



EMERGENCY RESPONSE PLAN

Public Version

**By-law XX
Schedule “A”**

November XX, 2019

TOWN OF NEWMARKET EMERGENCY RESPONSE PLAN

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TOWN OF NEWMARKET EMERGENCY RESPONSE PLAN

PART 1: INTRODUCTION

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

The population of the Town of Newmarket is approximately 84,224.

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

The Town of Newmarket Emergency Management Program Committee developed this emergency response plan. The Incident Management System (IMS) has been adopted in this plan to coordinate with the Regional and Provincial IMS planning, define the basic command structure and to identify roles and responsibilities to ensure effective management of the emergency.

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

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

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

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

PART 2: AIM

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

It enables a coordinated and controlled response to emergencies in the Town of Newmarket, and meets the legislated requirements of the *Emergency Management and Civil Protection Act*. This Plan will be made available upon request in accessible formats.

Emergencies may occur within the Town of Newmarket, and the most likely scenarios, determined by risk analyses, are related to epidemic disease, transportation and extreme weather conditions.

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

PART 3: AUTHORITY

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

- *The Emergency Management & Civil Protection Act, R.S.O. 1990, c.E.9*
- *Ontario Regulation 380/04*
- *Town of Newmarket By-law 2012-01*

Emergency Management & Civil Protection Act

The *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9* states that:

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

Ontario Regulation 380/04

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

- Every municipality shall designate an employee or a member of Council as its Community Emergency Management program Coordinator (CEMC) who shall complete training, as required by the Chief, Emergency Management Ontario.
- The CEMC shall co-ordinate the development and implementation of the emergency management program within the Town and in so far as possible with the emergency management programs of other municipalities, Ontario ministries and organizations outside government that are involved in emergency management.
- The CEMC shall report to the Town of Newmarket's Emergency Management Program Committee on the above program.
- Every municipality shall have an Emergency Management Program Committee composed of: the CEMC, senior municipal officials 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 Chief, Emergency Management Ontario
- Every municipality shall have an annual practice exercise for simulated emergency incident training.
- Every municipality must have an Emergency Operations Centre (EOC) 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.

Council Approval

Council approved the Emergency Management Program and the Emergency Response Plan, including the appointed positions, with the enactment of By-Law No. 2019-XX on DATE

Town of Newmarket Emergency Management Program Committee

The Emergency Management Program Committee is responsible for:

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

The committee is appointed by Council and is composed of the following positions:

- Chief Administrative Officer;
- Commissioner of Corporate Services;
- Commissioner of Community Services;
- Commissioner of Development and Infrastructure;
- Director of legal services/Town Solicitor;
- Director of Legislative Services/Town Clerk
- Director of Public Works;
- Director of Corporate Communications;
- Director of Financial Services;
- Director of Recreation and Culture;
- Director of Planning and Buildings;
- Community Emergency Management Coordinator as the chair; and

- Such other employees who are responsible for emergency management functions as may be appointed by council

PART 4: EMERGENCY NOTIFICATION PROCEDURES

Only a member of the Municipal Emergency Control Group (MECG) with the authority to activate the procedure (specifically the Mayor, the Chief Administrative Officer (as EOC Director), the Fire Chief, the Commissioners or Director, Legal Services may initiate the notification procedure contained in **Annex A**.

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

When a member of the MECG, with the authority to activate the MECG, receives a warning of a real or potential emergency, that member will immediately activate the emergency notification process – refer to Annex A – Emergency Notification Procedures giving the direction to initiate the notification of the MECG, or the members of the MECG that are deemed necessary to deal with the situation that exists at that time. The Mayor, CAO, Fire Chief, Commissioners, Director of Legal Services, Director of Legislative Services, or their alternates will be notified. The member initiating the call must provide pertinent details to the Emergency Contact (e.g. - a time and place for the MECG to meet) as part of the notification procedure. The Sample Script in **Annex A** is the recommended format.

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

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

The Emergency Contact will record the date and time MECG members were contacted. See **Annex A** for further information regarding Emergency Notification procedures.

Requests for Assistance

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

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

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

Definition of an Emergency

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

A situation or an impending situation caused by the forces of nature, a disease or other health risk, an accident, an intentional act or otherwise that constitutes a danger of major proportions to life or property.

