

THE CORPORATION OF THE TOWNSHIP OF NORWICH EMERGENCY RESPONSE PLAN

PART A: INTRODUCTION

Emergencies are defined as situations or impending situations 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. They affect public safety, meaning the health, welfare and property, as well as the environment and economic health of the Township of Norwich.

The population of the Township of Norwich is approximately 9,616 residents.

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

The Township of Norwich Emergency Management Committee developed this Emergency Response Plan. Every official, municipal department and agency must be prepared to carry out assigned responsibilities in an emergency. The response plan has been prepared to provide key officials, agencies and departments of the Township of Norwich 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 Township of Norwich Emergency Response Plan may be viewed at the Township Municipal Office, the Township website www.twp.norwich.on.ca and the Otterville, Norwich and Burgessville Libraries. For more information, please contact:

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PART B: AIM

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

September 13, 2005
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It enables a centralized controlled and coordinated response to emergencies in the Township of Norwich, and meets the legislated requirements of the *Emergency Management and Civil Protection Act*.

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

PART C: AUTHORITY

The *Emergency Management and Civil Protection Act* is the legal authority for this emergency response plan in Ontario.

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

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

“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 health, safety and welfare of the inhabitants of the emergency area.” [Section 4 (1)]

As enabled by the *Emergency Management and Civil Protection Act*, this emergency response plan and its' element have been:

Issued under the authority of *Township of Norwich By-law #66-2004*; and filed with Emergency Management Ontario, Ministry of Community Safety and Correctional Services.

a) Definition of an Emergency

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

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

The Emergency Operations Centre (EOC) can be activated for any emergency for purposes of managing an emergency, by maintaining services to the community and supporting the emergency site.

b) Action Prior to Declaration

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

PART D: EMERGENCY NOTIFICATION PROCEDURES

Upon receipt of a warning of a real or potential emergency, the responding department will immediately contact the Oxford Community Police at (519) 537-2323 or (519) 863-2641, to request that the notification system be activated.

Upon receipt of the warning, the Oxford Community Police (519) 537-2323 or (519) 863-2641 will notify all members of the Community Control Group (CCG).

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

Where a threat of an impending emergency exists, the CCG will be notified and placed on standby.

This plan may also be activated in accordance with the Health of Animals Act by the Canadian Food Inspection Agency (Federal) or in accordance with the Ontario Foreign Animal Disease Plan by the Ministry of Agriculture and Food (Provincial). The direction from these agencies will most likely be directed through Emergency Measures Ontario.

a) Requests for Assistance

Assistance may be requested from the county at any time by contacting the County Warden. The request shall not be deemed to be a request that the county 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 **Schedule A**.

b) Declared Community Emergency

The Mayor of the Township of Norwich, as the Head of Council, is responsible for declaring an emergency. This decision is usually made in consultation with other members of the Community Control Group.

Upon declaring an emergency, the Mayor will notify:

- Emergency Management Ontario, Ministry of Community Safety and Correctional Services;
- Township Council;

- County Warden, as appropriate;
- 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
- Township Council; or
- Premier of Ontario.

When terminating an emergency, the Mayor will notify:

- Emergency Management Ontario, Ministry of Community Safety and Correctional Services;
- Township Council;
- County Warden, as appropriate;
- Public;
- Neighbouring community officials, as required;
- Local Member of the Provincial Parliament (MPP);
- Local Member of Parliament (MP).

PART E: EMERGENCY COMMUNITY CONTROL GROUP

a) Emergency Operations Centre (EOC)

The Community Control Group will report to the Emergency Operations Centre (EOC) located at the Township of Norwich Municipal Office, 210 Main Street East, Otterville. In the event this operation centre cannot be used, then the alternate location will be the Norwich Arena and Community Centre at 53 1/2 Stover Street South, Norwich.

b) Community Control Group (CCG)

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

The Community Control Group consists of the following officials:

- Mayor of the Township of Norwich, or alternate;
- Clerk-Administrator, or alternate;
- Police Chief, or his designate (Oxford Community Police Service);
- Fire Chief, or alternate;
- Public Works Superintendent, or alternate;
- Emergency Information Officer, or alternate;

- Additional personnel called or added to the Community Control Group may include:
 - Emergency Management Ontario Representative;
 - Treasurer, or alternate;
 - Health Services Representative;
 - County Social Services Representative;
 - Emergency Medical Services Representative;
 - Erie Thames Power or Hydro One Representative;
 - Detachment Commander, or his designate (Ontario Provincial Police);
 - Upper Thames Conservation Authority, Grand River Conservation Authority or Long Point 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 Community Control Group.

