. Federal assistance will only be provided once the resources of the Region and Province have been exhausted.

Financial assistance for natural disasters is available through the Federal Government's Disaster Financial Assistance Fund. This assistance is initiated by the Province.

## **CHAPTER 7 BUSINESS CONTINUITY**

York Region's Business Continuity Program, reinforced by the Region's Business Continuity Management policy, ensures the Region is in a constant state of readiness to respond to business disruptions resulting from a loss of staff, loss of facility or loss of technology. Business continuity plans ensure:

- Continuity of government.
- Continuity of time critical high priority functions and services as identified in the business impact analysis.

Business Continuity Plans manage the response to and recovery from both planned and unplanned service disruptions. Business continuity plans are reviewed annually and may be used independently or in conjunction with the York Region Emergency Plan, as circumstances and direction dictate.

### **Description**

York Region's Business Continuity Program is made of key elements that work together to ensure delivery of time critical high priority functions during business disruptions.

Business impact analyses identify and prioritize functions and processes to determine which ones will have the greatest impact should they not be available.

Business continuity plans outline how the Region's high priority functions will continue to be provided during any business disruption and how other non-critical services will be restored after a disruption.

Business continuity plans include information regarding:

- Which functions have been designated as high priority?
- How are high priority functions maintained in a business disruption?
- Who is responsible for response and recovery actions?
- What is needed to recover, resume, continue or restore functions and services?

### **Key Elements**

The Region has legislated and due diligence obligations to maintain some high priority business functions and services.

In alignment with the Disaster Recovery Institute International's Professional Practices for Business Continuity Management, the York Region Business Continuity Program:

1. Introduces key concepts, such as program management, risk awareness, identification of functions/processes, recovery strategies (i.e. cease, maintain, reduce), training and awareness, and exercising/testing.
2. Assesses risks to determine potential impacts to the Region, enabling the Region to determine the most effective use of its resources to reduce potential impacts.
3. Identifies and assesses the Region's functions and processes to prioritize those which will have the greatest impact should they not be available.
4. Selects cost-effective strategies to reduce deficiencies as identified during the risk assessment and business impact analysis processes.
5. Documents plans to be used during an incident that will enable the Region to continue to function.
6. Establishes and maintains training and awareness programs that result in staff being able to respond to incidents.
7. Establishes an exercise, assessment and maintenance program to maintain a state of readiness.
8. Supports departments in identifying communications needs in a business disruption.
9. Enables linkages with the Information Technology Services Disaster Recovery Plan.

## **Responsibilities**

The Regional Emergency Control Group (RECG) approves cross-departmental actions and response priorities during a business disruption. Furthermore, the RECG exercises overall management responsibility for York Region's business continuity and recovery operations.

Department Heads include business continuity in their departmental objectives, approve departmental high priority functions and business continuity plans, and assign a non-union departmental business continuity planning lead to represent the department on the Business Continuity Working Group.

The departmental business continuity planning lead facilitates, in collaboration with departmental managers/process owners, the review of business impact analyses and business continuity plans on an annual basis. They participate in the coordination and testing of departmental business continuity plans and provide advice and recommendations to the department's management team.

The Business Continuity Working Group provides a collaborative approach to the coordination, planning, development and alignment of all the Region's business continuity initiatives, plans and programs.

York Region Emergency Management, situated in the Office of the Chief Administrative Officer, leads the development, implementation and maintenance of York Region's Business Continuity Program with full departmental participation, provides business continuity guidance to the RECG, and leads development of cross departmental risk-specific business continuity plans.



## ANNEX 1

# Emergency Management Incident Notification





# EMERGENCY RESPONSE PLAN

## Annex 1 EMERGENCY MANAGEMENT INCIDENT NOTIFICATION

### Purpose

The purpose of this Annex is to provide the framework and management guidance for Departmental notification procedures.

### General

Situations or events that have the potential to cause damage to the integrity of the Corporation and loss of confidence by key players – elected officials, taxpayers, employees, contractors, partners, etc. are notifiable incidents. They need to be reported in a timely manner so that they can be effectively managed. However, this guidance does not describe the ongoing process to manage the incident or respond to the media.

### Definitions

**Notification** is the process of initially providing information concerning an incident or emergency event to the appropriate internal and external organizations.

An **incident** is a situation, which will not significantly affect Regional delivered services, infrastructure, or public confidence in the Regional Municipality of York. However, these incidents have the potential to become the subject of media or political inquiries.

A **major incident** is a situation which will seriously affect a Regional delivered Service, an external agency, cause damage to infrastructure or have an impact on public health. Major incidents have the potential to become emergency events. Examples are water source contamination, construction failures and environmental incidents.

An **emergency event** is an ongoing or imminent situation which cannot be managed by Police, Fire, Paramedic Services or a department in accordance with their operational procedures and will require corporate coordination of several departments and other external agency resources. The duration of the response typically exceeds 24 hours, likely affect several area municipalities and will have an impact on corporate business continuity. Examples of such situations are a major power blackout, a severe storm which has caused widespread damage to critical infrastructure or a large infectious disease outbreak.

**Incident management** is the subsequent process of managing the Region's response, which includes all operational and communications aspects. The Department Head and, if appropriate the CAO will assign management responsibility.

**Staff recall/fan-out** is the process of informing employees after normal working hours that there is a requirement for them to report to their place of employment or emergency organization.

**Corporate Incident Notification Criteria:**

The following table summarizes Corporate guidance for the reporting of incidents and emergency events.

Classification	Criteria	Immediate Notification	Reporting Actions
<p><b>Incident</b></p>	<p><b>Will not significantly affect a Region delivered service, Region infrastructure, public health, or have an impact on the operations of any external organization. Will not likely be perceived as caused by the Region's inappropriate response or lack of action. Department staff can manage and respond to the incident as per their operational procedures. May have the potential to become the subject of a media/ political inquiry.</b></p>	<p><b>No</b></p>	<p><b>Mandated notifications completed, as soon as possible, as per Departmental criteria and procedures. Department designated manager(s) is to consult with Director Corporate Communications next working day. Department designated manager and Director Corporate Communications to determine the need for a briefing note.</b></p>
<p><b>Major Incident</b></p>	<p><b>Will seriously affect a Regional delivered service(s), an external agency, cause damage to infrastructure, or have an impact on</b></p>	<p><b>Yes</b></p>	<p><b>Mandated notifications completed, as soon as possible, as per Departmental procedures.</b></p>

Classification	Criteria	Immediate Notification	Reporting Actions
	<p>public health. May be perceived as caused by the Region's inappropriate response or lack of action. "Lead" Department staff will be able to respond to the incident with corporate support. Will be the subject of a media/political inquiry.</p>		<p>The Department Head/alternate will immediately notify the CAO/alternate and Director Corporate Communications. Appropriate internal/external notifications will be completed by Department and CAO's Office.</p> <p>Director Corporate Communications will contact Manager, Emergency Management.</p>
<p><b>Emergency Event</b></p>	<p>Will seriously affect public safety or health in all or a part of the Region. The duration of event may not be clear, but sustaining the response can be expected to have a major impact on more than one Regional department. "Lead" Department staff will be unable to respond to the incident without corporate coordination and/or external resources. Response to the event and continuity of business for the corporation will require central coordination.</p>	<p><b>Yes</b></p>	<p>Mandated notifications completed as soon as possible. The Manager, Emergency Management/alternate will immediately notify the CAO and Director Corporate Communications. Appropriate internal/external notifications will be completed by Department and CAO's Office staff.</p>

## **Notification Process**

If the incident is “Immediately Dangerous to Life or Health,” the employee shall call 9-1-1. When an incident is recognized as one requiring notification, the employee will follow their specific departmental procedure. If the designated contact manager is not available, the employee will continue the departmental contact process until a member of management is notified.

## **Reporting Process for Incidents/Major Incidents**

- The Department designated manager will determine, using the Department incident notification matrix, if the incident requires an immediate telephone call, or a report by the start of next day.
- Department Heads or their designate shall assess the situation and if appropriate contact the CAO. If the CAO or designated acting CAO is not available, contact the Executive Director Strategic Initiatives and Administration.
- Department Heads or their designate shall contact the Director of Corporate Communications Services. If the Director Corporate Communications Services is not available, contact the Manager, Corporate Communications.
- The CAO will decide on the requirement for further notifications. If required, the CAO will confer with the Regional Chair.
- The Department Head and the Director Corporate Communications will consult and if required, the Department will prepare, in collaboration with Corporate Communications, an initial “Briefing Note”.
- If further notifications are required, the CAO shall notify Department Heads and the CAOs of the affected municipalities and other external agencies.
- The Regional Chair’s Office will contact the appropriate members of York Regional Council.
- Department Heads will ensure their department staff contact (peer-to-peer) the affected external organizations.

## **Reporting Process for Emergency Events**

- Department Heads or their designated manager(s) will assess the situation and if appropriate shall immediately contact the Manager, Emergency Management. If the Manager, Emergency Management is unavailable, contact the Emergency Management on-call number: 1-877-464-9675 extension 79111.
- The Manager Emergency Management will verify, if possible, the basis for the notification, contact the CAO, provide advice to Regional Chair and notify the Director of Corporate Communications.
- The CAO will determine if further notifications are required and if necessary, notify Department Heads, the CAOs of the affected municipalities and other external agencies.

- The Regional Chair's Office will notify the appropriate Mayors, Regional Councillors and members of parliament and members of provincial parliament, if required.
- The Manager Emergency Management will notify the area municipal Community Emergency Management Coordinators, the York Regional Police Communications Centre, Emergency Management Ontario and other emergency management agencies as required.
- The Director Corporate Communications will contact area municipal and other affected external agencies' communications staff.

## **Responsibilities**

### Commissioner or Designate

- Develop and ensure Department incident notification procedures are put in place, which are consistent with the Corporate Incident Criteria and notification process described in paragraphs four and five and meet all external mandated reporting requirements.
- Develop a department incident notification matrix (see 4. Corporate Incident Notification Criteria).
- Designate a department management contact point(s) for notifications.
- Develop and maintain staff checklists as appropriate.
- Maintain department essential telephone number contact lists.
- Provide employee awareness for department incident/emergency event notification procedures.

### Manager, Emergency Management

- Reviews and makes recommendations for changes to the management of incident notifications.
- Maintains and distributes corporate emergency telephone contact lists (internal/external).
- Acts as a corporate notification contact for emergency/disaster events.
- Provides advice to the CAO and makes external notifications for emergency events.

### Director, Corporate Communications

- Acts as a corporate notification contact for emergency information.
- Advises Regional Chair and CAO on the management of information to the media, affected organizations and Regional employees.
- Assists departments with preparation of briefing notes.

- Co-ordinates incident and emergency event media communications plan.
- Co-ordinates internal information process.
- Provides external peer-to-peer notifications (i.e., municipality to municipality).

### **Media Requests for Information**

All media requests for information concerning notifiable events or situations shall be referred to the Director of Corporate Communications, who will arrange all media opportunities with the designated spokesperson(s).

When other jurisdictions and agencies are involved in the event or situation, the Director of Corporate Communications will support joint coordination of media releases and press conferences, as required.

### **Administration**

Emergency Management, Office of the CAO will review the Incident Notification Procedure and update and distribute on a semi-annual basis two “*emergency contact lists*.” All changes in contact information should be forwarded to the Emergency Management Manager’s Administrative Assistant.

- The York Region Emergency Internal Contacts list contains key York Region managers and York Regional Police personnel telephone numbers. Due to the nature of this information, this contact list is only provided to the Chair’s Office, York Region senior management and those staff whose names are on this list.
- The York Region Emergency Contacts (Elected Officials and Other Agencies) List contains contact information for the Mayors and CAOs of local area municipal and adjacent municipalities, MPs, MPPs, senior staff of the district school boards, hospitals and conservation authorities. This list is only distributed internally to the Chair’s Office, the CAO, the Commissioners (who may be designated as Acting CAO), the Director of Corporate Communications and the Manager, Emergency Management.

## Attachment 1 -Management Notification Checklist

Maintain a personal record of telephone conversations, requests and decisions on this page. This information may become part of public record.

Refer to Corporate Contact Lists (wallet card) for telephone numbers.

*Obtain an assessment of the situation by asking the employee(s) the following questions.*

### ASSESSMENT

- Is this incident "Immediately Dangerous to Life or Health" of our employees, our contractors or potentially life threatening to the public or has it caused loss of life or injury?  
If yes, has 9-1-1, Health & Safety been contacted?
- Is this incident ongoing, imminent or will have it have a delayed impact?
- What impact will this incident have on your primary business, other Regional services, Region infrastructure, local municipalities, external organizations, public confidence?
- What department/corporate resources have been assigned to respond e.g. staff, equipment, or contractors? Are more resources required (internal / external)?
- Are department incident response procedures in place and are they being followed? If no, determine why not.
- Is the media aware of this incident/situation and if so what type of information have they requested?
- To ensure the appropriate parties are aware of the situation, consider the notification following questions.*

### NOTIFICATION

- Have all mandatory notifications been made, e.g. 9-1-1, MOHLTC, Spills Action Centre?
- Is there a requirement to immediately inform the Commissioner, CAO, Director Corporate Communications Services, Manager Emergency Management, Regional Solicitor?

Are affected or potentially affected departments or external agencies aware of the situation (peer-to-peer notifications)?

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If an immediate notification is not required but a report is required by next working day, has someone been assigned this task?

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## ANNEX 2

# Emergency Declaration





## Annex 2 EMERGENCY DECLARATION

Checklist in Consideration of a Declaration of Emergency

(Note: All references in this document refer to the *Emergency Management and Civil Protection Act*,

R.S.O. 1990, Chapter E.9, as amended 2006)

*\* This checklist is for use by municipal heads of council considering the declaration of an emergency within their municipality. This checklist is not intended to provide any sort of legal advice – it is merely a reference tool.*

An emergency is defined under the *Emergency Management and Civil Protection Act* 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” [Section 1, definition of an emergency].

Under the *Emergency Management and Civil Protection Act*, only the head of council of a municipality (or his or her designate) and the Lieutenant Governor in Council or the Premier have the authority to declare an emergency. The Premier, the head of council, as well as a municipal council, have the authority to terminate an emergency declaration [Sections 4 (1), (2), (4)].

An emergency declaration may extend to all, or any part of the geographical area under the jurisdiction of the municipality [Section 4 (1)].

If the decision is made to declare an emergency, the municipality must notify the Ontario Fire Marshall and Emergency Management (on behalf of the Minister of Community Safety and Correctional Services) as soon as possible [Section 4 (3)]. Although a verbal declaration of emergency is permitted, all declarations should ultimately be made in writing to ensure proper documentation is maintained. Written declarations should be made on municipal letterhead, using the template provided by the Ontario Fire Marshall and Emergency Management, and should be faxed to (416) 314-0474. When declaring an emergency, please notify the Provincial Emergency Operations Centre at 1-866-314-0472.

When considering whether to declare an emergency, a positive response to one or more of the following criteria **may** indicate that a situation, whether actual or anticipated, warrants the declaration of an emergency:

## General and Government:

- ❑ **Is the situation an extraordinary event requiring extraordinary measures?** [Section 4 (1) permits a head of council to “take such action and make such orders as he or she considers necessary and are not contrary to law” during an emergency.]
- ❑ **Does the situation pose a danger of major proportions to life or property?** [Section 1, definition of an emergency]
- ❑ **Does the situation pose a threat to the provision of essential services (e.g., energy, potable water, sewage treatment/containment, supply of goods or medical care)?** [Some situations may require extraordinary measures be taken or expenditures be made to maintain or restore essential services. A declaration of emergency may allow a head of council to expend funds outside of his or her spending resolutions and/or the regular approval process of the municipality.]
- ❑ **Does the situation threaten social order and the ability to govern?** [Whether due to a loss of infrastructure or social unrest (e.g., a riot), a crisis situation has the potential to threaten a council’s ability to govern. In such cases, extraordinary measures may need to be taken. Section 4 (1) provides for extraordinary measures, not contrary to law. Section 55 (1) of the *Police Services Act* provides for the creation of special policing arrangements during an emergency.]
- ❑ **Is the event attracting significant media and/or public interest?** [Experience demonstrates that the media and public often view the declaration of an emergency as a decisive action toward addressing a crisis. It must be made clear that an “emergency” is a legal declaration and does not indicate that the municipality has lost control. An emergency declaration provides an opportunity to highlight action being taken under your municipal emergency response plan.]
- ❑ **Has there been a declaration of emergency by another level of government?** [A declaration of emergency on the part of another level of government (e.g., lower-tier, upper-tier, provincial, federal) may indicate that you should declare an emergency within your municipality. For example, in the event of a widespread disaster affecting numerous lower-tier municipalities within a county, the county will likely need to enact its emergency response plan and should strongly consider the declaration of an emergency. In some cases, however, a declaration of emergency by a higher level of government may provide sufficient authorities to the lower-tier communities involved (e.g., municipalities operating under the authority of a provincial or federal declaration).]

## Legal:

- ❑ **Might legal action be taken against municipal employees or councilors related to their actions during the current crisis?** [Section 11 (1) states that “no action or other proceeding lies or shall be instituted against a member of council, an employee of a municipality, an employee of a local services board, an employee of a district social services administration board, a minister of the Crown, a Crown employee or any other individual acting pursuant to this Act or an order made under this Act for any act done in good faith in the exercise or performance or the intended exercise or performance of any power or duty under this Act or an order under this Act or for neglect or default in the good faith exercise or performance of such a power or duty.” Section 11 (3), however, states “subsection (1) does not relieve a municipality of liability for the acts or omissions of a member of council or an employee of the municipality....”]

- ❑ **Are volunteers assisting?** [The *Workplace Safety and Insurance Act* provides that persons who assist in connection with a declared emergency are considered “workers” under the Act and are eligible for benefits if they become injured or ill as a result of the assistance they are providing. T
- ❑ his is in addition to workers already covered by the Act.]