Action Prior to Declaration

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

Declaration of a Community Emergency

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

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

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

A community emergency may be terminated at any time by:

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

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

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

PART 5: MUNICIPAL EMERGENCY CONTROL GROUP

Incident Management System

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

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

IMS consists of five key functions:

1. Command
2. Operations
3. Planning
4. Logistics
5. Finance/Administration

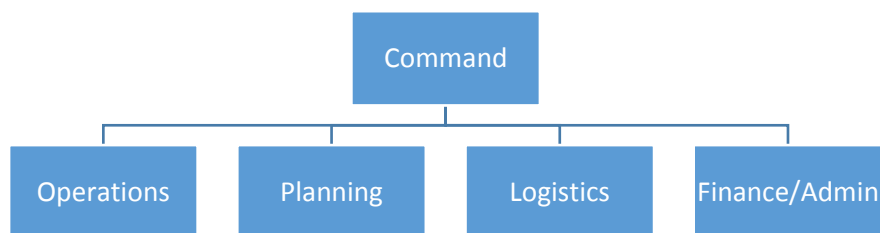


Figure 1: The 5 Key Functions of the Incident Management System

Figure 2 (on the following page) provides a summary of how the Town of Newmarket has aligned its emergency operations for consistency with the Incident Management System.

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

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

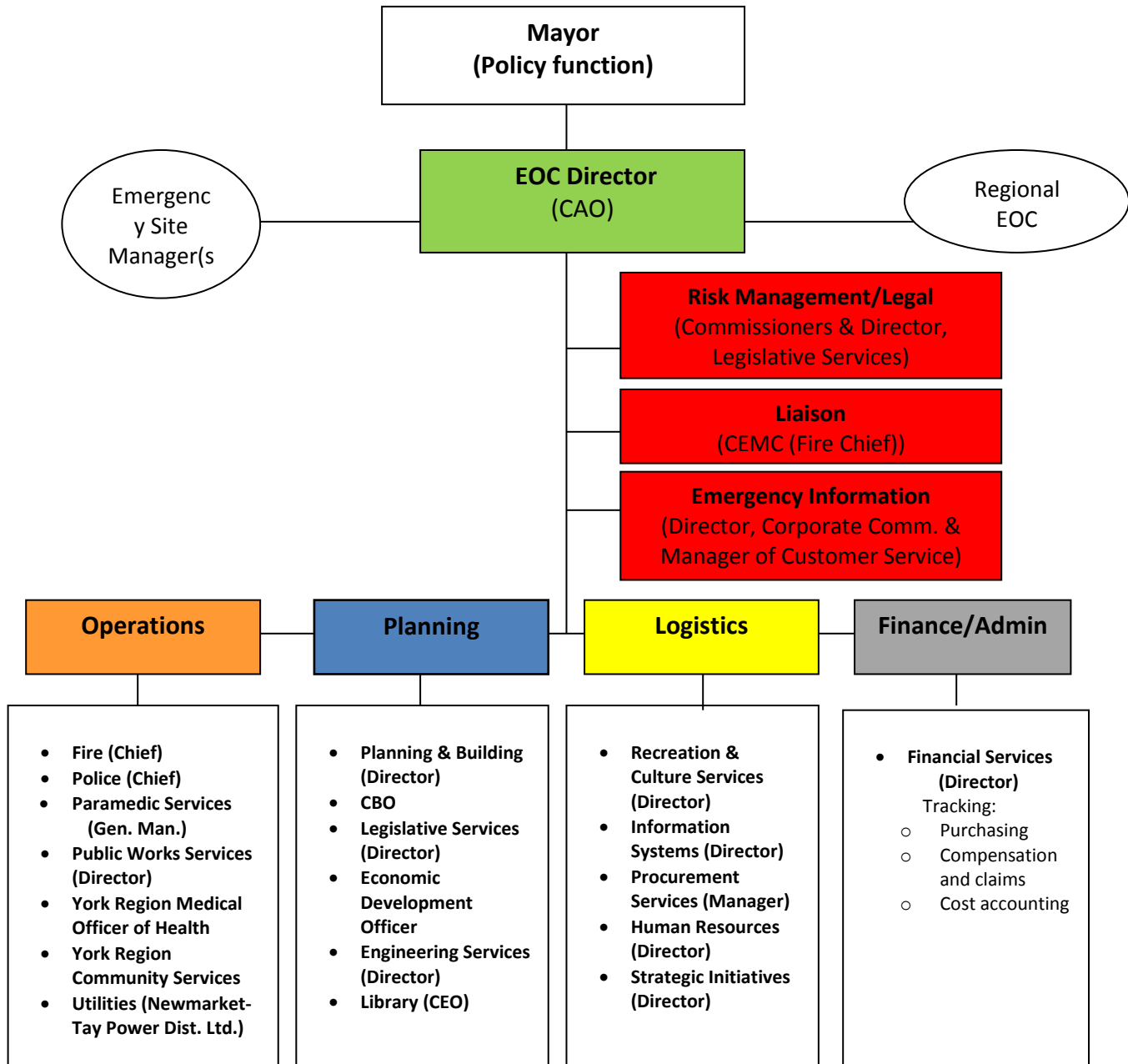
Figure 2: Town of Newmarket's IMS-Based Emergency Operations