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

c) Operating Cycle

Members of the Community Control Group will gather at regular intervals to inform each other of actions taken and problems encountered. The Clerk-Administrator will establish the frequency of meetings and agenda items. Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities. The Deputy Clerk will maintain status boards and maps, which will be prominently displayed and kept to date.

d) Community Control Group Responsibilities

The members of the Community Control Group (CCG) are likely to be responsible for the following actions or decisions:

- Calling out and mobilizing their emergency service, agency and equipment;
- Coordinating and directing their service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
- Determining if the location and composition of the CCG are appropriate;
- Advising the Mayor as to whether the declaration of an emergency is recommended;
- Advising the Mayor on the need to designate all or part of the township as an emergency area;

- Ensuring that an Emergency Site Manager (ESM) is appointed;
- Ensuring support to the ESM by offering equipment, staff and resources, required;
- Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger;
- Discontinuing utilities 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 Officer 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;
- Addressing the emotional needs of the citizens impacted by the event and ensuring that Critical Incident Stress Management is available for all responders;
- Authorizing expenditure of monies, as required to deal 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 Clerk-Administrator within one week of the termination of the emergency, as required;
- Participating in the debriefing following the emergency.

PART F: EMERGENCY RESPONSE SYSTEM

a) The Individual Responsibilities of the Community Control Group:

1. Mayor

The Mayor is responsible for:

- Activating the emergency notification system through the Police Dispatch ;
- Providing overall leadership in responding to an emergency;
- Declaring an emergency within the designated area;

- Declaring that the emergency has terminated (Note: Council may also terminate the emergency);
- Notifying the Emergency Management Ontario, Ministry of Community Safety and Correctional Services of the declaration of the emergency, and termination of the emergency;
- Ensuring the members of council are advised of the declaration and termination of an emergency, and are kept informed of the emergency situation.

2. Clerk-Administrator

The Clerk-Administrator for the Township of Norwich is responsible for:

- Activating the emergency notification system through the Police Dispatch;
- Ensuring liaison with the Police regarding security arrangements for the Emergency Operations Centre;
- As the Operations Officer, coordinating all operations within the Emergency Operations Centre, including the scheduling of regular meetings;
- Advising the Mayor on policies and procedures, as appropriate;
- Approving, in conjunction with the Mayor, major announcements and media releases prepared by the Emergency Information Officer, in consultation with the CCG;
- Ensuring that a communication link is established between the Community Control Group and the Emergency Site Manager;
- Calling out additional town staff to provide assistance, as required.

3. Police

The Chief of Police is responsible for:

- Activating the emergency notification system through the Police Dispatch;
- Notifying necessary emergency and community services, as required;
- Establishing a site command post with communications to the Emergency Operations Centre;
- Depending on the nature of the emergency, assign the Site Manager and inform the Community Control Group;
- Establishing an ongoing communications link with the senior police official at the scene of the emergency;
- Establishing the inner perimeter within the emergency area;
- Establishing 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;

- Providing traffic control staff to facilitate the movement of emergency vehicles;
- Alerting persons endangered by the emergency and coordinating evacuation procedures;
- Opening of evacuee centres in collaboration with the Social Services Representative;
- Ensuring liaison with the Social Services Officer regarding the establishment and operation of evacuation and reception centres;
- Ensuring the protection of life and property and the provision of law and order;
- Providing police service in the Emergency Operations Centre, evacuee centres, morgues, and other facilities, as required;
- Notifying the coroner of fatalities;
- Ensuring liaison with other community, police agencies, as required;
- Providing an Emergency Site Manager, if required.