**Operational:**

- ❑ **Does the situation require a response that exceeds, or threatens to exceed the capabilities of the municipality for either resources or deployment of personnel?** [Section 4 (1) permits the head of council to “take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan.” Section 13 (3) empowers a municipal council to “make an agreement with the council of any other municipality or with any person for the provision of any personnel, service, equipment or material during an emergency.”]
- ❑ **Does the situation create sufficient strain on the municipal response capability that areas within the municipality may be impacted by a lack of services, thereby further endangering life and property outside areas directly affected by the current crisis?** [Some situations may require the creation of special response agreements between the municipality and other jurisdictions, private industry, non-government organizations, etc. Section 13 (3) states that the “council of a municipality may make an agreement with the council of any other municipality or with any person for the provision of personnel, service, equipment or material during an emergency.”]
- ❑ **Is it a consideration that the municipal response may be of such duration that additional personnel and resources may be required to maintain the continuity of operations?** [In the event of a large-scale crisis, such as an epidemic or prolonged natural disaster, municipal resources may not be able to sustain an increased operational tempo for more than a few days. This is particularly true if emergency workers are injured or become ill as a result of the crisis. In such a case, the municipality may need to utilize outside emergency response personnel. Section 13 (3) provides for mutual assistance agreements between municipalities.]
- ❑ **Does, or might, the situation require provincial support or resources?** [Provincial response (e.g., air quality monitoring, scientific advice, airlift capabilities, material resources, etc.) may involve numerous ministries and personnel. Activation of the municipal emergency response plan, including the opening of the Emergency Operations Centre and meeting of the Community Control Group, can greatly facilitate multi-agency and multi-government response. ]
- ❑ **Does, or might, the situation require assistance from the federal government (e.g., military equipment)?** [Section 13 (2) authorizes the Solicitor General, with the approval of the Lieutenant Governor in Council, to make agreements with the federal government. In Canada, federal emergency assistance is accessed through, and coordinated by, the province. The declaration of an emergency may assist a municipality in obtaining federal assistance.]
- ❑ **Does the situation involve a structural collapse?** [Structural collapses involving the entrapment of persons *may* require the deployment of one or more Heavy Urban Search and

Rescue (HUSAR) teams. Ontario has a HUSAR team. This team is specially equipped and trained to rescue persons trapped as a result of a structural collapse. Any municipality in the province can request a HUSAR deployment to a declared emergency. Requests for HUSAR resources should be made through your local mutual aid fire coordinator. Approval for the dispatch of the HUSAR team comes from the Commissioner of Emergency Management.]

- ❑ **Is the situation a large-scale or complex chemical, biological, radiological, or nuclear (CBRN) incident?** [Response to CBRN incidents requires specialized resources and training. Ontario is developing three CBRN teams to respond to incidents throughout the province. CBRN teams are only dispatched to declared emergencies. Requests for a CBRN deployment should be made through your local mutual aid fire coordinator. Approval for the dispatch of CBRN teams comes from the Commissioner of Emergency Management.]
- ❑ **Does the situation require, or have the potential to require the evacuation and/or shelter of people or animals [livestock] from your municipality?** [Evacuee and reception centres often use volunteers as staff. As noted above, the declaration of an emergency enacts certain parts of the *Workplace Insurance and Safety Act* related to volunteer workers. Secondly, an evacuation or sheltering of citizens has the potential to generate issues pertaining to liability. Section 11 of the *Emergency Management and Civil Protection Act* may provide municipal councilors and employees with certain protections against personal liability.]
- ❑ **Will your municipality be receiving evacuees from another community?** [The issues discussed in the previous bullet may apply equally to municipalities accepting evacuees.]

### **Economic and Financial:**

- ❑ **Does the situation pose a large-scale disruption to routine patterns of transportation, or re-routing of large numbers of people and vehicles?** [The rerouting of people and vehicles poses a potential liability risk. Keeping persons from their homes and delaying commercial traffic are both sensitive issues. Section 11 of the Act may provide certain protection from liability. Section 4 (1) allows for extraordinary measures to be taken, providing they are not contrary to law.]
- ❑ **Is an event likely to have a long term negative impact on a community's economic viability/sustainability, including resulting unemployment, lack of available banking services and restorative measures necessary to re-establish commercial activity?** [The declaration of an emergency may facilitate the ability of the municipality to respond to economic losses.]
- ❑ **Is it possible that a specific person, corporation, or other party has caused the situation?** [Section 12 states that “where money is expended or cost is incurred by a municipality or the Crown in the implementation of an emergency plan or in connection with an emergency, the municipality or the Crown, as the case may be, has a right of action against any person who caused the emergency for the recovery of such money or cost....”]



**WAYNE EMMERSON**  
Regional Chair & CEO

The Regional Municipality of York  
17250 Yonge Street, Box 147  
Newmarket, Ontario  
L3Y 6Z1  
Tel: (905) 830-4444, 1-877 464-9675  
Fax: (905) 895-0847

**REGIONAL MUNICIPALITY OF YORK**  
**DECLARATION OF AN EMERGENCY**

I, \_\_\_\_\_,  
(insert name) \_\_\_\_\_,  
(insert title)

Of **THE REGIONAL MUNICIPALITY OF YORK** declare that an  
emergency exists in the area of

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(define using street names and/or boundaries)

due to

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(explain the emergency situation)

DATED this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

\_\_\_\_\_  
Signature of Head of Council

\_\_\_\_\_  
Name of Head of Council



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Regional Chair & CEO

The Regional Municipality of York  
17250 Yonge Street, Box 147  
Newmarket, Ontario  
L3Y 6Z1  
Tel: (905) 830-4444, 1-877 464-9675  
Fax: (905) 895-0847

**REGIONAL MUNICIPALITY OF YORK**  
TERMINATION OF AN EMERGENCY

I, \_\_\_\_\_,  
(insert name) \_\_\_\_\_,  
(insert title)

of **THE REGIONAL MUNICIPALITY OF YORK** declare that the  
emergency which existed in the area of

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ has been terminated.

(define using street names and/or boundaries)

DATED this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

\_\_\_\_\_  
Signature of Head of Council

\_\_\_\_\_  
Name of Head of Council



## ANNEX 3

# Regional Emergency Operations Centre (REOC)





## **Annex 3      REGION EMERGENCY OPERATIONS CENTRE**

### **Purpose**

The purpose of this annex is to provide guidelines for the direction and control of activities essential to save lives, protect property and the environment, and maintain and restore facilities and services during and following major emergencies and disasters.

### **Situation**

The Regional Emergency Operations Centre (REOC) may be activated when:

- an incident is beyond the capabilities and resources of a single municipality and the Mayor or his designate of an affected Municipality requests that the York Region Emergency Plan be implemented; or
- The emergency affects a large portion of the population of one or more area municipality within York Region; or
- The emergency requires extraordinary actions or expenditure of monies by one or more York Region services for the protection of life and property; or
- The Province requests the Region to activate its REOC.

The REOC is located in the York Region Annex located at 17150 Yonge Street in the Town of Newmarket.

Should the situation dictate that the primary REOC cannot be used, the alternate location is the York Region Administrative Building at 17250 Yonge Street in the Town of Newmarket.

### **Assumptions**

Major emergencies or disasters can occur with little or no warning. If warning is available, alerting the public, recommending suitable protective actions, taking protective measures, and increasing the readiness of and deploying emergency response services may lessen the impact of some emergency situations.

Effective direction and control require suitable facilities, equipment, procedures, and personnel. These capabilities will be activated and staffed as needed to respond to the needs of specific situations.

Once the York Region Emergency Plan is implemented, a municipal Mayor or his/her designate, or a designated Senior Municipal Official and any other appropriate officials, may then be requested to attend to the York Region Emergency Operations Centre and if appropriate participate as members of the York Region Emergency Control Group.

## **PHASES OF EMERGENCY MANAGEMENT**

### **Mitigation**

- Establish, equip, and maintain the REOC (and an alternate REOC).
- Identify required REOC staff.
- Maintain maps, displays, databases, reference material, and other information needed to support the REOC Director and RECG during a major emergency or disaster.
- Develop and maintain procedures for activating, operating, and deactivating the REOC.

### **Preparedness**

- Identify department representatives who will serve as REOC staff and are qualified to serve in various REOC positions.
- Conduct REOC training for department representatives who will staff the REOC.
- Test and maintain REOC equipment to ensure operational readiness.
- Provide REOC exercises as required.

### **Response**

- Activate the REOC as required.
- Conduct response operations.
- Deactivate the REOC when no longer needed.

### **Recovery**

- If necessary, continue REOC activation to support recovery operations.
- Deactivate the REOC when the situation permits.
- Conduct a review of emergency operations for major emergencies and disaster as a basis for updating plans, procedures, and training requirements.

## **CONCEPT OF OPERATIONS**

### **General**

The direction and control structure for emergency operations utilizes a centralized direction and control system, the Incident Management System (IMS).

The Incident Management System is a standardized system that defines the basic command structure, and roles and responsibilities required for the effective management of an emergency incident or situation.

IMS consists of five key functions: Command, Operations, Planning, Logistics, and Finance. All functions implement decisions made by command, and communicate between other functions, as required.

**Command** has overall authority for the control and direction of the emergency response and resources for which they are responsible. Command is supported by three functions: Safety/Legal/Risk Management, Liaison, and Information.

**Operations** coordinate the operational requirements of the response, direct resources and equipment, as required, to fulfill emergency management requirements.

**Planning** gathers information critical to the incident to develop, disseminate and evaluate incident action plans.

**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.

**Finance** perform administrative, financial and staffing duties specific to the emergency. This will include capture of incident-related costs.

The REOC will mobilize and deploy resources to support a municipal EOC or emergency site operations, coordinate external resources and technical support and provide emergency information to the public.

### **Emergency Site Support**

The REOC may be activated, or partially activated, in response to a real or perceived emergency requiring coordination across departments and municipalities.

The level of activation may range from a situation requiring monitoring with minimal staff; to a limited activation involving selected departmental and external agency representatives; to a full activation involving all departments, agencies, and liaison personnel.

Activating the REOC is based on the operational needs of the first responders or municipality, the nature of the event and the response capabilities of the Region.

### **REOC Response Goals**

The REOC's response goals set out in priority are include the following:

1. Provide for the safety and health of all responders
2. Save lives
3. Reduce suffering
4. Protect public health
5. Protect government infrastructure

6. Protect property
7. Protect the environment
8. Reduce economic and social losses

## **REOC Activation and Termination**

Any one of the following may activate the REOC:

- Regional Chair
- Chief Administrative Officer, (REOC Director)
- York Region Police Chief in consultation with the Chief Administrative Officer
- Regional Fire Coordinator in consultation with the Chief Administrative Officer,
- York Region Chief/General Manager of Paramedic and Senior Services in consultation with the Chief Administrative Officer
- Any Department Head in consultation with the Chief Administrative Officer

**Note: REOC activation may occur with or without a Declaration of Emergency.**

## **Activation Criteria**

Criteria for the activation of the REOC include:

- Significant number of people at risk
- Response coordination required because of:
  - large widespread event
  - multiple emergency sites
  - multiple municipalities involved
- Resource coordination required because of:
  - limited municipal resources
  - significant need for outside resources
  - Need to coordinate Regional resources
- Uncertain conditions:
  - possibility of escalation of the event
  - unknown extent of damage
- Potential threat to people, property and/or environment
- Declaration of a Local Emergency or Provincial Emergency is made

## **REOC Activation**

The magnitude, scope and stage of the event determine REOC activation. Only those REOC functions and positions that are required to meet current response objectives will be activated. The REOC organizational structure is flexible enough to expand and contract as the needs of the various functions require. REOC staff may be required to take on more than one position, as determined by the nature of the emergency event, availability of resources and/or as assigned by the REOC Director.

The following table below provides an overview of the REOC activation levels.



## **Termination of EOC Activation**

The REOC Director will terminate the REOC activity for the current incident and notify all participating departments, assisting agencies and the Province. This decision will be based on the following criteria:

- individual REOC functions are no longer required

## **The Local Emergency or Provincial emergency is terminated,**

- coordination of response activities and/or resources is no longer required
- event has been contained and emergency personnel have returned to regular duties

## **Assessment Process**

Prior to a decision to activate the REOC, the CAO, Department Heads, Medical Officer of Health, Corporate Communications and Emergency Management should assess the situation using:

- the assessment criteria identified in the Corporate Incident Notification (Annex 1)
- the Checklist in Consideration of a Declaration of Emergency (Annex 2)

## **Notification Process**

The York Region Emergency Management Team has been assigned the function of alerting and calling out members of the RECG.

The REOC, under any activation, will be configured according to function (see attachment 2) with number of workstations and specific resources determined by the magnitude of the incident.

<b>REOC Staffing Structure</b>	
(See REOC Organizational Chart- Attachment 1)	
Management	REOC Director (CAO) Deputy Executive Director (Executive Director, Strategies and Initiatives)
Management Staff	Liaison Officer (Emergency Management) Public Information Officer (Corporate Communications) Legal and Risk Management (Regional Solicitor/Risk Manager)
General Staff	Chief of Operations (assigned by CAO) Chief of Planning (assigned by CAO) Chief of Logistics (Commissioner, Corporate Services) Chief of Finance (Commissioner, Finance)
REOC Management Team	REOC Director Management Staff General Staff Commissioners and MOH/AMOH

**Action Planning**

It is essential that the REOC Management Team meet on a regular basis during emergencies to:

- Share current information
- Establish priorities and objectives
- Develop response strategies/tactics
- Create an Action Plan for the next operational period
- Evaluate effectiveness of the Action Plan

These meetings shall be scheduled by the CAO on a regular schedule, allowing time between meetings for the REOC members to deal with their individual responsibilities.

**Resources and Contact List**

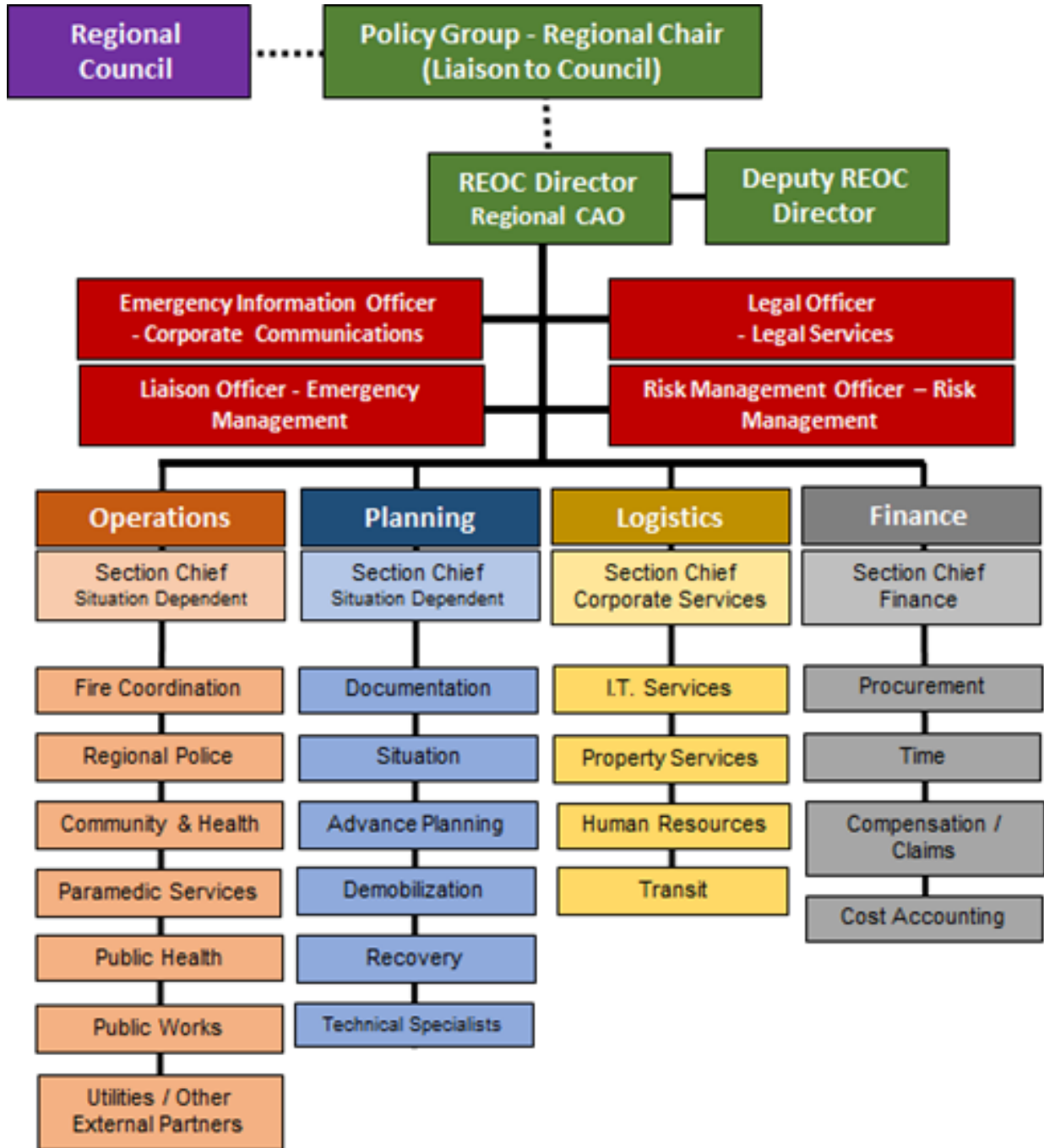
REOC Call out List- updated twice yearly (Confidential)  
REOC Standard Operating Procedure – reviewed regularly

**References and Authorities**

The *Emergency Management and Civil Protection Act, R.S.O. 1990, c. E.9*  
Ontario Regulation 380/04

- York Region By-Law 2020-1

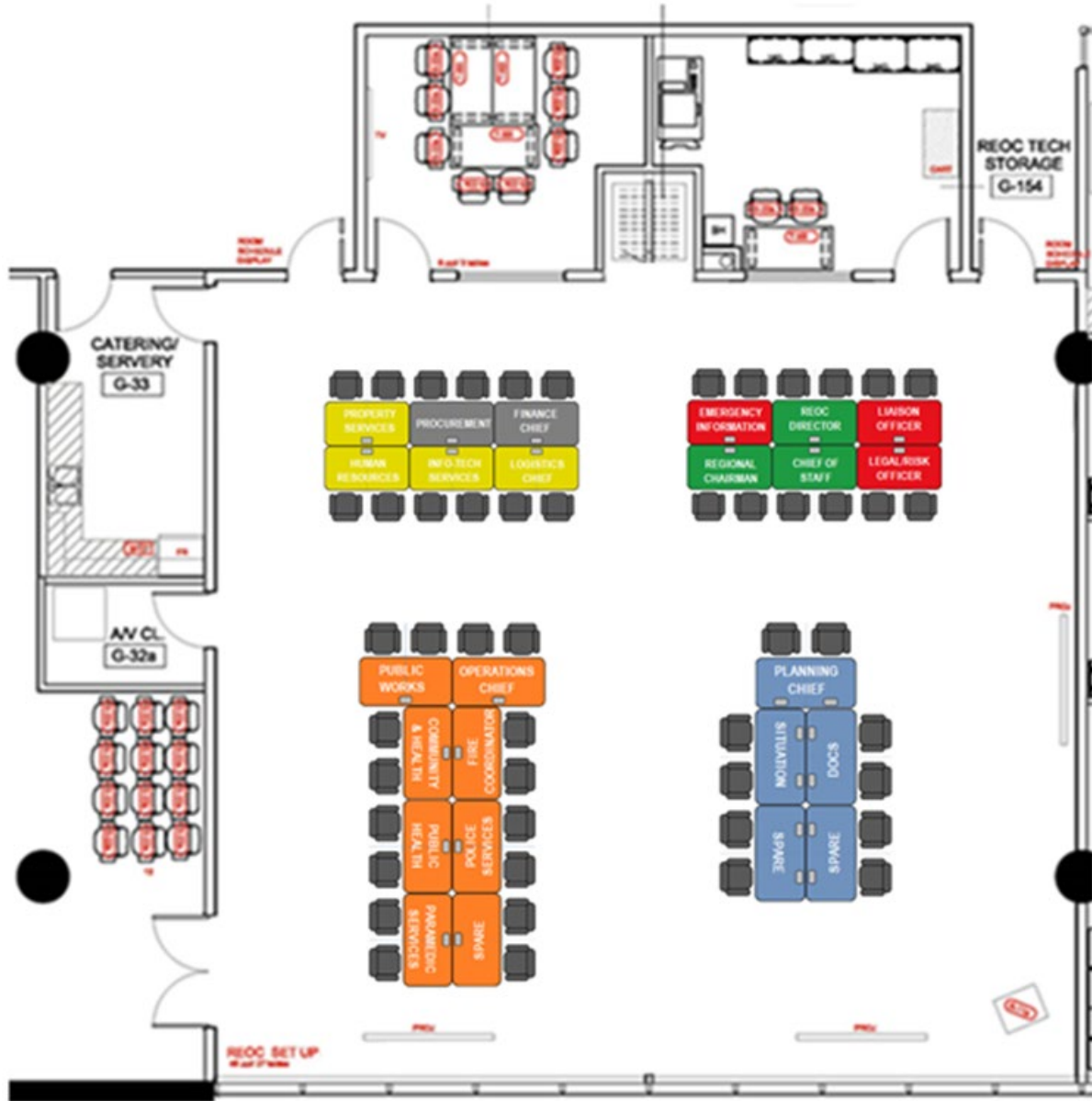
**Attachment 1: REOC Organizational Chart**



The chart above shows the organizational structure of the REOC.