IMS FUNCTION	DESCRIPTION OF FUNCTION	RESPONSIBILITY OF	IMS TITLE
Command	Has overall authority for the control and direction of the emergency response and resources for which they are responsible. Command has 3 supporting functions:	CAO, with strategic direction from the Mayor (policy function)	Director, EOC
	i. Risk Management/Legal	Commissioners & Director, Legal Services	Risk Management/ Legal
	ii. Liaison Coordination of various community agencies, e.g., <ul style="list-style-type: none"> School boards Southlake Regional Health Care Centre Provincial Ministries Conservation Authorities Coordination of various emergency agencies, e.g. <ul style="list-style-type: none"> Emergency Management Ontario Ontario Provincial Police Office of the Fire Marshal 	CEMC (Fire Chief)	Liaison
	iii. <u>Emergency Information</u>	Director, Corporate Communications	Emergency Information Coordinator
		Manager, Customer Service	Citizen Inquiry Supervisor

Operations	Coordinates the operational requirements of the response, directs resources and equipment as required, to fulfill emergency management requirements.	<ul style="list-style-type: none"> • Central York Fire Chief or Alternate • Chief/General Manager, York Region Paramedic Services (or designate) • Director, Public Works Services • YR Medical Officer of Health (MOH) or Associate MOH • YR Commissioner of Community & Health Services (or designate) • Utilities Representative (ie. Newmarket-Tay Power Distribution Ltd.) 	Operations Section
Planning	Gathers information critical to the incident in order to develop, disseminate and evaluate incident action plans.	<ul style="list-style-type: none"> • Director, Planning & Building • Chief Building Official • Director, Legislative Services • Economic Development Officer • Director, Engineering Services • Library CEO 	Planning Section
Logistics	Arranges for and coordinates all material, services, equipment and resources required to manage and resolve the emergency. Logistics track	<ul style="list-style-type: none"> • Director, Recreation & Culture Services • Director, Human Resources • Director, Information Technology 	Logistics Section

	usage and current locations of these same items.	<ul style="list-style-type: none"> • Manager of Procurement Services • Director, Strategic Initiatives 	
Finance/ Administration	Performs administrative, financial and staffing duties specific to the emergency. This will include keeping track of incident-related costs.	<ul style="list-style-type: none"> • Director, Financial Services (Treasurer) 	Finance/ Administration Section

**Town of Newmarket
EOC Organization Chart**



Incident Management System (IMS) Function Descriptions

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

1. EOC Management (Command)

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

2. Operations

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

3. Planning

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

4. Logistics

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

5. Finance/Administration

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

Emergency Operations Centre (EOC)

The Emergency Operations Centre (EOC) can be activated for any emergency for the purposes of managing an emergency, by maintaining services to the community and supporting the emergency site. For information about EOC logistics, see **Annex C**.