4. Fire Chief

The Fire Chief is responsible for:

- Activating the emergency notification system through the Police Dispatch;
- Providing the Community Control Group with information and advice on firefighting and rescue matters;
- Depending on the nature of the emergency, assigning the Site Manager and informing the CCG;
- Establishing an ongoing communications link with the senior fire official at the scene of the emergency;
- Informing the Mutual Aid Fire Coordinators and/or initiating mutual aid arrangements for the provision of additional firefighters and equipment, if needed;
- Determining if additional or special equipment is needed and recommending possible sources of supply, e.g., breathing apparatus, protective clothing;
- Providing assistance to other community departments and agencies and being prepared to take charge of or contribute to non-fire fighting operations if necessary, e.g., rescue, first aid, casualty collection, evacuation;
- Providing an Emergency Site Manager, if required.

5. Public Works Superintendent

The Public Works Superintendent is responsible for:

- Activating the emergency notification system through the Police Dispatch;

- Providing the Community Control Group with information and advice on public works matters;
- Depending on the nature of the emergency, assigning the Site Manager and informing the CCG;
- Establishing an ongoing communications link with the senior public works official at the scene of the emergency;
- Ensuring liaison with the public works representative from the neighbouring community(s) to ensure a coordinated response;
- Ensuring construction, maintenance and repair of township roads;
- Ensuring the maintenance of sanitary sewage and water systems;
- Providing equipment for emergency pumping operations.
- Ensuring liaison with the Fire Chief concerning emergency water supplies for fire fighting purposes;
- Discontinuing any public works service to any resident, as required, and restoring these services when appropriate;
- Ensuring liaison with public utilities to disconnect any service representing hazard and/or to arrange for the provision of alternate services or functions;
- Providing public works vehicles and equipment as required by any other emergency services;
- Ensuring liaison with the conservation authority regarding flood control, conservation and environmental matters and being prepared to take preventative action;
- Providing emergency potable water, supplies and sanitation facilities to the requirements of Public Health Officials;
- Designing and supplying the Emergency Operations Centre with specialty maps of the community in relation to hazards, evacuations, routes, evacuation centres and critical infrastructure etc.;
- Coordinate all requests for transportation and determine the availability and response time of buses for evacuation purposes;
- Re-establish essential municipal services at the end of the emergency period.

6. Health Services Member

Upon learning of an emergency, the Health Services member, assisted, if necessary, by a Social Services Representative provided by the County, will assume responsibility in an emergency to:

- Provide advice on Health and Social Services matters to the Mayor and the Community control Group;
- The conduct of those duties listed in **Schedule 6** to support any evacuation;

- Arrange with the Canadian Red Cross for an inquiry system to be set up as identified in **Schedule 6** to deal with inquiries from concerned relatives both within and outside the community, when such a service is deemed advisable by the CCG;
- Contact and provide direction to volunteer groups able to assist in welfare functions, when so directed by the CCG;
- Notify senior levels of Health Care about health matters in the emergency, while advising the Mayor of such notification; and
- Liaise with the Township Public Works Superintendent to arrange for transportation requirements.

7. Community Emergency Management Coordinator/Alternate
The Community Emergency Management Coordinator (CEMC) is responsible for:

- Activating and arranging the Emergency Operations Centre;
- Ensuring that security is in place for the EOC and registration of Community Control Group members;
- Ensuring that all members of the CCG have necessary plans, resources, supplies, maps, and equipment;
- Providing advice and clarifications about the implementation details of the Emergency Response Plan;
- Supervising the Telecommunications Coordinator;
- Ensuring liaison with community support agencies (e.g. St. John Ambulance, Canadian Red Cross);
- Ensuring that the operating cycle is met by the CCG and related documentation is maintained and kept for future reference;
- Addressing any action items that may result from the activation of the Emergency Response Plan and keeping the CCG informed of implementation needs;
- Maintaining the records and logs for the purpose of debriefings and post-emergency reporting that will be prepared.

