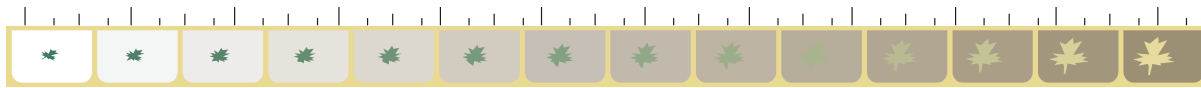


*City of London*

# Emergency Response Plan



January 2007



# **CITY OF LONDON EMERGENCY RESPONSE PLAN (2007)**

## **TABLE OF CONTENTS**

### **SECTION 1 INTRODUCTION**

1.1	DEFINITION OF AN EMERGENCY	1
1.2	AIM	1
1.3	AUTHORITY	1
1.4	EMERGENCY RESPONSE	2
1.5	LEVELS OF EMERGENCIES	2
1.6	EXERCISING THE PLAN	3
1.7	REVIEW AND AMENDMENT	3

### **SECTION 2 DECLARATION / TERMINATION OF AN EMERGENCY**

2.1	DECLARATION OF AN EMERGENCY	4
2.2	REQUESTS FOR ASSISTANCE	5
2.3	TERMINATION OF AN EMERGENCY	5
2.4	RECOVERY AND RESTORATION OF SERVICES	6

### **SECTION 3 NOTIFICATION AND ACTIVATION**

3.1	NOTIFICATION OF AN EMERGENCY	6
3.2	COMMUNITY CONTROL GROUP (CCG) OPERATIONS	6
3.3	SUPPLEMENTARY PLANS	7

### **SECTION 4 COMMUNITY CONTROL GROUP (CCG)**

4.1	CCG MEMBERSHIP	9
4.2	CCG ADVISORY GROUP	9
4.3	APPOINTMENT OF THE EMERGENCY SITE MANAGER	10
4.4	RESPONSIBILITIES OF THE EMERGENCY SITE MANAGER	12

### **SECTION 5 RESPONSIBILITIES OF THE CCG MEMBERS**

5.0	RESPONSIBILITIES	13
5.1	MAYOR	14
5.2	CHIEF ADMINISTRATIVE OFFICER	14
5.3	CITY CLERK	15
5.4	CHIEF OF POLICE	15
5.5	FIRE CHIEF AND DIRECTOR OF PARAMEDIC SERVICES	16
5.6	GENERAL MANAGER OF ENVIRONMENTAL AND ENGINEERING SERVICES AND CITY ENGINEER	16
5.7	GENERAL MANAGER OF COMMUNITY SERVICES	17
5.8	MEDICAL OFFICER OF HEALTH	18
5.9	EMERGENCY MEDICAL SERVICES (EMS) REPRESENTATIVE	19
5.10	MANAGER OF CORPORATE COMMUNICATIONS AND COMMUNITY EMERGENCY INFORMATION OFFICER	19
5.11	COMMUNITY EMERGENCY MANAGEMENT COORDINATOR (CEMC)	20

## **SECTION 6 RESPONSIBILITIES OF THE CCG ADVISORY GROUP MEMBERS**

6.1	CHIEF EXECUTIVE OFFICER, LONDON HYDRO INCORPORATED	21
6.2	GENERAL MANAGER, LONDON TRANSIT COMMISSION	22
6.3	FINANCE AND CORPORATE SERVICES	22
6.4	REGIONAL CORONER	22
6.5	THE THAMES VALLEY DISTRICT SCHOOL BOARD AND THE LONDON DISTRICT CATHOLIC SCHOOL BOARD	23
6.6	HOSPITALS	23
6.7	EMERGENCY MANAGEMENT ONTARIO	23
6.8	EMERGENCY MANAGEMENT MUTUAL AID COUNCIL	23
6.9	INCIDENT INDUSTRIAL REPRESENTATIVE	24
6.10	DND – COMMUNITY CONTINGENCY PLANNING AND LIASION OFFICER	24
6.11	ADDITIONAL EOC ADVISORS	24

## **SECTION 7 OTHER AGENCIES AND ORGANIZATIONS**

7.1	CENTRAL AMBULANCE COMMUNICATIONS CENTRE	25
7.2	ST. JOHN AMBULANCE	25
7.3	SALVATION ARMY	25
7.4	CANADIAN RED CROSS	25
7.5	LONDON -MIDDLESEX DISASTER AND EMERGENCY COORDINATING COMMITTEE	25
7.6	AMATEUR RADIO EMERGENCY SERVICE	26
7.7	FEDERAL GOVERNMENT AGENCIES	26
7.8	BELL CANADA	26
7.9	TELUS	26
7.10	UNION GAS	26

## **SECTION 8 POPULATION EVACUATION**

8.0	GENERAL	27
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## **SECTION 9 PLAN DISTRIBUTION LIST**

9.0	GENERAL	28
-----	---------	----

## **APPENDICES (CONFIDENTIAL)**

ANNEX A INITIAL ACTIONS AND FAN-OUT

APPENDIX 1 CCG PERMANENT MEMBERS AND ALTERNATES

APPENDIX 2 ADVISORY MEMBERS AND ALTERNATES

ANNEX B INTERNAL, EXTERNAL AND NON GOVERNMENT ORGANIZATIONS  
CONTACT LISTS

ANNEX C ALTERNATE EMERGENCY OPERATIONS CENTRE

ANNEX D EXERCISE SNOW BALL

ANNEX E CITY OF LONDON EVACUATION PLAN (DRAFT)

ANNEX F CCG ALERTING SYSTEM

ANNEX G CITY OF LONDON FUEL SUPPLY CONTINGENCY PLAN

ANNEX H GLOSSARY OF TERMS AND ACRONYMS

## **SUPPLEMENTAL PLANS (CONFIDENTIAL)**

3.3.1 FLOOD PLAN

3.3.2 EMERGENCY PROCEDURES FOR MAJOR UTILITIES SERVICE  
DISRUPTIONS

3.3.3 ENVIRONMENTAL SPILLS PLAN

3.3.4 EMERGENCY COMMUNICATIONS PLAN

3.3.5 COMMUNITY SERVICES EMERGENCY PLAN

3.3.6 HAZARDOUS MATERIALS PLAN

3.3.7 SEVERE WEATHER PLAN

# 1.0 INTRODUCTION

## 1.1 DEFINITION OF AN EMERGENCY

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

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

These situations could threaten public safety, public health, the environment, property, critical infrastructure or economic stability. In order to protect residents, businesses and visitors, the City of London supports a coordinated emergency response by various agencies under the direction of the Community Control Group (formerly Emergency Operations Control Group). These are distinct arrangements and extraordinary procedures from the normal core services normally delivered by the emergency services.

The City of London Corporate Security and Emergency Management Division (CSEMD) in conjunction with the Community Emergency Management Program Committee developed this emergency response plan to ensure that all Civic Departments, Boards, Commissions and Municipal Council are prepared to carry out assigned responsibilities in the event of an emergency situation.

The **Emergency Management and Civil Protection Act** requires that the Emergency Response Plan be a risk-based plan developed and maintained to respond to an emergency. This includes steps to guide the response effort, identify persons, equipment and resources for activation in an emergency and outline how they will be coordinated.

