



BY-LAW 2011-229

A By-law establishing an Emergency Management Program and an Emergency Plan for the Town of Markham

WHEREAS the *Emergency Management and Civil Protection Act*, R.S.O. 1990, c.E.9, as amended, requires that every municipality shall develop and implement an emergency management program consisting of an emergency plan, training programs and exercises for employees of the municipality and other persons with respect to the provision of necessary services and the procedures to be followed in emergency response and recovery activities, and public education on risks to public safety and on public preparedness for emergencies; and,

WHEREAS the *Emergency Management and Civil Protection Act*, R.S.O. 1990, c.E.9, as amended, requires 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; and

WHEREAS the *Emergency Management and Civil Protection Act*, R.S.O. 1990, c.E.9, as amended, requires that the Council of the municipality shall by by-law adopt the emergency management program and the emergency plan;

NOW THEREFORE, be it resolved:

1. That the Emergency Management Program attached hereto as "Schedule A" to this by-law, be and is hereby adopted in accordance with the provisions of the *Emergency Management and Civil Protection Act*, R.S.O. 1990, c.E.9, as amended.
2. That the Emergency Plan attached hereto as "Schedule B" to this by-law, be and is hereby adopted in accordance with the provisions of the *Emergency Management and Civil Protection Act*, R.S.O. 1990, c.E.9, as amended.
3. That By-law 2004-325 and By-law 2006-197, which adopted previous emergency management programs, are hereby repealed.

READ A FIRST, SECOND, AND THIRD TIME AND PASSED THIS
13TH DAY OF DECEMBER, 2011.



KIMBERLEY KITTERINGHAM
TOWN CLERK



FRANK SCARPITTI
MAYOR

Schedule A

Town of Markham Emergency Management Program

1.0 Background

Pursuant to subsection 2.1(1) of the *Emergency Management Civil Protection Act*, R.S.O. 1990, c.E.9 (the “**Act**”), every municipality in the province of Ontario is required to adopt an Emergency Management Program. The Act requires that such program consists of:

- i. an emergency plan (the “**Plan**”) as required by Section 3 of the Act;
- ii. training programs and exercises for employees of the municipality and other persons with respect to the provision of necessary services and the procedures to be followed in emergency response and recovery activities;
- iii. public education on risks to public safety and on public preparedness for emergencies; and
- iv. any other element required by the standards for emergency management programs established under Section 14 of the Act.

2.0 The Town of Markham’s Emergency Management Program

The Town of Markham shall develop and implement an Emergency Management Program (the “**Program**”) which consists of:

A. Emergency Management Program Co-ordinator

- i. An employee of the Town of Markham shall be designated as the Town of Markham’s Emergency Management Program Co-ordinator in accordance with Ontario Regulation 380/04 (the “**Regulation**”). For the purposes of the Program and the Plan, and in keeping with the terminology used by Emergency Management Ontario in its emergency management training programs, the Town of Markham’s Emergency Management Program Co-ordinator shall be referred to as the Community Emergency Management Co-ordinator (“**CEMC**”).
- ii. The CEMC shall undertake and complete the training that is required by the Chief, Emergency Management Ontario.
- iii. The CEMC shall assist the Emergency Preparedness Co-ordinator in the coordination, development and implementation of the Town of Markham’s Emergency Management Program.
- iv. The CEMC shall report to the Town of Markham’s Emergency Planning Committee on his or her work under paragraph (iii) above.
- v. The CEMC shall assume the role of Liaison Officer in the EOC when activated.
- vi. The CEMC shall have two alternates who will undertake and complete the training that is required by the Chief, Emergency Management Ontario. The two alternates shall be designated by the Commissioner, Community and Fire Services.

B. Emergency Preparedness Co-ordinator

- i. An employee of the Town of Markham shall be designated as the Town of Markham's Emergency Preparedness Co-ordinator ("**EPC**").
- ii. The EPC shall report to the Commissioner, Community and Fire Services and the Emergency Planning Committee.
- iii. The EPC is responsible for coordinating the development and implementation of all components of the Town of Markham's Emergency Management Program which includes:
 - Promoting and providing emergency preparedness education to employees, stakeholders and the general public.
 - Developing, conducting or coordinating emergency management training for employees and stakeholders.
 - Maintaining the Town of Markham's Emergency Plan and associated appendices.
 - Developing and conducting an emergency exercise annually, testing all or components of the Town of Markham's Emergency Plan and employees assigned to work in the Emergency Operations Centre ("**EOC**").
 - Collaborating with the CEMC to ensure that the EOC is equipped and functional when activated in the event of an emergency.
 - Consulting with Town of Markham departments regarding components of their departmental emergency plans and procedures to ensure consistency with the Town of Markham's Emergency Plan and Continuity of Operations Plan.
 - Coordinating the Town of Markham's Emergency Management Program in so far as possible with the emergency management programs of other municipalities, ministries of the Ontario government and organizations outside government that are involved in emergency management.
- iv. The EPC shall report to the Emergency Planning Committee on his or her work under paragraph (iii) above.

C. Emergency Management Program Committee

- i. An Emergency Management Program Committee shall be established by the Town of Markham in accordance with the Regulation. For the purposes of the Program and the Plan, the Town of Markham's Emergency Management Program Committee shall be referred to as the "**Emergency Planning Committee**".
- ii. The Emergency Planning Committee shall be comprised of:
 - Chief Administrative Officer,
 - Fire Chief,
 - Commissioner, Community and Fire Services,
 - Commissioner, Development Services,
 - Commissioner, Corporate Services,
 - Chief Information Technology,
 - Markham Solicitor,

- Markham Clerk,
 - Markham Treasurer,
 - Community Emergency Management Coordinator and alternates,
 - Emergency Preparedness Coordinator,
 - Director of Communications & Community Relations,
 - Director of Human Resources,
 - Director of Operations,
 - Director of Financial and Client Services,
 - Director of Asset Management,
 - Director of Recreation Services,
 - Director of Engineering
 - Director of Building Standards,
 - Manager, Contact Centre,
 - Manager, Executive Operations,
 - Council and Committee Coordinator,
 - Manager of By-law, Enforcement and Licensing
- iii. Council shall appoint the Chief Administrative Officer as the chair of the Emergency Planning Committee and the Commissioner, Community and Fire Services as alternate chair of the Emergency Planning Committee.
- iv. The Emergency Planning Committee shall advise Council on the development and implementation of the Town of Markham's Emergency Management Program.
- v. The Emergency Planning Committee shall conduct an annual review of the Town of Markham's Emergency Management Program and shall make recommendations to Council for its revision if necessary.

D. Municipal Emergency Control Group

- i. A Municipal Emergency Control Group shall be established by the Town of Markham in accordance with the Regulation. For the purposes of the Program and the Plan, the Town of Markham's Municipal Emergency Control Group shall be referred to as the **"Markham Control Group"**.
- ii. The Markham Control Group shall be comprised of holding the following positions
- Mayor,
 - Chief Administrative Officer,
 - Fire Chief,
 - Commissioner, Community and Fire Services,
 - Commissioner, Development Services,
 - Commissioner, Corporate Services,
 - Chief Information Technology,
 - Markham Solicitor,
 - Markham Clerk,
 - Markham Treasurer,
 - Community Emergency Management Coordinator,
 - Emergency Preparedness Coordinator,

- Director of Communications & Community Relations,
 - Director of Human Resources,
 - Director of Operations,
 - Director of Financial and Client Services,
 - Director of Asset Management,
 - Director of Recreation Services,
 - Manager, Contact Centre,
 - Manager, Executive Operations
- iii. The members of the Markham Control Group shall complete the annual training that is required by the Chief, Emergency Management Ontario.
 - iv. The Markham Control Group shall direct the Town of Markham's response in an emergency, including the implementation of the Town of Markham's Emergency Response Plan.
 - v. The Markham Control Group shall develop procedures to govern its responsibilities in an emergency.
 - vi. The Markham Control Group shall conduct an annual practice exercise for a simulated emergency incident in order to evaluate the Town of Markham's Emergency Response Plan and its own procedures.
 - vii. If determined necessary as a result of the evaluation under (vi) above, the Markham Control Group shall revise its procedures and shall make recommendations to Council for the revision of the Town of Markham's Emergency Response Plan.

E. An Emergency Operations Centre (“EOC”)

- i. An Emergency Operations Centre shall be established by the Town of Markham in accordance with the Regulation.
- ii. The EOC shall have appropriate technological and telecommunications systems to ensure effective communication in an emergency.

F. An Information Officer

- i. An employee of the Town of Markham shall be designated as the Town of Markham's Emergency Information Officer in accordance with the Regulation.
- ii. The Emergency Information Officer shall act as the primary media and public contact for the Town of Markham in an emergency.

G. Community Hazard and Risk Analysis and Critical Infrastructure Identification

- i. The Town of Markham shall undertake a Community Hazards and Critical Infrastructure analysis of risk.
- ii. The analysis shall include the associated likelihood and consequence of those hazards occurring.

H. Emergency Plan and Continuity of Operations Plan and Procedures

- i. The Town of Markham shall formulate an Emergency Plan (the “Plan”) which governs the provision of necessary services during an emergency and

the procedures under and the manner in which Town of Markham employees and other persons will respond to the emergency.