b) Support and Advisory Staff

The following staff maybe required to provide support, logistics and advice to the Community Control Group:

1. Deputy Clerk

The Deputy Clerk is responsible for:

- Assisting the Clerk-Administrator, as required;
- Ensuring all important decisions made and actions taken by the CCG are recorded;
- Ensuring that maps and status boards are kept up to date;
- Providing a process for registering CCG members and maintaining a CCG member list;
- Notifying the required support and advisory staff of the emergency, and the location of the Emergency Operations Centre;

- Initiating the opening, operation and staffing of switchboard at the community offices, as the situation dictates, and ensuring operators are informed of CCG members' telephone numbers in the Emergency Operations Centre;
- Assuming the responsibilities of the Citizen Inquiry Supervisor;
- Arranging for printing of material, as required;
- Coordinating the provision of clerical staff to assist in the Emergency Operations Centre, as required;
- Upon direction by the Mayor, ensuring that all Council are advised of the declaration and subsequent termination of the emergency;
- Upon direction by the Mayor, arranging special meetings of Council, as required, and advising members of Council of the time, date, and location of the meetings;
- Procuring staff to assist, as required.

2. Treasurer

The Treasurer is responsible for:

- Providing information and advice on financial matters as they relate to the emergency;
- Ensuring liaison, if necessary, with the Treasurers of neighbouring communities;
- Ensuring that records of expenses are maintained for future claim purposes;
- Ensuring the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency.

3. Emergency Information Officer

The Township's Clerk-Administrator will act as the Emergency Information Officer during an emergency. The Emergency Information Officer is responsible for the dissemination of news and information to the media for the public. A detailed Emergency Information Plan is included in Part H.

c) Other Agencies

In an emergency, outside agencies may be required to work with the Emergency Control Group such as Emergency Management Ontario, Office of the Fire Marshal, industry, volunteer groups etc. The following is a short list and their roles.

1. Emergency Medical Services (EMS) Representative

The Emergency Medical Services Representative is responsible for:

- Ensuring emergency medical services at the emergency site;
- Depending on the nature of the emergency, assigning the Site Manager and informing the Community Control Group;
- Establishing an ongoing communications link with the senior EMS official at the scene of the emergency;
- Obtaining EMS from other municipalities for support, if required;
- Ensuring triage at the site;

- Advising the Community Control Group if other means of transportation is required for large scale response;
 - Liaising with the Ministry of Health and Long Term Care Central Ambulance Communications Centre to ensure balanced emergency coverage is available at all times throughout the community;
 - Ensuring liaison with the receiving hospitals;
 - Ensuring liaison with the Medical Officer of Health, as required.
2. Utility Representative — Erie Thames Power or Hydro One
The Utility Representative— Erie Thames Power or Hydro One is responsible for:
- Monitoring the status of power outages and customers without services
 - Providing updates on power outages, as required;
 - Ensuring liaison with the public works representative;
 - May provide assistance with accessing generators for essential services, or other temporary power measures.
3. County Board of Education and Separate School Board
The County Board of Education and the Separate School Board are responsible for:
- Providing any school (as appropriate and available) for use as an evacuation or reception centre and a representative(s) to co-ordinate the maintenance, use and operation of the facilities being utilized as evacuation or reception centres;
 - Ensuring liaison with the municipality as to protective actions to the schools (i.e., implementing school stay in place procedure and implementing the school evacuation procedure;
4. Hospital Administrator
The Hospital Administrator is responsible for:
- Implementing the hospital emergency plan;
 - 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
- d) Relationship between Community Control Group (CCG) and Emergency Site Manager (ESM):
Depending on the nature of the emergency, and once the ESM has been assigned, the CCG relationship with the ESM is to offer support with equipment, staff and other resources, as required.

The CCG will also ensure that municipal services are maintained to the rest of the community.

- e) 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 Emergency Site Manager, so as to offer a coordinated and effective response. Regular briefings will be held at the site and chaired by the Emergency Site Manager, so as to establish the manner and process by which response to the emergency will be provided.