In addition, it is important that residents, businesses and interested visitors be aware of the Emergency Response Plan and its provisions. Copies of the City of London Emergency Response Plan may be viewed on the City of London web site [www.london.ca/emergency](http://www.london.ca/emergency) and copies are available at City Hall.

## 1.2 AIM

The aim of this plan is to make provision for the extraordinary arrangements and measures that may be required to safeguard property, the environment and the health, safety and welfare of the residents, businesses and visitors of the City of London when faced with an emergency. The response plan enables a centralized controlled and coordinated response to emergencies in the City of London and meets the legislative requirements of the Emergency Management and Civil Protection Act.

## 1.3 AUTHORITY

The legal authority for London’s Emergency Response Plan is the Provincial Emergency Management and Civil Protection Act, RSO 1990 Chapter E-9. In accordance with the Emergency Management and Civil Protection Act, the following actions were taken with respect to London’s Emergency Response Plan:

- Issued under authority by City of London By-law (A.6084-77); and
- Filed with Emergency Management Ontario, Ministry of Community Safety and Correctional Services.

## **1.4 EMERGENCY RESPONSE**

Emergency action will include the earliest possible recognition of and response to the situation by all services, the earliest possible establishment of overall control of emergency operations by municipal authorities, the provision of essential aid and assistance for persons affected by the emergency, the recording of decisions taken by Municipal authorities and of costs incurred in relation to the emergency, and the timely distribution of information on the emergency to all services, to the public, the media and senior governments.

When an incident or an emergency can be handled by emergency services in the normal course of routine operations, they are authorized to carry out their respective duties and this plan does not take effect.

When an emergency exists but has not yet been declared, actions may be taken under this emergency response plan as required to protect property and the health, safety and welfare of the citizens of the City of London.

When an emergency exists as defined by the act or determined by an emergency service that has major impact on the municipality or the health, safety and welfare of the citizens, *the City of London Community Control Group (CCG) shall be notified of the incident.*

## **1.5 LEVELS OF EMERGENCIES**

Emergency levels are defined based on the impact in the following areas:

- Evacuation;
- Impact on infrastructure;
- Threat to/loss of life;
- Impact on essential services;
- Emergency service response; and
- Declared emergency.

It should be noted that, while this plan sets out procedures for major emergencies and disasters, responsibilities outlined in Section 5 are applicable for all levels of emergencies, and whether the CCG is convened or not.

There are three levels of emergencies:

### **1.5.1 LEVEL ONE**

#### Criteria:

- Evacuation - large scale evacuation;
- Impact on Infrastructure - all or most roads closed/loss of major municipal facilities, reducing or eliminating essential service;

- Threat to/Loss of Life - major loss of life or threat to a large number of people;
- Emergency Service Response - all or most emergency services involved, impact on coverage; and
- Emergency Operations Center - activated and/or Community Control Group convened.

### **1.5.2 LEVEL TWO**

Criteria:

- Localized Evacuation - of an area requiring a reception center or other extra-ordinary measures;
- Impact on Infrastructure - major roadway or facility impacted;
- Disruption to business or industry;
- Threat to/Loss of Life - loss of life is minimal or non-existent. Threat to public may be substantial;
- Emergency Service Response - may or may not affect all essential services. (example severe storm); and
- CCG members may be advised of the incident but not convened.

### **1.5.3 LEVEL THREE**

Criteria:

- Limited Evacuation - small number of people and for short duration;
- Impact on Infrastructure - secondary roadway closed for short duration;
- Threat to/Loss of Life - threat or loss of life is minimal; and
- Emergency Service Response - limited to one or two agencies with short duration response.

## **1.6 EXERCISING THE PLAN**

The ability to respond under emergency conditions must be assessed under non-emergency conditions. The efficacy of this Plan will be tested as follows:

- Annual testing in accordance with the Emergency Management and Civil Protection Act regulations, and
- A telephone exercise to test the alerting network will be conducted annually or as required.

## **1.7 REVIEW AND AMENDMENT**

This Plan will be maintained by the Corporate Security and Emergency Management Division. It will be reviewed annually by members of the Community Emergency Management Program Committee. Normal administrative changes will be updated as part of the annual review. Changes that directly impact on the viability of the plan shall be brought to the attention of the Chief Administrative Officer and/or the Corporate Management Team. Changes of incumbents in positions, telephone and address changes shall be noted in the Plan as soon as possible and addenda's will be issued as determined by the Community Emergency Management

Coordinator. The annual review of this plan is to include a review of the plans identified in the SUPPLEMENTARY PLANS section.

## **2.0 DECLARATION / TERMINATION OF AN EMERGENCY**

### **2.1 DECLARATION OF AN EMERGENCY**

Where serious and extensive steps to protect property and the health, safety and welfare of the public are deemed necessary in managing the emergency, the Mayor, on the advice of the CCG, may declare that an emergency exists under the provisions of Section 4 of the Emergency Management and Civil Protection Act, R.S.O. 1990 and may designate an area within the City of London as an "Emergency Area."

Upon declaring an emergency, the Mayor may authorize notification to any of the following:

- Emergency Management Ontario, Ministry of Community Safety and Correctional Services;
- Members of City Council;
- Neighbouring Community Emergency Management Coordinators, as appropriate;
- The Public;
- Neighbouring community officials, as appropriate;
- Local Members of Provincial Parliament (MPP); and
- Local Members of Parliament (MP).

The Mayor will authorize notification to the Solicitor General as mandated under the Emergency Management and Civil Protection Act.

Under such a declaration, the Mayor may authorize any of the following actions:

- Evacuation of buildings within the vicinity considered dangerous to occupants;
- Dispersal of persons judged to be in danger or whose presence hinders emergency operations;
- Discontinuation of any service without reference to other consumers where continuation of service constitutes a hazard within the emergency area;
- Provision of shelter as required and available for residents of the emergency area in need of assistance due to conditions of the emergency;
- Deployment of Municipal personnel and equipment;
- Request assistance from volunteers and other agencies not under Municipal control such as St. John Ambulance, the Salvation Army, Canadian Red Cross, Amateur Radio Emergency Service, snowmobile clubs, local industry; and
- Request assistance from the County of Middlesex and its Constituent Municipalities in accordance with Clause 10, sharing of municipal resources of the Agreement dated

December 18, 2003 between the City of London and the County of Middlesex or any successor agreement thereto.

## **2.2 REQUESTS FOR ASSISTANCE**

Assistance may be requested by the City in a declared emergency when needed, under the following guidelines:

- The assistance of Federal and Provincial Ministries may be requested via Emergency Management Ontario through the Community Emergency Management Coordinator;
- Assistance from other municipalities may be requested through the respective head of council and/or through senior staff.

The Chief of Police will ensure that the O.P.P. Western Region Duty Officer is kept informed of any emergency situation in or affecting the City of London, so that current information on the emergency will be on hand at O.P.P. General Headquarters.

The City Clerk will maintain a record of requests made for Municipal, Provincial or Federal Government assistance in the emergency.

Direction and control of emergency operations will rest with Municipal authorities except where the Provincial or the Federal Government assumes control.

## **2.3 TERMINATION OF AN EMERGENCY**

A community emergency may be terminated at any time by:

- Mayor or Acting Mayor; or
- City Council; or
- Premier of Ontario.

When terminating an emergency, the Mayor may authorize notification to:

- Emergency Management Ontario, Ministry of Community Safety and Correctional Services;
- Members of City Council;
- County Officials, as appropriate;
- Members of the Media;
- Public;
- Neighbouring community officials, as required;
- Local Members of Provincial Parliament; and
- Local Members of Parliament.