## Attachment 2: REOC Floor Plan





## ANNEX 4

# Planning



## **Annex 4 PLANNING SECTION**

### **Purpose**

The purpose of this annex is to provide guidance and identify responsibilities for effectively managing information on an emergency situation and conducting advance planning for the Region's response to the event as it evolves.

### **Scope**

The Regional Municipality of York is at risk from a number of hazards that could threaten public health and safety, and public, private property and the environment. The Planning Section collects, analyzes, processes, and disseminates information about a potential or actual emergency to help facilitate the overall activities of the Region in responding to the emergency.

Throughout a response to a disaster, the Planning Section will provide reports on the current situation, project potential developments, and plan for post-disaster recovery of the event.

### **Authority/Policies**

The Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Chapter M.56, provides York Region with the right of access to information, and protects the privacy of individuals with respect to personal information about themselves held by institutions and to provide individuals with a right of access to that information. This information may be used by the Region in the mapping required to respond to an emergency.

The Personal Health Information Protection Act, S.O. 2004, Chapter 3, establishes the rules for the collection, use and disclosure of personal health information about individuals that protect the confidentiality of that information and the privacy of individuals with respect to the information. This information may be used by the Region in the mapping of vulnerable populations that may require assistance during an emergency.

The Records Retention By-law determines the length of time both paper and electronic records should be kept, including documentation of an emergency, and authorizes the legal destruction of information which no longer has any administrative, financial, legal, operational, or historical value.

The Emergency Management and Civil Protection Act, R.S.O. 1990, provides legal authority for York Region to respond to emergencies within its boundaries.

## **Concept of Operations.**

It is the goal of the Regional Municipality of York to protect the lives and property of its citizens and to relieve suffering and hardship due to an emergency. The Planning Section will make initial assessments of developing situations and provide timely and appropriate information to support a Regional response and recovery.

## **Organization**

York Region's REOC is structured upon the Incident Management System (IMS), a standardized system that defines the basic command structure, and roles and responsibilities required for the effective management of an emergency incident or situation. This system can adapt to any-sized incident, and is divided into five sections: Planning, Operations, Logistics, Finance, and Command (which includes Liaison, Communications, Legal and Risk).

The Planning Section draws staff from Strategies and Initiatives, Clerks DAVS and Emergency Management.

## **Responsibilities**

In the event of an emergency requiring the opening of the REOC, the Planning Section will:

### General

- Collect, analyze, and display situation information.
- Prepare periodic Situation Reports.
- Prepare and distribute REOC Action Plans and facilitate the action planning process.
- Conduct Advance Planning activities and report.
- In coordination with the RECG, ensure Status Reports are completed and utilized as a basis for REOC Situation Reports, and REOC Action Plans.
- Document and maintain files on all REOC activities.
- Provide technical support services to the various REOC sections and branches.

### Situation Assessment

- Oversee the collection, organization, and analysis of disaster situation information, including damage assessments.
- Ensure information collected from all sources is validated.
- Ensure Situation Reports are developed for dissemination to REOC staff and to the PEOC.

- Ensure a REOC Action Plan is developed for each operational period based on objectives developed by each REOC section.
- Ensure an ongoing link is established with the Operations Section for the purpose of collecting accurate situation information in a timely manner.
- Ensure all maps, status boards and other displays contain current and accurate information.

#### Documentation

- Collect, organize and file all completed event-related forms, including: all REOC position logs, Situation Reports, REOC Action Plans, and any other related information, just prior to the end of each operational period.
- Provide document reproduction services to REOC staff.
- Distribute the REOC Situation Reports, REOC Action Plan, and other documents, as requested.
- Maintain a permanent archive of all Situation Reports and REOC Action Plans associated with the event.
- Assist with preparation and distribution of the REOC After-Action Report.

#### External Organizations

The Planning Section works with external organizations during an emergency response and recovery. These may include:

- Provincial and Federal regulatory agencies
- Lake Simcoe and Toronto Region Conservation Authorities
- Alectra Utilities
- Hydro-One
- Newmarket Hydro
- Bell
- Enbridge Gas
- TransCanada Pipelines



## **ANNEX 5**

# **Logistics**



## **Annex 5      LOGISTICS SECTION**

### **Purpose**

The purpose of this annex is to provide guidance and identify responsibilities for effectively managing the logistics function – obtaining, managing, allocating, and monitoring the use of resources – during emergency situations, or when such situations appear imminent.

### **Scope**

The Regional Municipality of York is at risk from a number of hazards that could threaten public health and safety, and public, private property and the environment. Emergencies that occur due to these hazards may require the commitment of local resources to contain, control or resolve them. The Logistics Section is responsible for meeting resource needs, including telecommunication services and information technology, equipment, supplies, personnel, facilities, and transportation, as well as arranging for food, lodging, and other support services as required for both the REOC and the emergency site.

Resource management planning during mitigation activities is designed to lessen the effects of known hazards. During preparedness activities, resource management planning is designed to enhance the local capability to respond to a disaster. Throughout an actual response to a disaster or during the post-disaster recovery process, resource management is essential to support required operations.

### **Authority/Policies**

The Emergency Management and Civil Protection Act, R.S.O. 1990, provides legal authority for York Region to respond to emergencies within its boundaries.

This purchasing By-Law No. 2017-30, Section 9, which identifies the Regional employees awarded emergency purchasing power, the corresponding limits, and the related purchasing terms.

### **Concept of Operations**

It is the goal of the Regional Municipality of York to protect the lives and property of its citizens and to relieve suffering and hardship due to an emergency. In the event of resource shortfalls during emergency situations, the Operations Section is responsible for establishing priorities for the use of available resources and identifying the need for additional resources, and for requesting these resources from the Logistics Section. The

ability to employ resources to their greatest capability during emergency situations requires the maintenance of a current inventory by the Logistics Section.

In the event that all local resources have been committed and are insufficient, assistance may be sought from surrounding jurisdictions through mutual aid agreements. Some resources may be available only from businesses, and emergency purchasing and contracting procedures will have to be activated.

The Finance Section will maintain detailed records of resources expended in support of emergency operations. This is important, first, for documentation purposes – costs may be recoverable from the responsible party for the incident, insurers, or from the provincial and federal governments; and for future budget planning purposes.

## **Organization**

York Region's REOC is structured upon the Incident Management System (IMS), a standardized system that defines the basic command structure, and roles and responsibilities required for the effective management of an emergency incident or situation. This system can adapt to any-sized incident, and is divided into five sections: Planning, Operations, Logistics, Finance, and Command (including Liaison, Legal, Risk and Communications).

The Logistics Section draws staff from several York Region branches/departments: ITS, Transit, Human Resources, Supplies & Services, and Property Services.

## **Responsibilities**

In the event of an emergency requiring the opening of the REOC, the Logistics Section will:

### **General**

- Establish the appropriate level of branch and/or unit staffing within the Logistics Section, continuously monitoring the effectiveness of the organization and modifying as required.
- Ensure section objectives as stated in the REOC Action Plan are accomplished within the operational period or within the estimated time frame.
- Coordinate closely with the Operations Section to establish priorities for resource allocation within the operational area.
- Keep the REOC Director informed of all significant issues relating to the Logistics Section.
- Ensure critical resources are allocated according to REOC Action Plan policy, priorities and direction.



- Arrange for the provision of food and lodging for REOC, DOC's, Reception Centre, Call Centre and site personnel as directed in the Action Plan.

#### Procurement Office

- Oversee the acquisition and allocation of emergency supplies and materials not normally provided through mutual aid or normal agency channels, including purchases under Section 9, Bylaw 2017-30.
- Coordinate actions with the Finance/Administration Section.
- Coordinate delivery of supplies and materials as required.
- Allocate critical resources as required and directed.

#### Human Resources

- Provide personnel resources as requested in support of the REOC and site operations.
- Identify, recruit and register staff and volunteers as required.
- Develop an REOC organization chart.

#### Property Services

- Ensure that facilities are provided for the response effort, including securing access to the facilities and providing staff, furniture, supplies, and materials necessary to configure the facilities in a manner adequate to accomplish the mission.
- Ensure security measures are taken to secure all facilities from access by unauthorized people.
- Ensure acquired buildings, building floors, and/or workspaces are returned to their original state when no longer needed.

#### Information Technology Services

- Ensure telephone and computer resources and services are provided to REOC staff as required.
- Oversee the installation of communications resources within the REOC; ensure that a communications link is established with Incident Commander(s), DOC's, municipal EOC's and the Provincial EOC, if established.
- Implement available computer systems for internal information management and include message and email systems as available.

#### Transit

- In coordination with the Planning and Operations Sections, develop a Transportation Plan to support the REOC Action Plan.
- Arrange for the acquisition or use of required transit resources.

## **External Organizations**

The Logistics Section may be required to secure supplies and materials from external vendors.



# ANNEX 6

# Finance



## **Annex 6 FINANCE SECTION**

### **Purpose**

The purpose of this annex is to provide guidance and identify responsibilities for effectively managing the administrative and financial practices that will be followed to support the Region's response to an emergency or disaster.

### **Scope**

The Regional Municipality of York is at risk from a number of hazards that could threaten public health and safety, and public and private property. Emergencies that occur due to these hazards may require the commitment of local resources to contain, control or resolve them. The Finance Section is responsible for ensuring all financial needs are met and records maintained throughout an event.

During an event, financial and administrative duties include the tracking of all expenses and worker time attributed to the emergency response, and the administration of vendor procurement contracts and worker compensation claims. Throughout a response to a disaster and during the post-disaster recovery process, the Finance Section must ensure all requirements under the Municipal Disaster Recovery Assistance Program (MDRAP) are met by the Region.

### **Authority/Policies**

The Emergency Management and Civil Protection Act, R.S.O. 1990, provides legal authority for York Region to respond to emergencies within its boundaries.

Funds expended during an emergency are authorized under By-Law No. 2017-30, Section 9, which identifies the Regional employees awarded emergency purchasing power, the corresponding limits, and the related purchasing terms. The Finance Section, in coordination with the Logistics Section, ensures adherence to expenditure control.

### **Concept of Operations**

It is the goal of the Regional Municipality of York to protect the lives and property of its citizens and to relieve suffering and hardship due to an emergency. In the event of resource shortfalls during emergency situations, the Operations Section identifies additional resources needed to meet the response, the Logistics Section secures these resources, and the Finance Section tracks all monies expended.

The Finance Section will maintain detailed records of resources expended in support of emergency operations. This is important, first, for documentation purposes – costs may be recoverable from the responsible party for the incident, insurers, or from the provincial and federal governments; and for future budget planning purposes.

## **Organization**

York Region's REOC is structured upon the Incident Management System (IMS), a management response guideline that correlates with the organization of responders at the site when responding to significant events and emergencies. This system can adapt to any sized incident, and is divided into five sections: Planning, Operations, Logistics, Finance, and Command (including Liaison, Legal, Risk and Communications).

The Finance Section draws staff from the Finance Department.

## **Responsibilities**

In the event of an emergency requiring the opening of the REOC, the Finance Section will:

### General

- Ensure all financial records are maintained throughout the event.
- Ensure all on-duty time is recorded and collected for all personnel.
- Ensure there is a continuum of the payroll process for all employees responding to the event.
- In consultation with the REOC Director, determine adequacy of spending limits as described in the Purchasing By-law.
- Ensure workers' compensation claims, resulting from the response are processed within a reasonable time, given the nature of the situation.
- Ensure all travel and expense claims are processed within a reasonable time, given the nature of the situation.
- Ensure all requirements under the MDRAP are met by the Region and affected municipalities and submitted to the Minister of Municipal Affairs and Housing within 120 days of the beginning of the disaster.

### Cost Accounting

- Collect and maintain documentation of all disaster information for reimbursement through the Province.
- Gather fiscal recovery information from agencies providing emergency response, support and assistance.
- Prepare and maintain a cumulative cost report for the event.

- Prepare and coordinate disaster financial assistance documents and claims with Ministry of Municipal Affairs and the Ministry of Housing or the Provincial Emergency Operations Centre.

### Compensation and Claims

- Oversee the investigation of injuries and property / equipment damage claims arising out of the emergency.
- Complete all forms required by Workers Compensation Act.
- Maintain a file of injuries and illnesses associated with the event, including results of investigations.
- Liaise and consult with the Risk Management Officer on all injury claims.

### Procurement

- Coordinate vendor contracts not previously addressed by existing approved vendor lists.
- Coordinate with Logistics and Operations Sections on all matters involving the purchase, hire, contracting, rental and lease of supplies, materials or equipment.

### Time

- Track, record and report all on-duty time for personnel, including hired and contracted, working during the event.
- Ensure hired and contracted personnel time records, travel expense claims and other related forms are prepared and submitted to budget and payroll office.

### **External organizations**

The Finance Section works with external organizations during an emergency response and recovery. These may include:

- Banking institutions – The Region may be required to draw cash to meet procurement needs.
- Workers Compensation – Claims may be made in response to injuries suffered by workers during the event.
- Ministry of Municipal Affairs and the Ministry of Housing – Disaster financial assistance may be required for those affected by the event (MDRAP).
- Insurance companies – Disaster financial assistance claims may only be made after all insured claims have been made.



## ANNEX 7

# Emergency Social Services



## **Annex 7      EMERGENCY SOCIAL SERVICES**

### **Purpose**

This Annex provides guidance and identifies responsibilities of the Region, local municipalities, and external partners for effectively managing Emergency Social Services during a large-scale response, an emergency or when an emergency is imminent. This Annex also outlines the roles and responsibilities of the Region, local municipalities and external partners as they relate to delivery of emergency social services.

### **Goal**

The goal of Emergency Social Services (ESS) is to meet the essential needs of evacuated residents by providing temporary aid through a range of services, as outlined below. The Regional Municipality of York delivers ESS collaboratively with local municipalities and external partners.

Emergency social services are provided as a response to any incident according to the scope established in this Annex and are not contingent upon a particular type of emergency.

### **Scope**

This Annex addresses the delivery of ESS for large-scale incidents when the assistance of the Region has been requested by the local municipality.

Large-scale response, as a general rule, refers to a situation in which one or more of the following conditions have been met:

- The local municipality identifies that the incident exceeds their capacity to respond and
  - Over 25 individuals are affected
  - Over 10 households affected
  - A Reception Centre is required to support a response

Evacuated residents are provided with emergency social services according to their assessed needs for as long as deemed necessary by the Region in consultation with the local municipality.



## **Out of Scope**

Events that fall within the capacity of the local municipality to provide services are out of scope. Examples include but are not limited to:

- A single house fire
- Localized flooding
- Short-term power outage
- Events that do not require evacuation

## **Authority**

This plan is maintained under the authority of York Region By-Law 2017-1(A By-Law to adopt an Emergency Management Program (January 26, 2017), which identifies the authority of York Region's Community and Health Services (CHS) Department to develop a plan for delivery of ESS).

Evacuations may be ordered under the *Ontario Emergency Management and Civil Protection Act*, R.S.O. 1990 c.E.9 Section 7.02 Emergency Powers and Orders Subsection (4) item 3.

An overview of evacuation coordination is found in Annex 14: Evacuation. Emergency spending authority is delegated to the Commissioner under By-law 2017-30.

In the event of an emergency that has not yet been declared, Region employees may take action(s) to protect the health, safety and welfare of York Region residents under this emergency plan.

## **Agreements**

Canadian Red Cross services are provided in accordance with conditions outlined in the Agreement for Disaster Relief Services between the Region and Canadian Red Cross.

The agreement provides benefits to local municipalities related to emergency preparedness and ensures capacity for emergency response.

Roles and responsibilities shared between the Region and local municipalities are set out in the Memoranda of Understanding on Emergency Social Services (the Municipal MOU).

The Municipal MOU provides clarity for division of roles and responsibilities in the coordination and delivery of ESS, including accessing support from the Canadian Red Cross.

York Region's CHS Department is responsible for the management of these MOUs.

## **Organization of ESS Response**

York Region uses an IMS organizational structure to facilitate coordination, communication and resource management between the incident site, the CHS Departmental Emergency Operations Centre (DEOC), and other jurisdictional Emergency Operations Centres (EOC).

### **Regional Emergency Operations Centre**

In any incident requiring ESS, the Commissioner of CHS (or designate) may be required by the Regional Emergency Operations Centre (REOC) director to attend REOC as a member of the Regional Emergency Control Group (RECG) to provide advice or updates on CHS-related matters.