PART G: RELATIONSHIP BETWEEN LOCAL AND COUNTY EMERGENCY PLANS

- a) Local Emergency Definition
A local emergency is an emergency, which exists within the boundaries of one municipality or between adjacent municipalities that can be handled appropriately by the municipal authorities.
- b) Highlights of the County Plan
1. There are eight Area Municipalities within the County of Oxford. Each municipality has the responsibility to make provision for the extraordinary arrangements and measures that may have to be taken to safeguard property and the health, safety and welfare of the residents of the Municipality when faced with a local emergency. This responsibility will be met by the development and maintenance of Municipal Emergency Plans.
 2. The initial response to a disaster or emergency in the County of Oxford will be the responsibility of the Municipality(s) directly affected. The Municipality will continue to be responsible for the conduct of the emergency operations unless:
 - The emergency is not a local emergency and the County Emergency Control Group assumes control of the emergency site operations; or
 - The Mayor of the Municipality requests that the County assume responsibility for the emergency site operations.
 3. The County Emergency Plan is designed to meet the following contingencies:
 - Provide guidelines for the provision of support to a Municipality without assembling the County Emergency Control Group;
 - Provide for the assembly of the County Emergency Control Group to respond to local emergencies to:
 - i) Support the Municipality in the conduct of their emergency operations; or
 - ii) On the request of the Mayor of the Municipality, assume control of the emergency site operations; and

- Make provisions for the extraordinary arrangements and measures that may have to be taken to safeguard property and the health, safety and welfare of the residents of the County when faced with an emergency that is not local in nature.
4. The Mayor of the affected Municipality may request assistance from the County of Oxford by contacting the Warden. Assistance may then be provided without formally assembling the County Emergency Control Group.
 5. When the resources of an Area Municipality become extended, resulting in the inability to effectively control or support the emergency, the Mayor will request that a member of the County Emergency Control Group activate the County Emergency Alerting System in the County of Oxford Emergency Plan. The request to assemble the County Emergency Control Group will clearly indicate whether the County is being asked to assume control of the emergency or to provide support to the Municipality. The alerting of the County Emergency Control Group will be the responsibility of Oxford Community Police Service.
 6. The County Emergency Alerting System will be activated under the following conditions:
 - The Mayor of the affected Area Municipality may request of the County Warden that the County of Oxford Emergency Plan be activated;
 - When an emergency cannot be defined as a local emergency, the County of Oxford Emergency Plan shall be implemented;
 - When the County of Oxford facilities are threatened, the County of Oxford Emergency Plan may be activated;
 - At the discretion of the County Warden, when an extraordinary demand is placed on County resources as to place a strain on these resources; and
 - When a widespread far-reaching accident is encountered such as an epidemic, an environmental accident or a falling satellite.
 7. The Mayor(s) of the affected Area Municipality(s) will then become members or appoint a member of Council to represent the Municipality as a member of the County Emergency Control Group. All decisions made by the County Emergency Control Group with respect to the lives and property of the affected Area Municipality(s) will be made in consultation with the Mayor(s) of the affected Area Municipality(s).
 8. The Mayor of an affected Area Municipality will maintain his/her authority over the employees of the Municipality and, if considered appropriate, may continue to operate a Community Control Group to coordinate activities

such as those required to support the residents of the Municipality whose lives have been impacted by the emergency.

9 Resources within the County of Oxford may not allow for representatives from each emergency and support service or agency to take part on every Community Control Group, as well as the County Emergency Control Group. Therefore, once the County Emergency Plan is implemented, it is important to form a County Emergency Control Group (CECG) which encompasses people from both the Municipal and County levels, as overall coordination and deployment of resources required to mitigate the effect(s) of the emergency will be the responsibility of the County Emergency Control Group in accordance with the Emergency Management and Civil Protection Act, R.S.O. 1990, as amended, Chapter E9.

10. However, it should be stressed that in any emergency, or threat of an emergency, members of the County Emergency Control Group or their alternates may be called together by the appropriate aforementioned authorities, to make decisions or to be on standby, without having to declare that a County emergency exists.