- ii. The Plan shall consist of an “**Emergency Response Plan**” which shall assign responsibilities to Town of Markham employees, by position, respecting implementation of the Emergency Response Plan, and set out the procedures for notifying the members of the Markham Control Group of the emergency.
- iii. The Plan shall be made available to the public for inspection and shall be available on the Town of Markham’s Web Site www.markham.ca and during ordinary business hours at the Town of Markham offices located at:
101 Town Centre Boulevard
Markham, Ontario
L3R 9W3
- iv. The Town of Markham shall also establish a Continuity of Operations Plan and Procedures (the “**COOP**”), which shall identify what services will be provided during an emergency and the procedures and manner in which employees and other persons will respond to and recover from the emergency.
- v. The Town of Markham shall designate COOP custodians in each department to collaborate with the EPC and CEMC in the development and maintenance of the COOP.
- vi. The COOP, excluding the Plan, by virtue of the information contained therein, is a confidential document that shall be developed, maintained, amended and managed by the EPC and departmental custodians.

I. Training Programs and Exercises for Employees

- i. The Town of Markham shall conduct training programs and exercises annually to ensure the readiness of Town of Markham employees and other persons, and;
- ii. Training and exercises shall be developed under the supervision of the Emergency Planning Committee.

J. Public Education on risks to Public Safety and on Public Preparedness for Emergencies;

- i. The Town of Markham shall establish Public Education and Awareness programs that notify the public of the various hazards and risks to public safety that could give rise in emergencies and;
- ii. These programs shall be developed by the EPC and the CEMC, and be implemented regularly in a manner and with those persons designated by the Emergency Planning Committee.

K. Annual review of Emergency Management Program

- i. The Program, including but not limited to the Plan and the Continuity of Operations Plan, will be reviewed annually by the Emergency Planning Committee, and where necessary, the Program will be amended to ensure that identified risks have not changed and that listed resources and services are available, training programs are current, the public education program is adequate and the risk to public safety is managed.



Schedule B:
Markham Emergency
Plan
(Version 2011-11-17)

Disclaimer

This Emergency Plan (“**Plan**”) of The Corporation of the Town of Markham (referred throughout this document as “Markham”) is intended to identify general responsibilities and procedures of Markham in the time of an emergency. It is designed as a source of reference for Markham officials and employees and no reliance should be placed on it by others.

Markham makes no warranties or representations, expressed or implied, concerning the accuracy, reliability, currency, or completeness of the information contained in this Plan. While every effort has been made to ensure the accuracy and veracity of the information contained herein, Markham shall not be responsible or liable in any way for damages arising out of the use of information from this Plan, either directly or indirectly. Markham reserves the right, in its sole discretion, to modify this Plan at any time.

This Plan is the sole property of Markham and no part of this Plan may be copied, published, disseminated, altered or used, in any form or by any means other than for individual professional or non-commercial end-use, unless written authorization is obtained from an authorized representative of Markham.

| | |
|---|-----------|
| 1. PREFACE | 11 |
| 2. INTRODUCTION | 11 |
| 3. MARKHAM'S EMERGENCY MANAGEMENT PROGRAM | 11 |
| 3.1 Aim of the Plan | 11 |
| 3.2 Authority | 12 |
| 3.3 Markham's Legislated Responsibility | 12 |
| 3.4 Conformity with Upper-tier Plan | 13 |
| 3.5 Protection from Action | 13 |
| 3.6 Municipality Not Relieved Of Liability | 13 |
| 3.7 Public Access to Plans | 13 |
| 3.8 Freedom of Information and Protection of Privacy | 13 |
| 3.9 Hazard Identification, Risk Assessment and Critical Infrastructure Identification | 14 |
| 4. INCIDENT MANAGEMENT SYSTEM (IMS) – GENERAL OVERVIEW | 14 |
| 5. ROLES AND RESPONSIBILITIES | 18 |
| 5.1 Markham Residents | 18 |
| 5.2 The Mayor | 18 |
| 5.3 Elected Officials | 19 |
| 5.4 Markham Control Group | 20 |
| 5.5 Emergency Planning Committee | 21 |
| 5.6 EOC Management Team (EMT) | 22 |
| 5.7 Markham's Community Emergency Management Coordinator (CEMC) | 23 |
| 5.8 Markham's Emergency Preparedness Coordinator | 23 |
| 5.9 Markham Departmental Responsibilities | 24 |
| 5.10 Markham Employees | 24 |

| | | |
|------------|--|-----------|
| 5.11 | Regional Municipality of York | 24 |
| 5.12 | Other Local Agencies, Services and Departments - Individual Responsibilities | 24 |
| 5.13 | Province of Ontario | 26 |
| 6. | MARKHAM EMERGENCY OPERATIONS CENTRE (EOC) AND PROCEDURES FOR ACTIVATION | 27 |
| 6.1 | Emergency Operations Centre | 27 |
| 6.2 | Markham's Emergency Alerting System | 27 |
| 6.1 | Activating Markham Emergency Operations Centre | 27 |
| 6.2 | Communication and Media Centre | 31 |
| 6.3 | Markham's Customer Service Centre | 31 |
| 7. | PROCESS OF DETERMINING, DECLARING AND TERMINATING AN EMERGENCY | 32 |
| 7.1 | Declaration of an Emergency | 32 |
| 7.2 | Terminating an Emergency | 33 |
| 7.3 | Escalation of an Emergency to Regional Plan Implementation | 33 |
| 7.4 | EOC Management Team Meeting | 33 |
| 8. | RESPONSE AND RECOVERY PLANNING | 34 |
| 8.1 | Disaster Relief Committee | 34 |
| 9. | REQUESTS FOR ASSISTANCE | 34 |
| 9.1 | General | 34 |
| 9.2 | Assistance from the Regional Municipality of York | 34 |
| 9.3 | Assistance from the Provincial Government | 35 |
| 9.4 | Assistance from the Federal Government | 35 |
| 10. | EMERGENCY PLAN MAINTENANCE AND UPDATES | 35 |
| 10.1 | Plan Maintenance and Revision | 35 |
| 10.2 | Testing of the Emergency Plan | 35 |

RECORD OF AMENDMENTS

| Version # | Date | Subject | Amended by: |
|------------------|-------------------|----------------|------------------------------|
| 1 | 2004 | All Sections | Council |
| 2 | 2006 | All Sections | Council |
| 3 | 2009 | All Sections | Emergency Planning Committee |
| 2011-11-17 | November 28, 2011 | Emergency Plan | General Committee |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

DISTRIBUTION LIST – INTERNAL

| Copy# | Department | Title | Name |
|-------|------------|-------|------|
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |
| 6 | | | |
| 7 | | | |
| 8 | | | |
| 9 | | | |
| 10 | | | |
| 11 | | | |
| 12 | | | |
| 13 | | | |
| 14 | | | |
| 15 | | | |
| 16 | | | |
| 17 | | | |
| 18 | | | |
| 19 | | | |
| 20 | | | |
| 21 | | | |
| 22 | | | |
| 23 | | | |
| 24 | | | |
| 25 | | | |
| 26 | | | |
| 27 | | | |

DISTRIBUTION LIST – EXTERNAL

| Copy# | Agency/Organization | Title | Name |
|-------|---------------------|-------|------|
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |
| 6 | | | |
| 7 | | | |
| 8 | | | |
| 9 | | | |
| 10 | | | |
| 11 | | | |
| 12 | | | |
| 13 | | | |
| 14 | | | |
| 15 | | | |
| 16 | | | |
| 17 | | | |
| 18 | | | |
| 19 | | | |
| 20 | | | |
| 21 | | | |
| 22 | | | |
| 23 | | | |
| 24 | | | |
| 25 | | | |
| 26 | | | |
| 27 | | | |

Message from the Mayor and Chief Administrative Officer

Markham is strategically located in the heart of the Greater Toronto Area, and is one of the fastest growing municipalities in Ontario with more than 300 000 people. It is the largest of nine municipalities in the Regional Municipality of York (“York Region”) with a land area of 212 square kilometres. With over 400 corporate head offices and more than 800 high technology and life sciences companies, Markham is recognized as Canada's High-tech Capital.

Markham is committed to responding to an emergency in an effective and efficient manner because businesses, residents and visitors depend on the services of Markham to continue or resume as soon as possible,

The Ontario *Emergency Management and Civil Protection Act*, R.S.O. 1990, c.E.9 (referred to in this document as the “**Emergency Management and Civil Protection Act**” or the “**Act**”, and its associated regulations, provides the framework for emergency management at the provincial and municipal levels of government.

Recently, Markham has implemented an emergency management methodology, the Incident Management System (IMS), which is approved by the Provincial government and applied successfully in many municipalities across Canada.

Each year, Markham’s Emergency Management Program is audited by the Province of Ontario through Emergency Management Ontario (EMO) and the program meets all the requirements set out in the Act and the related Regulation 380/04.

(Insert Picture)
Andy Taylor
Chief Administrative Officer
Town of Markham

(Insert Picture)
Frank Scarpitti
Mayor
Town of Markham

ACRONYMS

| | |
|----------------|--|
| CANUTEC | Canadian Transport Emergency Centre |
| CAO | Chief Administrative Officer |
| CEMC | Community Emergency Management Coordinator |
| ODRAP | Ontario Disaster Relief Assistance Program |
| EMCPA | Emergency Management and Civil Protection Act |
| EMO | Emergency Management Ontario |
| YREMS | York Region Emergency Medical Services |
| EMT | Emergency Management Team |
| MEOC | Markham Emergency Operations Centre |
| IMS | Incident Management Systems |
| MCG | Markham Control Group |
| MFES | Markham Fire and Emergency Services |
| MOE | Ministry of Environment |
| NGO | Non-Governmental Organization |
| ODRAP | Ontario Disaster Relief Assistance Program |
| OPP | Ontario Provincial Police |
| PEOC | Provincial Emergency Operations Centre |
| RECG | Regional Emergency Control Group |
| REOC | Regional Emergency Operations Centre |
| SAC | Spills Action Centre |
| TRCA | Toronto and Region Conservation Authority |
| YARES | York Region Emergency Radio Services |
| YRCHS | York Region Community and Health Services |
| YRP | York Regional Police |
| YRT | York Region Transit |

Acknowledgments

Markham's Emergency Planning Committee and the Community and Fire Services Commission acknowledge and thank the following for their assistance and generosity in sharing information, resources and feedback throughout the development of this document:

- York Region Emergency Management Office
- The Justice Institute of British Columbia, School of Public Safety and Security, Emergency Management Division
- The City of Vaughan, Fire and Rescue Services, Emergency Planning Manager, Sharon Walker

Markham Emergency Management Plan

1. Preface

In the context of this document, an “emergency,” as defined in the *Ontario Emergency Management and Civil Protection Act*, means

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

2. Introduction

The overall legal framework for emergency management in Ontario is addressed primarily in the *Emergency Management and Civil Protection Act*. [Ontario Regulation 380/04](#) establishes the minimum standards for emergency management programs required by municipalities and provincial ministries and supports the requirement in the Act for mandatory [emergency management programs](#).