Composition of the Municipal Emergency Control Group

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

- Mayor of the Town of Newmarket, or alternate;
- Chief Administrative Officer, or alternate, who becomes the EOC Director;
- Director, Legislative Services, or alternate;
- Community Emergency Management Coordinator (CEMC) , or alternate;
- Director, Corporate Communications, or alternate;
- Commissioner, Development & Infrastructure Services, or alternate;
- Commissioner, Corporate Services, or alternate;
- Commissioner, Community Services, or alternate;
- Director, Engineering Services, or alternate;
- Director, Public Works Services, or alternate;
- Director, Planning & Building Services, or alternate;
- Director, Recreation & Culture Services, or alternate;
- Director, Information Technology, or alternate;
- Director, Financial Services/Treasurer, or alternate;
- Director, Human Resources, or alternate;
- Manager of Procurement Services, or alternate;
- Chief of Central York Fire Services, or alternate;

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

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

The Municipal Emergency Control Group may function with only a limited number of persons depending upon the emergency. While the MCEG may not require the presence of all the people listed as members of the control group, all members of the MCEG (or alternates) must be notified.

MCEG Responsibilities

The Municipal Emergency Control Group (MCEG) is responsible for some or all of the following actions or decisions:

- Calling out and mobilizing their emergency service, agency and equipment;
- Coordinating and/or directing their service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
- Determining if the location and composition of the MCEG are appropriate;
- Advising the Mayor as to whether the declaration of an emergency is recommended;
- Advising the Mayor of the need to designate all or part of the town as an emergency area;
- Ensuring that an Emergency Site Manager (ESM) is appointed;
- Ensuring that support to the ESM is provided by offering equipment, staff and resources, as required;
- Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger;
- Discontinuing utilities and/or services provided by public or private concerns, i.e. hydro, water, gas, closing down a shopping plaza/mall;
- Arranging for services and equipment from local agencies not under community control i.e. private contractors, industry, volunteer agencies, service clubs;
- Notifying, requesting assistance from and/or liaison with various levels of government and any public or private agencies not under community control, as considered necessary;
- Determining if additional volunteers are required and if appeals for volunteers are warranted;
- Determining if additional transport is required for evacuation or transport of persons and/or supplies;
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Coordinator and Citizen Inquiry Supervisor, for dissemination to the media and public;
- Determining the need to establish advisory groups and/or sub-committees/working groups for any aspect of the emergency including recovery;
- Authorizing expenditure of money required dealing with the emergency;
- Notifying the service, agency or group under their direction, of the termination of the emergency;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the Chief Administrative Officer within one week of the termination of the emergency, as required;

- Participating in the debriefing following the emergency.

Operating Cycle

The Chiefs of Operations, Planning, Logistics, and Finance/Administration Sections will gather at regular intervals to inform the EOC Director and each other of actions taken and problems encountered. The EOC Director will establish the frequency of operating cycle meetings and agenda items. Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities. The Director, Legislative Services (or designate) will maintain a status board and maps which will be prominently displayed and kept up to date.

Other Agencies

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

York Region District School Board & York Catholic District School Board

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

- Providing any school (as appropriate and available) for use as an evacuation or reception center and a representative(s) to co-ordinate the maintenance, use and operation of the facilities being utilized as evacuation or reception centres;
- Ensuring liaison with the municipality as to protective actions to the schools (i.e., implementing school stay in place procedure and implementing the school evacuation procedure.

Southlake Regional Health Care Centre Administrator

The Southlake Regional Health Care Centre Administrator is responsible for:

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

PART 6: EMERGENCY RESPONSE

Command Section

The Command Function has overall authority for the control and direction of the emergency response and the resources required to manage the emergency.

The Command Section comprises the following positions:

- Mayor/Acting Mayor
- Director, Emergency Operations Centre
- Risk Management/Legal Group
- Liaison
- Emergency Information

Mayor or Acting Mayor

The Mayor or Acting Mayor performs the Policy function which is to provide emergency policy and direction to the Town's Emergency Operations Centre (EOC). The Mayor has the following responsibilities:

- Provide overall emergency policy and direction to the EOC Director;
- Activate the emergency notification system through the Emergency Notification Procedures (refer to Annex A);
- Declare an emergency within the designated area;
- Declare that the emergency has terminated (Note: Council may also terminate the emergency);
- Notify Emergency Management Ontario, Ministry of Community Safety and Correctional Services of the declaration of the emergency, and termination of the emergency;
- Notify the Chair of The Regional Municipality of York of the declaration of the emergency, and termination of the emergency, or of the activation or partial activation of the EOC;
- Notify the public of the declaration of an emergency;
- Request Regional government assistance, as required;
- Act as the primary spokesperson for the Town, authorize the release of information on behalf of the Town or delegate that authority to the CAO 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;
- Consult with and ensure the members of Council are advised of the declaration and termination of an emergency, and are kept informed of the emergency situation.