PART H: EMERGENCY TELECOMMUNICATIONS PLAN

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

The Emergency Telecommunications Coordinator for the Township of Norwich is a pre designated Amateur Radio Operator. The Emergency Telecommunications Coordinator is part of the initial Emergency Notification Procedure, who will in turn; call upon his/her contacts for further communications support, as required.

The Emergency Telecommunications Office is located in the office adjacent to the Emergency Operations Centre. 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 Marshall. All messages are to be written on the Amateur Radio Message Forms and logged.

Should the Township of Norwich lose all telephone communications, pre-arranged communications could be obtained from the local taxi company and the school bus radios, which will act as relay to the Emergency Operations Centre and the emergency site.

The Telecommunications Coordinator reports to the Community Emergency Management Coordinator and is responsible for:

- Activating the emergency notification system of the local amateur radio operators group;
- Initiating the necessary action to ensure the telephone system at the community offices function as effectively as possible, as the situation dictates;

- Ensuring that the emergency communications centre is properly equipped, staffed and working, and to correct any problems which may arise;
- Maintaining 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;
- Making arrangements to acquire additional communications resources during an emergency;

PART I: EMERGENCY INFORMATION PLAN

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

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

- Emergency Information Officer;
- Community Spokesperson;
- Citizen Inquiry Supervisor.

The local Emergency Information Centre will be located at the Township of Norwich Municipal Office, 210 Main Street East, Otterville. In the event this operation centre cannot be used, then the alternate location will be the Norwich Arena and Community Centre at 53 1/2 Stover Street South, Norwich.

Depending on the nature of the emergency, it may be necessary to establish a media information area adjacent to the emergency site, as decided by the Community Control Group. This area, if established, will be staffed as determined by the Community Spokesperson.

The Citizen Inquiry Section is located at a site, as decided by the Community Control Group, under the supervision of the Social Services Representative.

a) Emergency Information Officer

The Emergency Information Officer will be the Clerk-Administrator and is responsible for:

- Establishing a communication link with the Community Spokesperson, the Citizen Inquiry Supervisor and any other media coordinator(s) (i.e. provincial, federal, private industry, etc.) involved in the incident, ensuring that all information released to the media and public is timely, full and accurate;
- Ensuring that the Emergency Information Centre is set up and staffed and a site Emergency Information Centre, is established if required;
- Ensuring liaison with the Community Control Group to obtain up-to-date information for media releases, co-ordinate individual interviews and organize press conferences;

- Ensuring that the following are advised of the telephone number of the media centre:
 - Media;
 - Community Control Group;
 - Switchboard (Township and Emergency Services);
 - Community Spokesperson;
 - Police Public Relations Officer;
 - Neighbouring Communities;
 - Citizen Inquiry Supervisor;
 - Any other appropriate persons, agencies or businesses;
- Providing 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;
- Ensuring that the media releases are approved by the Clerk-Administrator (i.e. consultation with the Mayor) prior to dissemination, and distributing hard copies of the media release to the Emergency Information Centre. The Community Control Group, Citizen Inquiry Supervisor and other key persons handling inquiries from the media;
- Monitoring news coverage, and correcting any erroneous information;
- Maintaining copies of media releases and newspaper articles pertaining to the emergency.

b) Community Spokesperson

The community spokesperson will be appointed by the Community Control Group and is responsible for:

- Giving interviews on behalf of the Council of the Township of Norwich;
- Establishing a communication link and regular liaison with the Emergency Information Officer at the Emergency Operations Centre;
- Redirecting all inquiries about decisions made by the Community Control Group and about the emergency as a whole, to the Emergency Information Officer;
- Coordinating media photograph sessions at the scene when necessary and appropriate;
- Coordinating on-scene interviews between the emergency services personnel and the media.

c) Citizen Inquiry Supervisor

The Citizen Inquiry Supervisor is responsible for:

- Establishing a Citizen Inquiry Service, including the appointment of personnel and designation of telephone lines;
- Informing the Emergency Information Officer of the establishment of the Citizen Inquiry Service and designated telephone number(s);
- Informing the affected emergency services, the Community Control Group and Township switchboards of the establishment of the Citizen Inquiry Service and designated telephone numbers;

