

EMERGENCY PLAN



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Town of Markham Emergency Procedures Manual

UPDATE SHEET

File immediately after the Title Page - discard the previous version.

Revision Date	Pages Changed	Pages Added	Pages Removed
September, 2004	Entire manual plus appendices		

*Remember to shred any changed or removed pages with **CONFIDENTIAL** in the lower left corner!*

EMERGENCY PROCEDURES MANUAL**DISTRIBUTION LIST**

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3	Operations & Asset Management	Manager, Waste Management
4	In Reserve (formerly Waste Management)	
5	Operations & Asset Management	Manager, Construction & Utilities
6	In Reserve (formerly Environmental Services)	
7	Contact Centre	Manager, Contact Centre
8	Recreation & Culture Services	Angus Glen C.C. Facility Coordinator
9	In Reserve (formerly Miller Transit)	
10	Community and Fire Services	Commissioner of Community and Fire Services
11	Information Technology Services	Lead, Telephony and Desktop Integration
12	Fire & Emergency Services	Fire Chief
13	Fire & Emergency Services	Deputy Fire Chief #1
14	Fire & Emergency Services	Deputy Fire Chief #2
15	Fire & Emergency Services	Chief Fire Prevention Officer
16	Fire & Emergency Services	Public Education/Fire Prevention Officer
17	Fire & Emergency Services	Emergency Management
18	Fire & Emergency Services	Communications Centre
19	Community and Fire Services	Commissioner's Car
20	Fire & Emergency Services	Platoon Chief's Command Car
21	Mayor	Administrative Assistant, Mayor's Office
22	Deputy Mayor	Administrative Assistant, Mayor's Office
23	Councillors' Reference Copy	Administrative Assistant, Mayor's Office
24	Operations & Asset Management	General Manager, Waterworks
25	In Reserve (formerly Waterworks)	
26	In Reserve (formerly Waterworks)	
27	York Region – E.M.S.	General Manager
28	York Region – E.M.S.	Director, Operations
29	York Region – E.M.S.	Special Operations Paramedic
30	York Region – Police Headquarters	Director, Emergency Management
31	York Region – Community Services & Housing	Director, Emergency Management
32	York Region – Health Services	Director, Emergency Management
33	York Region – Emergency Management #1	Director, Emergency Management
34	York Region – Emergency Management #2	Director, Emergency Management
35	York Regional Police #5 District	District Commander
36	In Reserve (formerly Corporate Strategy & Quality)	
37	In Reserve (formerly Corporate Strategy & Quality)	
38	In Reserve (formerly Corporate Strategy & Quality)	
39	Chief Administrative Officer	Executive Assistant
40	Corporate Services Commission	Commissioner of Corporate Services

41	CIO's Office	Chief Information Officer
42	Town Clerk	Town Clerk
43	Legal	Town Solicitor
44	Purchasing	Manager of Purchasing
45	In Reserve (formerly Finance)	
46	Financial Services	Treasurer
47	Financial Services	Director of Financial and Client Services
48	Recreation & Culture Services	Director, Recreation & Culture Services
49	Recreation & Culture Services	Manager, Community Centre Operations
50	Recreation & Culture Services	Thornhill C.C. Facility Coordinator
51	Recreation & Culture Services	Milliken Mills C.C. Facility Coordinator
52	Recreation & Culture Services	Centennial C.C. Facility Coordinator
53	Operations & Asset Management	Manager, Asset Management
54	Operations & Asset Management	Fleet Supervisor
55	Human Resources	Director, Human Resources
56	Human Resources	Health & Safety/WSIB
57	Operations & Asset Management – Parks	Manager of Parks Maintenance
58	Operations & Asset Mgmt. – Parks, John St.	West Area Supervisor
59	Operations & Asset Mgmt. – Parks, Central	Central Area Supervisor
60	Corporate Communications	Director, Corporate Communications
61	Corporate Communications	Administrative Assistant
62	Development Services Commission	Commissioner of Development Services
63	Development Services Commission	Manager, Strategy and Innovation
64	Operations & Asset Management	Director, Operations & Asset Management
65	Operations & Asset Management - Roads	Manager, Operations
66	Operations & Asset Management – Roads	Manager, Road Maintenance
67	In Reserve (formerly Technical Services)	
68	In Reserve (formerly Technical Services)	
69	York Regional Police – Support Services	Emergency Preparedness Officer
70	Fire & Emergency Services	CEMC Alternate
71	Spare	Emergency Planning (Fire)
72	EOC Tote Box	Administrative Assistant, Mayor's Office
73	EOC Tote Box	Chief Administrative Officer
74	EOC Tote Box	Scribe
75	EOC Tote Box	Region Police
76	EOC Tote Box	Fire
77	EOC Tote Box	Community and Fire Services
78	EOC Tote Box	Region Community Services and Housing
79	EOC Tote Box	Region Public Health
80	EOC Tote Box	Region E.M.S.
81	EOC Tote Box	Hydro
82	EOC Tote Box	Corporate Services
83	EOC Tote Box	Development Services
84	EOC Tote Box	MCG Spare #1
85	EOC Tote Box	MCG Spare #2
86	EOC Tote Box	Capital Assets
87	EOC Tote Box	Legal
88	EOC Tote Box	Purchasing
89	EOC Tote Box	Human Resources