## **2.4 RECOVERY AND RESTORATION OF SERVICES**

### Community Control Group (CCG)

The CCG will direct responsibilities for the recovery and restoration of services, the orderly and safe return of citizens to their homes and the clean up following an emergency situation.

The General Manager of Environmental and Engineering Services (or designate) will be responsible to co-ordinate this phase of the emergency with support and advice from other agencies as required. Where a spill of hazardous material is involved, the responsibility of the consignor or owner of the material will be considered. Inspection of dwellings and buildings to ensure safe occupation will also be organized by the General Manager of Environmental and Engineering Services and City Engineer with inspection assistance being provided by the Fire Department, London Hydro Inc., the Health Unit, the Building Controls Division and other agencies as required.

### Corporate Communications

The Manager of Corporate Communications acting as the Community Emergency Information Officer will work with the CCG to arrange for the prompt release of information and direction to the public through the media concerning clean-up operations and the occupation of dwellings and buildings.

## **3.0 NOTIFICATION AND ACTIVATION**

### **3.1 NOTIFICATION OF AN EMERGENCY**

Emergency Services personnel are typically first on the scene mitigating the incident during any emergency. When the Senior Police, Fire, EMS, or Engineering Supervisor at the site considers the situation or potential situation beyond the capability of the emergency service to manage or support without outside assistance, he/she will so advise the Chief of Police, the Fire Chief or the General Manager of Environmental and Engineering Services and City Engineer respectively.

The Chief of Police, the Fire Chief or the General Manager of Environmental and Engineering Services and City Engineer in consultation with the Community Emergency Management Coordinator will decide if the situation calls for assembly of the Community Control Group. Based on the scope of the emergency they will determine what Advisory CCG members are required and, if so, will request their attendance through the London Police Communication Sergeant. All permanent members of the CCG and Advisory group as listed in Annex A and Annex F Alerting System shall be notified.

### **3.2 COMMUNITY CONTROL GROUP (CCG) OPERATIONS**

#### CCG Operating Cycle

Members of the CCG will gather at regular intervals to inform each other of actions taken and challenges encountered. The Chief Administrative Officer will establish the frequency of

meetings and agenda items. Meetings will be kept as brief as possible allowing CCG members to carry out their individual responsibilities. A status board identifying the status of actions will be maintained and prominently displayed in the CCG room.

The Chief Administrative Officer will chair operating sessions of the CCG. Each member will be required to advise the group of new information obtained on the situation and to recommend actions needed. The Group will consider steps to be taken and when decisions are made, will break to permit members to consult staff, develop plans, issue instructions and contact others as necessary.

The intent of these conference sessions is to provide an uninterrupted forum for the CCG members to update one another and to recommend necessary actions to be taken. The Mayor will join conference sessions when available, and will make decisions on the course of action to be followed based on CCG recommendations.

The CCG will require support staff to assist and to record such actions and activities. The CEMC will provide a Secretary to the EOC. CCG members may require staff at the EOC to handle communications to and from their Department or agency at an emergency site. It is the responsibility of all CCG members to notify their staff and associated volunteer organizations.

### **3.3 SUPPLEMENTARY PLANS**

Separate emergency plans are maintained by Civic Departments, Boards and Commissions to respond to specific emergency conditions. One copy of each such plan should be available in the Emergency Operations Centre at the Police Headquarters and be updated annually each January by the responsible agency. Copies should also be filed with the Community Emergency Management Coordinator.

Specific Plans Include:

#### **3.3.1 FLOOD PLAN**

The City of London Flood Plan, maintained by the Environmental and Engineering Services Department (EESD), provides advanced notification, monitoring and the co-ordinated deployment of essential support services during a flood threat or emergency.

#### **3.3.2 EMERGENCY PROCEDURES FOR MAJOR UTILITIES SERVICE DISRUPTIONS**

An emergency plan, outlining actions necessary to restore service during major electrical disruptions within the City, is maintained by London Hydro Inc. An emergency plan, outlining actions necessary to maintain service during a water supply disruption, is maintained by the Environmental and Engineering Services Department.

#### **3.3.3 ENVIRONMENTAL SPILLS RESPONSE PLAN**

Coordinated plans and/or operating instructions outlining responsibilities for minimizing the hazards to Municipal Services and to the public in the event of a spill. This plan is maintained by the Environmental and Engineering Services Department. London Hydro Inc. also maintains a spills contingency plan for responding to PCB and/or transformer oil spills.

### 3.3.4 EMERGENCY COMMUNICATIONS PLAN

Local radio and television stations are prepared to assist Municipal authorities in bringing urgent instructions to the attention of the public including actions to be taken by the public for their own safety, protection and welfare. Such public information will be arranged through the Community Emergency Information Officer.

### 3.3.5 COMMUNITY SERVICES EMERGENCY PLAN

The City of London Community Services Emergency Plan is maintained by the Community Services Department. It provides emergency social services for the community. Its coordinated plan outlines the responsibilities of Reception Centres, emergency shelters and liaison with community volunteer organizations.

### 3.3.6 HAZARDOUS MATERIAL PLAN

The City of London Hazardous Material Plan is maintained by Corporate Security and Emergency Management Division. Its purpose is to identify the responsibilities and response to hazardous material spills in the City of London.

### 3.3.7 TELECOMMUNICATIONS

Efficient communications are essential in emergency operations between; emergency services at an emergency site; the CCG and the emergency site; the CCG and other levels of government; the CCG and neighbouring municipalities and the public.

London Police Services will provide telephone facilities needed by the CCG when assembled at London Police Headquarters or through the CEMC at an approved alternate location. Each agency is responsible for making provisions for their own telecommunications needs.

Corporate Security and Emergency Management Division may be called upon to initiate arrangements with telephone authorities for priority attention to key municipal offices should the telephone system become overloaded during an emergency situation.

The assistance of the Amateur Radio Emergency Service (ARES) may be requested to assist with the reception centre(s) and other supplemental communications via their stations at London Police and Fire Headquarters, Red Cross, the Police Command Vehicle or the St. John Ambulance Communications Command Post Vehicle.

### 3.3.8 PANDEMIC PLAN

The Pandemic Influenza Plan is a comprehensive planning document developed by the Middlesex-London Health Unit, in conjunction with the health care providers and emergency services organizations that constitute the Health Emergency Sub-Committee. This document outlines the plans to prepare for, and respond to, a possible influenza pandemic. The plan will also assist with the health response to other community emergencies and outbreaks.

## **4.0 COMMUNITY CONTROL GROUP (CCG)**

The Community Control Group is responsible for providing immediate and continuing interchange of information, assessment and planning among the officials responsible for emergency operations. Each CCG member will have identified designate(s) to act on their behalf when they are not available. The CCG will consist of three groups of officials:

### **4.1 CCG MEMBERSHIP**

The Membership of the CCG will be comprised of the following officials:

- Mayor;
- Chief Administrative Officer;
- City Clerk;
- Chief of Police;
- Fire Chief and Director of Paramedic Services;
- General Manager Environmental and Engineering Services and City Engineer;
- General Manager of Community Services;
- Medical Officer of Health;
- Manager of Corporate Communications;
- Middlesex-London Emergency Medical Services Representative; and
- Community Emergency Management Coordinator.