Director of EOC

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

- Chair the Municipal Emergency Control Group (MECG);
- Activate the emergency notification system through the Emergency Notification Procedures (refer to Annex A);
- Exercise overall management responsibility for the coordination between response and supporting agencies in the Emergency Operations Centre. Set priorities for response efforts in the affected areas;
- Establish the appropriate staffing level for the EOC and continuously monitor organizational effectiveness to ensure that appropriate modifications occur as required.
- Liaise with the Mayor on policies and procedures, as appropriate;
- Approve, in conjunction with the Mayor, major announcements and media releases prepared by the Emergency Information Coordinator, in consultation with the MECG;
- Ensure that a communication link is established between the MECG and the Emergency Site Manager (ESM);
- Determine the need to activate a Citizen Inquiry hotline;
- Ensure risk management principles and procedures are applied to all EOC activities;
- Determine what sections are needed, assign section chiefs as appropriate and ensure they are staffing their sections as required:
 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. Information
 2. Liaison
 3. Risk Management/Legal
- Call out additional town staff to provide assistance, as required;
- Ensure that operational periods are established and that initial EOC response priorities and objectives are decided and communicated to all involved parties;
- Document all decisions/approvals.

Risk Management/Legal

Town of Newmarket Commissioners and the Director, Legislative Services serve as Risk Management/Legal support to the Command Section. The Risk Management/Legal support function has the following responsibilities:

Town Commissioners

- Ensure that good risk management practices are applied throughout the response organization;
- Protect the interests of all EOC members, agencies and organizations by ensuring due diligence in information collection, decision-making, and implementation;
- Monitor situations for risk exposures and ascertain probabilities and potential consequences of future events;
- Provide advice on safety issues. Risk management has the authority to halt or modify any and all unsafe operations within or outside the scope of the EOC. While Risk Management has the responsibility for safety, it is recommended that a safety specialist be appointed who is familiar with all aspects of safety and relevant legislation.

Director, Legislative Services

Provides legal advice to the MCEG on matters, as it applies to the actions of the Town in its response to the emergency, as requested;

- Provides advice to the Mayor and MCEG with respect to interpretation of legislation governing the control of response to an emergency.

Liaison

The Community Emergency Management Coordinator (CEMC), or alternate, serves as the Liaison support function of the Command Section. In this position the CEMC acts as the primary contact for Assisting or Supporting Organizations and has the following responsibilities:

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

Emergency Information Officer

The Director, Corporate Communications acts as the Information Officer. As a support function to the Command Section, the Information Officer has the following responsibilities:

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

A detailed Emergency Information Plan is included in **Annex D**.

Citizen Inquiry Supervisor

The Manager of Customer Service is the Citizen Inquiry Supervisor. This emergency position is part of the Information function which supports the Command Section.

The Citizen Inquiry Supervisor has the following responsibilities:

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

Operations Section

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

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

- Fire Chief, or alternate
- Director, Public Works Services, Town of Newmarket
- Utility Representative – Newmarket-Tay Power Distribution Ltd.
- Chief, York Regional Police, or alternate
- Chief/General Manager, York Region Paramedic Services, or alternate
- Medical Officer of Health (MOH) or Associate MOH
- Commissioner of Community and Health Services, York Region, or designate

Fire Chief

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

- If assigned by the EOC 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 EOC;
- Activate the emergency notification system through the Emergency Notification Procedures (refer to Annex A);
- Provide the MCEG with information and advice on firefighting and rescue matters;
- Depending on the nature of the emergency, assign the Site Manager and inform the MCEG;
- Establish an ongoing communications link with the senior fire official at the scene of the emergency;
- Inform the Mutual Aid Fire Coordinator and/or initiating mutual aid arrangements for the provision of additional firefighters and equipment, if needed;
- Determine if additional or special equipment is needed and recommend possible sources of supply, e.g., breathing apparatus, protective clothing; etc.;
- Provide assistance to other community departments and agencies and being prepared to take charge of or contribute to non-fire fighting operations if necessary, e.g., rescue, first aid, casualty collection, evacuation;
- Provide advice and clarifications about the implementation details of the Emergency Response Plan.