90	EOC Tote Box	Town Clerk
91	EOC Tote Box	Secretarial Support #1
92	EOC Tote Box	Secretarial Support #2
93	EOC Tote Box	MCG Spare #3
94	EOC Tote Box	Telecommunications
95	EOC Tote Box	Emergency Management
96	EOC Tote Box	P.I.O
97	EOC Tote Box	On-Scene P.I.O.
98	EOC Tote Box	Operations & Asset Management
99	EOC Tote Box	Recreation & Culture Services
100	EOC Tote Box	I.T.S.
101	EOC Tote Box	MCG Spare #4
102	EOC Tote Box	MCG Spare #5
103	EOC Tote Box	Waterworks
104	EOC Tote Box	Operations
105	EOC Tote Box	Recreation Facilities
106	EOC Tote Box	Recreation Programs
107	EOC Tote Box	MCG Spare #6
108	EOC Tote Box	Construction & Utilities
109	EOC Tote Box	MCG Spare #7
110	EOC Tote Box	MCG Spare #8
111	EOC Tote Box	MCG Spare #9
112	EOC Tote Box	Communications Room Spare
113	EOC Tote Box	Switchboard
114	EOC Tote Box	Citizens Inquiry Service
115	EOC Tote Box	MCG Spare #10
116	EOC Tote Box	MCG Spare #11
117	EOC Tote Box	Media Information Centre
118	York Regional Police #2 District	District Commander
119	Markham Public Libraries	Chief Financial Officer
120	Fire Department EVAC Box	Alarm Room Supervisor
121	EOC Tote Box	MCG Spare #12
122	York Regional Police #2 District	District Commander
123	Canadian Red Cross – Region of York	Carol Law
124	Markham Stouffville Hospital	Director, Quality Risk & Patient Relations
125	York Region – E.M.S.	Operations Manager
126	York Region – E.M.S.	Operations Supervisor (I)
127	York Region – E.M.S.	Operations Supervisor (II)

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SECTION 1: INTRODUCTION TO THIS MANUAL & THE EMERGENCY PLAN

1.1 Purpose of this Manual

This manual has been prepared in order to provide key officials, agencies, and departments within the Town of Markham with a general guideline to the expected initial response to an emergency and an overview of their responsibilities during an emergency.

The manual encompasses both the Emergency Plan, and the Appendices which include the various departmental emergency procedures (Appendix D).

1.2 The Appointed vs. the Elected Official

With the exception of the Mayor (or his designate in the absence of the Mayor) who is a member of the Markham Control Group at the Emergency Operations Centre, management of a declared emergency is in the hands of appointed officials who make up the Markham Control Group, and advisory staff who serve in other supporting roles. Although Appointed Officials act as principal advisors to the Mayor, or his designate, ultimate control and responsibility remains with the Elected Official.

Nevertheless, other elected officials (Councillors) have a vital role to play during an emergency. Their knowledge of their community and the various ward constituents in leadership positions enables them to act as critical liaisons between the incident management group and the residents affected by the emergency. As such, a high profile in the community is essential at these times, where Councillors have a major leadership role in their wards.

In order to allow Councillors to fulfil this role the Public Information Officer, in concert with the Chair of the Markham Control Group, will provide them with regular briefings and updates as part of his or her duties.

1.3 Structure of this Manual

- Section 1 contains the Introduction, which you are now reading.
- Section 2 contains the Emergency Plan and executive summary for the Emergency Plan.
- Section 3 describes the aim of the Plan, declaration of an emergency, and the Emergency Alerting System.
- Section 4 describes the role of the Emergency Operations Centre and the duties of the Markham Control Group, advisory staff, and other agencies
- Section 5 contains Media and Public Information
- Section 6 lists how to request provincial assistance.
- Section 7 describes how to officially terminate an emergency
- Section 8 covers administrative details such as plan maintenance and testing.
- The remainder of the manual consists of Appendices.

In the Appendices are the Emergency Alerting System Plan (Appendix A) and the full list of Contact Numbers for key officials in the Town (Appendix B). Because they list private numbers, these two Appendices are to be treated as Confidential.

The remaining Appendices are resource documents for a variety of purposes such as Appendix D, Departmental Emergency Procedures, and Appendix E, Resource Listing. The

departmental procedures contain information on what the department will do in an emergency, how it will be managed, how it will communicate, and what it can contribute towards the needs of the Town as a whole. The Resource Listing provides detailed contact information for obtaining a wide variety of goods and services, from amateur radio operators to veterinarians.