This Plan provides a broad overview of how Markham will organize staff and respond to an emergency of major proportions. It will explain the concept of operations using the Incident Management System methodology and also provide a description of the roles and responsibilities of elected officials and senior Markham staff along with other levels of government that would potentially be involved in a coordinated emergency response.

3. Markham’s Emergency Management Program

The Act requires that every municipality develop and implement an “**Emergency Management Program**”.

In general, Markham’s Emergency Management Program (MEMP) consists of:

- An emergency plan based on hazards and risks identified in Markham.
- Annual training and exercising of the Markham Control Group (MCG) which is composed of officials or employees of Markham that will direct Markham’s response in an emergency, including the implementation of the Markham’s emergency response plan and develop procedures to govern its responsibilities in an emergency.
- Public education on risks to public safety and on public preparedness for emergencies.
- An emergency operations centre (EOC) with the appropriate technological and telecommunications systems to ensure effective communication by the MCG in an emergency.

3.1 Aim of the Plan

The aim of this Plan is to provide a framework within which extraordinary arrangements and measures can be taken to protect the health, safety, and welfare of individuals living and working in Markham in the event of an emergency. This Plan is not intended to be prescriptive by detailing how each and every emergency should be responded to at the municipal level. Its aim is to provide guidance and a structure to assist Markham’s response to emergencies. More specifically, this Plan is intended to:

- Identify the roles, responsibilities and actions required of the Town of Markham in mitigating, preventing, preparing for, responding to and recovering from major emergencies and disasters;
- Ensure a co-ordinated response by Markham, York Region, other local municipalities, and other agencies in managing emergencies or disasters;
- Enable decision makers to efficiently and effectively deploy available resources;
- Provide a means to protect public safety and health; protect critical infrastructure and property; and protect the environment;
- Promote public confidence in Markham's ability to respond to and manage an emergency;
- Provide a means for Markham to assist and/or provide resources to York Region and other municipalities as requested and where possible;
- Assist Markham in being a disaster resilient community.

The Plan has been designed to be flexible to ensure an all-hazards approach to managing emergency situations.

3.2 Authority

The legal authority under which Markham and its employees are authorized to respond to an emergency are:

- the *Emergency Management and Civil Protection Act*
- *Ontario Regulation 380/04*

In accordance with the Act, a by-law adopting Markham's Emergency Management Program is required. In addition, the Act requires that every Emergency Management Program consist of,

- An emergency plan;
- Training programs and exercises for employees of the municipality and other persons with respect to the provision of necessary services and procedures to be followed in emergency response and recovery activities;
- Public education on risks to public safety and on public preparedness for emergencies;
- An assessment of various hazards and risks to public safety that could give rise to emergencies and identify the facilities and other elements of the infrastructure that are at risk of being affected by emergencies; and
- Any other element required by the standards for emergency management programs set under Section 14 of the Act.

3.3 Markham's Legislated Responsibility

Markham is responsible for demonstrating due diligence through compliance with the Act. This is achieved through the Emergency Management Program that includes an approved Emergency Plan.

In accordance with Act, Markham must submit a copy of this Emergency Plan to the Chief, Emergency Management Ontario (EMO), and ensure that the Chief has at any time the most current version of the Emergency Plan. The Chief, EMO, shall keep in a secure place the most current version of the Emergency Plan submitted.

3.4 Conformity with Upper-tier Plan

The Emergency Management and Civil Protection Act, Section 5, states that “*The emergency plan of a lower-tier municipality in an upper-tier municipality, excluding a county, shall conform to the emergency plan of the upper-tier municipality and has no effect to the extent of any inconsistency.*”

Markham’s Emergency Plan conforms to York Region Emergency Plan by adopting the Incident Management System for efficient and effective coordination of emergency response and recovery.

3.5 Protection from Action

The Emergency Management and Civil Protection Act, Section 11, states that:

11.(1) “No action or other proceeding lies or shall be instituted against a member of council or an employee of a municipality, an employee of a local services board, an employee of a district social services administration board, a minister of the Crown, a Crown employee or any other individual acting pursuant to this Act or an order made under this Act any act done in good faith in the exercise or performance or the intended exercise or performance of any power or duty under this Act or an order under this Act or for neglect or default in the good faith exercise or performance of such a power or duty.

3.6 Municipality Not Relieved Of Liability

The Emergency Management and Civil Protection Act, Section 11, subsection 3, states that:

11. (3) “Subsection (1) does not relieve a municipality of liability for the acts or omissions of a member of council or an employee of the municipality referred to in subsection (1) and the municipality is liable as if subsection (1) had not been enacted and in the case of a member of council, as if the member were an employee of the municipality.”

3.7 Public Access to Plans

The Emergency Management and Civil Protection Act, Section 10, states that “*except for plans respecting continuity of operations or services*” the Emergency Plan shall be made available to the public.

In supporting Markham’s commitment to reducing use of paper, the public electronic version of the Emergency Plan is available on the Markham’s website: www.markham.ca and can be accessed through public computers located at Markham’s Civic Centre and Markham Public Libraries.

3.8 Freedom of Information and Protection of Privacy

Any personal information collected under the authority of this Plan shall be used solely for the purpose of planning, preparing and responding to emergencies as defined in this Plan. The release of any information under this Plan shall conform to the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, Ch. M.56, as amended.

Pursuant to Section 2 of the *Emergency Management and Civil Protection Act*, a head of an institution (as defined in the *Municipal Freedom of Information and Protection of Privacy Act*), may refuse under the *Municipal Freedom of Information and Protection of Privacy Act* to disclose a record if:

- a. The record contains information required for the identification and assessment of activities under subsection 3 of the *Emergency Management and Civil Protection Act* – Hazard and risk assessment and infrastructure identification;
- b. Its disclosure could reasonably be expected to prejudice the defense of Canada or of any foreign state allied or associated with Canada or be injurious to the detection, prevention or suppression of espionage, sabotage or terrorism; and
- c. Reveals a trade secret or scientific, technical, commercial, financial or labour relations information, supplied in confidence implicitly or explicitly.

3.9 Hazard Identification, Risk Assessment and Critical Infrastructure Identification

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

In 2008, York Region, in conjunction with the nine area municipalities, which included Markham, retained the services of a consultant to perform a region-wide hazard identification and risk assessment (HIRA) along with developing a critical infrastructure database.

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

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

“**Critical Infrastructure**” is that infrastructure which, if destroyed, degraded or rendered unavailable for some period of time, would significantly impact life/health, safety, security, social or economic well being. Markham reviews and updates the HIRA and Critical Infrastructure database annually.

Markham reviews its HIRA and critical infrastructure list annually to ensure they are comprehensive and current. The hazards or threats currently faced in Markham are similar to those faced in most Greater Toronto Area municipalities. The top ten hazards and associated threats include, but are not limited to:

- Major highways - transportation accidents that may involve hazardous goods
- Severe winter storms (blizzards, ice storms) causing travel and business disruption
- Severe summer storms (high wind/rain, tornadoes, hurricanes) with sustained rainfall and potential flash floods causing widespread property damage
- Water pipelines – contamination of water supply
- Climate change causing prolonged heat wave
- Major cyber attack causing prolonged disruption of service
- Major technical failure of power grid causing widespread multi-day power outage
- Major airports in or near area and flight path of large airliners – light aircraft accident or catastrophic airliner crash
- Epidemic of infectious disease outbreaks in man or animal in humans causing mass apprehension and reaction
- Major technical failure of communications systems causing widespread multi-day communications breakdown.

4. Incident Management System (IMS) – General Overview

Incidents typically begin and end locally and are managed on a daily basis at the lowest possible geographical, organizational and jurisdictional level. However, there are instances in which successful incident management operations depend on the involvement of multiple jurisdictions, level of

government, functional agencies and/or emergency responder disciplines. These instances require effective and efficient coordination across this broad spectrum (i.e. S.A.R.S. and H1N1 outbreaks).

The Incident Command System (ICS) was developed in the 1970s from the response to the California wildfires and the need to create a system that could easily expand and contract, support multi-agency and multi-jurisdictional coordination and collaboration. In Canada, ICS principles were applied to what is now referred to as the Incident Management System (IMS).