Emergency Social Services resides in the Operations section in the REOC. The Commissioner (or designate) may act as the Operation Section Chief, if assigned by the REOC Director, to ensure operational functions are carried out.

The DEOC supports the Commissioner, or designate, in the REOC as required.

### **CHS Departmental Emergency Operations Centre**

ESS works alongside the other areas of CHS to manage emergency responses through the DEOC. The DEOC may function independently for a department-level response or may function in collaboration with the REOC.

The DEOC may be activated by either the Commissioner of Community and Health Services, the Medical Officer of Health (MOH) or their designates.

Responsibilities of the DEOC include:

- Coordinating activities of various branches of CHS needed to effectively respond to, and recover from, an emergency event.
- Providing direction and support to Incident Commanders and site personnel (i.e. mass immunization clinic managers, reception centre managers).
- Acting as a centralized conduit for the collection, analysis and distribution of information during an emergency event for the CHS Department.
- Supporting the Regional Emergency Operations Centre (REOC) if activated and executing action plans as directed from the REOC.

### **CHS Departmental Emergency Control Group**

Policy development and guidance for the DEOC is provided by the CHS Departmental Emergency Control Group (DECG). The DECG consists of Department Branch Heads

and other key personnel responsible for exercising overall management responsibility for the department's business continuity and coordination of emergency response and recovery operations.

## **ESS Preparedness Activities**

To ensure effective delivery of ESS upon activation, the CHS Department shall:

- Maintain on hand, or through partnerships and agreements support equipment (including, but not limited to, signage, laptops, phones, cots, bedding, hygiene kits, operating manuals and clothing) to be used for ESS.
- Participate in the planning of emergency responses with local municipalities to ensure an understanding of responsibilities.
- Collaborate with local municipal partners to establish a Reception Centre. These are ideally community centres that have been surveyed by the Region, a local municipality and ESS partner agencies to determine suitability for use as an emergency site.
- Collaborate with local municipalities to deliver ESS and Reception Centre training to Regional and local municipal staff.
- Participate in Regional and local municipal emergency exercises.
- Maintain an available roster of staff able to serve in a DEOC or Reception Centre Manager role.
- Identify and maintain relationships with internal and external agencies to be able to meet the emergency needs of evacuees.

## **Activation Protocol**

If an incident meets the criteria established in the scope of this Annex, the following steps will be taken to activate an Emergency Social Services response:

1. The local municipality or York Regional Police will contact the Region through York Region Emergency Management and/or REOC, to request ESS assistance.
2. York Region Emergency Management and/or REOC will notify the Commissioner of CHS and/or the Emergency Social Services Unit to begin supporting the municipal request for ESS assistance.
3. Once notified, CHS will coordinate emergency social services as requested by the local municipality.
4. The local municipality will use the emergency site surveys to identify the appropriate municipal facilities to be opened in coordination with the Region as a Reception Centre(s), and ensure municipal staff are available to maintain the facility.

5. If required and approved by the local municipality CHS will activate additional ESS partners to support the response.
6. If required, the local municipality will notify the Canadian Red Cross as per the Agreement for Disaster Relief Services for the provision of Standard Services. The Standard services are set out below. The municipality should also notify the Regional CEMC.

## **Responsibilities**

In the event a response requires a Reception Centre and delivery of Emergency Social Services, deliverable services consist of:

- Standard services
- Specialized services
- Reception Centre management

The level of service and the service component(s) to be provided shall be determined by the Region in coordination with the local municipality and the Canadian Red Cross.

## **Standard Services**

Standard Services are provided by partner agencies to meet the emergency basic needs of evacuees.

They include:

- Registration and inquiry (including family reunification)
- Information and referrals
- Emergency clothing
- Emergency feeding

## **Specialized Services**

Specialized Services are provided to evacuees who may require additional support above and beyond the standard services. These services will be based on York Region's assessment of needs and delivered via partner agencies and/or York Region as appropriate.

Specialized Services may include:

- First Aid and Emergency Medical Services
- Prescription and Health Aids access
- Continuing care
- Insurance support
- Multicultural needs (translation services, prayer rooms, dietary needs)
- Financial Aid
- Pet services
- Transportation

- Emotional support
- Donations management
- Other supports as outlined in the ESS Service Delivery Chart in Annex 7

## **Reception Centre Management**

Upon activation of ESS and when a Reception Centre is required, the local municipality will use their emergency site surveys to identify the appropriate municipal facilities to be opened as Reception Centres, in coordination with the Region. The local municipalities will also ensure local municipal staff are available to maintain the facility while the reception center is operational.

York Region will provide staff to serve as the Reception Centre Manager. This role is responsible for overall management of ESS operations and objectives onsite and is the main point of communication to the DEOC, REOC and municipal EOC.

## **Emergency Social Services Communications**

In the event of an emergency, Access York may provide ESS information and deliver key messages established by the Emergency Information Officer in the REOC and/or DEOC to the public.

The CHS Strategic Department Communications Unit works with Corporate Communications and CHS staff involved in the delivery of ESS to develop and disseminate information and messaging both internally and externally. This includes, but is not limited to, website updates, email communications, portal updates, signage, social media and other forms of media.

The Strategic Department Communications Unit is responsible for coordinating media requests and interviews for and managing public relations issues.

## **ESS Communications**

In the event of an emergency, Access York may be requested to support ESS information to the public as well as deliver key public messaging established by the Emergency Public Information Officer (PIO) in the REOC and/or DEOC.

The CHS Strategic Department Communications Unit, along with Corporate Communications, and local Municipal communications staff are to develop, coordinate, and disseminate information and messaging both internally and externally. This includes, but is not limited to the follow, as they pertain to the ESS response:

- Website updates
- Email communications
- Portal updates
- Signage

- Social media and other forms of media
- Media requests and interviews
- Management of public relations



## ANNEX 8

# Emergency Public Health Services



## **Annex 8      EMERGENCY PUBLIC HEALTH SERVICES**

### **Purpose**

The purpose of this annex is to provide guidance and identify responsibilities for effectively managing public health emergencies and emergencies with public health impact.

### **Scope**

The Regional Municipality of York is at risk from a number of hazards that could threaten public health and safety, as well as public and private property. During an emergency, York Region Public Health, within the Community and Health Services Department (CHS), prevents, mitigates, and reduces adverse health outcomes to promote community-wide resiliency and to protect the health of the Region's residents. Public Health responsibilities during an emergency include health surveillance; infectious diseases case management and outbreak investigation; general isolation, quarantine and other social distancing strategies; environmental health and risk assessments as to its impacts on community health; immunization services; reception centre inspections and the provision of up-to-date, accurate public health-related information to York Region residents, organizations and health care providers.

### **Authority/Policies**

The *Emergency Management and Civil Protection Act, R.S.O. 1990*, provides the primary legal authority for the Region to respond to emergencies within its boundaries.

The *Health Protection and Promotion Act (HPPA), R.S.O. 1990* provide legal authority for the Medical Officer of Health (MOH) to respond to public health emergencies. The Act allows the MOH or alternate to take any actions necessary to respond in a public health emergency, with or without the formal activation of the York Region Emergency Plan.

The Ministry of Health and Long-Term Care (MOHLTC) sets overall guidelines and plans that outline the roles and responsibilities of the Health Units. The *Ontario Public Health Standards: Requirements for Programs, Services, and Accountability (OPHS)* are published as the guidelines for the provision of mandatory health programs and services by the Minister of Health and Long-Term Care, pursuant to Section 7 of the HPPA.

Emergency management is one of the OPHS Foundational Standards. The requirement specifies that the board of health shall effectively prepare for emergencies to ensure 24/7 timely, integrated, safe, and effective response to, and recovery from emergencies with public health impacts, in accordance with ministry policy and guidelines.



## **Health Hazards**

The HPPA, s.1(1) defines a health hazard as “(a) a condition of a premises, (b) a substance, thing, plant or animal other than man, or (c) a solid, liquid, gas or combination of any of them, that has or that is likely to have an adverse effect on the health of any person.”. Further, Section 13 of the *HPPA* gives the MOH, or a public health inspector authority to require a person to take or refrain from taking any action in respect of a health hazard. The order can require the closure of premises, cleaning and disinfecting of a premises or thing, and prohibiting the use of any premises or thing, among other things.

## **Communicable Diseases**

Part IV of the HPPA provides the legislative mandate for the MOH with regard to communicable disease control. It sets out:

- The issuance of written orders as they pertain to communicable disease or outbreak.
- The duty of physicians, practitioners, hospital administrators, supervisor of an institution, school principals, operator of a laboratory, to report reportable diseases.
- Requirements with regard to immunization.

## **Provincial Public Health Authority**

Under section 77 of the HPPA, if the Chief Medical Officer of Health (CMOH) is of the opinion that a situation exists anywhere in Ontario that constitutes or may constitute a risk to the health of any persons, he or she may investigate the situation and take such actions as he or she considers appropriate to prevent, eliminate or decrease the risk. These actions include but are not limited to:

- Order health care providers to provide information.
- Procure, on an emergency basis, immunizing agents, pharmaceutical agents and/or medical supplies on direction of the Minister of Health and Long-Term Care.
- Issue directives concerning precautions and procedures.
- Direct boards of health and the medical officers of health to take specific actions.

Furthermore, as per Section 77.4 of the HPPA, the Minister of Health and Long-Term Care may order the possession of public premises for public health use, if the CMOH is of the opinion that there is an immediate risk of an outbreak of a communicable disease or an immediate risk to the health of persons.

## **York Region Public Health Emergency Plan**

The *York Region Public Health Emergency Response Plan (2018)* provides public health officials and staff with general guidelines for responding to an emergency situation with public health impact occurring at a departmental, municipal or regional level.

## **Concept of Operations**

### Mitigation and Prevention of Emergencies

It is the goal of the Region to protect the lives and property of its citizens and to relieve suffering and hardship due to an emergency. York Region Public Health mitigates and prevents public health emergencies (e.g., pandemics) and emergencies with public health impacts (e.g., chemical spills from train derailments) through protection, prevention and promotion activities. Public Health has a Health Emergency Planning (HEP) program. The goal of the program is to enable, plan and prepare a consistent and effective response to public health emergencies and emergencies with public health impacts.

### Early Detection and Surveillance

York Region Public Health has established around the clock (24/7) mechanisms for monitoring public health threats. These surveillance systems ensure early detection of potential threats to the health of York Region residents from communicable diseases, environmental incidents (e.g., chemical spills), food contamination and bioterrorism.

### Investigation, Coordination and Response

Public Health's responses to public health threats include investigation, mitigation of risk, infection prevention and control, health protection and environmental control measures. Moderate and large-scale incidents may require support and resources to be drawn from other departmental/regional parties and/or to coordinate and respond in collaboration with external agencies (e.g., other public health units, Provincial Emergency Operations Centre, Ontario MOHLTC, Office of the Fire Marshal and Emergency Management, Public Health Ontario and Public Health Agency of Canada).

### Hazard Identification and Risk Assessment

The Hazard Identification and Risk Assessment (HIRA) process assesses the probability, impact and consequences of local hazards and their potential significance as a community risk. These risks are then reviewed to establish mechanisms (i.e., prevention programs, mitigation strategies, contingency or response plans) to support resiliency in both York Region Public Health and the community. Public Health conducts an annual HIRA, which reviews and assesses the risk of identified hazards using a public health lens. Further, Public Health participates in the Regional HIRA by informing risks with potential public health impacts.

## **Organization**

In any emergency impacting public health, the MOH (or alternate) may be required to attend the Regional Emergency Operation Centre (REOC) as a member of the Regional Emergency Control Group (RECG).

## Public Health functions as part of the Operations sections in the REOC

In addition to having representation in the REOC, Public Health works alongside other branches of CHS (i.e., Strategies and Partnerships, Social Services, Integrated Business Services, Housing Services, and Paramedic and Senior Services) to manage emergency responses through an integrated Departmental Emergency Operations Centre (DEOC). The DEOC is able to function independently for a departmental response or can function in collaboration with the REOC.

The purpose of the DEOC is to maintain situational awareness, implement action plans and provide centralized and coordinated support to CHS field operations during an incident/emergency (e.g., large-scale infectious disease outbreak). Further, the DEOC supports the Commissioner and/or MOH, or designates, in the REOC if required.

The DEOC is able to function independently for a departmental response, or can function in collaboration with the REOC.

The role of the CHS Emergency Control Group (ECG) is to provide strategic policy support and direction to the DEOC. The CHS ECG is a group consisting of CHS Department Branch Heads, including the MOH, and other key personnel responsible for exercising overall management responsibility for the department's business continuity and strategic support of emergency response and recovery operations.

The CHS DEOC utilizes the Incident Management System (IMS) to address standard emergency response priorities. IMS is an internationally recognized emergency management system and is required by the OPHS, *Emergency Management Guidelines, 2018*. The basic IMS organizational structure is used to facilitate coordination, communication and resource management between in field operations of an emergency, the CHS DEOC and other jurisdictional Emergency Operations Centres.

## Responsibilities

In the event of an emergency, York Region Public Health may implement any or all of the following measures:

### Health Surveillance

- Collect, evaluate, organize and disseminate data and information regarding the emergency.
- Assess risks to public health including potential for disproportionate health impacts to high-risk populations.
- Monitor and report on the safety of food and water supplies, air quality, the results of environmental testing (i.e., air, water, soil) and human health outcomes (e.g.,

infectious disease, acute non-infectious disease outcomes and potential for chronic conditions based on exposure).

- Active surveillance for disease(s) of interest.

### **Infectious Disease Case/Contact and Outbreak Management**

- Implement case, contact and outbreak management protocols.
- Data collection relating to case and contact investigation to support surveillance activities.
- Conduct investigations and identify exposure(s), risk factors, risk settings, etc.
- Monitor and respond to disease transmission and initiate outbreak control measures.
- Assist with collection and delivery of specimens for laboratory testing and initiate appropriate response(s) to test results.

### **General Isolation and Social Distancing Strategies**

- Identify the need for and implement isolation and/or quarantine measures.
- Support clients in maintaining isolation/quarantine.
- Suspend large scale social events or community activities.

### **Environmental Health/Risk Assessments**

- Conduct risk assessments and public health inspections.
- In coordination with leading jurisdictions, agencies and service providers, collect or coordinate collection and submission of samples for laboratory analysis (e.g., food, water, air, soil etc.).
- Identify potential health hazards and take appropriate actions to mitigate or respond.
- Monitor and advise on a variety of public health related issues (e.g., evacuation or shelter-in-place).
- Assist in the identification of populations at risk from incident specific hazards.

### **Immunization Services**

- Establish and operate immunization clinics.
- Acquire and distribute publicly funded vaccines to public health clinics, external health care providers, pharmacies as directed by the MOHLTC.

## **Reception Centres**

- Conduct inspections of reception centres prior to and during an emergency to identify and manage potential health hazards with respect to food, water, air quality, infection prevention and control, sanitation, accommodation standards for emergency lodging and environmental hazards.

## **Health Communication**

- Provide up-to-date, accurate public health-related information to York Region residents, organizations and health care providers.
- Collaborate with Regional communication partners to disseminate timely and accurate health related information to increase public awareness and communicate with the public on risk and appropriate health measures.
- Support key public messaging established by the MOH and the REOC.

In a larger, multi-community emergency, Public Health will support broader multi-community emergency response.

Under the direction of the MOH, York Region Public Health will be responsible for the following duties:

## **Emergency Preparedness**

- Identify, assess and monitor relevant hazards and risks to the public's health including the identification of high-risk populations and potential for disproportionate health impacts in accordance with the OPHS.
- Support municipalities to develop emergency response plans that address the identified hazards for which the board of health (BOH) will have a lead response role.
- Provide technical guidance on public health measures to mitigate consequences and support appropriate response.
- Maintain 24/7 notification protocols for communications with BOH staff, community partners, and governmental bodies to facilitate information sharing in accordance with the OPHS.
- Facilitate training for BOH staff and officials on health emergency response plan.

## **Emergency Response:**

- Liaise with the Ontario MOHLTC - Population and Public Health Branch and implement directives from the CMOH if provided.
- Provide public health support, where able, to local municipal EOCs and ECGs for emergencies impacting the public's health.

- Implement measures to prevent spread and control infectious disease outbreaks.
- Ensure continuity of essential public health services.
- Identify potential health hazards and take appropriate actions to mitigate or respond.
- Provide timely and accurate health information to the community.
- Provide support, conduct inspections and advise on health matters in reception centres.
- Liaise with agencies as required to augment and coordinate public health resources.

### **Emergency Recovery:**

- Restore public health services and environmental safety.
- Provide follow-up and potential case management to those affected by the event.
- Provide psychosocial support to internal staff members.
- Implement recommendations from after action reports and continuous quality improvement activities.
- Ensure sustained, basic and surge capacities of public health resources to prevent, plan for, respond to, and recover from future events.

### **External Organizations**

York Region Public Health may be required to collaborate with external organizations. These may include:

- Ministry of Health and Long-Term Care (MOHLTC)
- Public Health Ontario
- Other public health units
- Ministry of Natural Resources and Forestry
- Municipal Works Departments
- Ontario Provincial Police
- Fire Departments
- Ministry of the Environment and Climate Change
- Ministry of Community Safety and Correctional Services
- Ministry of Transportation
- Local Health Integration Networks (LHIN)
- Regional Infection Control Network (RICN)
- Regional hospitals
- Primary Care Clinics
- Home Health Care organizations
- Laboratories
- Pharmacies
- Pharmaceutical companies
- Personal protective equipment/medical supply companies

- Long-term care facilities
- Ministry of Labour
- School Boards
- Schools
- Funeral Homes
- Transport Canada (CANUTEC)



## ANNEX 9

# Environmental Services

The newly formed Department of Public Works (an amalgamation of the former Departments of Environmental Services and Transportation Services) is currently establishing its new emergency management structures which once finalized will be included in the next York Region Emergency Plan.





## **Annex 9 ENVIRONMENTAL SERVICES**

### **Purpose**

The purpose of this annex is to provide guidance and identify responsibilities for effectively assessing and repairing affected Regional infrastructure and facilities pertaining to water, wastewater, waste management, forestry, and corporate energy in the event of an emergency.

### **Scope**

The Regional Municipality of York is at risk from a number of hazards that could threaten public health and safety, and public and private property. During an emergency, the Public Works Department activities focus on the assessment, response, recovery and repair of Regional infrastructure and facilities pertaining to water, wastewater, waste management infrastructure, and forestry.