A full listing of Appendices will be found on the page preceding the 'A' tab.

1.4 Updates

The master copy of this manual is maintained by the Community Emergency Management Co-ordinator (CEMC), (Deputy Fire Chief in charge of Emergency Management). Each Department has a Custodian for their Emergency Procedures Manual; they are listed on the first page of each department's entry in the Departmental Procedures listed in Appendix D. All changes, additions, and deletions originating in a department should go to their Custodian, who will convey them by e-mail to the CEMC for inclusion into an update. Changes should be as format-ready as possible to facilitate the updating process.

The master copy will be amended and updates will be sent out to all persons registered as being holders of this manual. If a registered copy is needed, please obtain one through official channels.

Obsolete pages are to be replaced by new pages; if old pages contain the footer "**Confidential**", especially Appendices A and B, they should be shredded. The new pages will carry the date of the update in the footer.

1.5 Map of Selected Relevant Locations

The following page contains a Town map showing the location of certain locations which may become relevant during an emergency:

- Community Centres/Arena's (reception centres)
- Fire Stations
- Police Station
- Parks Department Yards (including fuel pumps)
- Works Yards (including fuel pumps)
- Hospital
- Ambulance Stations
- GO Stations
- Shelters suitable for reception/evacuation centres (typically Secondary Schools)
- Reception Areas (typically Community Centres)



SECTION 2: EXECUTIVE SUMMARY; ORGANIZATION CHART

2.1 Executive Summary

2.1.1 Introduction

This manual and plan has been prepared in order to provide key officials, agencies, and departments within the Town of Markham with a general guideline to the expected initial response to an emergency and an overview of their responsibilities during an emergency.

For this manual to be effective, it is important that all concerned be made aware of its provisions and that every official, agency, and department be prepared to carry out their assigned functions and responsibilities in an emergency. Following is an overview of the background and some of the highlights of this manual.

2.1.2 Background

Provincial Legislation entitled "The Emergency Management Act" is the primary authority requiring municipalities to develop their own emergency plan.

The Emergency Management Act, R.S.O.1990, Chapter E.9, S.3(1) 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."

2.1.3 Highlights of the Plan

The Town of Markham has the responsibility for supplying the initial response in an emergency.

Upon warning of an impending situation or notification of an emergency, the Mayor, CAO, Fire Chief, or their designate(s) may request that the Fire and Emergency Services Communications Centre activate the Town's Emergency Alerting System.

The Mayor or his designate may request assistance from the Regional Municipality of York by contacting the Regional Chair. This may be done **without** activating the Regional Emergency Alerting System.

The Mayor or his designate is ultimately in charge of a Municipal Emergency and the Chief Administrative Officer or his designate is the Chair of the Markham Control Group.

However, when the resources of the Town of Markham are deemed insufficient to control the emergency, the Mayor or his designate may request assistance from the Region of York through the Regional Municipality of York Emergency Plan. This will be carried out by the Communications Branch of the York Regional Police Service. The Regional Emergency Alerting System may also be activated, and a Regional Emergency may be declared by the Regional Chair when:

- a) the emergency affects a large portion of inhabitants of **more** than one Area Municipality; or
- b) the emergency requires extraordinary actions or expenditure of monies by one or more regional services for the protection of property, health, safety, and welfare of the inhabitants of the community.

The Mayor(s), their designate(s) or appropriate designated Senior Municipal Official(s) of the affected Area Municipality(s) and the Municipal Fire Chief(s) (as appropriate and practical) may then become members of the Regional Emergency Control Group. All decisions made by the Regional Emergency Control Group (as appropriate) with respect to the lives and property of the affected Area Municipality(s) may be made in consultation with the Mayor(s) or their designate(s) of the affected Area Municipality(s).

The remaining municipal officials on the **Municipal** Emergency Control Group(s) of the affected Area Municipality(s) may then become the support group(s) or the support staff to the Mayor(s) or their designate(s), or the appropriate designated Senior Municipal Official(s), participating on the **Regional** Control Group.

Resources within the Regional Municipality of York does not allow for representation from each emergency and support service or agency on every Municipal Emergency Control Group, as well as the Regional Control Group. Therefore, once the Regional Plan is implemented, overall co-ordination and deployment of resources required to mitigate the effect(s) of the emergency will be the responsibility of the Regional Control Group in accordance with the Emergency Management Act, RSO 1990, Chapter E.9, S.5.

The Regional Chair is ultimately in charge of a Regional Emergency and the Regional Chief Administrative Officer is the Chair of the Regional Emergency Control Group.

However, it should be stressed that in any emergency, or threat of an emergency, members of either the Municipal or Regional Control Groups 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 an Emergency exists.