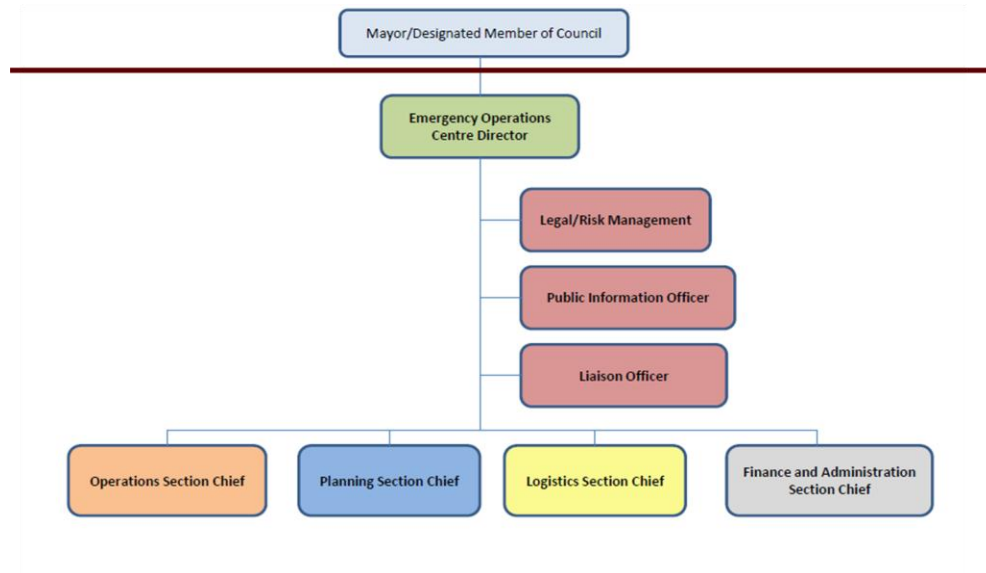
In Ontario, the Deputy Minister of Community Safety approved the Province's IMS Doctrine on January 30, 2009. Markham's Emergency Planning Committee was introduced to the concept of IMS in March 2009, and endorsed it after receiving feedback from its informal application in the successful set-up and management of Markham's H1N1 Flu Clinics in the fall of 2009.

The "Incident Management System" (or "IMS") is the response methodology used in this Plan. IMS is a standardized approach to emergency management, and supports a coordinated, scalable and organized response to and recovery from emergencies.

It is endorsed by Emergency Management Ontario and used by York Region and many municipalities throughout Ontario and Canada.

The Incident Management System organizes the response to an emergency in a modular structure that can be expanded or contracted depending on the size and type of emergency. EOC staff are organized by function rather than by departments or agencies. Using IMS ensures that staff working in the EOC are managing the emergency through specific common objectives. IMS has been proven to reduce or eliminate duplication of tasks and maintain a controlled and coordinated response.

Once activated the EOC Management Team and assisting staff will be responsible for supporting Markham's response. The EOC Management Team will be organized as depicted in the diagram below:



Senior staff working in the EOC have been trained and exercised in their designated functional position. There are staff designated to provide overall management, legal, internal and external communications along with liaising with other agencies (EOC Director, Public Information Officer, Legal/Risk

Management Officer, and Liaison Officer) and staff designated to support the emergency site responders (Operations Function – the “doers”). In addition, there are staff designated to acquire resources to support the emergency site (Logistics Function – the “getters”) and staff designated to plan ahead and provide expert advice to support the emergency response and recovery efforts (Planning Function – the “thinkers”). Finally, there are staff designated to oversee the expenditures related to the emergency response and recovery efforts (Finance and Administration Function – the “payers”).

Table I outlines the IMS functional lead roles, a brief list of the general responsibilities for each function and the associated Markham staff positions that have been assigned to these roles. Alternates for these roles have been designated in order for Markham to build its capacity in operating continually for the duration of the emergency.

| Table 1 | | |
|--|--|---|
| IMS Function | IMS Role/Responsibilities | Markham Position |
| EOC Director | <ul style="list-style-type: none"> ✓ Overall management responsibility for activation, coordination, and demobilization of EOC ✓ Provides leadership to EOC ✓ Sets, monitors and modifies EOC priorities in consultation with the EOC ✓ Liaises with Council | Chief Administrative Officer |
| Legal/Risk Manager | <ul style="list-style-type: none"> ✓ Assess hazards, unsafe situations in EOC and halts operations, as necessary ✓ Recommends modifications to EOC safety conditions ✓ Links with site Safety Officers ✓ Identifies/analyses personnel, property and liability loss exposures ✓ Ensures safety and worker care measures. | Markham Solicitor |
| Liaison Officer | <ul style="list-style-type: none"> ✓ Ensures required agencies are represented in EOC ✓ Establishes/maintains contact with ‘cooperating’ agencies and other EOCs ✓ Assists EOC Director with activities (e.g. briefings, meetings, interviews, etc) | Community Emergency Mgmt Coordinator |
| Public Information Officer | <ul style="list-style-type: none"> ✓ Establishes/maintains media contacts ✓ Coordinates/prepares information for news releases ✓ Coordinates media interviews ✓ Prepares public information materials ✓ Establishes/maintains internal/external communication ✓ Liaises with other Information Officers | Director of Communication and Community Relations |
| Operations Section Chief | <ul style="list-style-type: none"> ✓ Communicates directly with incident site’s field personnel and activated dept/agency Operations Centres ✓ Gathers situation info from incident site ✓ Coordinates resource requests from incident site ✓ Supports incident site operations ✓ Coordinates multi-agency/department incident site support | Commissioner of Community and Fire Services |
| Planning Section Chief | <ul style="list-style-type: none"> ✓ Collects, processes, evaluates and displays information ✓ Develops Action Plans and Situation Reports ✓ Maintains/tracks resource status information ✓ Maintains EOC documentation ✓ Conducts long-term/advanced planning ✓ Develops demobilization plan ✓ Facilitates transition to recovery ✓ Obtains technical experts | Commissioner of Development Services |
| Logistics Section Chief | <ul style="list-style-type: none"> ✓ Acquires requested personnel, equipment or transportation resources ✓ Provides technology support <ul style="list-style-type: none"> ○ Provides EOC facility needs: Furnishings, Food, Security, Clerical support | Markham Clerk |
| Finance and Administration Section Chief | <ul style="list-style-type: none"> ✓ Tracks response and recovery costs ✓ Monitors expenditure process ✓ Coordinates <ul style="list-style-type: none"> ○ Timekeeping ○ Contract agreements ○ Compensation and claims ○ Cost estimates | Commissioner of Corporate Services |

5. Roles and Responsibilities

Clear roles and responsibilities are necessary to support an effective, efficient, coordinated emergency response. The next sections provide an overview of the roles and responsibilities of individuals, committees, agencies or government organizations that have a role to play in the event of an emergency.

5.1 Markham Residents

Emergencies can happen at any time and occur anywhere, sometimes without much warning. An emergency can force residents of Markham to evacuate their neighbourhood or confine them to their home or workplace. It can leave residents without basic services such as water, gas, electricity or a working telephone. Markham residents have a responsibility to themselves and their families to take the necessary steps of emergency preparedness.

It is important that individuals and families prepare to take care of themselves for at least three days (72 hours) by having a home emergency preparedness kit available to use. A basic emergency preparedness kit should include:

- Water – 4 litres per person per day (2 litres for drinking and 2 litres for sanitation and food preparation)
- Non perishable food I e.g. canned food, dried food, energy bars
- Manual can opener
- Wind up or battery powered radio and flashlight
- First aid kit
- Extra keys for home and car
- Cash in small bills and change
- Special items such as prescription medications, infant formula etc.
- Change of clothes
- Emergency Blanket/sleeping bag

Markham has collaborated with York Region Emergency Management Office and the eight other York Regional municipalities to produce the *York Region Emergency Preparedness Guide – 2011 version*. This Guide provides a complete list of items for your 72 Hour Emergency Kit and other types of emergency kits, and can be picked up at the Information Markham Kiosk and the Markham Contact Centre located at the Markham Civic Centre. Copies of the Guide can also be picked up at any one of the Markham Public Libraries and Markham Community Centres. Visit www.markham.ca or call 905-477-5530 for more details.

Emergency Preparedness Resources and Information can also be found at:
www.ontario.ca/emo or www.getprepared.ca

5.2 The Mayor

The *Emergency Management and Civil Protection Act* gives the Mayor the authority to:

“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.”

Pursuant to the Act, the Mayor of Markham has the responsibility for declaring and terminating an emergency and notifying the Minister of Community Safety and Correctional Services of these actions through Emergency Management Ontario. In addition to this role, the Mayor also has the role as:

- The designated official spokesperson for Markham.
- The liaison between the EOC Director, Markham Councillors, Regional Councillors and other levels of government.
- The Leader of the Policy Group (Markham Council) to provide overall emergency policy and direction to the EOC Director (CAO) in consultation with members of Council.

5.3 Elected Officials

When there is an emergency, residents will turn to Markham and their elected officials for guidance and reassurance. Actions and statements by elected officials will influence the public response to an emergency as well as public perception about how the municipality is handling the situation.

Elected officials can affect the outcome of an emergency in a positive manner by gaining an understanding of the emergency management system used in Markham and knowing how to best communicate with citizens before, during and after an emergency occurs.

An important role that elected officials can play during peace time is to reinforce emergency preparedness messages to their constituents:

3 Steps to Emergency Preparedness:

- Know the risks in your community
- Make a family emergency plan
- Compile or purchase a home preparedness kit

Elected officials need to have individual and family plans in place, maintain a current list of contacts and phone numbers and attend emergency management training for elected officials through Markham's Emergency Management Program.

Elected officials may face the issue of being evacuated from their own neighbourhood during an emergency. Only by staying safe can officials help others. Elected officials should follow directives to evacuate or shelter in place.

If elected officials wish to re-enter or visit an impacted area, they should send the request through Corporate Communications or the EOC.