### **4.2 CCG ADVISORY GROUP**

The Advisory Group can be comprised of any or all of the following officials:

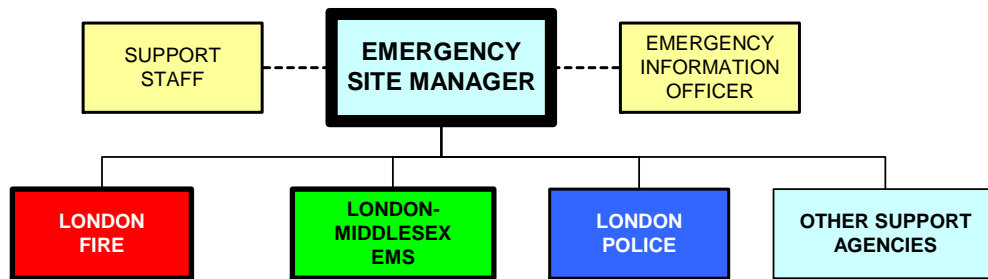
- General Manager, London Hydro Inc.;
- Chief Executive Officer, London Transit Commission;
- General Manager, Finance and Corporate Services, City of London;
- Regional Coroner;
- The Thames Valley District School Board;
- The London District Catholic School Board;
- Hospitals;
- The Incident Industrial representative;
- The Ministry of the Environment;
- The Upper Thames River Conservation Authority;
- The Chair of the London-Middlesex Disaster and Emergency Co-ordinating Committee;
- Emergency Management Ontario representative;

- Ontario Provincial Police representative;
- Department of National Defense, Community Contingency Planning and Liaison Officer;
- Liaison staff from Provincial and Federal Ministries; and
- Any other officials, experts or representatives from the public or private sectors as deemed necessary by the CCG.

All members of the CCG shall designate alternates to act for them on the CCG in their absence. Alternate designations are noted in Annex A.

### 4.3 APPOINTMENT OF THE EMERGENCY SITE MANAGER

The City of London has utilized standard Emergency Site Management (ESM) protocols for many years. ESM principles stipulate that one agency takes the lead role at a major incident to provide co-ordination and leadership. This person normally is drawn from the lead agency and another officer/manager takes over directing operations within that agency. This approach has been advocated in both federal and provincial level training.



#### EMERGENCY SITE MANAGER

The Emergency Site Manager is appointed by those response agencies on site. He/she will usually be from the lead agency involved in the specific type of emergency. For example, in a fire incident, a site manager from the Fire Department would be appointed. Another officer from the fire department would then assume responsibility for fire operations. In a criminal incident, the site manager would most probably be from London Police. In the evacuation of a Health Care Facility or mass casualty incident, an EMS person may be the site manager.

However, the decision on which person is most appropriate is based on the availability, training, and experience of the on-scene personnel.

This appointment would be amended or confirmed by the Community Control Group, when assembled. This appointment may be reassessed as the event moves from response to recovery mode.

#### SUPPORT STAFF

This individual is responsible for liaison activities from the scene management perspective. They assist the Scene Manager in coordinating activities with other related agencies and organizations. They also offer assistance in obtaining resources and assistance. Other logistics

staff may be called in to sustain operations (radio/telecommunications, Command Post, food/water, washrooms)

## EMERGENCY INFORMATION OFFICER

This person develops and releases information about the incident to the news media, incident personnel, city administrative and political leaders, and other appropriate agencies and organizations. He/she supports the Scene Manager with media interviews and works with other involved communications personnel to ensure consistent, accurate and timely communications.

## LONDON FIRE

The Fire Department is responsible for fire suppression, rescue, and hazmat operations.

## LONDON POLICE

Police establish perimeters to facilitate the movement of emergency vehicles and restrict access to essential emergency service personnel. They also provide policing services related to the investigation of the incident.

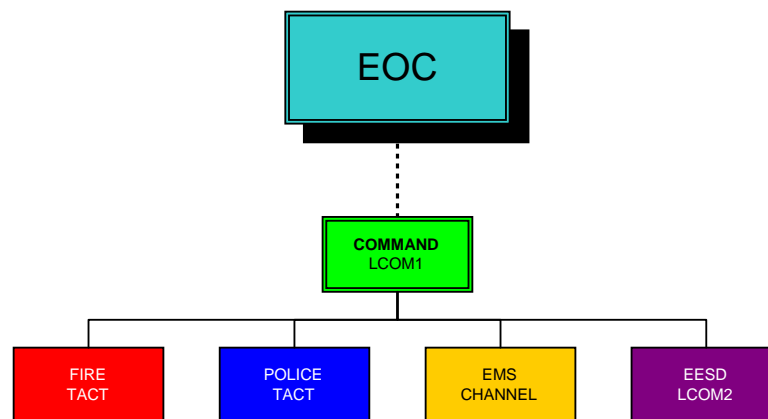
## LONDON-MIDDLESEX EMS

EMS looks after triage and treatment of casualties as well as liaising through Central Ambulance Communications Centre (CACC) with hospitals for the efficient distribution of patients. They also liaise with the Medical Officer of Health on health related concerns.

## RADIO COMMUNICATIONS

Services likely to be at an emergency site include Police Services, Fire Department, Middlesex-London EMS, Environmental and Engineering Services, London Hydro and London Transit personnel. They will make every effort to ensure there is an efficient means of communication in place, both to and from the Emergency Site Manager between emergency service groups.

A clear communications link must be established between the Emergency Site Manager and the EOC. This is done using LCOM1, the 800 Mhz. common channels. This talkgroup is to communicate key information relative to Command decisions. Each Sector Manager utilizes their own operational channels/tacs to relay information within their own organization



Communications relating to operational decisions should utilize individual agency channels or talk groups to communicate with staff in the Support Room at the Emergency Operations Centre. Sector Managers must have access to both radios.

#### **4.4 RESPONSIBILITIES OF THE EMERGENCY SITE MANAGER**

Coordination by all resources at the emergency site is important to an effective response. The Senior Fire Officer and Police Officer in conjunction with the EESD Supervisor (when applicable) on site will agree who should act as the initial Emergency Site Manager (ESM) depending on the nature of the emergency and will advise the Fire Chief and Chief of Police respectively.

An on-site "Command Post" will be established by the ESM as soon as practical, to bring together supervisors of all emergency services operating at the scene for the purposes of co-ordinated action. The situation may require more than one ESM when more than one emergency site exists. It may also be necessary to establish a resource staging area so that outside resources have a definitive assembling/marshalling point. It will also be necessary to establish an area close, yet in safe proximity, to the emergency site for the media to assemble. The location should be easily identified, and located in proximity to the on-scene Command Post.

The Emergency Site Manager, in liaison with the Senior Fire, Police, EMS and other officials on site, is responsible to:

- Direct, control and co-ordinate the on-site emergency response effort of the Emergency Response Agencies, in accordance with direction from the Senior Officers;
- Maintain contact with the leader of each agency and inform on progress on each;
- Assess the situation, establish an aim and determine the site operational plan;
- In conjunction with Police, EMS, Fire and other key agencies, establish site layout and a Command Post, including an assembly area for additional staff resources for the control and co-ordination of emergency site operations;
- Establish Emergency Site communications capabilities;
- Establish which agencies/personnel are allowed access past the outer and inner perimeters and advise on-site police;
- In co-ordination with the Manager of Corporate Communications establish a Site Media Spokesperson. Request public information support, as required;
- Maintain continuous contact with Chief Administrative Officer and the Community Control Group to report the operations status at the emergency site and advise of any assistance or other resources required;
- Take such necessary actions to minimize the effects of the emergency;
- When recovery operations are nearing completion, monitor and advise the CCG about agencies preparing to depart the site;
- Maintain a log of all major decisions, instructions issues and actions taken; and

- Prepare and submit a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the Emergency Response Plan and Supplementary Plans.