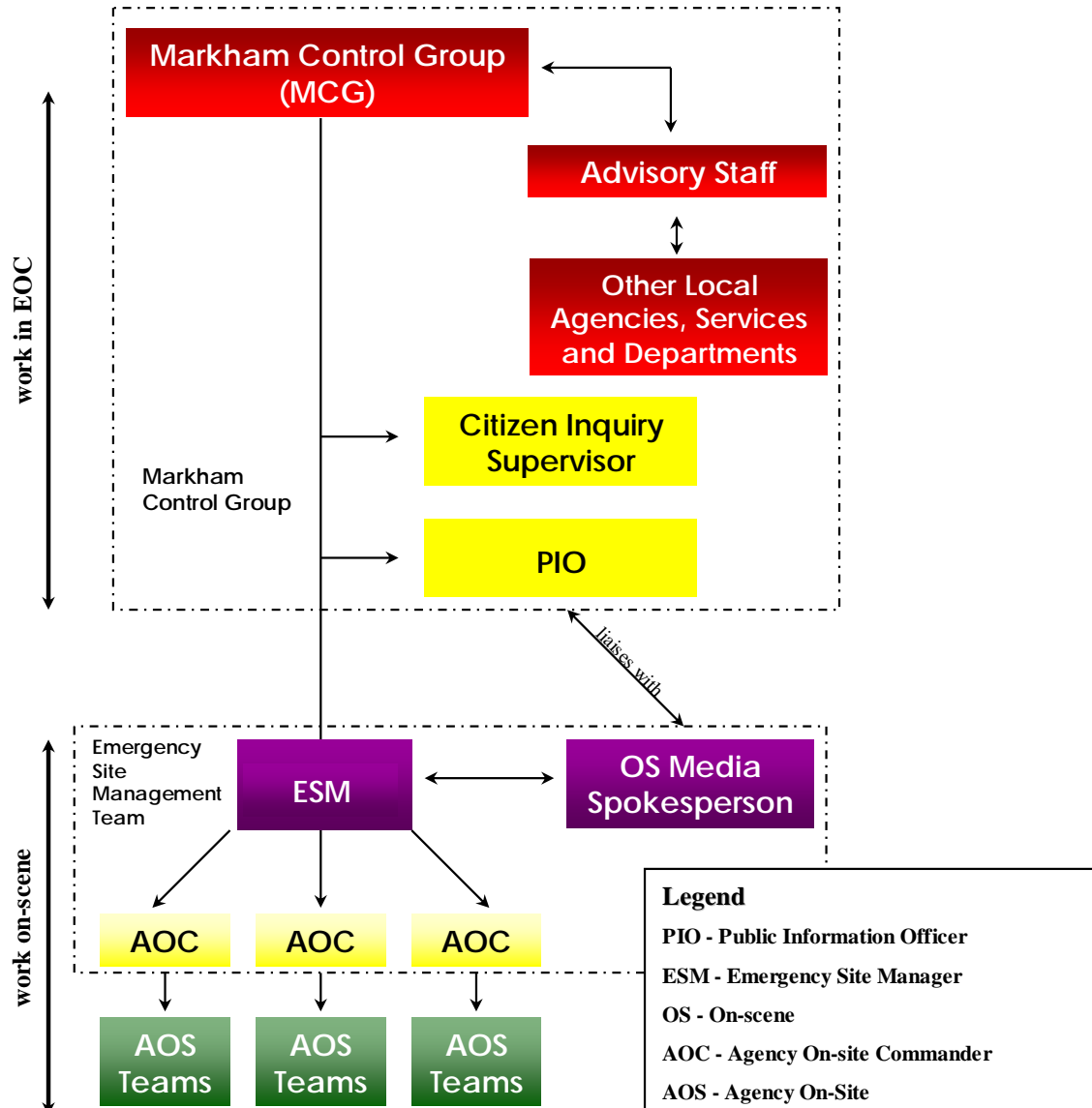
2.1.4 Appendices

Any reference to an Appendix within the Emergency Plan is solely for the assistance of the users of the manual. The manual appendices and binder do not form part of the By-law.

2.1.5 Organization Chart

For the purpose of clarifying the relationship between the various groups of people described in this Manual, a Chain of Command/Control chart follows. The functions of each group, and responsibilities of the individuals within each group, are described in Sections 4 and 5.

CHAIN OF COMMAND / CONTROL



SECTION 3: DEFINITIONS; INTRODUCTION; AIM; DECLARATION OF AN EMERGENCY; EMERGENCY ALERTING SYSTEM

3.1 Definitions and Relevant Terms

1) Agency On-Scene Commander (AOC)

The ranking on-scene official for each agency reporting to the emergency, who is responsible for managing the agency's response operations in consultation and co-ordination with the Emergency Site Manager and Markham Control Group.

2) Area Municipality

Area Municipality means the municipality or corporation of the Town of Aurora, Town of Markham, Town of Newmarket, Town of Richmond Hill, City of Vaughan, Town of Whitchurch-Stouffville, Town of East Gwillimbury, Town of Georgina, and the Township of King. Area Municipality emergency plans may be cited as Municipal Emergency Plans.