### **Authority/Policies**

The provision of water, wastewater, waste management, and forestry services are governed by a highly regulated framework. Some key Acts to consider in providing direction are:

- Clean Water Act, R.S.O. 2006
- Safe Drinking Water Act, R.S.O. 2002
- Ontario Water Resources Act, R.S.O. 1990
- Environmental Protection Act, R.S.O. 1990
- Occupational Health and Safety Act, R.S.O. 1990, c.0.1

There are many other Acts and Regulations that may be considered depending on the type of emergency response required.

*The Emergency Management and Civil Protection Act*, R.S.O. 1990, provides legal authority for York Region to respond to emergencies within its boundaries.

### **Concept of Operations**

It is the goal of the Regional Municipality of York to protect the lives and property of its citizens and to relieve suffering and hardship due to an emergency. The Public Works Department ensures all threats to public safety and the environment from Regional infrastructure and facilities pertaining to water, wastewater, and waste management, and forestry services are assessed and responded to during an emergency.

## **Organization**

York Region's REOC is structured upon the Incident Management System (IMS), a standardized system that defines the basic command structure, and roles and responsibilities required for the effective management of an emergency incident or situation. This system can adapt to any-sized incident, and is divided into five sections: Planning, Operations, Logistics, Finance, and Command (including Liaison, Legal, Risk and Communications).

The Public Works Department is part of the Operations Section.

## **Responsibilities**

In the event of an emergency requiring the opening of the REOC, Public Works will:

- If assigned by the REOC Director, the Commissioner of Public Works will act as the Operations Section Chief.
- Provide an Incident Commander, if required.
- Ensure any operational objectives and assignments identified in the REOC action plan related to water, wastewater, waste, or forestry services are carried out effectively.
- Execute appropriate Standard and Emergency Operating Procedures (SOP's and EOP's) and Business Continuity Plan (BCP) if required.
- Activate the Public Works Department Operations Center (DOC), if required.
- Survey all Public Works facilities (owned and co-owned by York Region) and required operational IT support needs (including, but not limited to SCADA network and York Telecom Network) and other infrastructure systems, such as solid waste management facilities, water and wastewater systems, forestry and corporate energy assets to assess the damage to such infrastructure, coordinate the repair of damages and resumption of services.
- Advise on the status of Regional and local municipal potable water and sanitary service infrastructure and waste management services to the REOC, the incident site, in consultation with the Medical Officer of Health.

## **External Organizations**

The Public Works Department may work with external organizations and service partners during an emergency response and recovery. Detailed contact information for these external partners is maintained in separate documents within Public Works. These may include:

## **Regulatory Agencies**

- Ministry of the Environment, Conservation and Parks
- Ministry of Mines, Natural Resources and Forestry
- Ministry of Labour, Training, Skills and Development
- Conservation Authorities

## **Service Partners**

- Local area municipalities
- City of Toronto
- Region of Peel
- Durham Region

## **Waste Management**

- Waste hauling services
- MRF operations
- Transfer station staffing
- Yard waste processing
- Hazardous waste handling
- CEC staffing and hauling

## **Water and Wastewater Treatment, Collection and Distribution**

- York-Durham Lab and other accredited laboratories
- Chemical Suppliers
- Sludge Bins and Haulage
- Telecommunication
- Vac Trucks
- Fuel supplier

## **Forestry Services**

- Tree removal



## ANNEX 10

# Transportation Services

The newly formed Department of Public Works (an amalgamation of the former Departments of Environmental Services and Transportation Services) is currently establishing its new emergency management structures which once finalized will be included in the next York Region Emergency Plan.



## **Annex 10      TRANSPORTATION SERVICES**

### **Purpose**

The purpose of this annex is to identify responsibilities and outline Transportation Services actions for effectively assessing and repairing affected Regional infrastructure and facilities; and organizing, mobilizing and coordinating transportation services which meet York Region requirements during a public emergency. A coordinated response will ensure personnel and supplies are efficiently transported, victims of an emergency are safely evacuated and returned to their homes in a timely manner, and transportation corridor access is managed and maintained.

### **Scope**

The Regional Municipality of York is at risk from a number of hazards that could threaten public health and safety, and public and private property. The provision of transportation support involves roads, bridges, transit. Transportation Services activities during an emergency focus on:

- Movement of victims, personnel and supplies.
- Provision of transportation vehicles as temporary shelters.
- Acquisition of required transportation vehicles.
- Assessment and repair of transportation facilities and Regional infrastructure.
- Maintaining corridor access and traffic signal operation to ensure the safe movement of traffic.

### **Authority/Policies**

*The Emergency Management and Civil Protection Act*, R.S.O. 1990, provides legal authority for York Region to respond to emergencies within its boundaries. In addition, the following legislation provides direction regarding transportation corridor operation:

- *Ontario Highway Traffic Act* R.S.O. 1990, Chapter H.8
- Ontario Regulation 239/02 – Minimum Maintenance Standards for Municipal Highways

### **Concept of Operations**

It is the goal of the Regional Municipality of York to protect the lives and property of its citizens and to relieve suffering and hardship due to an emergency. The Public Works Department responds to events where victims, personnel or supplies require transportation throughout the Region of York and surrounding areas. It also ensures all

transportation facilities and infrastructure are assessed and repaired in response to damage incurred during an emergency.

This annex serves as the overall guiding document for Transportation Services response. Specific details and actions to ensure an effective and efficient response are found in separate plans and documents that are managed and maintained by the Department. Transportation Services will provide the required staff to the Regional Emergency Operations Centre and also be prepared to activate the Transit Operations Center (TOC) at 50 High Tech and the Roads and Traffic Operations Centre (RTOC) at 90 Bales Drive East.

The Transit Branch (YRT) responds to instances where transit vehicles are required for temporary shelter facilities, evacuation or transfer. Relationships have been established throughout the community with contracted service providers, other transportation agencies, and various transit-related organizations. York Region Transit (YRT) oversees the management of separate operations and maintenance yards - each with its own fleet of transit vehicles and fuel supplies, which can be deployed during emergency situations.

## **Organization**

York Region's REOC is structured upon the Incident Management System (IMS), a standardized system that defines the basic command structure, and roles and responsibilities required for the effective management of an emergency incident or situation. This system can adapt to any-sized incident, and is divided into five sections: Planning, Operations, Logistics, Finance, and Command (including Liaison, Legal, Risk, and Communications).

Transportation Services, a component of the Operations Section, draws staff from Roads and Traffic Operations, Capital Planning and Delivery, Transportation and Infrastructure Planning, York Region Transit and strategic planning branches. Detailed staffing and contact information is maintained as part of the Department's internal emergency program.

## **Responsibilities**

In the event of an emergency requiring the opening of the REOC, the Public Works Department will:

### **General**

- If assigned by the REOC Director, the Commissioner of Public Works will act as the Operations Section Chief.
- Advise the REOC Director on the declaration and termination of any significant weather event as defined in the Minimum Maintenance Standards.

- Ensure any operational objectives and assignments identified in the REOC Action Plan related to transportation infrastructure are carried out effectively.
- Survey all transportation facilities and infrastructure, assess the damage to such facilities, and coordinate the repair of damages.
- Activate the Transit Operations Centre, if required.
- Activate the Roads and Traffic Operations Centre, if required.
- Provide an Incident Commander, if required.

### **Roads and Traffic Operations Branch**

- Survey all infrastructure systems, such as roads and bridges within the affected area, assess the damage.
- Coordinate the repair of identified roads and bridges.
- Implement the Spills Response Plan as required. The Spills Response Plan is maintained as part of the Department's internal emergency program.
- Work closely with York Regional Police to ensure the operation of traffic signals are monitored and/or adjusted to facilitate safe, efficient movement of traffic as may be necessitated by evacuation.
- Provide a Traffic Detour Plan as required for emergency traffic detours.

### **Capital Planning and Delivery Branch**

- Work with Roads and Traffic Operations staff to survey all infrastructure systems, such as roads and bridges within the affected area, assess the damage.
- Coordinate the repair of identified roads and bridges.

### **York Region Transit Branch**

- Relocate disaster victims to temporary emergency shelters in and around York Region. When the emergency is concluded, transportation services will also be provided to disaster victims to return them to their homes, or long-term shelters, if necessary.
- Provide transit vehicles to transport York Region or supporting agency personnel as required.
- Transport supplies required for emergency response.
- Provide transit vehicles as temporary shelter for those awaiting transportation, respite facilities for personnel who require short reprieves from disaster environments, triage centres for determining the severity of injury to emergency victims, or mobile field headquarters for site commanders and their personnel.

## External Organizations

The Public Works Department may work with external organizations during an emergency response and recovery. Detailed contact information for these external partners is maintained in separate documents in the Department's internal emergency plan.

### Transit (YRT/Viva)

- Partner Transit Service Operators:
  - Toronto Transit Commission (TTC)
  - GO Transit (an operating division of Metrolinx-Province of Ontario)
  - Brampton Transit
  - Durham Transit

**Note:** YRT/Viva transit services are contracted services through a variety of individual service contracts including:

- TOK Transit Limited (Viva Division)
- Miller Transit Ltd. (Southeast Division)
- TOK Transit Limited (North Division)

**Note:** YRT Mobility Plus (service for persons with disabilities) is also primarily a contracted service – through a service contract with taxi type service providers.

- Mobility Transportation Specialists (MTS)
- Care Accessible Transportation
- Wheelchair Accessible Transit

### Roads

**Note:** Roads maintenance activities also rely heavily on outside private service contractors including:

Winter Maintenance:

- Fermar Paving Limited (graders)
- Todd Brothere Contracting Limited (graders)
- Miller Paving Limited
- James Dick Construction Limited
- Melrose Paving Company Limited
- Rafat General Contracting Inc.

Road Salt/Sand Contracts

- Compass Minerals Canada Corp.
- James Dick Construction Limited

Traffic Services:

- Stinson Equipment Limited



Other:

- Powell Contracting Limited (Guiderail)

### **Traffic Signal Operations**

**Note:** Traffic signal maintenance is contracted out to outside private contractors including:

- Guild Electric



## ANNEX 11

# Police Services



## **Annex 11 POLICE SERVICES**

### **Purpose**

The purpose of this annex is to provide guidance and identify responsibilities for effectively managing law enforcement and public safety concerns during an emergency or when an emergency is eminent.

### **Scope**

The Regional Municipality of York is at risk from a number of hazards that could threaten public safety and property. It is the policy of York Regional Police to protect life and property by providing the highest standard of professional response to major emergency/disaster incidents.

### **Authority/Policy**

*The Police Services Act* R.S.O 1990 provides legal authority and direction to Police Services in Ontario. These principles include the need to ensure the safety and security of all persons and property in Ontario.

York Regional Police are also guided by the *Criminal Code of Canada* and other Federal, Provincial and Municipal legislation.

York Regional Police is further guided by the York Regional Police Procedures and Regulations. These provide for clear guidance and response strategies to all members.

### **Concept of Operations**

It is the goal of York Regional Police to ensure the safety and security of all persons and property in York Region; to safeguard the fundamental rights guaranteed by the *Canadian Charter of Rights and Freedoms* and the *Human Rights Code*; to facilitate co-operation between the providers of police services and the communities they serve.

In the event of an emergency, York Regional Police will provide a multi-level response based on the severity of the emergency. York Regional Police shall respond to the emergency in accordance with applicable law and procedures.

## **Organization**

York Regional Police response will be under the direction of the Chief of Police or designate. York Regional Police will respond in accordance with the Incident Management System. York Regional Police shall supply an Incident Commander at the location(s) of the major incident and a representative(s) in the Regional Emergency Operations Centre (REOC). All police responses will be guided by applicable law and York Regional Police procedures.

## **Responsibilities**

At all times York Regional Police will respond and act under the direction of the Chief of Police or designate and in accordance with applicable law and York Regional Police Procedures.



## ANNEX 12

# Paramedic Services



## **Annex 12     PARAMEDIC SERVICES**

### **Purpose**

The purpose of this annex is to provide guidance and identify responsibilities for effectively managing an emergency response during an emergency situation or when such situations appear imminent.

### **Scope**

The Regional Municipality of York is at risk from a number of hazards that could threaten public health and safety. The role of Paramedic and Seniors Services is to provide emergency health care to the Regions residents and visitors during an emergency situation, including pre hospital care, medical transportation, community referrals and health teaching. This would be accomplished while working collaboratively with allied agencies.

### **Authorities**

The Ambulance Act 257/00  
The Coroners Act R.S.O. 190c.C-37  
The Employment Standards Act S.O. 2000 c 41  
The Health Care Consent Act S.O. 1996 c2 Sched A  
The Highway Traffic Act R.S.O 1990 c.H-8  
The Human Rights Code R.S.O. 1990 c. H 19  
The Labour Relations Act S.O. 1995 c1 Sched A  
The Land Ambulance Certification Standards  
The Long- Term Care Legislation  
The Mental Health Act R.S.O. 1990 CM-7  
The Midwifery Act S.O. 1991 c.31  
The Municipal Health Act R.S.O. 1990 CM-7  
The Occupational Health and Safety Act 67/93  
The Personal Health Information Protection Act  
The Public Hospital Act R.S.O. 1990 cp-40  
The Public Service of Ontario Act R.S.O. 1990 cp-47  
The Regulated Health Professions Act S.O. 1991 c 18  
The Substitute Decisions Act S.O. 1992 c.30  
The Workplace Safety and Insurance Act S.O. 1997 c 16 Sched A

## **Concept of Operations**

It is a legislated requirement for the Regional Municipality of York to provide emergency medical services and the goal of The Regional Municipality of York to protect the lives of its citizens and to relieve suffering and hardship due to an emergency.

Through Emergency Planning, Paramedic Services participated in Hazard Identification Risk Assessments (HIRA) for areas within the Regional Municipality of York. When the smaller events occur, our everyday procedures are in place and staff are adequately trained to respond.

Paramedic Services is prepared, trained and equipped to respond to emergencies of various sizes and scopes, either declared or non-declared emergencies. Using the Incident Management System (IMS), Paramedics are prepared for man-made and natural disasters.

## **Organization**

York Region Paramedics Services is structured upon the Incident Management System (IMS), a standardized system that defines the basic command structure, and roles and responsibilities required for effective management of an emergency incident or situation. This system can adapt to any sized incident, and is divided into five sections: Planning, Operations, Logistics, Finance, and Command (including Liaison, Legal, Risk, and Communications).

In any emergency situation impacting the safety or health of the public, the Branch Incident Management Support Centre (IMSC) will be open by the authority of the Chief and General Manager or his/her designate. The Branch IMSC resides at 80 Bales Drive East in the Town of East Gwillimbury.

## **Responsibilities**

### **Response:**

- respond using the Branch Incident Response Chart at the appropriate level
- set up Incident Command at scene
- triage, treat and transport patients
- open the Branch Incident Management Support Centre (IMSC) – 80 Bales Drive East, Town of East Gwillimbury

### **Communication:**

- report to Regional Emergency Operations Centre (REOC) update allied services

- liaise with mutual aid partners
- assign a Public Information Officer

### **Monitor:**

- ongoing site assessment to determine need to reduce or increase response
- anticipate needs of first responders and additional staffing
- monitor changing scene to determine the Occupational Health and Safety needs of staff

### **Recovery:**

- equipment retrieval
- inventory of equipment and staff
- determine needs to return to normal business

### **Close IMSC:**

- debriefing of key staff
- assess need for Critical Incident Stress Management
- analysis of response

### **External Organizations**

York Region Paramedic Services may be required to collaborate with external organizations. These may include:

#### **Paramedic Services**

Toronto Paramedic Services  
Peel Region Paramedic Services  
Durham Region Paramedic Services  
Simcoe Paramedic Services  
ORNGE

#### **Police Services**

Toronto Police  
Ontario Provincial Police  
Peel Regional Police



Durham Regional Police  
South Simcoe Police  
Royal Canadian Mounted Police (RCMP)

### **Fire Services**

East Gwillimbury Emergency Services  
Town of Georgina Fire Department  
Township of King Fire and Emergency Services  
Markham Fire and Emergency Services  
Central York Fire Services  
Richmond Hill Fire and Emergency Services  
Vaughan Fire and Rescue Services  
Whitchurch-Stouffville Fire and Emergency Services  
Toronto Fire Department  
Ontario Fire Marshalls Office  
Other GTA Fire Departments

### **Government/Community Partners**

Ministry of Health and Long-term Care  
Emergency Management Ontario  
The Coroner's Office  
All Regional Hospitals  
Ministry of the Environment  
Community Care Access Centre  
The Red Cross  
The Salvation Army  
St. John Ambulance  
Toronto Buttonville Municipal Airport – (our regional airport)



## ANNEX 13

# Fire Mutual Aid



# Annex 13 Mutual and Automatic Aid Plan and Program



## Office of the Fire Marshal

Mutual and Automatic Aid Plan and Program

for

The Regional Municipality of York

Fire Co-ordinator:  
Fire Chief Ian Laing  
Central York Fire Services

Alternates:  
Deputy Fire Chief James Arnold  
Vaughan Fire and Emergency Services

Fire Chief Bill Snowball  
Whitchurch-Stouffville Fire and Emergency Services

Issue Date: September 1<sup>st</sup>, 2011

This emergency fire services “mutual aid” plan includes the following municipalities:

District 1	Town of Georgina
District 2	Town of East Gwillimbury
District 3	Township of King
District 4	Aurora/Newmarket (Central York)
District 5	Town of Whitchurch-Stouffville
District 7	City of Vaughan
District 8	City of Richmond Hill
District 9	City of Markham

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- Appendix B – Emergency Contact Information
- Appendix C – Mutual Aid Plan Asset Report
- Appendix D – Mutual Aid Affirmation Form
- Appendix P – Significant Event Report Form
- Appendix U – Plan Acceptance Form

## Foreword

This attached mutual aid plan and program and accompanying appendices were developed by the Office of the Fire Marshal in consultation with fire co-ordinators appointed by the Fire Marshal for the Province of Ontario to develop and coordinate county, district and region plans appropriate to local needs and circumstances.

Local counties, districts and region mutual aid systems will adopt the content of the plan as presented here. It will, however, be necessary for the participants to determine locally if the county, district or region mutual aid plan will include the automatic aid, hazardous materials and/or extrication program in the base document. In such cases it will be necessary to identify, within the plan, the participants in the various programs.

The local fire co-ordinator will be responsible for completing the running assignments, summary of contact information and list of local resources portions of the plan and submitting them to the Office of the Fire Marshal annually or as significant changes to the plan occur. Examples of significant changes include additions and deletions of major apparatus and equipment, staffing changes with the potential to affect emergency response, changes in senior officers and changes to emergency, business and personal telephone numbers of senior officers. The Office of the Fire Marshal will maintain a central inventory of all current mutual aid plans.