## **5.0 RESPONSIBILITIES OF THE CCG MEMBERS**

The members of the CCG are authorized to take the following actions:

- Calling out and mobilizing their respective services, equipment or other agencies as required;
- Coordinating and directing services and ensuring that any actions necessary for mitigating the effects of the emergency are taken;
- Determining if the location and composition of the CCG are appropriate (and that appropriate advisory and support members are present);
- Advising the Mayor as to whether the declaration of an emergency is recommended;
- Advising the Mayor on the need to designate all or part of the City as an emergency area;
- Ensuring that an Emergency Site Manager (ESM) is appointed and confirmed if required;
- Ensuring support to the ESM in terms of equipment, staff and other resources as required;
- Ordering, coordinating and/or overseeing the evacuation of those deemed to be in danger;
- Discontinuing utilities or services provided by public or private agencies, e.g. hydro, water, gas, closing down a shopping plaza/mall;
- Arranging for services and equipment from outside local agencies;
- Notifying, requesting assistance from and/or liaising with various levels of government and other public or private agencies not under municipal control, as considered necessary;
- Determining if volunteers are required and authorizing requests to identify agencies for assistance;
- Authorizing transportation arrangements for evacuation or transport of persons and/or supplies;
- Ensuring that pertinent information is promptly forwarded to Corporate Communications for dissemination;
- Determining the need to establish advisory groups and/or sub-committees/working groups for any aspect of the emergency including recovery;
- Authorizing expenditure of money required to deal with the emergency;
- Notifying personnel under their direction, of the termination of the emergency;
- Maintaining a log outlining issues, decisions made and actions taken for submission to the Chief Administrative Officer within one week of the termination of the emergency;

- Participating in the operational debriefing following the emergency; and
- Ensuring support to emergency service personnel and the citizens suffering emotional trauma as a result of critical incident stress.

## **5.1 MAYOR**

The Mayor is responsible for the following:

- The direction and control of the overall response;
- Providing overall leadership to the community;
- Designating specific responsibilities to members of the CCG as deemed appropriate and receiving interim reports on a continuing basis for such special areas of concern;
- Representing the City of London with Senior Government officials and making the appropriate notifications;
- Serving as main media spokesperson for the Municipality;
- Determining if and when an emergency is declared;
- Declaring an emergency;
- Ensuring Provincial representatives and Emergency Management Ontario are advised of a declaration or termination of an emergency;
- Ensuring Council members are advised of the declaration and termination of an emergency;
- Ensuring Council members are informed of the emergency situation as per Corporate policy; and
- Declaring termination of the emergency.

## **5.2 CHIEF ADMINISTRATIVE OFFICER**

The Chief Administrative Officer is responsible for the following:

- Activating the CCG notification system through London Police, when applicable;
- Chairing CCG meetings, determining the meeting cycle and agenda during emergencies or other meeting;
- Act as Chief Advisor to the Mayor on policies and procedures as appropriate;
- Ensuring a master event log is made recording all important decisions and actions taken by the CCG;
- Approving, in conjunction with the Mayor, major announcements and media releases prepared by Corporate Communications; and
- Ensuring that a communications link is established between the CCG and ESM.

### **5.3 CITY CLERK**

The City Clerk is responsible for the following:

- Assisting the Chief Administrative Officer as required;
- Advising the CCG in matters of: bylaws, legislation, protocols, etc;
- Recording emergency expenditures authorized by the CCG;
- Maintain a record of requests made for Municipal, Provincial or Federal Government assistance in the emergency; and
- Upon direction of the Mayor, arranging special meetings of Council; and advising Councillors of the time, date and location of the meetings.

### **5.4 CHIEF OF POLICE**

The Chief of Police will have the following responsibilities in addition to the normal responsibilities of the Police Service:

- Activating the CCG notification system, when applicable;
- Alerting persons endangered by the emergency and coordinating evacuation procedures;
- Depending on the nature of the emergency, providing the Emergency Site Manager (ESM) and inform the CCG;
- Establishing an ongoing communications link with the Senior Police Official on scene;
- Where applicable, establish and/or secure the inner perimeter of the emergency scene;
- Where applicable, establish the outer perimeter in the vicinity of the emergency to facilitate the movement of evacuees, emergency vehicles and to restrict access to all but essential emergency personnel;
- Initiating traffic control to facilitate the movement of emergency vehicles and services;
- Provision of facilities for the City's Emergency Operations Centre at Police Headquarters and the storage within those facilities of copies of emergency plans and other essential supporting data;
- Authorizing movement of the primary EOC to the alternate EOC location;
- Providing communications support, and information on the emergency to the CCG;
- Arranging for additional Police assistance when necessary;
- Evacuation of buildings or areas as authorized by the Mayor, or the immediate evacuation of residents from a building or area for urgent safety reasons on the decision of the Senior Police Officer on scene in consultation with Fire Services where appropriate, and notifying the CCG or Chief Administrative Officer and the General Manager of Community Services of such actions;
- Arranging for the maintenance of order in any emergency reception centre, morgue and other facilities established by the CCG;

- Notifying the coroner of fatalities;
- Ensure the protection of life and property and the provision of law and order;
- Securing the emergency site to protect evidence so that subsequent investigation by other agencies is not hindered, for example an aircraft crash site; and
- Liaising with OPP, RCMP and other provincial and federal law enforcement/intelligence agencies as required.

## **5.5 FIRE CHIEF AND DIRECTOR OF PARAMEDIC SERVICES**

The Fire Chief and Director of Paramedic Services will have the following responsibilities in the emergency in addition to the normal responsibilities of the Fire Department:

- Activating the CCG notification system, when applicable;
- Providing the CCG with information and advice on firefighting and rescue matters;
- Depending on the nature of the emergency, providing the Emergency Site Manager (ESM) and informing the CCG;
- Establishing an ongoing communications link with the ESM on scene;
- Informing Mutual Aid Fire Chiefs and/or initiating mutual aid arrangements for the provision of additional firefighters and equipment, if needed;
- Determining if additional or special equipment or capabilities are required and recommending possible sources of supply, e.g. breathing apparatus, protective clothing;
- Determining the level and nature of Mutual Aid Fire assistance to provide to neighbouring communities when requested;
- Providing support to non fire fighting operations if necessary, e.g. rescue, casualty collection, evacuation;
- Maintaining plans and procedures for dealing with spills of hazardous material from the viewpoint of public safety, prevention of explosions and the spread of noxious fumes; and
- Providing advice to other City Services as required in the emergency.