3) Chief Administrative Officer

The Chief Administrative Officer or alternate senior municipal official designated to Chair the Markham Control Group, and is responsible for co-ordinating operations within the Emergency Operations Centre.

4) Citizen Inquiry Service

A service established by the Citizen Inquiry Supervisor (Manager, Contact Centre) to respond to and redirect inquiries and reports from the public.

5) Community Emergency Management Co-ordinator (CEMC)

The Deputy Fire Chief in charge of Emergency Management acts as the Community Emergency Management Co-ordinator for the Town of Markham. This person is responsible and accountable for Markham's Emergency Management program and is a member of the Markham Control Group.

6) Critical Incident Stress Team

The CIS Team is a trained team of individuals coordinated through the Human Resources department that are available for stress debriefing during and succeeding emergencies and major incidents.

7) Emergency

A situation or the threat of an impending situation abnormally affecting the lives and property of our society, which by its nature or magnitude requires a co-ordinated response by a number of agencies, both governmental and private.

8) Emergency Alerting System

The method by which members of the Markham Control Group are notified of an emergency.

9) Emergency Area

The area in which the emergency exists.

10) Emergency Management Program

A program that is based on a hazard identification and risk assessment process and leads to a comprehensive program that includes the four core components of mitigation/prevention, response and recovery. The Program will consist of a risk analysis, a current emergency response plan based on that analysis, the operation of an Emergency Management Program Committee, an Emergency Operations Centre, a formalized training and exercise program, a Community Emergency Information Plan, a Community Public Awareness Program and one that must undergo an annual review.

11) Emergency Management Program Committee

Committee of representatives of the various departments within the Town. It is the responsibility of members of this committee to liaise with the management and staff of their respective departments on Emergency Management. This group will meet on a regular basis and provide input on Emergency Management matters. Members of this committee may also act as custodians of the Emergency Procedures Manual for their respective departments.

12) Emergency Operations Centre (EOC)

The location from which the Markham or Regional Emergency Control Group operates. The addresses for the Markham and Regional Emergency Operations Centres are listed in Appendix F. For brevity, the Emergency Operations Centre may be referred to as the EOC.

13) Emergency Site Management Team

The Emergency Site Management Team consists of Agency On-Scene Commanders of the appropriate responding agencies involved in the emergency, the Emergency Site Manager (when appointed) and the On-Scene Media Spokesperson.

14) Emergency Site Manager (ESM)

Appointed by the Markham Control Group to ensure the agencies responding to the emergency site are co-ordinated in their response. The Emergency Site Manager communicates directly with the Chief Administrative Officer at the Emergency Operations Centre.

15) Full Alert

The Emergency Alert Level utilized when some or all members of the Markham Control Group, or other necessary staff as designated by the person in authority are contacted and instructed to respond to the Emergency Operations Centre.

16) Inner Perimeter

A restricted area in the immediate vicinity of the emergency scene as established by the On-Scene Commander from a responding emergency service. Access to the inner perimeter is restricted to those essential emergency personnel actively involved in the occurrence.

17) Markham Control Group (MCG)

A group of individuals chaired by the Chief Administrative Officer, directing those services necessary for mitigating the effects of the emergency.

18) Markham EOC Media Information Centre

The location at or near the Markham Emergency Operations Centre from which the media may gather for updated media releases and press conferences. This location will be determined by the Public Information Officer.

19) Mayor

The Head of Council or his designate for the Town of Markham.

20) On-Scene Media Information Centre

The location at or near the scene from which the media may gather for updated media releases and press conferences. This location will be determined by the designated On-Scene Media Spokesperson, with the approval of the Emergency Site Manager.

21) On-Scene Media Spokesperson

The Fire Public Education/Fire Prevention Officer will assume the role of On-Scene Media Spokesperson at the time of the emergency. This person is responsible for co-ordinating the timely accurate dissemination of information to the media from the On-Scene Media Information Centre. The Spokesperson will also work closely with the Public Information Officer to ensure that information released to the media from the scene is consistent with information being released from the Municipal EOC Media Information Centre.

22) Outer Perimeter

The geographic area surrounding the inner perimeter. This area will serve as a co-ordination and assembly point for essential emergency personnel. Access to the outer perimeter is restricted to essential emergency personnel as determined by the Emergency Site Manager.

23) Public Information Officer (PIO)

During an emergency, the Director, Corporate Communications or alternate for the Town of Markham will co-ordinate the dissemination of information to the Media, in the role of Public Information Officer.

24) Reception/Evacuation Centre

A reception/evacuation centre is a site where comfort services (food, clothing, referral to shelter, referral to social services, registration and inquiry) are offered to persons displaced by the emergency. The reception/evacuation center(s) will typically be the responsibility of Regional Community Services and Housing.