Regardless of the type of hazard, elected officials can play a productive communication and response role by using the following policy under Markham's Emergency Plan:

- Questions from the public should be referred to the Markham Contact Centre, which will be operational during an emergency and in constant contact with the Contact Centre Branch Coordinator in the Emergency Operations Centre. **The Markham Contact Centre number is: 905-477-5530.**
- Elected officials, when receiving calls from their constituents, can compile issues and concerns to share with the Mayor that will be passed on to the EOC Director and

Information Officer to assist in providing future media releases with pertinent information for Markham's residents.

- The official spokesperson for Markham is the Mayor, or designate. If calls from the media are received by a Councillor then the information should be forwarded to Corporate Communications/Public Information Officer and they will follow-up with the media to ensure consistent messaging is provided through the Mayor and media outlets.
- When the EOC is activated, it is important to note that information should not be posted on websites and social media sites that have not been approved for release by the EOC Director.

Recovery, after an emergency, begins as soon as the situation is under control by emergency response. Recovery involves all of the cleanup, repair and financial assistance needed to return an area back to pre-emergency conditions. As soon as it is safe to do so, Markham will conduct preliminary damage assessments to determine the level of damage to private property and community infrastructure. Financial assistance may be available from the Province and/or Federal Government through the Ontario Disaster Relief Assistance Program (ODRAP) only if Markham declares an emergency.

Elected officials may consider receiving training in emergency management and the Incident Management System provided through Markham's Emergency Management Program.

5.4 Markham Control Group

The Markham Control Group (MCG) is composed of designated senior Markham staff and elected officials. In Markham, the role of the MCG is specific to "peace" time or pre-EOC activation. In the event where there is a request for assistance from another municipality or York Region and Markham is not impacted, the MCG would assemble to discuss participation and potentially activation of the EOC to monitor the situation.

The MCG is also responsible for:

- Completing the annual emergency management training required by the Chief, Emergency Management Ontario;
- Directing Markham's response in an emergency, including the implementation of Markham's Emergency Response Plan;
- Developing procedures to govern its responsibilities in an emergency;
- Conducting an annual practice exercise for a simulated emergency incident in order to evaluate Markham's Emergency Response Plan and its own procedures (and, if deemed necessary as a result of the exercise, the MCG will direct the Emergency Preparedness Co-ordinator to revise the Emergency Response Plan);
- The MCG may at any time seek the advice and assistance of the following:
 - Officials or employees of any level of government who are involved in emergency management;
 - Representatives of organizations outside government who are involved in emergency management
 - Persons representing industries that may be involved in emergency management

5.4.1 Composition of Markham Control Group

The Markham Control Group consists of persons holding the following positions:

1. Mayor,
2. Chief Administrative Officer,
3. Fire Chief,
4. Commissioner of Community and Fire Services,
5. Commissioner of Development Services,
6. Commissioner of Corporate Services,
7. Chief Information Technology,
8. Markham Solicitor,
9. Markham Clerk,
10. Markham Treasurer,
11. Community Emergency Management Coordinator,
12. Emergency Preparedness Coordinator,
13. Director of Communications & Community Relations,
14. Director of Human Resources,
15. Director of Operations,
16. Director of Financial and Client Services,
17. Director of Asset Management,
18. Director of Recreation Services,
19. Manager, Contact Centre,
20. Manager, Executive Operations

The type and extent of the emergency will determine notification of all or some members of the Markham Control Group. If the EOC is activated then these notified members may be responsible for establishing the Markham Emergency Operations Centre (EOC).

- As the situation dictates, the EOC may request additional trained Markham staff to report to the Emergency Operations Centre.
- As part of maintaining regular or critical services in Markham, other staff may also play significant roles in an emergency as specified in individual department emergency procedures.
 - Notification of these staff members will be through individual department alerting systems found in the Appendices of this Plan.

5.5 Emergency Planning Committee

The Emergency Planning Committee is responsible for:

- Overseeing the formulation, development, implementation and evaluation of the Markham's Emergency Management Program.
- Reviewing, updating, and approving emergency response plans and sub-plans for Markham and recommending adoption of the Emergency Plan by Council.

- Advising Council on the development and implementation of Markham's Emergency Management Program;
- Conducting an annual review of Markham's Emergency Plan, and making recommendations for its revision if necessary.

5.5.1 Composition of Markham's Emergency Planning Committee

The Markham Emergency Planning Committee consists of persons holding the following positions:

1. Chief Administrative Officer, (Chair)
2. Fire Chief,
3. Commissioner of Community and Fire Services, (alt. Chair)
4. Commissioner of Development Services,
5. Commissioner of Corporate Services,
6. Chief Information Technology
7. Markham Solicitor,
8. Markham Clerk,
9. Markham Treasurer,
10. Community Emergency Management Coordinator (Deputy Fire Chief) and alternates,
11. Emergency Preparedness Coordinator
12. Director of Communications & Community Relations,
13. Director of Human Resources,
14. Director of Operations,
15. Director of Financial and Client Services,
16. Director of Asset Management,
17. Director of Recreation Services,
18. Director of Engineering
19. Director of Building Standards
20. Manager, Contact Centre
21. Manager, Executive Operations
22. Council and Committee Coordinator
23. Manager of By-law, Enforcement and Licensing

Each person holding a position on the Emergency Planning Committee should have at least two alternates named that will receive emergency operations centre training.

5.6 EOC Management Team (EMT)

When Markham activates the Emergency Operations Centre and the Emergency Plan, designated and trained members of the Markham Control Group will form the EOC Management Team. Each EOC Management Team staff will also have at least two alternates that are trained and able to act on their behalf during a prolonged emergency in Markham. The following is a list of the designated Markham staff positions and their EOC Management Team assignment:

- The Chief Administrative Officer - EOC Director
- Markham Solicitor – EOC Legal/Risk Management Officer
- The Community Emergency Management Coordinator – EOC Liaison Officer
- The Director of Communications and Community Relations – EOC Information Officer
- The Commissioner of Community and Fire Services – EOC Operations Section Chief
- The Commissioner of Development Services – EOC Planning Section Chief

- Markham Clerk – EOC Logistics Section Chief
- The Commissioner of Corporate Services – EOC Finance and Administration Section Chief
- The Manager of Executive Operations – Continuity of Operations Team Lead

In addition to members of the Markham Control Group, agencies that may be invited or required to assist with emergency management issues may include but not be limited to:

- York Regional Police,
- York Region Community Services and Health,
- York Region Emergency Medical Services,
- PowerStream,
- Markham District Energy,
- Enbridge Consumers Gas,
- Ontario Provincial Police,
- Toronto and Region Conservation Authority,
- York Region District School Board and York Catholic District School Board,
- Canadian Red Cross,
- Salvation Army,
- Provincial Ministries,
- York Region Hospital Administrators,
- Any other officials, experts or representatives deemed necessary or have a vested interest in the response or recovery efforts or have been requested by the Markham EOC Management Team.

5.7 Markham's Community Emergency Management Coordinator (CEMC)

The CEMC is a designated position requiring training and designation by Emergency Management Ontario. Currently this position is held by the Deputy Fire Chief with two alternates also designated this position (Chief Training Officer (2nd alternate), Chief Prevention Officer (3rd alternate). The CEMC participates as a member of the Emergency Planning Committee and a member of the Markham Control Group. In the event of an activation of the Emergency Plan and EOC, the CEMC will assume the role of Liaison Officer as defined in the Incident Management System (*see Section 4 of this document*).

5.8 Markham's Emergency Preparedness Coordinator

Reporting to the Commissioner of Community and Fire Services and Markham Emergency Planning Committee, the Emergency Preparedness Coordinator is responsible for coordinating the development and implementation of Markham's Emergency Management Program which includes:

- Promoting and providing emergency preparedness messaging and events to Markham staff, stakeholders and the general public
- Emergency management training for Markham staff and stakeholders
- Maintenance of Markham's Emergency Plan and associated appendices
- Developing and conducting a mock emergency exercise conducted each year, testing components of Markham's Emergency Plan and staff designated to the EOC.
- Ensuring that the EOC is prepared and equipped when activated in the event of an emergency along with the CEMC.

- Consulting with Markham departments regarding components of their departmental emergency and business continuity plans and procedures to ensure consistency with Markham's Emergency Plan.

5.9 Markham Departmental Responsibilities

Each Markham department will have their own departmental emergency and business continuity plan which will include functional staff alerting systems (fan-outs), emergency and business continuity procedures outlining how departmental services and responsibilities will be fulfilled during an emergency. These will be maintained by a custodian within each department and reviewed annually by the custodian and the Emergency Preparedness Coordinator. Departmental emergency and business continuity plans will not be available to the public as they may contain confidential and secure information or processes.

Where necessary, departments are responsible for and should pre-identify and make arrangements for the provision of materials and equipment that are needed in the event of an emergency.

5.10 Markham Employees

Every employee of Markham is expected to read and familiarize themselves with the Markham Emergency Plan along with their own departmental emergency and business continuity plan. It is imperative for staff to be aware that in the event of an emergency in Markham, it is not "business as usual" and employees may be required to assist in providing support and carry out all lawful direction of the EOC to the best of their ability.

During an emergency every employee is expected to direct all media inquiries concerning any aspect of the emergency to Markham's EOC Information Officer (Director of Communication and Community Relations or designate) to ensure that all information released to the media and public is consistent, accurate and approved. Employees are not to issue unauthorized comments or media releases.

Designated senior Markham staff should ensure that they receive training in emergency management and the Incident Management System provided through Markham's Emergency Management Program.

Employees interested in the concept of emergency management and receiving an overview of the Emergency Management Program in Markham can access courses available through the Markham Learn Centre.