Local counties, districts and region mutual aid plans may adopt any or all of the appendices attached to this document based on local needs and circumstances. The appendices are intended to provide a local county, district or region with the ability to attach additional information to the base document that they will assist local participants in the day-to-day application and use of the plan. There is no requirement to submit the appendices to the Office of the Fire Marshal.

Mutual Aid Associations may be in place in county, district and regions. It is clearly understood that they do not have any authority relating to the operation of municipal fire departments or the mutual aid plan.

## **Purpose of the Mutual Aid Plan**

- To provide authority and general direction to *fire co-ordinators* for the co-ordination of *mutual aid systems* and associated *fire protection services* activated within the local county, district or region, as well as with neighbouring counties, districts or regions, inter-provincially and internationally.
- To provide clarification to municipalities of the roles and responsibilities of *fire co-ordinators* within the *mutual aid system*.
- To provide other emergency management agencies with an understanding of the *fire co-ordinators* role within the *mutual aid system*.

## **Authority**

*Fire department* personnel appointed by the Fire Marshal as *fire co-ordinators* shall fulfill the duties and responsibilities as instructed by the Fire Marshal (Fire Protection and Prevention Act 1997, Section 7).

Fire co-ordinators

*7. (1) The Fire Marshal may appoint fire co-ordinators for such areas as may be designated in the appointment. 1997, c. 4, s. 7 (1).*

### **Duties**

*(2) A fire co-ordinator shall, subject to the instructions of the Fire Marshal,*

*(a) establish and maintain a mutual aid plan under which the fire departments that serve the designated area agree to assist each other in the event of an emergency; and*

(b) perform such other duties as may be assigned by the Fire Marshal. 1997, c. 4, s. 7 (2); 2002, c. 18, Sched. N, s. 1

## **Definitions**

In this document,

**Acceptable** - means acceptable to the *fire co-ordinator* and participating *fire chiefs* in consultation with the Office of the Fire Marshal.



**Alternate Fire Co-ordinator** - means the person appointed by the Fire Marshal, under the authority of the Fire Protection and Prevention Act, 1997 to act in absence of the *fire co-ordinator*.

**Automatic Aid** - means any agreement under which a *municipality* agrees to provide an initial response to fires, rescues and emergencies that may occur in a part of another *municipality* where a *fire department* in the *municipality* is capable of responding more quickly than any *fire department* situated in the other *municipality*; or a *municipality* agrees to provide a supplemental response to fires, rescues and emergencies that may occur in a part of another *municipality* where a *fire department* in the *municipality* is capable of providing the quickest supplemental response to fires, rescues and emergencies occurring in the part of another *municipality*

**Company** – means a complement of personnel operating one or more pieces of apparatus under the control of a supervisor.

**Council** - means the *council* of a *municipality* participating in the *mutual aid plan*.

**Cover** - means the *fire department* that is available to provide back-up coverage to another *fire department* that is providing *help* to another *fire department* in the event of a *mutual aid plan* activation

**Fire Chief** - means the person appointed by a *participant* in the *mutual aid plan* as the head of the *fire department*

**Fire Co-ordinator** - means the person appointed by the Fire Marshal, under the authority of the Fire Protection and Prevention Act, 1997 to co-ordinate the *mutual aid plan*, or the person appointed by the Fire Marshal to act in absence of the *fire co-ordinator*

**Fire Department** - means a group of firefighters authorized to provide *fire protection services* by a *municipality*, group of municipalities or by an agreement made under section 3 of the Fire Protection and Prevention Act.

**Fire Protection Adviser** - means a person employed by the Office of the Fire Marshal, Field Fire Protection Services section, to provide advice and assistance to municipalities and *fire departments*

**Fire Protection Services** - means fire suppression, fire prevention, fire safety education, communication, training of persons involved in provision of *fire protection services*, rescue and emergency services and the delivery of all those services

**First Nation Community** - means a band as defined in the *Indian Act* (Canada)

**Help Call** - means the *fire department* that is called to assist another *fire department* in the event of a *mutual aid plan* activation

**Home Fire Chief** - means the *fire chief* of the *municipality*, community or area experiencing a *major emergency*

**Home Fire Department** - means the *fire department* of the *municipality*, community or area experiencing a *major emergency*

**Incident Management System** – means the program used by the county/district/region to establish a standard approach to incident management, priorities, action planning, and resource utilisation.

**Major Emergency** - means a situation that, in the opinion of the local *fire chief*, constitutes a danger of major proportions to life, property and/or the environment and that exceeds the capability of the local *fire department*.

**Municipality** – means local municipality as defined in the Municipal Act

**Mutual Aid** - means a program to provide/receive assistance in the case of a *major emergency* in a *municipality*, community or area.

**Mutual Aid Plan or System** - means the *mutual aid plan* developed under the authority of the Fire Protection and Prevention Act, 1997 and direction of the Fire Marshal to facilitate provision of *fire protection services* to the residents of a county, district or region under a co-ordinated and co-operative system.

**Participant** - means an organization, approved by the Fire Marshal, or a *municipality* which operates or manages a *fire department* that meets and maintains the requirements for participation in the *mutual aid plan*.

**Regional Operations Manager** – means the person appointed by the Office of the Fire Marshal to manage a defined region within the Fire Protection Services Section under the direction of the assistant Deputy Fire Marshal.

**Significant Event** – means a mutual aid activation requiring the assistance of two or more fire departments.

**Unorganized Territory** - means a geographic area without municipal organization.

**Zone Fire Co-ordinator** - means the person appointed by the Fire Marshal, under the authority of the Fire Protection and Prevention Act, 1997 to co-ordinate a geographic portion of the county, district or region *mutual aid plan* under the direction of the county, district or region *fire coordinator*.

## **The Principles of Operation of Mutual Aid Plans in Ontario**

- To promote adequate and coordinated efforts to minimize loss of life and property and damage to the environment through efficient utilization of fire and other resources in the event of a *mutual aid* activation during times of natural or man-made emergencies.
- To provide the organizational framework necessary to effectively manage *mutual aid* resources within a unified *incident management system*

## **Mutual Aid System Components**

This *mutual aid plan* embodies the action to be taken by *participants* to engage in the following program components.

1. Activate *mutual aid* during a *major emergency* where the *home fire department* is committed and/or the situation cannot be contained or controlled with available resources.
2. Activate the provincial CBRNE or HUSAR response system.
3. (Optional) Activate a county, district or region *automatic aid* program.
4. (Optional) Activate a county, district or region hazardous materials support response.
5. (Optional) Activate a county, district or region extrication support response.
6. (Optional) Activate a county, district or region specialized rescue support response.

## **Mutual Conditions for Participation in Programs**

### **1. Mutual Aid**

- A. A request for *help* or *cover* by any other *participant* in the *mutual aid plan* takes priority over any other agreements entered into by another *participant*.
- B. The *fire chief*, or designate, may refuse to supply the requested response to occurrences if such response personnel, apparatus or equipment are required to provide *fire protection services* in the local *municipality*. Similarly, the fire chief, or designate, may order the return of such apparatus, equipment or personnel that is responding to, or is at, the scene of a *mutual aid* activation if it is required to provide *fire protection services* in the local *municipality*. In such cases the *fire chief* must notify the *fire co-ordinator* or designate of his/her actions.
- C. The participating *fire department* must be established and regulated by a municipal by-law.

*Note: Where unorganized territories, First Nation communities, or federal properties form part of the mutual aid plan, alternative authorization may be accepted.*

- D. Council must confirm the *fire chief* of a municipal *fire department*, by by-law or a similar method of authorization. The Office of the Fire Marshal must appoint the *fire chief* of a *fire department* established for an *unorganized territory*.
- E. A by-law must be passed by *council* authorizing its *fire department's* participation in the *mutual aid plan*. *Fire departments* serving *unorganized territories* must be authorized to participate through an agreement signed by the Office of the Fire Marshal.
- F. A participating *fire department* must have adequate resources to handle day-to-day emergencies in its own jurisdiction.
- G. A participating *fire department* must be *acceptable* to:
- the *fire chief(s)* of the *fire department(s)* to be its first response for *mutual aid* assistance;
  - the *fire chief(s)* of the *fire department(s)* it will be first response to for *mutual aid* assistance; and,
  - the *fire co-ordinator*
- H. Triple combination pumpers and water tank trucks are the basic vehicles intended to be used for response. Where the *fire co-ordinator* and the *participating fire chiefs* agree rescue vehicles, aerial ladder trucks, and other specialized vehicles and/or services may be included.
- Note: This does not mean a municipality with an aerial ladder truck is obligated to make it available to a municipality that does not have one to reciprocate the service.*
- I. Home fire department personnel will be in overall command of the *mutual aid* activation and will be responsible for co-ordination of local resources and those of the responding *fire department(s)*.
- J. *Participants* in the *mutual aid* system will have adopted and implement an approved *incident management system*.
- K. *Fire chiefs* shall notify the *fire co-ordinator* of all significant changes as they occur, regarding stations, personnel, apparatus and/or equipment.
- L. Radio communication procedures shall be in accordance with principles and policies agreed upon by the participating *fire chiefs*.
- M. Minimum requirements of the Occupational Health and Safety Act must be met as it pertains to *fire departments*.

- N. *Fire chiefs* shall provide copies of agreements for fire protection to the *fire co-ordinator*, if requested by the *fire co-ordinator*.
- O. An applicant to participate in *mutual aid* that fails to meet the criteria as agreed to by the participating *fire chiefs* of the area, in conjunction with the *fire co-ordinator* and approved by the OFM *regional operations manager*, will not be accepted as a member of the *mutual aid plan*.
- P. The *fire co-ordinator* will consult with the OFM *regional operations manager* when a *participant* fails to maintain the established criteria for participation in the *mutual aid plan*. The *participant* will be given a written notice by the *fire co-ordinator* to have the deficiencies corrected. Failure to maintain the established criteria to the satisfaction of the *fire co-ordinator* and the *regional operations manager* shall result in removal from the system.
- Q. *Mutual aid* assistance is to be provided to *participants* on a reciprocal basis (i.e. no costs involved).
- R. *Mutual aid* is not immediately available for areas that receive fire protection under a fire protection agreement. The *municipality*, *unorganized territory* or *First Nations community* purchasing fire protection is responsible for arranging an *acceptable* response for back-up<sup>2</sup> *fire protection services*. In those cases where the emergency requirements exceed those available through the purchase agreement **and** the back-up service provider, the *mutual aid plan* can be activated for the agreement area.

## 2. Provincial CBRNE and HUSAR Resources

The province has developed a system to provide response support for chemical, biological, radiological, nuclear and explosion response (CBRNE) and heavy urban search and rescue (HUSAR) incidents, to local communities. The system operates under the following conditions.

- Initial response to CBRNE and HUSAR emergencies are a local responsibility. More advanced support may be available locally through the mutual aid system or a contracted service provider, which includes contracted support from another municipality through a fire protection services agreement or an automatic aid agreement and contracted support from a commercial provider.

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<sup>2</sup> Back-up fire protection service could be in the form of a first response agreement or automatic aid.

- It is intended that CBRNE teams and a HUSAR team strategically located in designated cities, and operating under a memorandum of understanding with the Province of Ontario will also be available to support local responders.
- The expectations and capabilities of responding CBRNE Teams shall be based on the National Fire Protection Association Standard 472: Professional Competence of Responders to Hazardous Materials Incidents. That standard provides for the following levels.
  - Level 1: Awareness of what constitutes a hazardous materials incident
  - Level 2: Capacity to carry out limited response activities
  - Level 3: Capacity to mitigate hazardous materials incidents
- The expectations and capabilities of the responding HUSAR team shall be based on the National Fire Protection Association Standard 1670: Operations and Training for Technical Rescue Incidents. That standard provides for the following levels.
  - Level 1: Awareness of what constitutes a technical rescue incident
  - Level 2: Capacity to carry out limited response activities
  - Level 3: Capacity to mitigate technical rescue incidents

**Activation of resources:**

- A. It is anticipated that a municipality requiring the assistance of a CBRNE or HUSAR team will have initiated, or be in the process of declaring, an emergency, pursuant to the Emergency Management Act, R.S.O. 1990, c. E-9.
- B. All requests for assistance for a CBRNE or HUSAR team will be received and co-ordinated through the Emergency Management Ontario Provincial Emergency Operations Centre (PEOC). 1-866-314-0472
- C. Should an emergency occur in a locality that in the opinion of the fire co-ordinator, or his/her designate, cannot be addressed through the resources of the local fire department, the mutual aid system or contracted service providers, he/she shall consider requests from local communities and contact the PEOC to request the response of a CBRNE or HUSAR team.
- D. The decision to activate one or more of the teams as part of the provincial response to an emergency will be approved by the Ministry of Community Safety and Correctional Services representative through the PEOC.
- E. The PEOC, in conjunction with the Office of the fire Marshall (Fire Protection Services-emergency Planning and Strategic development) will be responsible for overall coordination and direction of the response, and the PEOC will be responsible for coordinating and necessary funding to support the activation of a CBRNE or HUSAR team.
- F. Local personnel will be in overall command of the emergency situation and will be responsible for coordination of local resources and those of the responding fire department(s).

- G. The individual activities of a CBRNE or HUSAR team will be under the command of the officer-in-charge of the CBRNE or HUSAR team.
- H. The CBRNE response teams are not intended to fight fires involving hazardous materials. When fire departments respond to hazardous material fires, the normal method of activating mutual aid is to be followed for additional fire suppression assistance.
- I. The CBRNE or HUSAR team will not respond outside its home municipality as part of the memorandum of understanding unless deployed by the PEOC, in consultation with the OFM. When the CBRNE or HUSAR team is mistakenly called directly by agencies or persons other than the fire co-ordinator, the CBRNE or HUSAR team will immediately notify the local fire department to respond and shall stand by to respond if required.
- J. Nothing in the memorandums of understanding with the province prevents the CBRNE or HUSAR teams from responding outside their home municipalities under a fire protection services agreement or automatic aid agreement or like agreement or arrangement between the team's municipality and another participant.

### **3. Automatic Aid**

Improvements may be made to the overall effectiveness of the *mutual aid* system by implementing an *automatic aid* program within the *mutual aid* system.

- The quickest available fire station immediately responds to a call for service, regardless of municipal boundaries.
- The assembly time of an adequate fire attack team may be reduced (the fire attack team may be made up of personnel and equipment from more than one *fire department*).
- Equipment and personnel may be made available, particularly at the outer extremities of municipalities, which are neither practical nor reasonable for municipalities to provide for themselves due to the financial demands inherent with their provision.

### **Program Participation**

- A. A participant in an automatic aid program that forms part of the mutual aid plan must meet and maintain the requirements for participation in the mutual aid plan.
- B. Fire departments entering into automatic aid agreements must notify the affected fire co-ordinator(s).
- C. Supplying fire departments must ensure sufficient resources remain available in their own municipality or area to provide initial responses to emergency calls.
- D. Communications systems should be in place to support the simultaneous and co-ordinated response of required fire departments.

- E. First arriving companies will initiate an incident management system in accordance with those agreed to in the mutual aid plan. The home fire department shall assume command of the incident after arrival at the scene.
- F. Activation of additional apparatus, equipment and personnel in the home municipality is not automatic aid. Such a response is expected and should be ordered into action whenever necessary.
- G. Where a municipality purchases fire protection services, for a fee or any other consideration, for its jurisdiction or any part of it, automatic aid may be activated. In the event that the first call for additional assistance is required in an area where fire protection services are usually purchased from a neighbouring municipality, the responding fire department may charge for its service; these are not mutual aid plan responses.
- H. A request for mutual aid plan response has priority over any requests such as automatic aid. Automatic aid responses are secondary to mutual aid obligations.
- I. Automatic aid, unlike mutual aid, is not intended to be provided to the receiving municipality at no charge. A request for day-to-day assistance, as opposed to a request for help at a major fire or other emergency, should be on a cost recovery basis.

#### **4. Region Hazardous Materials Response Support**

Improvements may be made to the overall effectiveness of the *mutual aid system* by implementing a hazardous materials response support program within the *mutual aid system*.

- The closest available specialized assistance immediately responds to a call for service, regardless of municipal boundaries.
- The *Fire Department* is trained and equipped to (Operations/ Technician) Level for hazardous material incident response and has agreed to respond and provide assistance throughout the county, district or region when requested by participating *fire departments*.
- The response team will perform (Operations/Technician) Level hazardous material response/mitigation activities only.

Note: Requesting *fire departments* must train responding firefighters to the (Awareness/Operations) Level described in NFPA 472 latest Edition to assist the response team, as required.

#### **Program Participation**

- A. The hazardous materials response team is activated by request through the *home fire department* Communications Centre.



- B. The *home fire department* must respond, assume command, arrange to secure the area and remain in attendance for the duration of the incident.
- C. The *home fire department* will supply apparatus, equipment and personnel for fire suppression and required support for the hazardous materials response team.
- D. When the *home fire department* arrives at the scene first, it will:
- contact the response team by radio, as soon as possible;
  - give updates relevant to the nature and extent of the incident;
  - identify the product(s) involved, if possible;
  - give safest routes to the incident and staging area; and,
  - identify the sector (or person) the response team should report to upon arrival.
- E. The hazardous materials response team is not intended to fight fires involving hazardous materials. When *fire departments* respond to hazardous material fires, the normal method of activating *mutual aid* is to be followed for additional fire suppression assistance.
- F. Upon request by the *home fire chief* or designate, the *designated Hazardous Material Team* will provide technical advice and assistance regarding hazardous material fires. To initiate a request, contact the *designated Fire Department*, giving as much information about the incident as possible. The *designated Fire Department* will determine if it is necessary to send personnel to the fire scene.
- G. Responses by the hazardous materials support units to municipalities or areas purchasing *fire protection* may be charged directly to that *municipality* or area as though the response was a *fire department* receiving a call for fire suppression assistance.

## **5. (Optional) Activate a county, district or region extrication support response.**

## **6. Specialized Rescue Support Program**

Improvements may be made to the overall effectiveness of the *mutual aid system* by implementing a specialized rescue support program within the *mutual aid system*. Services provided within the program include *trench rescue, ice/water rescue, confined space rescue, high/low angle rescue*.

- The closest available specialized assistance immediately responds to a call for service, regardless of municipal boundaries.
- The *Fire Department(s)* is/are trained and equipped to provide *the specialized rescue team(s)* and has/have agreed to respond and provide assistance throughout the region when requested by participating *fire department*.