Director, Public Works Services

As a member of the Operations Section, the Director, Public Works Services has the following responsibilities:

- If assigned by the EOC 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 EOC;
- Provide the MCEG with information and advice on engineering and public works matters;
- Depending on the nature of the emergency, assign the Site Manager and inform the MCEG;
- Establish an ongoing communications link with the senior public works official at the scene of the emergency;
- Ensure liaison with the public works representative from the neighbouring community(ies) and the Regional Municipality of York to ensure a coordinated response;
- Ensure provision of engineering assistance;
- Ensure construction, maintenance and repair of town roads;
- Ensure the maintenance of sanitary sewage and water systems;
- Provide equipment for emergency pumping operations;
- Ensure liaison with the Fire Chief concerning emergency water supplies for firefighting purposes;
- Provide emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health;
- Discontinue any public works service to any resident, as required, and restoring these services when appropriate;
- Ensure liaison with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions;
- Provide public works vehicles and equipment as required by any other emergency services;
- Ensure liaison with the conservation authority regarding flood control, conservation and environmental matters and being prepared to take preventative action.

Chief, York Regional Police

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

- If assigned by the EOC 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 EOC;
- Notify necessary emergency and community services, as required;
- Establish a site command post with communications to the EOC;
- Depending on the nature of the emergency, assign the Site Manager and inform the MCEG;
- Establish an ongoing communications link with the senior police official at the scene of the emergency;
- Establish the inner perimeter within the emergency area;
- Establish the outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to all but essential emergency personnel;
- Provide traffic control staff to facilitate the movement of emergency vehicles;
- Alert persons endangered by the emergency and coordinating evacuation procedures;
- Ensure liaison with the Social Services Officer regarding the establishment, security and operation of evacuation and reception centres;
- Ensure the protection of life and property and the provision of law and order;
- Provide police service in the EOC, evacuee centres, morgues, and other facilities, as required;
- Notify the coroner of fatalities;
- Ensure liaison with other community, provincial and federal police agencies, as required.

Chief/General Manager, York Region Paramedic Services

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

- If assigned by the EOC 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 EOC;
- Ensure emergency medical services at the emergency site;
- Depending on the nature of the emergency, assign the Site Manager and inform the MCEG;
- Establish an ongoing communications link with the senior EMS official at the scene of the emergency;
- Obtain EMS from other Regions for support, if required;
- Ensure triage at the site;
- Advise the MCEG if other means of transportation is required for large scale response;
- Ensure liaison with the receiving hospitals;
- Ensure liaison with the Medical Officer of Health, as required.

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

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

- If assigned by the EOC 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 EOC;
- Act as a coordinating link for all emergency health services at the MCEG;
- Ensure liaison with the Ontario Ministry of Health and Long Term Care, Public Health Branch;
- Depending on the nature of the emergency, assign the Site Manager and inform the MCEG;
- Establish an ongoing communications link with the senior health official at the scene of the emergency;
- Ensure liaison with the ambulance service representatives;
- Provide advice on any matters, which may adversely affect public health;
- Provide authoritative instructions on health and safety matters to the public through the Emergency Information Coordinator;
- Coordinate the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health and Long Term Care policies;
- Ensure coordination of all efforts to prevent and control the spread of disease during an emergency;
- Notify the Public Works Representative regarding the need for potable water supplies and sanitation facilities;
- Ensure liaison with Community and Health Services on areas of mutual concern regarding health services in evacuee centres.

York Region Commissioner of Community and Health Services

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

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

Utility Representative – Newmarket-Tay Power Distribution Ltd.