25) Recovery

The Recovery phase begins immediately following an emergency response, with efforts to restore minimum services to the stricken area and continues with long-term efforts to return the community to normal. Immediate recovery activities include assessing damage, clearing debris, restoring food supplies, shelter, and utilities. Long-term recovery activities include rebuilding and redeveloping the community and implementing mitigation programs as described in the Recovery Plan (Appendix I).

26) Regional Community Services and Housing Representative

A designated representative of the Regional Community Services and Housing Department. This person, when available, will be responsible for the dissemination of information between the Commissioner of Community Services and Housing and the Reception/Evacuation Centre Manager(s). This person is also involved in obtaining resources required by the Commissioner and/or the reception/evacuation centre(s).

27) Regional Director, Emergency Management

The Director, Emergency Management for the Regional Municipality of York is responsible for the maintenance, revision and distribution of the **Regional** Emergency Plan, as well as co-ordinating regional Emergency Management program.

28) Regional Emergency Medical Services Representative

A designated representative of the Regional General Manager of Emergency Medical Services, who, when available, is responsible for liaising between the Markham EOC and land ambulance service in the Region.

29) Regional Fire Co-ordinator

A Fire Chief from one of the fire departments in the Regional Municipality of York appointed by Order-in-Council to serve as Co-ordinator of the Region's Mutual Aid Fire Plan. This person will be a member of the Regional Emergency Control Group.

30) Regional Health Services Department Representative

A designated representative of the Regional Health Services Department. This person, when available, will be responsible for co-ordinating and liaising between the Markham EOC and the Regional Health Services Department during the emergency. This person will also work in association with the Emergency Social Services Response Team for the co-ordination of Reception/Evacuation Centre operations.

31) Stand-By Alert

The Emergency Alert Level utilized when some or all members of the Markham Control Group and other necessary staff as designated by the person in authority, are contacted and instructed to "Stand-By" for further information.

32) Triage

The sorting and allocation of treatment to patients or victims according to a system of priorities designed to maximize the number of survivors.

3.2 Introduction

- (1) Emergencies, for the purpose of this Plan, are situations, or the threat of impending situations abnormally affecting the lives and property of our society, which by their nature or magnitude require a co-ordinated response by a number of agencies, both governmental and private. This response, under the direction of the appropriate elected officials, **is distinct from routine operations carried out by agencies as normal day to day procedures**, e.g., fire fighting, police activities, normal hospital routines, ambulance routines.
- (2) While most peacetime emergencies could occur within the geographical area of the Town of Markham, those most likely to occur are: floods, tornadoes, hurricanes, blizzards, ice

storms, epidemics, transportation accidents involving hazardous material, air or rail crashes, toxic or flammable gas leaks, electric power blackouts, building or structural collapse, radiation fall out, uncontrollable fires, explosions, breakdown in flow of essential services/supplies, or any combination thereof.

3.3 Aim of the Emergency Plan

- (1) The Aim of the Town of Markham Emergency Plan is to identify responsibility and outline a plan of action for the efficient deployment, and co-ordination of Town services, support agencies and personnel to provide the earliest possible response in order to:
 - (a) protect and preserve life, property, and the environment at single and multi-site emergencies;
 - (b) minimize the effects of the emergency on the Town of Markham;
 - (c) restore essential services;
 - (d) assist Area Municipalities as requested; and
 - (e) provide resources to other communities outside of the immediate area, as requested.

3.4 Declaration of an Emergency

3.4.1 Action Prior to Declaration

- (1) When an emergency exists, but has not yet formally been declared to exist, Municipal employees may take such action(s) under this emergency plan as may be necessary to protect the lives and property of the inhabitants of the Town of Markham.

3.4.2 Municipal Emergency

- (1) S.4(1) of the Emergency Management Act R.S.P. 1990, Chapter E9, states that the "head of council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect the property, and the health, safety and welfare of the inhabitants of the emergency area."

The Mayor or his designate, as Head of the Council, is responsible for declaring that a municipal emergency exists within the boundaries of the Town of Markham. This decision is made in consultation with other members of the Markham Control Group.

An emergency declaration grants the Town the power to protect volunteer emergency workers under the provisions of the Workplace Safety and Insurance Board, (WSIB). By registering each volunteer participating in a "Declared Emergency", volunteers are then considered "Town Workers", and protected under the provisions of the WSIB. If an emergency situation requires the extensive use of volunteers, an emergency declaration will protect only those volunteers who are **registered**.