## **Program Participation**

- A. The requesting *fire department* will communicate directly with the *fire department* closest to the scene with the apparatus, equipment and personnel that is required.
- B. The *home fire department* must respond, assume command and remain in attendance for the duration of the incident.
- C. The *home fire department* will supply apparatus, equipment and personnel for fire suppression, as well as basic support for the specialized rescue team, as required.
- D. When the *home fire department* arrives at the scene first, it will:
  - contact the home communications centre and request the appropriate team by radio, as soon as possible; give updates relevant to the nature and extent of the incident;
  - give best routes and where to locate at the incident or staging area; and,
  - identify the sector (or person) the support team should report to upon arrival.
- E. Responses by the specialized rescue teams to municipalities or areas purchasing *fire protection* may be charged directly to that *municipality* or area as though the response was a *fire department* receiving a call for fire suppression assistance.

## **Activation of Mutual Aid Plan**

### **Requesting Fire Department**

The incident commander, or the communications facility currently serving the incident commander, will communicate directly with the first *help* call.

- A. Identify who you are and give any code word required.
- B. Briefly describe the nature of the incident.
- C. Give the location of the incident.
- D. Provide information on any Automatic Aid activations initiated.
- E. Be specific about resources required.
- F. Provide directions and travel route to the scene as required.
- G. Advise who, and on what radio frequency or talk group, to contact for assignment and/or staging location. If common radio frequencies or talk groups are not available direct the responding *mutual aid* companies to a specific location and advise them whom to contact on arrival.

### **First Help Call Fire Department**

- A. Dispatch required assistance.

- B. Notify the *fire co-ordinator*, or the *fire co-ordinator's* communications facility, of the incident and your response and the information provided regarding Automatic Aid responses if any.
- C. Notify appropriate *fire co-ordinator(s)*, or their communications facility, where the response involves cross county/region/district activation.

### **Fire Co-ordinator**

- A. Arrange for cover for home and assisting departments as required.
- B. Receive all additional calls for assistance after the *first help call*.  
*Note: Regional mutual aid is treated as any other activation. There should be no boundaries when considering mutual aid assistance.*

### **Termination of the Incident**

- A. The incident commander will determine when assisting resources are no longer required.
- B. The incident commander will release resources as soon as possible.
- C. The incident commander will notify the *fire co-ordinator*, or the *fire co-ordinator's* communications facility, that assisting resources are no longer required and are being released.
- D. Assisting *fire department(s)* will notify the *fire co-ordinator*, or the *fire co-ordinator's* communications facility, when they have returned to their station(s) and are in service. Assisting includes response to the emergency scene and providing cover at other *fire departments*.

### **Criteria for Appointment as Fire Co-ordinator or Alternate**

- A. *Fire chief*, deputy fire chief or senior officer with the necessary training and experience to co-ordinate the system
- B. Willingness of proposed *fire co-ordinator* or *alternate* to fill the role.
- C. Agreement of employer for *fire co-ordinator* or *alternate* to fill the role
- D. Capability to monitor, receive and transfer radio communications within the county, district or region and between other counties, districts and/or regions.
- E. Familiarity and continuity within the system.
- F. Where possible and where practicable of attainment the *fire co-ordinator* and *alternate* come from the same department.

- G. Agreeable to the roles and responsibilities as defined in the *mutual aid plan*.

### **Appointment Process for Coordinators and Alternates**

- A. At his/her earliest convenience, the *fire co-ordinator* notifies the local fire protection advisor or the regional operations manager of pending resignation or vacating of position and completes Appendix “F” –Request for Replacement.
- B. The *fire co-ordinator* makes a recommendation for replacement, based on selection criteria. If possible the *fire co-ordinator* obtains a letter from the candidate’s CAO or *council* approving the recommended person for the position.
- C. The *regional operations manager* reviews the recommendation in consultation with the local *fire protection adviser (FPA)*.
- D. Local *fire protection advisor* confirms with CAO and/or *council* approval of the recommended person if not submitted by the *fire co-ordinator* in the original application.
- E. *Regional operations manager* forwards the recommendation to the Fire Marshal, for appointment.
- F. Fire Marshal (or designate) makes appointment.
- G. Access is provided to the OFMEM *fire co-ordinators* website.
- H. Local *fire protection advisor* delivers the appointment letter, identification card and wallet badge.
- I. *Fire protection advisor* reviews the roles and responsibilities with the newly appointed fire co-ordinator.
- J. *Fire protection advisor* provides latest copy of the *fire co-ordinators’* mutual aid plan and program manual and accompanying appendices.
- K. *Fire protection advisor(s)* inform local *fire departments* of the appointment (where required).

### **Roles and Responsibilities**

#### **1. Office of the Fire Marshal and Emergency Management**

- A. Develop and approve the *mutual and automatic aid plan* and appendices in consultation with *fire co-ordinators*
- B. Review and approve *mutual aid plans*
- C. Maintain a centralized inventory of current *mutual aid plans*

- D. Provide support through specialized resources and equipment, as available
- E. Appoint the *fire chief* of a *fire department* established for an unincorporated area that is to participate in the *mutual aid plan*.
- F. Authorize *fire departments* serving unincorporated areas to participate in the *mutual aid plan* through an agreement signed by the Office of the Fire Marshal.
- G. Monitor activations of the *mutual aid system*.
- H. Maintain the *fire co-ordinators* website and provide regular communications and updates to the *fire co-ordinators*.
- I. Organize and conduct the annual *fire co-ordinators* ' conference.
- J. Review the operations and performance of the *mutual aid system*.

## 2. Participants

*Participants* in the *mutual aid plan* are responsible for passing a by-law, agreement or alternative *acceptable* authorization to:

- A. Establish and regulate a *fire department*,
- B. Appoint the *fire chief* of the *fire department*, and,
- C. Authorize participation in the *mutual aid plan*.

## 3. Fire Co-ordinator

*Fire department* personnel appointed by the Fire Marshal as *fire co-ordinators* shall fulfill the duties and responsibilities as instructed by the Fire Marshal (Fire Protection and Prevention Act 1997, Section 7).

Roles and responsibilities of the fire coordinator and in the absence of the fire coordinator the alternate coordinator for the purposes of this *mutual aid plan* include:

- A. Develop, review and maintain an up-to-date *mutual aid plan*, under the instructions of the Fire Marshal of Ontario, and in cooperation with the area *fire chiefs*.
- B. Submit the plan to the Office of the Fire Marshal (OFM) regional operations manager for approval
- C. Review the *mutual aid plan* annually, or more often if required, with the participating *fire chiefs* and the local *fire protection adviser(s)*.
- D. Coordinate activations of the *mutual aid plan*.

- E. Consider requests and recommend to the POC the deployment of provincial CBRNE and HUSAR teams.
- F. Provide advice and assistance to the Fire Marshal upon request.
- G. May assist and support *participants* by providing information and guidance during *mutual aid* activations.
- H. Within 2 days forward by email to [ofmem.map@ontario.ca](mailto:ofmem.map@ontario.ca) a synopsis of any significant events within their area.
- I. In cooperation with the local *fire protection adviser*, review equipment and apparatus covered by the plan when deemed necessary by the *fire co-ordinator* or the *fire protection adviser*.
- J. Attend the annual *fire co-ordinators'* conferences and such other meetings as may be convened from time to time by the OFM.
- K. Submit expense accounts to the OFM regional operations manager for approval twice yearly, and more frequently if required, and before March 31<sup>st</sup> of each year.
- L. Encourage county, district or regional training, and submit requests to the Office of the Fire Marshal for specialized courses.
- M. Other duties as may be assigned by the Fire Marshal.

Roles and responsibilities of the *fire co-ordinator* for the purposes of this *mutual aid plan* do not include:

- A. In an *unorganized territory* where there are no agreements made pursuant to the Fire Protection and Prevention Act, 1997 to provide *fire protection services*, there is ordinarily no role for the *fire co-ordinator* to play. The role of the *fire co-ordinator* is to coordinate *mutual aid plans* and to perform related duties. *Mutual aid plans* are plans developed between *fire departments*. *Fire departments* exist only in municipalities, or pursuant to an agreement in an *unorganized territory*.

#### **4. Participating Fire Chiefs**

- A. Familiarize members of the *fire department* with contents of the *mutual aid plan*.
- B. Implement the local components of the *mutual aid plan*.
- C. Submit the relevant Standard Incident or Casualty Reports for all incidents directly to the Office of the Fire Marshal.
- D. Notify the *fire co-ordinator* of all significant changes as they occur, regarding stations, personnel, apparatus and/or equipment and contact information.
- E. Provide copies of agreements for fire protection to the *fire co-ordinator*, if requested by the *fire co-ordinator*.

- F. Attend *mutual aid system* meetings as called by the *fire co-ordinator*.
- G. Advise the *fire co-ordinator* of any municipal re-alignments or amalgamations.
- H. Provide a copy of the *mutual aid plan* to the municipal council.

## **Fire Co-ordinator's Protection from Personal Liability and Indemnification**

The Fire Protection and Prevention Act, 1997 addresses the issue of protection from personal liability and indemnification for *fire co-ordinators*.

*74. (1) No action or other proceeding for damages shall be instituted against a firefighter, a fire co-ordinator, a community fire safety officer, a member or employee of the Fire Safety Commission, an assistant to the Fire Marshal, the Deputy Fire Marshal, the Fire Marshal, or a person acting under his or her authority, for any act done in good faith in the execution or intended execution of his or her power or duty for any alleged neglect or default in the execution in good faith of his or her power or duty.*

*75. (1) A firefighter, a fire co-ordinator, a community fire safety officer, a member or employee of the Fire Safety Commission, an assistant to the Fire Marshal, the Deputy Fire Marshal, the Fire Marshal or a person acting under his or her authority shall be indemnified for reasonable legal costs incurred,*

- (a) in the defence of a civil action, if the person is not found to be liable;*
- (b) in the defence of a criminal prosecution, if the person is found not guilty;*
- (c) in respect of any other proceeding in which the person's execution of his or her duties is an issue, if the person acted in good faith.*

## **Municipal Liability and Immunity**

The Municipal Act addresses the issues of immunity protection for *councils* and members of *fire departments* participating in the *mutual aid plan*.

### ***Liability re: fire service***

*467. Despite the repeal of the old Act, clause (e) of paragraph 31 of section 210 and paragraph 32 of section 210 of that Act continue to apply for the purpose of protecting a municipality from liability with respect to agreements entered into and emergency fire service plans adopted prior to January 1, 2003. 2001, c. 25, s. 467.*

### ***Immunity***

**448.(1)** *No proceeding for damages or otherwise shall be commenced against a member of council or an officer, employee or agent of a municipality or a person acting under the*

*instructions of the officer, employee or agent for any act done in good faith in the performance or intended performance of a duty or authority under this Act or a by-law passed under it or for any alleged neglect or default in the performance in good faith of the duty or authority. 2001, c. 25, s. 448 (1).*

### ***Policy decisions***

**450.** *No proceeding based on negligence in connection with the exercise or non-exercise of a discretionary power or the performance or non-performance of a discretionary function, if the action or inaction results from a policy decision of a municipality or local board made in a good faith exercise of the discretion, shall be commenced against,*

*(a) a municipality or local board;*

*(b) a member of a municipal council or of a local board; or*

*(c) an officer, employee or agent of a municipality or local board. 2001, c. 25, s. 450.*

## **Related Programs**

### **Fire Co-ordinators' Conferences and Meetings**

Each year a *fire co-ordinators'* conference is organized and conducted by the Office of the Fire Marshal. New developments in *mutual aid* are discussed, as well as current issues or problems in *mutual aid* operations. From time to time exercises will be conducted at the *fire co-ordinators'* conferences. *Fire co-ordinators* in regional areas of the province may meet from time to time to discuss local issues with OFM staff and others. In addition, *fire co-ordinators* are expected to convene regular meetings with *fire chiefs*, or their representatives, within their jurisdictions.

### **Contacting the Office of the Fire Marshal and Emergency Management:**

The Regional Operations Managers are the point of contact for Fire Co-ordinators to forward:

- current copies of mutual aid plans
- updates to mutual aid plan resources and contact lists, and
- original copies of expense claims – faxed copies not acceptable for approved government procedures

Original copies of the above are to be mailed to:



Office of the Fire Marshal and Emergency  
Management

(Southwest or Southeast Regional Manager)

2284 Nursery Road

Midhurst, ON

LOL 1XO

Office of the Fire Marshal and Emergency  
Management

(Northwest or Northeast Regional Manager)

3767 Highway 69 South, Suite 6

Sudbury, ON

P3E 4N1

In those instances when a *fire co-ordinator* or *alternate fire co-ordinator* has a question about the expected roles and responsibilities, he/she may contact the local *fire protection adviser* or the appropriate *regional operations manager* of the Office of the Fire Marshal and Emergency Management.

During non-business hours contact may be arranged through the Provincial Emergency Operations Centre by calling 1-866-314-0472 and asking to be put in contact with the on-call manager for Fire Protection Services who will address the concern directly and/or put you in contact with the appropriate *regional operations manager*.

During major emergencies with provincial interests OFMEM staff members will typically be assigned to the Provincial Emergency Operations Centre (PEOC) and/or at the Ministry Emergency Operations Group (MEOG). These staff members may be in contact with *fire co-ordinators* dependent on the location and type of situation. *Fire co-ordinators* will be provided with an appropriate contact number(s) for continued contact throughout the emergency.



## **ANNEX 14**

# **Evacuation**



## Annex 14 EVACUATION

### Purpose

The purpose of this Annex is to provide a framework for the coordinated evacuation and movement of the population at risk.

### Scope

As outlined in the Regional Hazard and Risk Assessment, The Regional Municipality of York is at risk from a number of natural, human-caused and technological hazards that could require residents to evacuate their homes or businesses. Evacuations may be limited to a single building or a group of buildings, or they could affect entire communities.

Alternative strategies to evacuation, such as “Shelter in Place” are outside the scope of this Annex.

### Authority/Policies

The *Emergency Management and Civil Protection Act*, R.S.O. 1990, provides legal authority for York Region to respond to emergencies within its boundaries. This legislation also authorizes the Province to issue orders for:

- “2.Regulating or prohibiting travel or movement to, from or within any specified area.
- 3.Evacuating individuals and animals and removing personal property from any specified area and making arrangements for the adequate care and protection of individuals and property.
- 4.Establishing facilities for the care, welfare, safety and shelter of individuals, including emergency shelters and hospitals.
5. Closing any place, whether public or private, including any business, office, school, hospital or other establishment or institution”.

During an evacuation, priority is given to and accompanying movement priorities are as follows:

1. Evacuating everyone in immediate danger
2. Facilitating the evacuation of vulnerable persons
3. Facilitating the transport of displaced persons
4. Coordinating and monitoring self-evacuation

## **Assumptions**

- Some residents will evacuate upon warning of a threat.
- Some individuals at risk will evacuate when local officials recommend that they do so.
- Some individuals will refuse to evacuate, regardless of the threat.
- Some individuals will evacuate if they are assured of that their pets and/or livestock will be safe.
- Some individuals will require transportation, special equipment or alternative message formats to evacuate.
- When there is sufficient warning of a significant threat, some individuals who are not at risk will evacuate.
- Some emergency situations are slow to develop with ample time for deliberate evacuation planning while others occur without warning with little time to find appropriate personnel and equipment from external sources to support evacuation operations.
- Some evacuated residents will seek shelter with relatives or friends or in commercial accommodations.

## **Concept of Operations**

The decision to evacuate will be made by the Incident Commander, Regional Emergency Operation Centre (REOC), Departmental Emergency Operation Centre (DEOC), or local Municipal Emergency Operation Centre.

York Regional Police will plan, direct and control the evacuation and movement through Unified Command.

Evacuation warnings and instructions will be given by the Incident Commander (or designate) through their communication channels.

Evacuation instructions and information to the media will be disseminated through the Public Information Officer (PIO).

In an evacuation requiring Regional Emergency Social Services (ESS), the REOC may be activated to support the local municipal EOC and sites.

At the discretion of the Commissioner of Community and Health Services (CHS), or if requested by an affected municipality, CHS may open and operate Reception Centres in collaboration with that local municipality.

## **Organization**

The Site Command is structured under IMS by the Incident Commander/Unified Command. The REOC is structured under IMS by the REOC Director.

## **Responsibilities**

### **York Regional Police**

1. Coordinate evacuation planning and operations with other first responders within Unified Command.
2. Plan, direct and coordinate crowd and traffic control operations in support of evacuation.
3. Identify and establish evacuation routes based on the severity of the event.
4. Initiate public notification of evacuation and communicate evacuation routes (public address system, door to door, media releases, community alerting tool).
5. Establish a continuous line of communication with the IC/EOC.

### **Fire Services**

1. Coordinate with other involved jurisdictions, evacuation planning and operations within Unified Command.
2. Assist in identification of the population at risk from incident specific hazards.
3. Assist in identification of the area to be evacuated and evacuation routes.
4. Notify Police and the CEMC of the need to evacuate and the movement of the population at risk.
5. Support evacuation and the movement of population at risk.
6. Provide resources as required for to ensure the safety of evacuations routes and evacuated residents.
7. Identify and mitigate hazards prior to re-entry of the evacuated area.
8. Establish a continuous line of communication with the Fire Coordinator/REOC.

### **Transit (YRT/Viva)**

1. Notify essential personnel, on or off duty, to respond to the evacuation, as required or requested.
2. Notify and coordinate with other transit authorities for additional services, as required
3. Maintain the dispatch for the control of all vehicles used for evacuation and/or sheltering.
4. Provide the necessary resources (buses, personnel) called for by the Incident Commander and/or the REOC.

## **Paramedic Services**

1. Coordinate with other involved jurisdictions, evacuation planning and operations within Unified Command.
2. Assist in identification of population at risk from incident specific hazards.
3. Assist in identification of area to be evacuated and evacuation routes.
4. Provide Medical Triage when required.
5. Provide Emergency Medical Transport.
6. Support evacuation and coordinate the movement of the population at risk.
7. Establish a continuous line of communication between the IMSC and the REOC.
8. Provide Paramedic Services in accordance with Annex 12 of the York Region's Emergency Plan.

## **Community and Health Services - Public Health**

1. Inspect, monitor and advise on a variety of public health related issues at the site of the incident (e.g., infection prevention and control, environmental hazards, water safety, food safety, air quality, vector control needs) as applicable.
2. Conduct inspections of reception centers prior to and during an emergency to identify and manage potential health hazards with respect to food, water, air quality, infection prevention and control, sanitation, accommodation standards for emergency lodging and environmental hazards.
3. Liaise with the health care sector and other agencies (e.g., Ministry of the Environment and Climate Change, Ministry of Health and Long-Term Care, Public Health Ontario) on public health issues related to the evacuation.
4. Assist in the identification of populations at risk from incident specific hazards.
5. Assist in the identification of area to be evacuated where applicable to public health (e.g., community exposure to chemical or biological agent).
6. Provide public health inspection services on site at reception centres to ensure a safe environment.
7. Collaborate with Regional communication partners to disseminate timely and accurate health related information to increase public awareness and communicate with the public on risk and appropriate health measures.
8. Provide Public Health services in accordance with Annex 8 of the York Region Emergency Plan.
9. Attend Departmental Emergency Operation Centre (DEOC) business cycle meetings.