- Ensuring liaison with the Emergency Information Officer to obtain current information on the emergency;
- Responding to, and re-directing inquiries and reports from the public based upon information from the Emergency Information Officer. (Such information may be related to school closings, access routes or the location of evacuee centres.);
- Responding to and redirecting inquiries pertaining to the investigation of the emergency, deaths, or injuries on matters of personnel involved with or affected by the emergency to the appropriate emergency service;
- Responding to and redirecting inquiries pertaining to persons who may be located in evacuation and reception centres, to the registration and inquiry telephone number(s);
- Procuring staff to assist, as required.

PART J: ABBREVIATIONS

C.E.C.G.	County Emergency Control Group
C.E.M.C.	Community Emergency Management Coordinator
E.A.S.	Emergency Alerting System
C.C.G.	Community Control Group
E.I.O.	Emergency Information Centre
E.M.A.	Emergency Management Act
E.O.C.	Emergency Operations Centre
E.S.M.	Emergency Site Manager
L.E.I.C.	Local Emergency Information Centre
E.M.S.	Emergency Medical Services
C.I.S.M.	Critical Incident Stress Management
V.A.S.O.C.	Victim Assistance Services Oxford County

PART K: DEFINITIONS AND TERMS

Emergency Site

The location of the emergency, together with an inner and outer perimeter within which emergency response activities are conducted.

In a wide-spread emergency such as a tornado, there may be more than one site, each with an Emergency Site Manager (E.S.M.)

Emergency Site Manager (E.S.M.)

The individual appointed by the Emergency Control Group to manage the operations at the site of an emergency. The E.S.M. will assume control of the overall emergency site and is responsible for all its operations.

The selection will depend on the type of emergency encountered. For example, in a fire or spill related emergency, this role may be performed by a fire official, while in a mass casualty emergency such as a plane crash, it may be a police responsibility to assume the role of lead agency.

Lead Agency

The agency from which the Emergency Site Manager is selected by the C.C.G.

On Site Media Information Centre

A designated site established by the E.S.M., which the media may enter with the On Site Information Officer when authorized by the E.S.M.

Local Emergency Information Centre (L.E.I.C.)

A designated area where the media may go to obtain information and updates on the status of the emergency.

Community Emergency Management Coordinator (C.E.M.C.)

Individual required by the Emergency Management Act and appointed by Council and is responsible for the development, implementation and maintenance of the community's emergency management program.

PART L: DISTRIBUTION LIST

**TOWNSHIP OF NORWICH – EMERGENCY RESPONSE PLAN
DISTRIBUTION LIST**

INTERNAL

Mayor

Members of Council

Clerk-Administrator, Community Emergency Management Coordinator (CEMC)

Deputy Clerk

Public Information Officer

Fire Chief and District Fire Chiefs

Police

Public Works

Treasury

Recreation

Emergency Operations Centre (EOC) (2)

EXTERNAL

County of Oxford: - Clerk-Administrator

- Community Emergency Management Coordinator (CEMC)

Neighbouring Municipalities:

- Township of Blandford-Blenheim

- Town of Tillsonburg

- Township of Southwest Oxford

- City of Woodstock

- Brant County

- Norfolk County

School Boards:

- Thames Valley District School Board

- London District Catholic School Board

Hospital

- Woodstock General

- Tillsonburg Memorial

Canadian Red Cross

Emergency Management Ontario

County of Oxford Public Library Services

- Otterville Branch

- Norwich Branch

- Burgessville Branch

Oxford Community Police

Ontario Provincial Police

September 13, 2005

January 9, 2007

PART M: UPDATES AND AMENDMENTS

Amendment No.	Description	Date Amended	Date Amended
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1

September 13, 2005

Index

PART D: Change Emergency Notification procedures – Page “2” to Page “3”

PART F, a) 4.: Change Fire Chief – Page “7” to Page “8”