- (2) When considering whether to declare an emergency refer to Appendix Q. (*Checklist in Consideration of a Declaration of Emergency*).
- (3) Upon such declaration, the Mayor or his designate notifies:
 - (a) The Regional Chair.
 - (b) The Solicitor General of Ontario, through Emergency Management Ontario. Any notification to Emergency Management Ontario after regular office hours should be directed through the Emergency Management Ontario Duty Officer. See Appendix B for contact numbers.
 - (c) The Municipal Council.
 - (d) The Mayor or his designate shall ensure that the public, the media, and neighboring municipal officials are also advised of both the declaration and termination of an emergency.
- (4) The Mayor or his designate may request assistance from the Regional Municipality of York by contacting the Regional Chair **without** activating the Regional Emergency Alerting System when Town resources are deemed insufficient.
- (5) When the resources of the Town of Markham are deemed insufficient to control the emergency, the Mayor may request that the Regional Chair or the Regional Chief Administrative Officer or the Regional Police Chief or the Regional Fire Co-ordinator or alternate(s) activate the Regional Emergency Alerting System, through the Communications Branch of the York Regional Police Service.
- (6) Once the Regional Emergency Plan is implemented, the Mayor or his designate, or a designated Senior Municipal Official and any other appropriate officials, may then be required to proceed to the Regional Emergency Operations Centre and if appropriate become members of the Regional Control Group.
- (7) The remaining municipal staff from the Town of Markham Emergency Control Group will then remain in the Markham EOC as support staff to the Mayor, his designate or the designated Senior Municipal Official.
- (8) All decisions by the Regional Control Group (as appropriate) affecting the lives and property of the inhabitants within the Town of Markham may be made in consultation with the Mayor or his designate and communicated to the Markham Control Group as soon as possible.

3.4.3 Regional Emergency

- (1) The Regional Chair or Acting Regional Chair, as Head of Council, in consultation with the Regional Control Group is responsible for declaring an emergency to exist within the Regional Municipality of York when:
 - (a) The Mayor or his designate of an affected Municipality requests that the Regional Emergency Plan be implemented; or
 - (b) The emergency affects a large portion of the inhabitants of more than one area municipality within the Region; or

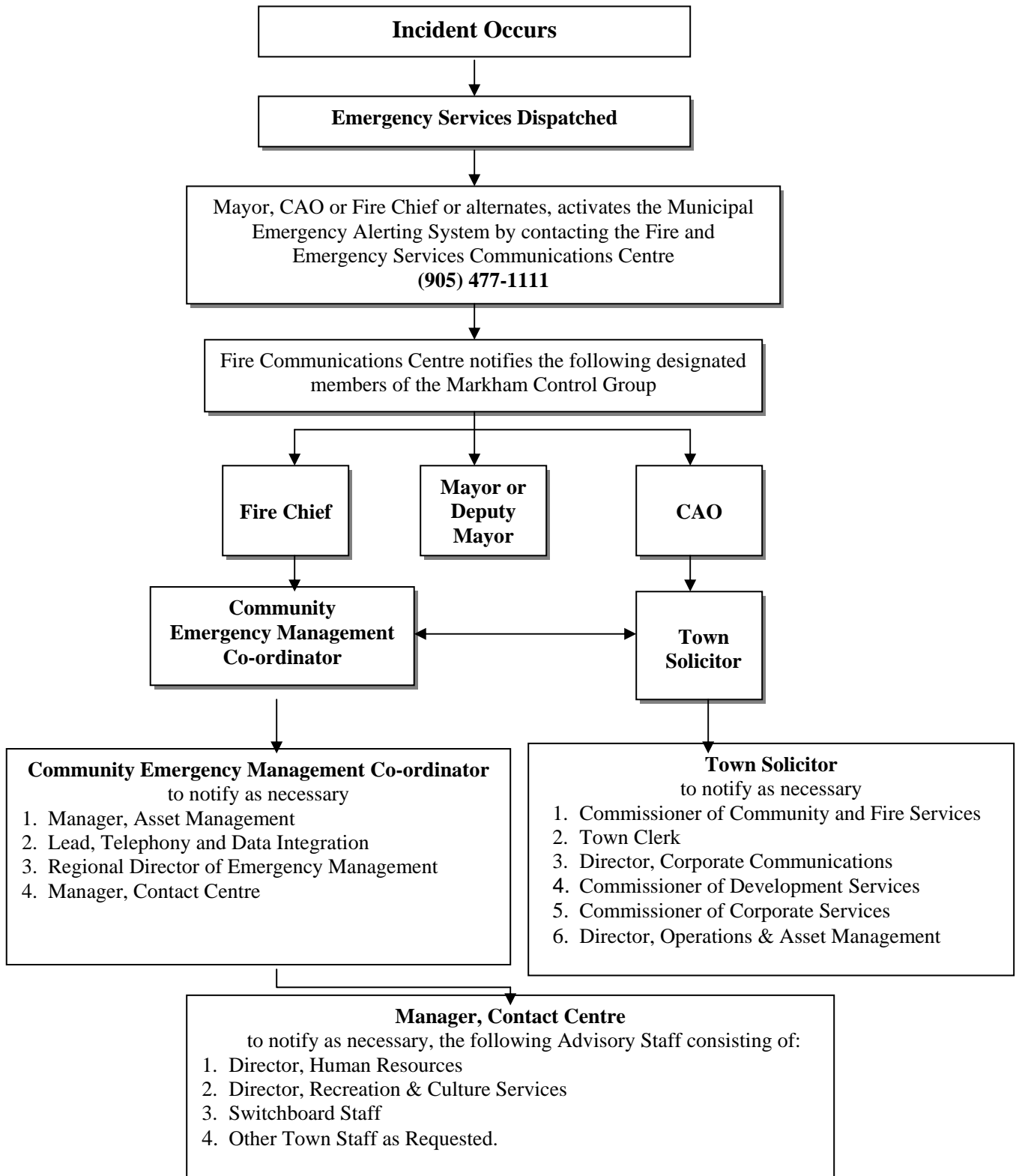
- (c) The emergency requires extraordinary actions or expenditure of monies by one or more Regional service for the protection of life and property.
- (2) Upon declaration of an emergency, the Regional Chair notifies the following persons:
 - (a) The Mayor(s) or Deputy Mayor(s) of affected Area Municipality(s);
 - (b) The Solicitor General of Ontario, through Emergency Management Ontario. Any notification to Emergency Management Ontario after regular office hours should be directed through the Emergency Management Ontario Duty Officer. See Appendix B for contact numbers.
 - (b) Regional Council.