5.11 Regional Municipality of York

Markham is the lower tier municipality of a two tiered regional government. York Region provides police, public health, emergency medical services and emergency social services to the nine municipalities in York Region. In the event of an emergency where Markham resources are not sufficient to respond to the emergency, Markham may request York Regional assistance. York Region may at its discretion, implement the activation of the York Region Emergency Operations Centre (REOC) to communicate with and to support a regional /municipal coordinated emergency response.

5.12 Other Local Agencies, Services and Departments - Individual Responsibilities

During an emergency there may be other local agencies, services and departments outside the jurisdiction of Markham that may be invited to be present at the Markham EOC. Representatives from

these agencies may be called to the EOC to support coordination of resources and ensure management of the emergency by common objectives.

Items listed below reflect the responsibilities of agency representation that may participate as an assisting member of the Markham EOC. The agencies which may be assisting in the EOC will depend on the size, scope and complexity of the emergency.

5.12.1 York Region Police

The York Region Police representative will be responsible for the following:

- Supervise the Police Branch in the Operations Section of Markham's EOC
- Establish ongoing communications link with Police at the emergency site.
- Establish an outer perimeter in the vicinity of the emergency site in order to facilitate the access/egress of emergency vehicles and to restrict the movement of non-essential personnel.
- Provide information to the Operations Section Chief regarding the establishment of the inner and outer perimeter at the emergency site.
- Coordinate Police Mutual Aid requests.
- Provide traffic control to facilitate the movement of emergency vehicles.
- Alert persons endangered by the emergency and coordinate evacuation procedures, including traffic control on evacuation route.
- In cooperation with the Community and Health Services Department and community partners ensure public safety is protected, and the safe and orderly flow of traffic is maintained at Reception Centers.
- Coordinate movement and evacuation operations with other Operations Section Branches.

5.12.2 York Region Community and Health Services

The York Region Community and Health Services representative will be responsible for the following:

- Liaises with EOC and if required will provide a representative.
- Activates Emergency Social Services and Public Health plans and notification procedure.
- Oversees and coordinates Emergency Social Services and Public Health activities for citizens impacted by the emergency such as:

| | | | |
|---|--|--|--|
| <input type="checkbox"/> Food, | <input type="checkbox"/> Clothing, | <input type="checkbox"/> Shelter | <input type="checkbox"/> Registration and Inquiry |
| <input type="checkbox"/> Personal assistance, | <input type="checkbox"/> Care of unattended children | <input type="checkbox"/> Food and water safety | <input type="checkbox"/> General safety and sanitation |
| <input type="checkbox"/> Disease control | <input type="checkbox"/> Accommodation standards | <input type="checkbox"/> Health Assessment needs | <input type="checkbox"/> Critical incident stress management |

- Liaises and coordinates with the EOC management Team and the site on evacuation and health protection measures.
- Maintains an inventory of facilities designated for use as Emergency Shelters.
- Advises the EOC Management Team on health and social services.
- Manages the opening, operating and closing of Emergency Shelters.
- Coordinates with volunteer agencies and Markham staff to assist with care of evacuees at the shelters.
- Deploys a Health Department representative to the scene as required.
- Liaises with Transportation Officer and EMS to coordinate evacuation of Home Care Clients to appropriate facilities.

- Deploys Public Health Staff to Emergency Shelters as required.
- Liaises with York Region Emergency Operations Centre, provincial ministries and neighbouring municipal Social Services and Health Departments.
- Participates on the Disaster Relief Committee to assess and approve applications for financial assistance related to the emergency under the Ontario Disaster Relief Assistance Program.
- Delegates duties and provides briefing to alternate on actions taken, outstanding issues and status of the emergency.
- Provides input into response and recovery planning process.

5.12.3 Electric and/or Gas Company Representative

If required, the Markham EOC Director, through consultation with the Operations Section Chief, will request representation in the EOC from an electric or gas company involved in the response and/or recovery from an emergency. The electric or gas company representative will be responsible for:

- Notifying the Operations Section Chief of expected duration of power outages or supply of gas.
- Notifying the Operations Section Chief of any services discontinued to any consumer where it is considered in the interest of public safety.
- Co-ordinating with the Operations and Planning Sections in establishing priorities for the restoration of services.
- Maintaining/restoring services on a priority basis where necessary and practical (i.e. Evacuation Centres) as determined with the Operations and Planning Section Chiefs.
- Advising the Operations Section Chief and Liaison Officer of the liaising with the Electrical Safety Authority for town-wide inspection services for the restoration of electrical or gas service.
- Maintaining a position log outlining communications and actions taken.
- Participating in a post emergency debriefing and assisting in the preparation of any report(s) on the emergency.

5.12.4 Toronto and Region Conservation Authority

The Toronto and Region Conservation Authority is responsible for:

- Maintaining a flood warning system,
- Engaging in coordinated contingency planning with area municipalities,
- Maintaining awareness of the status of Provincial response capabilities associated with designated conservation areas.

5.13 Province of Ontario

In the event that a declaration of emergency is required to be made by the Mayor of Markham, the Mayor must inform the Province of Ontario (the “Province”), through Emergency Management Ontario as soon as possible. This will facilitate requests for resources and other means of support from the Province. The Province may activate its Provincial Emergency Operations Centre (PEOC) to provide support to York Region or Markham, and to communicate directly with the REOC and Markham’s EOC. The activation of the Provincial Emergency Operations Centre is at the discretion of the Province.

6. Markham Emergency Operations Centre (EOC) and Procedures for Activation

It is a requirement under *Ontario Regulation 380/04* that every municipality establish an “Emergency Operations Centre” or “EOC” to be used by the EOC Management Team and EOC trained staff in an emergency.

6.1 Emergency Operations Centre

An EOC is a pre-designated secure facility set up to provide support to the emergency site(s). Markham has one primary EOC location and an alternate location as a back-up. Once the EOC is activated, the EOC Management Team and EOC staff have overall responsibility for the following activities:

- Strategic support on emergency mitigation
- Incident site support and consequence management
- Information collection, evaluation and distribution
- Coordination of agencies and/or departments
- Resources management
- Internal and external communications.

Markham’s Emergency Operations Centre (EOC) is located at a secure facility within Markham. An alternate location has been designated and will be used if a situation arises where the primary EOC is not accessible.

6.2 Markham’s Emergency Alerting System

Ontario Regulation 380/04 requires that each municipality set out the procedures for notifying the members of the Markham Control Group in the event of an emergency. Markham has a communication flow (fan-out) system for key senior Markham staff and elected officials that require notification if the EOC or Emergency Plan is activated. The Emergency Alerting System list is confidential as it contains all personal and office contact information for key senior Markham staff and elected officials.

6.1 Activating Markham Emergency Operations Centre

In the event of an emergency within Markham where resources and support at the emergency site(s) has been or will be exhausted or unavailable, Markham will activate the Emergency Plan and the Emergency Operations Centre to support the emergency site(s) in the response. Activating the Emergency Plan and the EOC does not require the Mayor to make a declaration of emergency. The Emergency Plan and the EOC can function to provide additional support to the emergency site(s) by coordinating site support and services with outside agencies, municipalities, and other levels of government.

When the decision is made by the CAO and Fire Chief to activate the EOC and Emergency Plan, the Markham Emergency Alerting System (fan-out) will commence and designated members of the Markham Control Group will be directed to the EOC to create the EOC Management Team. It will be the decision of the CAO and Fire Chief in consultation with Markham’s Community Emergency Management Coordinator (Deputy Fire Chief or his alternates) to decide on the level of EOC activation based on the size, scope and complexity of the emergency (see *Sections 6.1.5 and 6.1.6 of this document for examples*).

Every Commission and department within a Commission must also have an emergency fan-out list that resides within the departmental emergency and business continuity plan. Directors should have a copy of this list and the capability of contacting staff that may be needed to work during an emergency in Markham.

6.1.1 Authority to Activate the Emergency Plan

Markham's Chief Administrative Officer (CAO) and the Fire Chief or their alternates have the authority to activate the Emergency Plan and assemble the required staff at the EOC. The CAO will inform the Mayor of the activation and maintain regular communication with the Mayor throughout the emergency.

6.1.2 EOC Activation Guidelines

Activation of the EOC by the CAO and the Fire Chief will be based on the following guidelines:

- Emergency site(s) requires support in:
 - Coordination or acquisition of resources
 - Coordination of assisting or responding agencies
 - Coordination or management of large-scale/complex response is required
- Significant population impacted or at risk
- Uncertain response conditions
- Risk of rapid escalation
- A "state of emergency" or "declaration" has been issued by Markham or either Federal, Provincial or Regional authorities.
- Significant information management issues need to be addressed
- Major planned event (e.g. Olympics, dignitary visit)
- Potential threats to be monitored (e.g. rising flood levels)

6.1.3 Informing Emergency Management Ontario (EMO)

Emergency Management Ontario (EMO) is the provincial agency that liaises with municipalities to provide assistance and guidance during an emergency, if needed.

When the EOC is activated, the CAO must ensure that the Community Emergency Management Coordinator (CEMC) or a designate informs Emergency Management Ontario of the activation by a phone call to the EMO duty officer (Appendix B – Contact List) and then follow up in writing. The CEMC will continue to provide regular updates to EMO, as necessary.

6.1.4 Levels of Activation of the EOC

Using the Incident Management System to organize the structure of Markham's activated EOC provides Markham with the flexibility to easily expand or contract the level of response. The following diagrams provide examples of potential activation levels.

Using an "all hazards" approach allows the EOC Director and his/her staff the ability to organize the structure by activating only a few functions or all of them depending on the size, scope, and complexity of the emergency. The responsibility of any inactivated function will remain the responsibility of the EOC Director to oversee or delegate to another function.