## **5.6 GENERAL MANAGER OF ENVIRONMENTAL AND ENGINEERING SERVICES & CITY ENGINEER**

General Manager Environmental and Engineering Services & City Engineer are responsible for the following:

- Activating the CCG notification system, when applicable;
- Depending on the nature of the emergency, providing the Emergency Site Manager (ESM) and informing the CCG;
- Establishing an ongoing communications link with the Senior EESD Official at the scene of the emergency;

- Maintaining communications with public works representatives from neighbouring communities to ensure a coordinated response;
- Ensuring provision of engineering assistance;
- Maintaining and repairing sanitary sewage and water systems;
- Providing emergency potable water, supplies and sanitation facilities as required by the Medical Officer of Health;
- Liaising with public utilities to disconnect any services representing a hazard to the public and/or arranging for the provision of alternate services or functions;
- Liaising with the Upper Thames Conservation Authority regarding flood control, conservation and environmental matters;
- Arranging for snow or building debris clearance on an emergency basis so that vehicle movement can be maintained;
- Developing and implementing a plan for the removal and disposal of debris;
- Arranging for procurement of special purpose vehicles/equipment not in City inventory;
- Providing advice on the structural safety of any buildings affected by the emergency in liaison with the Chief Building Official and arranging with London Police for building evacuation where appropriate;
- Arranging for the demolition of unsafe structures as required;
- Coordinating action for the recovery and restoration of services as outlined in the London Emergency Response Plan, including the inspection of homes and buildings for safe re-occupation where required;
- Maintaining flood plans including river watch in liaison with the Upper Thames River Conservation Authorities and the weather services, when required;
- Maintaining procedures and plans for Engineering response to spills of hazardous materials including containment, neutralizing and clean-up, upon advice from the Fire Department as to the material involved and the remedial action required;
- Arranging for repair of the water distribution system in case of ruptured mains in order to restore availability of water for fire-fighting purposes;
- Providing assistance to accomplish tasks as requested by the City Police to support evacuations; and
- Arrange for the provision of forestry crews as required.

## **5.7 GENERAL MANAGER OF COMMUNITY SERVICES**

The General Manager of Community Services is responsible for the following:

- Ensuring the well-being of residents who have been evacuated from their homes by arranging emergency lodging, clothing, food, registration, inquiries and other personal services;
- Coordinating the opening and operation of temporary and/or long-term reception/evacuation centres and ensuring adequate staffing;

- Liaising with the CCG with respect to the designated reception/evacuation centres that can be opened on short notice;
- Liaising with the Medical Officer of Health on areas of mutual concern regarding operations in reception centres;
- Liaising with the Ministry of Community and Social Services;
- Liaising with Volunteer organizations in regards to providing staff for registering the public in reception centres and providing clergy to the site; and
- Notifying London school boards when their facilities are required as reception centres.

## **5.8 MEDICAL OFFICER OF HEALTH**

The Medical Officer of Health will have the following responsibilities:

- Activate CCG notification system in the event of a health emergency;
- Acting as a coordinating link for all emergency health services at the CCG;
- Liaising with the Ontario Ministry of Health and Long Term Care, Public Health Branch;
- Depending on the nature of the emergency, assigning the Emergency Site Manager (ESM) and informing the CCG;
- Establishing an ongoing communications link with the senior health official at the scene of the emergency;
- Liaising with senior EMS representatives, hospital officials, relevant health care organizations (i.e. Community Care Access Centre, long term care facilities), the Ministry of Health and Long-Term Care and relevant government agencies;
- Providing authoritative instructions on health and safety matters to the public through Corporate Communications;
- Coordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to the Ministry of Health and Long-Term Care policies;
- Coordinating care of bed-ridden citizens and invalids at home and in reception centres during an emergency;
- Liaising with voluntary and private health care agencies, as required, for augmenting and coordinating public health resources;
- Coordinating efforts towards prevention and control of the spread of disease during an emergency;
- Notifying the General Manager, Environmental and Engineering Services & City Engineer regarding the need for potable water supplies and sanitation facilities;
- Liaising with the General Manager of Community Services on areas of mutual concern regarding health services in reception centres;
- Providing advice to the Mayor and the CCG on health matters;
- When advised by emergency services of an emergency situation involving hazardous substances or any threat to public health, providing advice for the safety of emergency service workers and activities to reduce the adverse affects on the public health;

- Directing precautions in regard to food and water supplies when warranted;
- Arranging for mass immunization where required; and
- Notifying other agencies and senior levels of government about health-related matters in the emergency.

## **5.9 EMERGENCY MEDICAL SERVICES (EMS) REPRESENTATIVE**

The Emergency Medical Services Representative is responsible for the following:

- Providing information on patient care activities and casualty movement from the emergency site;
- Establishing an ongoing communications link with the EMS official at the scene of the emergency;
- Liaising and obtaining EMS resources from the Provincial Ministry of Health and Long-Term Care, Emergency Health Services, Ambulance Service Branch, Senior Field Manager or On Call Duty Manager and from other municipalities for support if required;
- Liaising with the Central Ambulance Communications Centre regarding patient status, destination, and department case load;
- Organizing the EMS response to assist and coordinate actions of other Social Service agency EMS branches (i.e. St. John Ambulance, other transportation providers);
- Advising the CCG if other means of transportation are required for large scale responses;
- Obtain EMS Mutual Aid assistance as required for both land and air based patient transport;
- Assist with the emergency evacuation when required;
- Ensure balanced emergency EMS coverage is available at all times throughout the community;
- Liaising with the receiving hospitals; and
- Liaising with Police, Fire, Coroner and Medical Officer of Health, as required.

## **5.10 MANAGER OF CORPORATE COMMUNICATIONS - EMERGENCY INFORMATION OFFICER (EIO)**

The Manager of Corporate Communications (EIO) responsibilities include:

- Establishing a communications link with the Community Spokesperson and any other media coordinator(s) (i.e. provincial, federal, private industry, etc) involved in the incident;
- Implementing the Emergency Communications Plan;
- Ensuring that all information released to the public is timely, full and accurate;

- Ensuring an Emergency Information Centre is set up and staffed for the purpose of disseminating information to the media;
- Ensuring media releases are approved by the Mayor prior to dissemination;
- Handling inquiries from the public and media;
- Coordinating individual interviews and organizing press conferences;
- Ensuring a Citizen Inquiry Centre is set up (if necessary) to process email and/or phone inquiries;
- Ensuring a Citizen Inquiry Centre Supervisor is designated and to liaise often with this Supervisor regarding the nature of inquiries;
- Distributing hard copies of media releases to the CCG, Citizen Inquiry Centre Supervisor and other appropriate key persons;
- Ensuring the public is advised of the inquiry centre e-mail address and phone number(s) through public service media announcements;
- Monitoring news coverage and correcting any erroneous information;
- Maintaining copies of media releases pertaining to the emergency; and
- Ensure information notification protocols for Elected Officials are exercised.