As a member of the Operations Section, the Utility Representative – Newmarket-Tay Power Distribution Ltd. has the following responsibilities:

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

Planning Section

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

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

- Director, Planning & Building Services
- Chief Building Official
- Director, Legislative Services
- Economic Development Officer
- Director, Engineering Services
- Library CEO

Director, Planning & Building Services

The Director, Planning & Building Services is the Planning Section Chief. The Planning Section Chief has the following responsibilities:

- Ensure 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 EOC Action Plan and facilitate Action Planning process
 - Conduct Advance Planning activities and report
 - Document and maintain files on all EOC activities
- Address any action items that may result from the activation of the Emergency Response Plan and keep MCEG informed of implementation needs;
- Provide accurate up to date mapping for the Municipality and surrounding area, in consultation with GIS staff;
- Establish the appropriate level of organization for the Planning Section;
- Exercise overall responsibility for the coordination of activities within the section;
- Keeps the EOC Director informed of significant issues affecting the Planning Section;
- In coordination with the Municipal Emergency Control Group, ensures that Status Reports are completed and utilized as a basis for EOC Situation Reports and EOC Action Plans;
- Provide staff to assist the Public Information Officer.

Chief Building Official

As a member of the Planning Section, the Chief Building Official has the following responsibilities:

- Provide the Municipal Emergency Control Group with information and advice on building conditions matters;
- Provide property data as required by the Municipal Emergency Control Group (MECG);
- Provide general planning assistance to the MECG;
- Make recommendations on the demolition of unsafe structures.

Director, Legislative Services

As a member of the Planning Section, the Director, Legislative Services has the following responsibilities:

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

Economic Development Officer

As a member of the Planning Section, the Economic Development Officer has the following responsibilities:

- Assist with planning for post-disaster recovery;
- Assist with other planning issues, as needed;
- Other duties as required.

Director, Engineering Services

As a member of the Planning Section, the Director, Engineering Services has the following responsibilities:

- Provide the MCEG with advice on engineering matters;
- Assist with other planning issues, as needed;
- Other duties as required.

Library CEO

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

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

Logistics Section

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

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

- Director, Recreation & Culture Services
- Director, Human Resources
- Director, Information Technology
- Director, Strategic Initiatives
- Manager of Procurement Services

Director, Recreation & Culture Services

The Director, Recreation & Culture Services is the Logistics Section Chief. The Logistics Section Chief has the following responsibilities:

- Ensuring the Emergency Operations Centre facilities and equipment are operational and supervising the support roles of the Procurement Manager, Telecommunications/IT Director and Customer Service Manager;
- Address any action items that may result from the activation of the Emergency Response Plan and keep MCEG informed of implementation needs;
- Coordinating the acquisition, distribution and scheduling of various modes of transport (i.e. public transit, school buses, trains, boats, and trucks) for the purpose of transporting persons and/or supplies, as required, by members of the MCEG and the support and advisory staff;
- Coordinating the use of municipal facilities in consultation with York Region Commissioner of Community and Health Services;
- Track Resources.

Director, Human Resources

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

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

Director, Information Technology

As a member of the Logistics Section, the Director, Information Technology has the following responsibilities:

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

Manager of Procurement Services

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

- Provide and secure equipment and supplies not owned by the Town of Newmarket;
- Ensure liaison with Finance/Administration Section in order to assist with maintaining accurate records of expenses;
- Ensure liaison with purchasing agents of the neighbouring communities and the Regional Municipality of York, if necessary;
- Maintain and update a list of all vendors (including 24-hour contact numbers) who may be required to provide supplies and equipment.

Director, Strategic Initiatives

As a member of the Logistics Section, the Director, Strategic Initiatives has the following responsibilities:

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

Finance/Administration Section

The Director, Financial Services (Treasurer) is the Chief of the Finance/Administration Section. This section performs administrative, financial and staffing duties specific to the emergency, including keeping track of incident-related costs. Additional responsibilities are as follows:

- Provide information and advice on financial matters as they relate to the emergency;
- Address any action items that may result from the activation of the Emergency Response Plan and keep MEGC informed of implementation needs;
- Activate units within Finance Section, as required;
- In consultation with the EOC Director, confirm adequacy of expenditure limits as identified in the Purchasing Policy;
- Ensure there is a continuum of payroll process for all employees;
- Ensure liaison, if necessary, with the Treasurers/Directors of Finance of neighbouring communities and the Regional Municipality of York;
- Ensure that records of expenses are maintained for future claim purposes;
- Ensure the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency;
- Ensure all requirements under the Ontario Disaster Relief Assistance Program are met by the Town and submitted to the Minister of Ontario Municipal Affairs and Housing within 14 working days of the onset of the disaster.