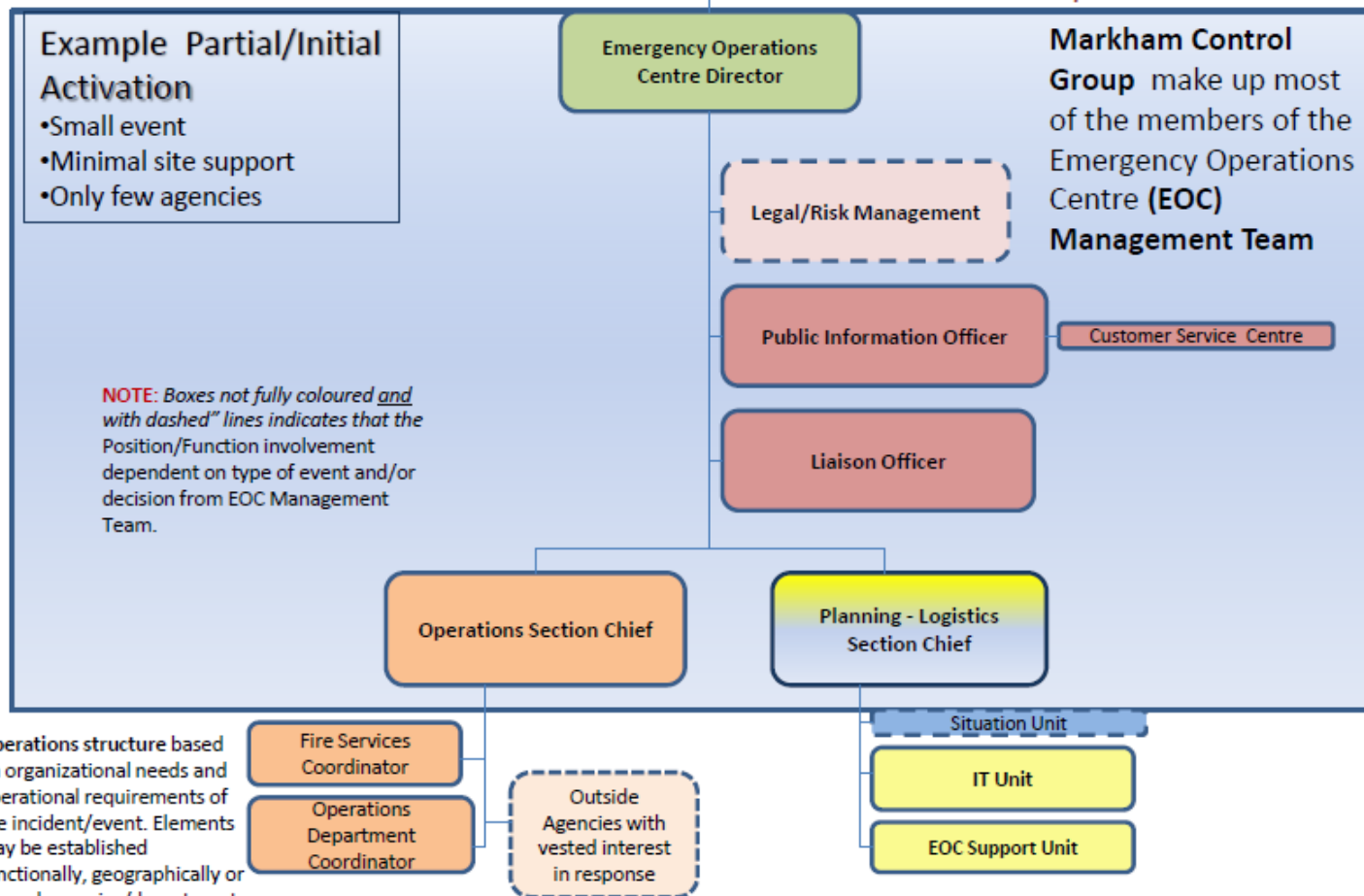
It is recommended to conduct a full activation and then scale down based on the response needs versus partially activating the EOC and then having to bring in additional staff if the situation escalates.

6.1.5 Example of Initial/Partial EOC Activation

Only those functions / positions that are needed to effectively handle the emergency should be staffed.

Policy Group:
Mayor/Designated Member of Council

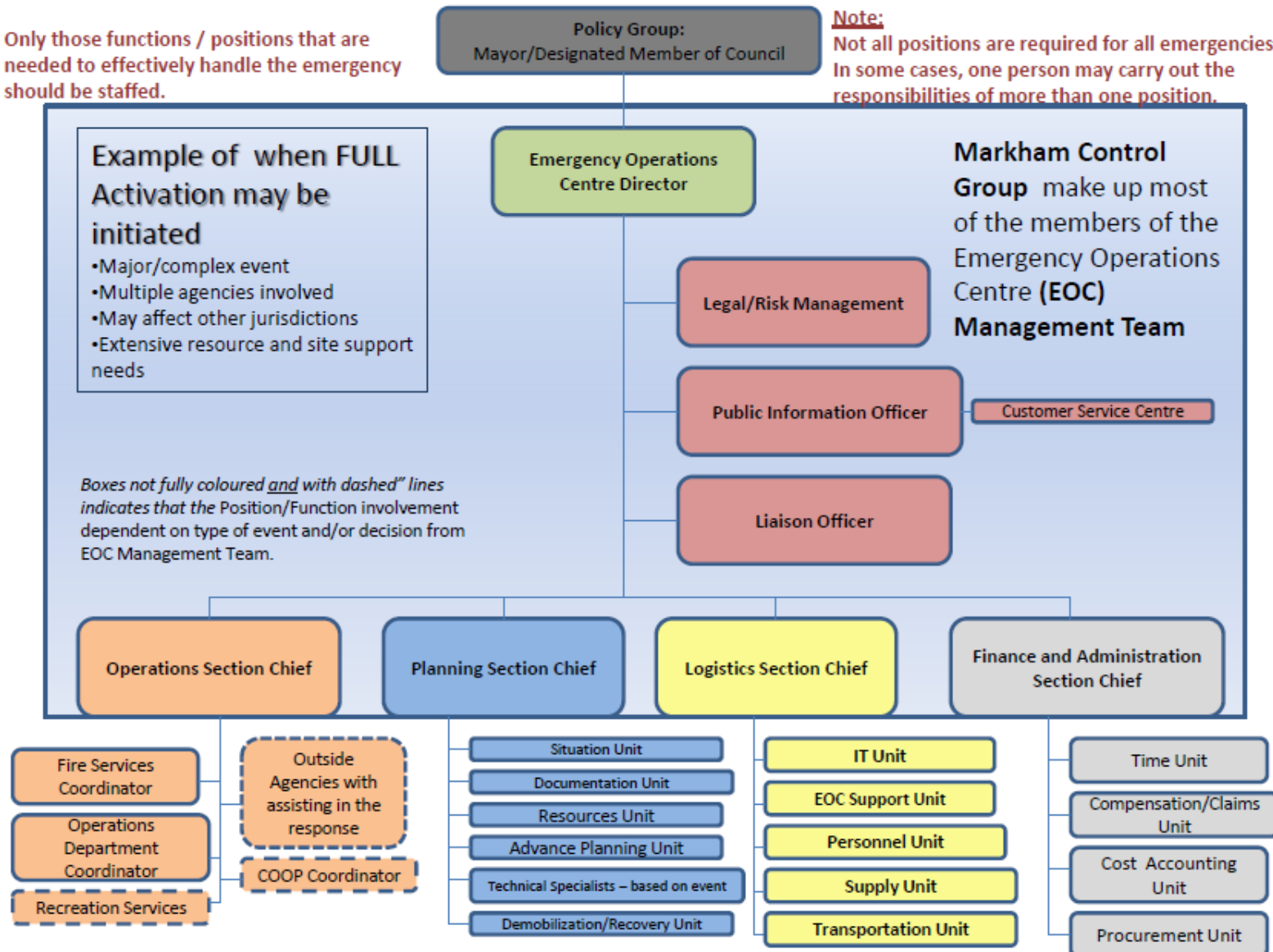
Note: Not all positions are required for all emergencies. In some cases, one person may carry out the responsibilities of more than one position.



6.1.6 Example of Full Activation of the EOC

Only those functions / positions that are needed to effectively handle the emergency should be staffed.

Note:
Not all positions are required for all emergencies. In some cases, one person may carry out the responsibilities of more than one position.



6.2 Communication and Media Centre

Communication is imperative during an emergency. The Director of Communications and Community Relations is responsible as the designated Information Officer in the EOC for internal and external communications.

The Markham Customer Service Centre (905-477-5530) is the first point of contact for residents calling for information. Another point of contact for the public would be the Markham Portal (www.markham.ca).

During an emergency where the EOC is activated, the EOC Customer Service Centre Coordinator will report to the Information Officer and liaise with the Markham's Customer Service Centre site to gather information needs from the public calling. The Information Officer will author press releases and assist in the collation and development of answers to frequently asked questions from the public. All information released from the EOC must be approved by the EOC Director prior to dissemination.

The Town of Markham Civic Centre (101 Town Centre Boulevard) is the designated Media Centre where press conferences will be organized and conducted during an emergency.

If the Civic Centre is not available to be used as the Media Centre, alternate locations based on the situation will be designated and media outlets will be informed through communication channels established by the EOC Information Officer.

6.3 Markham's Customer Service Centre

Markham's Customer Service Centre is the central point of contact for Markham information, programs and services.

The public can also access information 24hrs/7days a week through Markham's Customer Service website at www.markham.ca. Every service request will be handled in the same efficient manner as if you had called in the Customer Service line. A language line is also available where service can be provided in over 150 different languages.