## **5.11 COMMUNITY EMERGENCY MANAGEMENT COORDINATOR (CEMC)**

The Community Emergency Management Coordinator responsibilities include:

- Providing advice and support to the Emergency Site Manager and initial responders including liaison with appropriate agencies and departments;
- Assisting with the decision making process to determine whether to activate the CCG notification system when applicable;
- Preparing and arranging the Emergency Operations Centre in readiness to activate;
- Ensuring CCG members have all plans, resources, supplies, maps and equipment;
- Providing advice and clarification regarding the London Emergency Response Plan;
- Lead contact between the Municipality and Emergency Management Ontario;
- Liaising with provincial and federal agencies as required;
- Liaising with support agencies (i.e. Red Cross, St. John Ambulance, Salvation Army) as required;
- Addressing any action items that may result from the activation of the London Emergency Response Plan;
- Maintaining logs for the purpose of debriefings and post emergency reporting;
- Acting as an adviser, co-ordinator and/or liaison to the CCG as required;
- Advising on the implementation of the City of London Departmental emergency plans;

- To initiate arrangements with telephone authorities for priority attention to key municipal offices;
- Arranging the provision of administrative staff to assist in the EOC, as required;
- Maintaining plans in place, for the alternate EOC at City Hall and alternate back up at #12 Fire Station, for use by the CCG as outlined in Annex C of this plan;
- Providing a process for registering CCG members;
- Addressing elected officials concerns during an emergency; and
- Forwarding all Provincial Media releases to the Manager of Corporate Communications.

## **6.0 RESPONSIBILITIES OF CCG ADVISORY GROUP MEMBERS**

### **6.1 CHIEF EXECUTIVE OFFICER, LONDON HYDRO INCORPORATED**

The Chief Executive Officer, London Hydro Inc. responsibilities include:

- Monitoring the status of power outages and customers without services;
- Providing updates to the CCG on power outages, as required;
- Liaising with the Independent Energy Marketing Operators regarding local and global power outage issues;
- Monitoring service status to inform customers relying on home medical equipment, (i.e. oxygen, dialysis machines);
- Providing assistance with accessing generators for essential services or other temporary power measures;
- Arranging to discontinue electrical services to any consumer where considered necessary in the interest of public safety;
- Maintaining plans in place for alternative electrical service, where necessary, and for the priority restoration of affected services as dictated by emergency needs of City services and other essential users;
- Arranging for the clearance of power lines and fallen trees on emergency routes in order that emergency response personnel have access to perform their duties;
- Establishing procedures and maintaining plans for emergency response to transformer oil leaks and for the coordination of response efforts by other departments and agencies in such situations; and
- Assisting with post-disaster clean-up and restoration of services.

## **6.2 GENERAL MANAGER, LONDON TRANSIT COMMISSION**

The General Manager, London Transit Commissions responsibilities include:

- Co-ordination of evacuation transportation resources;
- Responding as directed by London Police and/or the CCG regarding the utilization of transportation resources under emergency evacuation conditions;
- Coordinating the acquisition, distribution and scheduling of various modes of transport (i.e. public transit, school buses, etc.) for the purpose of transporting persons and/or supplies, as required in an emergency;
- Procuring staff to assist with transit issues, as required;
- Ensuring that a record is maintained of drivers and operators involved;
- Establishing an emergency availability system for all transportation vehicles according to time of day, excluding London Central Ambulance Communications Centre dispatched vehicles which will remain the responsibility of the L.C.A.C.C., and
- Provide transportation support for on-site emergency responders as required.

## **6.3 FINANCE AND CORPORATE SERVICES**

The General Manager of Finance and Corporate Services responsibilities includes:

- Co-ordinate financial management at the emergency;
- Assisting the City Clerk and Chief Administrative Officer;
- Provide information and advice on financial matters as they relate to the emergency; and
- Ensuring that records of expenses are maintained for future claim procedure.

The Director of Technology Services is responsible for the following:

- Providing Information Technology Services to assist communications, computer, LAN and GIS needs of the CCG; and
- Provide coordination with London Police IT services in the EOC.

## **6.4 REGIONAL CORONER**

When the Regional Coroner is called upon to join the CCG, the following responsibilities will be carried out:

- Providing information on the handling of fatalities;
- Liaising with London Police Service regarding victim identification and evidence gathering/preservation;
- Liaising with the Medical Officer of Health regarding associated health risks to emergency responders and the public;
- Arranging for adequate staffing to deal with the situation;

- Advising the Mayor/Chief Administrative Officer regarding information to be released to the media; and
- Providing information with respect to the establishment of a temporary morgue.

## **6.5 THE THAMES VALLEY DISTRICT SCHOOL BOARD AND THE LONDON DISTRICT CATHOLIC SCHOOL BOARD**

When the Boards of Education are called upon to join the CCG, they will provide liaison officer(s) who will have the following responsibilities:

- Provide the CCG with information with respect to the Boards action to ensure the safety and well-being of their students;
- Providing school facilities (as appropriate and available) for use as public information and/or reception centres as required;
- Provide staffing to coordinate the maintenance, use, and operation of the facilities being used as public convergence/assembly and/or reception centres; and
- Act as liaison between the Boards of Education to keep them informed of CCG decisions that will impact the Boards activity.

## **6.6 HOSPITALS**

The two active treatment hospitals in London (Victoria Hospital and University Hospital) London Health Sciences Centre are prepared to implement their emergency management plans when required. These plans provide for the collection, triage and evacuation to hospital in a disaster situation. The emergency plans are activated in consultation with the Community Control Group, the Police and on-site EMS Manager. In addition, St. Joseph's Health Care London has a Disaster Plan to accommodate overflow patients from the two active treatment facilities.

## **6.7 EMERGENCY MANAGEMENT ONTARIO**

Emergency Management Ontario can assist with facilitating access to Provincial and Federal agencies and resources. EMO can provide advice on managing an emergency and provide information and access to additional private and public agencies that may assist in the management of the emergency. Access to EMO is through the CEMC, who should notify the Provincial Emergency Operations Centre of all major incidents.

## **6.8 EMERGENCY MANAGEMENT MUTUAL AID COUNCIL**

When EMMAC is called upon to join the CCG, they will provide an advisor who will be the link to the City business/industrial community. The advisor will have the following responsibilities:

- Assist in informing the business/industrial community of CCG actions or plans that would impact on their activity; and

- Solicit support from the community to assist the CCG in coping with the emergency.

## **6.9 INCIDENT INDUSTRIAL REPRESENTATIVE**

When the emergency has been caused by an industrial accident, the CCG may request that the company involved provide the CCG with an advisor.

## **6.10 DND – COMMUNITY CONTINGENCY PLANNING AND LIASION OFFICER**

A Canadian Forces Liaison Officer will provide a link between the community and local Department of National Defence resources in London; including Area Support Unit London, 31 Canadian Brigade Group and HMCS Prevost.

## **6.11 ADDITIONAL E.O.C. ADVISORS**

Dependant upon the nature of the emergency, the CCG may require further consultation from, but not limited to, the following internal and external agencies;

### Internal

City Solicitor  
City Treasurer  
Human Resources  
Chief Building Official

### External

Emergency Management Ontario  
Ministry of the Environment  
Ministry of Community and Social Services  
Ministry of Municipal Affairs and Housing  
Ministry of Health and Long-Term Care  
Office of the Fire Marshall  
Ontario Provincial Police  
Ministry of Transportation  
Upper Thames River Conservation Authority  
London-Middlesex Disaster & Emergency Co-ordinating Committee  
Transport Canada  
London International Airport  
Canadian National/Canadian Pacific Railroad

## **7.0 OTHER AGENCIES AND ORGANIZATIONS**

### **7.1 CENTRAL AMBULANCE COMMUNICATIONS CENTRE**

The London Central Ambulance Communications Centre is responsible for the dispatch of ambulances in London and Middlesex County operating 24 hours per day, 7 days per week.