PART F, c) 2.: Add ‘or Hydro One’ after Erie Thames Power

PART F, c) 3.: Change County Board of Education and Separate School Board – Page “11” to Page “12”

PART F, c) 4.: Add “Administrator” after “Hospital”

PART G, b): Change Highlights of County Plan – Page “12” to Page “13”

PART H: Change Emergency Telecommunications Plan – Page “14” to Page “15”

PART I, b): Change Community Spokesperson – Page “16” to Page “17”

Page 1

Part A, 5th paragraph, 4th line – delete “Oxford Centre”

Page 5

PART E, b), 2nd paragraph, 16th line – add “or alternate” after Treasurer

PART E, b), 2nd paragraph, 17th line – change “Member” to “Representative”

PART E, b) 2nd paragraph, 18th line – change “Social Services Representative

County” to “County Social Services Representative”

PART E, b), 2nd paragraph, 19th line – add “Representative” after emergency Medical Services

PART E, b), 2nd paragraph, 20th line – add “Representative” after One

Page 6

PART F a) 1. The Mayor is responsible for: - add bullet point as follows:
“Activating the Emergency Notification system through the Police Dispatch”

Page 7

PART F, a) 3.: The Chief of Police is responsible for - add bullet point as follows:

“Activating the Emergency Notification system through the Police Dispatch”

Page 8

PART F a) 4.: The Fire Chief is responsible for: - add bullet point as follows:

“Activating the Emergency Notification system through the Police Dispatch”

Page 8

PART F a) 5.: The Public Works Superintendent is responsible for: - add

bullet point as follows: “Activating the Emergency Notification system through the Police Dispatch”

Page 19

PART J – Change heading from ”Distribution List” to “Abbreviations”

Page 20

PART K – Change heading from “Updates and Amendments” to “Definitions and Terms”

Page 21

PART J – change to PART “L”

PART L, - after “-City of Woodstock” add the following Lines “- Brant County”
and “- Norfolk County”

PART L, County of Oxford Public Library Services – delete “Oxford Centre Branch”

PART L – after Oxford Community Police ad the following line:
“Ontario Provincial Police

2

January 9, 2007

Foreward

2nd paragraph: Change “The Emergency Management Act” to “The Emergency Management and Civil Protection Act”

Index

PART C, b): Change Action Prior to Declaration – Page “2” to Page “3”

PART D: Change Emergency Notification Procedures – Page “2” to Page “3”

PART F, a) 2.: Change Clerk-Administrator – Page “6” to Page “7”

PART F, a) 7.: Change Community Emergency Management Coordinator/Alternative – Page “9” to Page “10”

PART F, b) 2.: Change Treasurer – Page “10” to Page “11”

PART F, c) 2.: Change Utility Representative-Erie Thames Power or Hydro One – Page “11” to Page “12”

PART F, e): Change Relationship between Emergency Site Manager (ESM) & Command & Control Structures of Emergency Responders – Page “12” to Page “13”

PART G: Change Relationship Between Local & County Emergency Plans – Page “12” to Page “13”

PART G, a): Change Local Emergency Definition – Page “12” to Page “13”

PART I: Change Emergency Information Plan – Page “15” to Page “16”

PART J: Change Abbreviations – Page “18” to Page “19”

PART K: Change Definitions and Terms – Page ‘19” to Page “20”

PART L: Change Distribution List – Page “20” to Page “21”

PART M: Change Updates & Amendments – Page “21” to Page “22”

Page 1

Part A, 1st paragraph – change “Emergencies are defined as situations or impending situations caused by forces of nature, accident or an intention act that constitutes a danger of major proportions to life and property” to “Emergencies are defined as situations or impending situations 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”

Part A, 2nd paragraph – change population “9,955” to “9,616”

Page 2

Part C, 1st paragraph - Change “The Emergency Management Act” to “The Emergency Management and Civil Protection Act”

Page 15

PART G, b), 9.: Change “The Emergency Plans ” to “The Emergency Management and Civil Protection Act”

Page 21

PART L – after “Fire Chief” add “and District Fire Chiefs”