Markham's Customer Services Centre can be accessed by:

- Calling: 905-477-5530 between 8 a.m. and 4:30 p.m. to be answered by a customer service representative.
- E-mail: customerservice@markham.ca
- Walk in: The Markham Customer Service office is located on the main floor of the Civic Centre, 101 Town Centre Boulevard, Markham, from 8 a.m. to 4:30 p.m.
- Mail: Markham Customer Service, 101 Town Centre Boulevard, Markham, Ontario, L3R 9W3,
- After Hours Municipal Emergencies: 905-477-7000

Markham's Customer Service Centre will be operating during an emergency to receive calls from the public and provide information. The Customer Service Centre is a component of the EOC Information Officer's responsibility and will operate in the Civic Centre or in the alternate location as needed.

7. Process of Determining, Declaring and Terminating an Emergency

At the threat of an impending emergency and/or at the scene of an emergency, an assessment of the situation is done to determine if this is an extraordinary event that requires extraordinary measures to respond to, contain and recover from the situation. If the activation of the Markham's EOC is warranted, the CAO and/or the Fire Chief will activate the EOC. If the situation escalates and warrants the declaration of emergency, the Mayor, in discussion and upon advisement by the EOC Director, has the authority to declare an emergency that may extend to all, or any part of the geographic area under the jurisdiction of Markham, even as small as one particular address, if needed.

A declaration of emergency will:

- Support Markham in organizing the community's resources, supplies, and equipment and/or requesting help from neighbouring communities as soon as possible, and gives the Mayor, as the Head of Council, extraordinary powers to direct those resources.
- Bring all the right people to one place allowing the Markham Emergency Operations Centre to respond to the emergency while maintaining all other essential community services.
- Set up a business cycle for the Markham EOC Management Team.
- Ensure that the actions taken to handle the emergency are documented.
- Require information to be communicated to the public as soon as possible.
- Allow Markham to request financial assistance from Provincial and/or Federal governments, if required.
- Ensure volunteers are covered under the *Workplace Safety and Insurance Act*.

7.1 Declaration of an Emergency

In making the determination that a situation or impending situation is of the scale and/or magnitude, that a declaration of emergency should be made; the EOC Management Team will utilize the "Emergency Declaration Checklist" as a guide.

The Mayor or his/her designated alternate is responsible for declaring that a municipal emergency exists within Markham's geographic boundaries in consultation with the EOC Management Team. Upon declaration of an emergency, The Mayor will ensure that the following notifications are made:

- a. Emergency Management Ontario at (416) 314-0472 (Provincial Emergency Operations Centre – PEOC),
- b. In the event that contact with the PEOC is unsuccessful, notification can be made through the O.P.P. Duty Officer (705) 329-6950,
- c. Markham Council,
- d. The Regional Chair,
- e. Mayors of neighbouring municipalities,
- f. The public; and
- g. MP's and MPP's representing the constituents of Markham.

The Mayor will ensure a written and signed official declaration of an emergency is submitted by fax to the Provincial Emergency Operations Centre (416) 314-6220.

The Premier of Ontario has the authority under the Emergency Management and Civil Protection Act to declare an emergency in all or any part of Ontario.

7.2 Terminating an Emergency

In making the determination that an emergency declaration should be terminated; the EOC Management Team will utilize the “Emergency Declaration Checklist” as a guide. The EOC Management Team will assess the situation to determine if the declaration criteria are in effect or resolved and advise the Mayor or his/her alternate to terminate the emergency declaration.

2. The authority to terminate an emergency is that of the:
 - a. Head of Council or designated alternate; or
 - b. Markham Council; or
 - c. The Premier of Ontario.

Upon terminating an emergency, the Mayor will ensure that a verbal and written notice is issued to:

- a. Provincial Emergency Operations Centre Tel: (416) 314-0472 and Fax (416) 314-6220,
- b. In the event that contact with the PEOC is unsuccessful, notification can be made through the O.P.P. Duty Officer Tel: (705) 329-6950,
- c. City Council,
- d. The public,
- e. The Regional Chair,
- f. The Mayors of neighbouring municipalities; and
- g. The MP's and MPP's who represent the constituents of Markham.

7.3 Escalation of an Emergency to Regional Plan Implementation

In some instances a localized emergency or impending emergency may escalate in scope or be of such a magnitude that a controlled and coordinated response is required at the Regional Government level. The Mayor or his/her alternate can request through the Regional Chair that the York Region Emergency Plan be activated. The following situations outline instances where the York Region Emergency Plan may be implemented:

- The incident is beyond the capability of a local municipality and the Head of Council requests implementation of the York Region Emergency Plan.
- The situation threatens or affects York Region facilities.
- In a Provincially declared emergency, the Premier directs York Region to activate its Emergency Plan.

In the instance of a declaration of a York Region emergency, Markham will:

- Activate, operate and maintain Markham's EOC,
- Continue to provide services to residents,
- Continue to manage any localized response,
- Jointly coordinate with the Region in emergency response efforts,
- Provide a representative to the York Region Emergency Operations Centre to establish a liaison between Markham and York Region.

These activities will continue until the emergency or impending emergency is declared terminated.

7.4 EOC Management Team Meeting

The EOC Director (CAO or alternate) will establish a schedule of meetings and will chair the meetings. The EOC Director in consultation with the Planning Section Chief will set the agenda.

The EOC Management Team meetings will be kept brief and address the following actions taken

- Status of the emergency - current situation, outstanding issues and anticipated priorities
- Resources priorities
- Probabilities and predictions
- Public information and media
- Action plan formulation and priorities

The Planning Section Documentation Officer or designated scribe will record and circulate meeting minutes and the incident action plan.

8. Response and Recovery Planning

During an emergency, each Section Chief is responsible for ensuring long term response and recovery planning is considered and presented to the Planning Section Chief in EOC Management Team meetings.

The purpose of response and recovery planning is to identify needs beyond the first 24 to 72 hours of the emergency, including:

- Business continuity strategies for implementation to ensure continuation of Markham services
- Assess potential financial, economic and public relations impacts
- Designate business continuity responsibilities to specific senior Markham staff
- Determine long term emergency response needs
- Identify recovery and rehabilitation needs, develop and implement action plans utilizing the principles of management by objective
- Evaluate effectiveness of plans and strategies.

8.1 Disaster Relief Committee

The Finance Section Chief will act as Chair and set a schedule for meetings. The Committee identifies sources for donor funds, administers donations and distributes funds to approved applicants in accordance with Ontario Disaster Relief Assistance Program (ODRAP) guidelines

Multi-agency representatives assess and approve applications for financial assistance related to the Emergency in accordance with ODRAP guidelines.

9. Requests for Assistance

9.1 General

The *Emergency Management and Civil Protection Act* provides the authority for the Markham to enter into agreements with neighbouring municipalities to provide assistance during an emergency.

Markham can request assistance from volunteer organizations, the private sector and community agencies. The request or response to a request for assistance is made by the EOC Director.

The EOC Director on the advice of EOC Management Team makes the final determination to ask for assistance from or provide assistance to a neighbouring municipality.

9.2 Assistance from the Regional Municipality of York

On the advice of the EOC Management Team, the Mayor may request assistance from York Region without York Region's Emergency Plan being activated.

9.3 Assistance from the Provincial Government

On the advice of the EOC Management Team, the Mayor may request assistance from the Province through the Provincial Emergency Operations Centre.

Financial assistance for private homeowners, small businesses, non-profit agencies and farmers, who have sustained heavy losses for essential items as a result of a natural disaster, may be available through the Ontario Disaster Relief and Assistance Program (ODRAP).

Emergency Management Ontario will deploy a liaison team to the EOC upon declaration of an emergency to provide advice and assistance.

9.4 Assistance from the Federal Government

Requests for assistance from the Federal Government for personnel, resources and financial aid must be made through the Province of Ontario. Federal assistance is only provided when the resources of the Municipality, Region and Province have been exhausted

10. Emergency Plan Maintenance and Updates

The Chief Administrative Officer shall act as the Chair of the Emergency Planning Committee (as appointed by Council).

[Note: Sonia – has this appointment been made? If not, do you want to include in the Report?]

The Emergency Planning Committee is responsible for overseeing the formulation, development, implementation and evaluation of the Markham's Emergency Management Program. Proposed administrative changes will be forwarded to the Emergency Planning Committee for review and approval and the Emergency Planning Committee will recommend context changes for approval by General Committee and Council.

10.1 Plan Maintenance and Revision

Markham's Emergency Plan will be maintained and distributed by the Emergency Preparedness Coordinator. The Emergency Plan will be reviewed and updated at a minimum of once per year. In an effort to decrease the environmental imprint from providing hardcopies the Emergency Plan will be posted on Markham's website (www.markham.ca).

Markham departments will designate an emergency plan custodian that will coordinate with the Emergency Preparedness Coordinator to update the Emergency Plan.

[Note: Sonia – has this wording was not clear. Please revise as necessary.]

Markham departments will have access to the Emergency Plan through the local intranet and a copy will be provided on an external storage device to the Emergency Plan custodian and Director in each department to facilitate updating the Emergency Plan.

10.2 Testing of the Emergency Plan

Markham's Emergency Plan will be tested in whole or in part at a minimum of once per year in accordance with the Act.

Testing of departmental emergency and business continuity plans may be done separately or in conjunction with Markham's Emergency Plan.

The Emergency Alerting System Procedure will be tested at a minimum of once per year.

10.3 Emergency Management Training

EOC Management Team members and alternates must attend yearly training on emergency management theory and practices in accordance with the Act.

Markham staff will be given an opportunity to receive yearly orientation on the Emergency Plan.

Each EOC Management Team member and alternate is responsible for reviewing the plan on a regular basis to ensure complete understanding of the process, procedures, roles and responsibilities.