### **7.2 ST. JOHN AMBULANCE**

The London - Middlesex Corps of the St. John Ambulance Community Services, with Headquarters in London, has resources for communications, Incident Command Post, first aid, home nursing, child care, ambulance transport service, emergency generators & lighting, mobile canteen services, search and rescue and emergency reception centre medical support. St. John Ambulance will respond to requests from the Emergency Services or the CCG. St. John Ambulance resources are staffed by volunteers and their response is governed by the availability for duty of volunteers. The resources can be accessed through the CEMC or Fire dispatch.

### **7.3 SALVATION ARMY**

The Salvation Army has emergency resources for public welfare, short term accommodation, clothing, feeding, emergency responder critical incident stress issues, emergency reception centre support and will respond within their budgetary capabilities when requested by the CCG. The Salvation Army is also prepared to arrange for clergy assistance, emotional and spiritual care personnel at a disaster site or at reception centres when called upon by Police or Fire authorities or by the General Manager of Community Services.

### **7.4 CANADIAN RED CROSS**

The London and Middlesex Branch of the Canadian Red Cross is prepared to provide Red Cross assistance to the community in the form of a registration and inquiry service as described in the Department of National Health and Welfare "Registration and Inquiry Manual". This service will assist the public in locating immediate relatives who have left their homes as a result of the emergency. Inquiry services may be operated from outside the disaster area in accordance with Red Cross standard operating procedures and may involve the assistance of the Amateur Radio Emergency Service. Registration and inquiry services will be provided at the request of the General Manager of Community Services.

### **7.5 LONDON-MIDDLESEX DISASTER/EMERGENCY COORDINATING COMMITTEE**

The Committee may be called upon during an actual or threatened emergency to assist in the co-ordination of resources between the County and the Municipality as available. The Committee can also provide advice and enhance communication between County and Municipal Officials.

## 7.6 AMATEUR RADIO EMERGENCY SERVICE

The Amateur Radio Emergency Service (A.R.E.S.) is the volunteer group which coordinates amateur radio in the London-Middlesex area. They are prepared to establish emergency radio communications for any purpose required, including assisting Red Cross with registration and inquiry services, communications between London hospitals, and to supplement municipal communications resources. Radio operators can deploy mobile and portable radios throughout the area to supplement existing radio networks.

An A.R.E.S. control station will be activated at London Police Headquarters in a major emergency at the request of the Community Emergency Management Coordinator. Other stations are available at Red Cross, London Fire Services, St. John Ambulance Communications Vehicle, and London Police COR Vehicle. A.R.E.S. Emergency Coordinators are listed at Annex B.

## 7.7 FEDERAL GOVERNMENT AGENCIES

Federal resource assistance should be accessed through Emergency Management Ontario. **The financial burden for Federal resource assistance requests made directly from the municipality is born by the Corporation.**

## 7.8 BELL CANADA

Bell Canada is aware of key emergency personnel and departments, and will ensure that these telephones are given priority attention in maintenance and restoration of service in emergency situations. Bell Canada can provide additional emergency telephone lines if the incident has not caused major disruption to their installed services. They also have a telephone and radio equipped mobile command post which can be positioned at emergency sites to augment the City's telecommunications capability

## 7.9 TELUS

Telus has mobile "SAT-COLT and Cellular on Wheels (COW) that can be delivered to a major emergency or disaster. These units include an inventory of Telus IDEN two way radio devices and cellular phones.

## 7.10 UNION GAS

Union Gas Limited has emergency plans in place, personnel and equipment available to handle the restoration of gas mains and services in an emergency when contacted by City Emergency Services.

## 8.0 POPULATION EVACUATION

It may be necessary in an emergency for the residents of an area of the City to be temporarily evacuated from their homes for their own welfare and safety. Such a requirement may be of an urgent or short-notice nature caused by an immediate hazard, and decided upon and directed by Police in collaboration with Fire authorities. Police and Fire authorities will consider the advice of the Medical Officer of Health when deciding on the need for such immediate evacuation where health matters are involved. A less immediate but probably larger scale evacuation could be decided upon and directed by the CCG, as in the case of an impending flood situation. The aim in any such operation will be to care for the evacuated persons, to bring families together, and to re-establish residents in their homes.

When the Police and/or Fire authority decides that an immediate and urgent evacuation is necessary, they will attempt to arrange for a nearby facility such as a community centre, shopping mall, or a school, to be utilized as a Reception Centre to provide essential needs to those adversely affected by the event.

The Emergency Site Manager will notify the CCG of the initial actions taken. When transportation beyond private vehicles is required to assist residents to move, the CAO will request London Transit to provide buses for this purpose.

Further arrangements for the welfare of evacuees while accommodated at such a temporary shelter facility by City direction will be the responsibility of the General Manager of Community Services, assisted by City Departments as necessary and if possible by volunteer agencies noted here. When an urgent evacuation is considered necessary by the Medical Officer of Health, he will so advise the Mayor and the assistance of municipal essential service agencies will be made available.

In a situation where a less urgent, but major evacuation of an area is decided on by the CCG or by the CAO, coordination of measures to arrange for one or more suitable reception facilities and for the welfare of evacuees will be the responsibility of the General Manager of Community Services assisted by other municipal service and volunteer agencies. In the case where the City accepts a commitment to provide temporary shelter and welfare requirements for a group of evacuees from another community in Ontario, the CAO will direct responsibilities of municipal agencies for management of the commitment.

## 9.0 PLAN DISTRIBUTION LIST

### *CCG Membership*

- Mayor
- Chief Administrative Officer (3 copies)
- City Clerk
- Chief of Police
- Fire Chief (8)
- General Manager of Environmental & Engineering Services
- General Manager of Community Services
- Medical Officer of Health
- Middlesex-London Emergency Medical Services
- Manager Corporate Communications & Emergency Information Officer
- Community Emergency Management Co-ordinator (20 copies)

### *CCG Advisory Group and Others*

- Chief Executive Officer, London Hydro Inc.
- General Manager, London Transit Commission
- EESD Directors (5)
- Regional Coroner
- The Thames Valley District School Board
- The London District Catholic School Board
- London Health Sciences Centre (4 copies)
- St. Joseph's Health Care London (3 copies)
- Emergency Management Mutual Aid Council
- Regional Office, Ministry of the Environment (2 copies)
- Environment Canada
- Upper Thames River Conservation Authority
- London-Middlesex Disaster & Emergency Co-ordinating Committee
- Members of City Council (19 copies)
- Emergency Operations Centre Room - Police Headquarters (5 copies)
- Middlesex County – CEMC and Administrator
- London Fire Department (13 copies)
- University of Western Ontario (Police & EPC - 2 copies)
- London Central Ambulance Communications Centre
- St. John Ambulance
- Canadian Red Cross
- Salvation Army
- Commander, Canadian Forces, Area Support Unit London
- Commander, Canadian Forces, Army Reserve, 31 Canadian Brigade Group
- Commander, Canadian Forces, Navy Reserve, HMCS Prevost
- Chief - Emergency Management Ontario
- Emergency Management Ontario Senior Community Officer – Tecumseh Sector
- Amateur Radio Emergency Service (ARES) London
- Media (1 each group)
- CN & CP – Police

- Humane Society and Animal Care & Control
- Ontario Provincial Police - Western Region Headquarters
- RCMP - O Division and London Detachment
- London International Airport (2 copies)
- Western Ontario District Office - Industry Canada
- Bell Canada
- Union Gas (4 copies)
- Hydro One Network Inc.