## **Community and Health Services - Emergency Social Services (ESS)**

1. Review the scope of the emergency and in consultation with the Incident Commander, determine the resources needed to best provide ESS to evacuees based on the:
  - a. Size of the population affected.

- b. Demographics of the affected population—including multicultural and functional needs.
  - c. Projected duration of need for services.
  - d. Availability of facilities from which services will be provided (Reception Centres).
  - e. Availability of local resources to respond as determined by the Municipal EOC and the extent of the damage caused.
  - f. Purported risk to health as determined by the Incident Command and/or the REOC.
2. Provide coordination and delivery of emergency social services in York Region in collaboration with internal and external organizations in accordance with Annex 7 of the York Region Emergency Plan.
  3. Provide emergency social services, including opening and operating temporary and/or long-term Reception Centres, in accordance with Annex 7 of the York Region Emergency Plan.

## **Evacuation Checklist**

### **Site Level (First Responders)**

- Ensure agencies that will be involved are consulted prior to evacuation.
- Establish Unified Command.
- Determine evacuation area.
- Establish a perimeter to exclude people from entering the evacuation area – indicate perimeter on map.
- Establish an evacuation staging area (for transportation pick-up)
- Communicate evacuation plan decisions to EOC (boundaries and evacuation routes).
- Follow Notification Flowchart.
- Distribute evacuation media releases.
- Determine method of public notification. (e.g., door-to-door canvassing, Police PA, community alerting).
- Continue to monitor the situation and re-evaluate the need to evacuate, keeping all field units up to date regarding changes.
- Provide advice and information on any special precautions that should be taken during and after the event.
- Determine the number of people needing transportation and advise EOC.
- Determine actions required to establish access control.

Agency in charge \_\_\_\_\_

## Resources assigned

- Police
  - Fire
  - Paramedic Services
  - Transit
  - Other \_\_\_\_\_
- Determine any specialized resources required.

Agency in charge \_\_\_\_\_

## Resources assigned

- HazMat Teams (special equipment needed)
- Fire Department (level of Personal Protective Equipment (PPE) needed)
- Decontamination (set up area)
- Ambulance Service (triage and treatment area)
- Other \_\_\_\_\_

## Site Support Level – Emergency Operations Centre

- Activate Emergency Operation Centre.
- Determine appropriate sections to activate (ex. Logistics, Planning, Finance)
- Receive evacuation boundaries and determine population impacted.
- Track numbers of evacuees and any reported fatalities or injuries.
- Keep all field units updated regarding changes.
- Provide additional resources to site as required. (E.g. transportation resources).
- Document the decision process.
- Notify local elected officials and the Provincial Emergency Operations Centre and appropriate provincial ministries.
- Ensure Public Information Officer has support and back up.
- Track all costs related to the incident.
- Establish and announce a telephone number for persons to call for information on the incident.
- Establish and announce a telephone number for evacuees to call for progress reports and re-entry times.



- Prepare and distribute incident information for persons in the affected area.
- Assemble and brief a standby force of personnel to assist with evacuation and EOC operations if the need arises.
- Establish structure to announce public information to the community.
- Provide advice and information on any special precautions that should be taken during and after the event.
- Provide situational awareness information to Provincial Regional Emergency Operations Centre.
- Consider resources needed to conduct Emergency Evacuation Operations and advise potential mutual aid agencies.

#### Emergency Social Services

- Address the needs of emergency food, clothing, lodging, personal services, registration and inquiry and Reception Centres in collaboration with community agencies, local municipality and regional departments.
- Consult with local municipality regarding established Reception Centre locations, number of people who will need to be assisted and for what length of time in collaboration with EOC.
- Establish appropriate facility for Reception Centre outside of any potential risk area.
- Activate local ESS to set up needed Reception Centres and Group Lodging facilities.
- Consider the ESS needs for persons with disabilities.
- Consider language needs at Reception Centres
- Consider the potential needs for domestic animals that arrive at Reception Centres with families and alert pet care providers.
- Collaborate with York Regional Police, Public Health and Geomatics to identify facilities and homes where transportation assistance may be required.
- Collaborate with York Regional Police, Public Health, York Region transit (YRT/Viva) and Paramedic services to triage and address transportation needs of evacuees.
- Keep evacuees at the Reception Centres and Group Lodging facilities informed of incident progress and projected return times.
- Establish a telephone number for persons to call for information regarding friends and family for family reunification.
- Communicate reception Centre information, family reunification number and other Emergency Social services information to the Public Information Officer and Site Command for announcement and distribution.

#### Return to home and re-entry

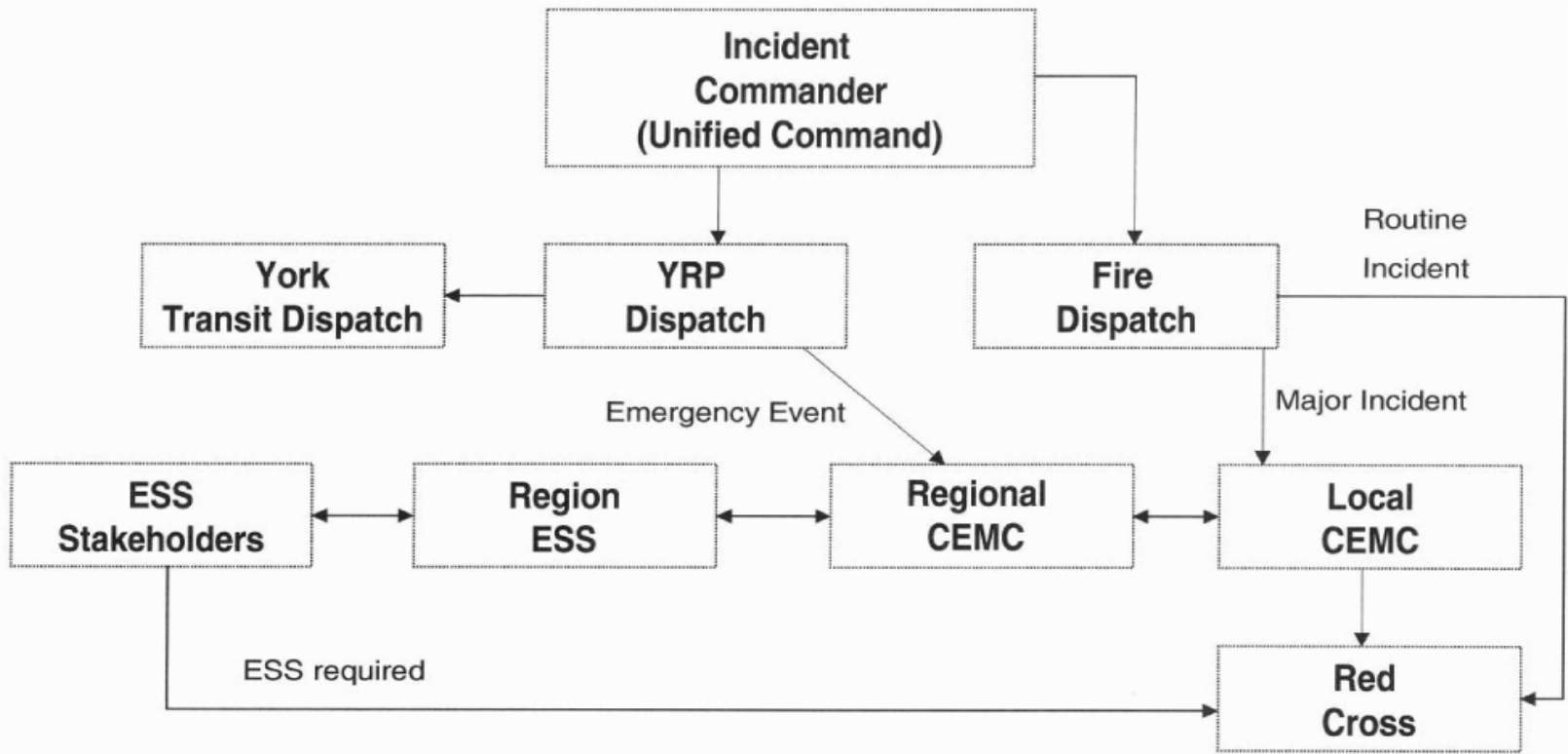
- Decide on allowing the return into evacuated area in consultation with all relevant parties (police, fire, public health, utilities, building departments).

#### Post Event Follow Up

- Schedule a debriefing with all parties to evaluate the evacuation plan.

Make suggested changes in this procedure to the CEMC

# EVACUATION NOTIFICATION FLOW CHART





## ANNEX 15

# Crisis Communications



## **Annex 15      CRISIS COMMUNICATIONS**

### **Purpose**

The Crisis Communications Plan (edoc# 8960041) is a private document, maintained by York Region Corporate Communications. The purpose of the plan is to ensure timely, consistent and reliable information during an emergency by providing an overview of how crisis communications will be managed. The Plan includes draft messaging and templates designed to communicate quickly and effectively to York Region staff and residents during emergencies.

### **Scope**

A key goal of effective crisis communications is to encourage coordination of messaging between all departments and impacted local municipalities. Like most organizations, York Region is highly dependent on technology to ensure that communications are coordinated and widely distributed.

### **Authority/Policy**

The York Region Emergency Plan outlines the role of the Public Information Officer (PIO) within the incident management system (IMS). In this capacity, the Director of Communications (who is assigned the role of PIO) is authorized to speak on behalf of the municipality during an emergency. All York Region messaging shall be coordinated through the PIO.

### **Concept of Operations**

The Plan outlines the following main tasks to ensure effective crisis communications:

1. Develop the communications action plan and key messages.
2. Ensure coordination of messaging with other organizations.
3. Confirm approval process for communication materials.
4. Activate media and social media monitoring.
5. Identify and prepare spokespeople.

Communications should embody the York Region values of integrity, commitment, accountability, respect and excellence. In general, crisis communications will follow the format: We know. We Care. We Do. Statements should be drafted using concerned, calm and responsible language. Additionally, consider the following.

## **Internal Communications**

Keeping employees, volunteers and other internal stakeholders informed about the emergency event is an important part of the overall communications plan. Maintaining internal communications can help to address staff concerns and plan for potential disruptions to service. There are many formal and informal channels where information is exchanged. These may include:

- Email
- MyPortal (York Beat)
- Telephone/text
- Bulletin Boards
- Face-to-Face
- Public Address (PA) System
- ERMS/Enterprise Notification System (CHS)
- York Region Staff Emergency Hotline

## **External Communications**

The Plan outlines guidelines, key messages and tactics for communicating with York Region residents and other external stakeholders. Some communication tactics include:

- Access York
- York Region's corporate website York.ca
- Social media
- Media

## **Organization**

In keeping with IMS, all crisis communications will be managed through the Public Information Officer who is part of the Command Team in the Regional Emergency Operations Centre (REOC).

## **Responsibilities**

With support of Access York/York Region Transit Call Centre and the lead departments who provide subject matter expertise, it is the responsibility of the EIO to support the creation and dissemination of accurate and timely information to the Regional staff, the public, the media and other stakeholders.



## ANNEX 16

# The Recovery Phase



## **Annex 16 THE RECOVERY PHASE**

### **Introduction**

Recovery is the final phase of resolving an emergency and building back better to increase resiliency to future disasters. The recovery phase involves the cleanup, rebuilding, and resolution of administrative concerns resulting from an emergency. The process of moving from emergency response to recovery takes the cooperation of several York Region departments, levels of government, businesses, and community members.

While recovery is a distinct phase in the emergency management process, recovery actions begin during the response phase. Recovery planning will begin to take place as a function of the planning section. As response resources are demobilized, resources can be reassigned to serve recovery focused functions. Eventually, the recovery expands to become the main focus of the Regional Emergency Operations Centre (REOC) and emergency management structure.

### **Purpose**

The purpose of the York Region Recovery Annex is to:

- Facilitate the transition from response to recovery
- Describe how recovery will be coordinated
- Outline potential priorities during the recovery effort
- Outline the role York Region plays in recovery efforts
- Identify stakeholders (internal and external) who may be included in the recovery effort
- Provide guidance on a after action review to improve future emergency responses

### **York Region's role in recovery**

During the recovery phase, York Region will prioritize the prompt, safe and coordinated resumption of any critical, high priority services delivered by the Region, while supporting local municipalities to 'build back better'.

### **Resumption of York Region services**

During the recovery phase, York Region departments will use their business continuity plans to inform and support the resumption of time-critical, high-priority business functions and services. There may be less time-critical business functions and services that do not need to be recovered as quickly in an emergency or disaster. Business functions and



services that were temporarily ceased and/or reduced to support the response may be resumed during the recovery phase.

**Role of the REOC Management Team in setting recovery priorities and objectives**

The REOC Management Team is responsible for establishing strategic recovery objectives and priorities to be implemented through the REOC. The REOC Management Team may be assisted in this task by the Recovery Unit of the Planning Section if activated. This includes establishing short and long-term recovery goals and identifying anticipated milestones while managing expectations of York Region staff and residents.

Upon demobilization of the REOC, the Regional Emergency Control Group (RECG) will assume oversight of any ongoing recovery activities until such a time as recovery activities are re-assigned as appropriate to the relevant York Region departments. The following table provides examples of recovery phase objectives:

**Examples of recovery phase objectives<sup>3</sup>**

Recovery Objective	Examples
Resumption of York Region services	<ul style="list-style-type: none"> <li>Resume any business functions which have been temporarily reduced or ceased</li> </ul>
Support local municipalities in recovery efforts	<ul style="list-style-type: none"> <li>Support local municipal recovery planning</li> <li>Support applications for financial recovery assistance</li> <li>Amplify communications to the public</li> <li>Present community surveillance and reporting of health (incidence of illness, disease, mortality) and well-being indicators that indicate improvement in trends from a recovery standpoint</li> </ul>
Support vulnerable communities to recover	<ul style="list-style-type: none"> <li>Leverage social service supports and partnerships</li> <li>Coordinate with partner NGOs</li> <li>Provide Emergency Social Services supports</li> <li>Ensure availability of supports outlined under the Accessibility for Ontarians with Disabilities Act</li> </ul>
Support debris management	<ul style="list-style-type: none"> <li>Manage debris on York Region roads and properties</li> <li>Support disposal of debris collected by municipalities</li> </ul>
Coordinate organizational recovery (York Region)	<ul style="list-style-type: none"> <li>Initiate cost recovery through insurance claims and government funding</li> <li>Improve and support employee resilience through human resources and psychosocial services</li> </ul>

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<sup>3</sup> This is not an exhaustive list of all possible examples and there may be additional objectives required which are emergency/disaster dependent

	<ul style="list-style-type: none"> <li>• Ensure continued delivery of York Region’s high-priority, time-critical business functions and services</li> </ul>
Complete damage assessments of all impacted York Region owned and operated critical infrastructure	<ul style="list-style-type: none"> <li>• Assess the safety of York Region roads and York Region operated facilities for employees and the public</li> <li>• Reconcile finances for reimbursement</li> </ul>
Support clear communications about York Region recovery efforts	<ul style="list-style-type: none"> <li>• Set internal and external expectations for the recovery period</li> <li>• Inform York Region employees and Council using internal channels</li> <li>• Coordinate communications with key external partners/stakeholders.</li> </ul>
Support local economic and cost recovery	<ul style="list-style-type: none"> <li>• Support and advocate for local businesses impacted by disasters</li> </ul>
Document recovery efforts and related outcomes and processes	<ul style="list-style-type: none"> <li>• Record decisions and actions undertaken during both response and recovery efforts</li> <li>• Track resources and finances</li> </ul>
Build back better in all recovery aspects to prevent future incidents from impacting the community less profoundly	<ul style="list-style-type: none"> <li>• Support after-action reviews to improve future emergency responses</li> <li>• Identify any efficiencies or lessons learned during the event to improve customer experience during future events</li> <li>• Repair and rebuild damaged infrastructure and York Region property to withstand future events</li> <li>• Review and revise internal policies, processes, programs as appropriate and informed by after-action reviews</li> </ul>
Ensure effective demobilization of support structures	<ul style="list-style-type: none"> <li>• Demobilize resources which are no longer necessary for the recovery effort</li> </ul>

**Stakeholder involvement**

Stakeholders — including community members, local non-governmental organizations, local businesses, utility owners and/or operators — can provide invaluable support during the recovery phase. Community partners can help prioritize needs in the community, verify information and support recovery efforts. York Region maintains extensive networks with community partners and may help (at the request of municipalities) leverage existing coordination mechanisms to mobilize resources.

The following table outlines how stakeholders can support the recovery process:

Community Members	Non-Government Organizations	Local Businesses	Utility Companies
<ul style="list-style-type: none"> <li>• Participate in needs assessments</li> <li>• Lead grassroots community efforts to recover from incidents</li> <li>• Support local businesses financially as customers</li> <li>• Support other community members socially and materially through support networks and aid initiatives like food drives.</li> <li>• Help identify areas of vulnerability that can be addressed to build more resilient communities.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide additional support resources such as trained volunteers, physical resources, and sustained support for communities.</li> <li>• Coordinate donations and community volunteers.</li> <li>• Participate in needs assessments</li> </ul>	<ul style="list-style-type: none"> <li>• Provide critical goods and services to the communities they operate within. During recovery these businesses can support communities by continuing to operate throughout the recovery effort.</li> <li>• Work with the York Region economic development team to give feedback on their needs and how these needs can be met.</li> <li>• Establish safe operating procedures for staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Work to repair damaged utility infrastructure.</li> <li>• Assess the damage caused by an incident and determine how it can be prevented or mitigated in the future.</li> <li>• Make changes to utilities infrastructure so the risk of future damage is reduced.</li> </ul>

### After action review process

After action reporting is the process of reviewing actions taken in an emergency response to evaluate the effectiveness of the response and determine what can be done better in the future.

The York Region Advanced Planning unit initiates plans for after action reporting. The unit will facilitate discussions with the REOC Director and/or the RECG or Emergency Management Program Committee to identify the scope of any after action inquiry, debriefing mechanisms (such as hot washes, surveys and other debriefs) and the role of a response evaluator. The Emergency Management Program Committee will review recommendations and assign remediation actions, as appropriate.

**Accessible formats or communication supports available upon request**  
**Contact: [emergency.management@york.ca](mailto:emergency.management@york.ca)**  
**Tel: (905) 830-4444 Ext. 71219**