Relationships between Sections and Various Agencies

Relationship between Municipal Emergency Control Group (MECG) and Emergency Site Manager (ESM)

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

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

Relationship between Emergency Site Manager (ESM), and command and control structures of emergency responders

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

Relationship between the Town of Newmarket and the Regional Municipality of York

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

Risk analyses and critical infrastructure assessments have been jointly completed by the Region and the Town as well as the surrounding area municipalities.

It is recognized that in the event of a large scale emergency involving several or all of the nine area municipalities, that the ability of the Region to provide staff to all nine EOCs and the Regional EOC may become strained, in which case the local area municipality may receive assistance from those agencies by communications link, rather than a direct presence in the local EOC.

PART 7: EMERGENCY TELECOMMUNICATIONS PLAN

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

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

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

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

Should the Town of Newmarket lose all telephone communications, pre-arranged communications could be obtained through the local Amateur Radio Emergency Services network. Refer to the Confidential Emergency Contact List for contact information.

PART 8: DISTRIBUTION LIST

Copy Number	Location	Issued dd/mm/yy
1	Mayor	
2	Regional Councillor	
3-9	Councillors	
10	Chief Administrative Officer	
11	Fire Dispatch	
12	Fire Chief	
13	Regional Police	
14	General Manager, EMS	
15	Director, Public Works Services	
16	Director, Planning & Building Services	
17	Director, Financial Services	
18	Commissioner, Development & Infrastructure Services (Position Vacant)	
19	Commissioner, Corporate Services	
20	Director, Legal Services	
21	CEO, Library	
22	Commissioner, Community Services	
23	Director, Legislative Services	
24	Director, Recreation & Culture	
25	Chief Building Official	
26	Economic Development Officer	
27	Director, Engineering Services	
28	Manager of Procurement Services	
29	Manager of Customer Service	
30	Director, Human Resources	
31	Director, Corporate Communications	
32	Director, Information Technology	
33	Director, Strategic Initiatives	
34	President – Newmarket-Tay Power	
35-42	Regional Municipality of York	
43	Southlake Regional Healthcare Centre	
44	Canadian Red Cross	
45	York Region District School Board	
46	York Catholic District School Board	
47	Canadian Red Cross, York Region Branch	
48-49	Emergency Management Ontario	
50-52	CEMC Alternates	

PART 9: UPDATES AND AMENDMENTS

[illegible]

APPENDIX 1: ANIMAL CARE EMERGENCY RESPONSE PLAN

Preparedness

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

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

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

Response and Recovery

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

1. Assist with search, rescue and transportation of animals to the shelter.
2. Assist with receiving and caring for animals.
3. Register, tag and establish accurate records of all animals.
4. Maintain effective communication with local Emergency Operations Centre and field personnel.
5. Assist with provision of food, water and waste disposal for animals.
6. Provide support to other affected shelters, if required.
7. Provide support to companion or service animals in evacuation contexts. A person with a disability accompanied by a guide dog or other service animal will be permitted into any facility unless the animal is otherwise excluded by law.
8. During recovery phase reunite animals with owners.

General Resources

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

1. Local animal care facilities, including veterinary clinics, boarding kennels and grooming establishments.
2. Local pet food and equipment suppliers.
3. Local hotels and motels that will accommodate pets.
4. Sources for emergency transportation of animals and supplies.
5. Large facilities that might be converted for temporary use for people with animals (for example fairgrounds, Municipal Operations Centre).

Support Organizations

The following support organizations may be useful:

1. Veterinarians
2. Provincial Veterinary Association
3. Licensed wildlife rehabilitators (Department of Natural Resources)
4. Local rescue organizations (for example PAWs, Noah's Wish)
5. Reptilia (www.reptilia.org)
6. Region of York Community and Health Services

Contact Information

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

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

Reptilia
2501 Rutherford Road
Vaughan, On L4K 2N6
(905) 761-6223

Ontario Veterinary Medical Association
420 Bronte Street South, Suite 205
Milton ON L9T 0H9
(905) 875-0756 / 1-800-670-1702
Fax: (905) 875-0958 / 1-877-482-5941

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