The Regional Chair ensures that the public, the media, and neighboring municipal officials are also advised of both the declaration and termination of an emergency.

3.5 Emergency Alerting System

- (1) The Mayor, Chief Administrative Officer, or the Fire Chief or alternate(s), may request that the Fire and Emergency Services Communications Centre activate the Emergency Alerting System.
- (2) The Emergency Alerting System is illustrated as follows:
 - (i) A Fire and Emergency Services Call Taker/Dispatcher on duty is responsible for alerting designated members of the Markham Control Group and passing on such pertinent information as required.
- (3) Emergency Alert Levels
There are two Emergency Alert Levels. They are as follows:
 - (a) “Full Alert” - When the Fire and Emergency Services Communication Division is instructed to issue a full alert, either all, or selected members of the Markham Control Group, or other necessary staff, as designated by the person in authority are contacted and instructed to respond to the Emergency Operations Centre at a given time or as soon as possible.
 - (b) “Stand-By Alert” - When the Fire and Emergency Services Communication Division is instructed to issue a stand-by alert, either all, or selected members of the Markham Control Group, or other necessary staff, as designated by the person in authority are contacted and instructed to “Stand By” and be available to receive further information. This alert level may be used if there is an emergency situation developing or the threat of an emergency occurring which does not yet merit assembling members of the above groups.
- (4) For a detailed description of the Alerting System, see Appendix ‘A’, Emergency Alerting System.

TOWN OF MARKHAM EMERGENCY ALERTING SYSTEM



SECTION 4: EMERGENCY OPERATIONS CENTRE; MARKHAM CONTROL GROUP; INDIVIDUAL RESPONSIBILITIES; ADVISORY STAFF; OTHER LOCAL AGENCIES, SERVICES AND DEPARTMENTS; EMERGENCY SITE MANAGEMENT TEAM

General Note:

For all persons identified and whose role is described in this Section, the words “or alternate” are assumed but are not shown in the text below.

4.1 Emergency Operations Centre

4.1.1 Introduction

- (1) In the event of an emergency, an Emergency Operations Centre (EOC) will be established. The Markham Control Group, advisory staff and other groups may congregate and work together at the Emergency Operations Centre to make decisions, share information and provide support as required to mitigate the effects of the emergency. The Chief Administrative Officer is responsible for the co-ordination of **all** operations within the Emergency Operations Centre.
- (2) The Emergency Operations Centre will consist of:
 - (a) a meeting room for the Markham Control Group and advisory staff;
 - (b) a Communications room with appropriate voice radios, phones, faxes, access to a photocopier, printers and computers connected to the corporate network;
 - (c) space for the Regional representative(s) (if required);
 - (d) space for advisory staff and other groups as required; and
 - (e) a Media Information Centre and Press Conference Area.

In addition, provision will be made to accommodate:

- (f) appropriate comfort facilities including washrooms, quiet areas and kitchen facilities; and
- (g) adequate parking for all staff.

4.1.2 Location and Set-up

- (1) The Emergency Operations Centre may be set-up for both “Stand-By” and “Full Alert” situations. Set-up is the responsibility of the Manager, Asset Management with the assistance of the Lead, Telephony and Desktop Integration as required.
- (2) The location of the Emergency Operations Centre is designated by the first authorized person activating the Emergency Alerting System. A list of the designated primary and secondary Emergency Operations Centres is located in Appendix F.
- (3) Each department/service/agency represented in the Emergency Operations Centre will be assigned an “EOC Kit” for pre-positioning necessary plans and supplies in the EOC. When the EOC is set-up, each EOC Kit will be in the

Canada Room, so Markham Control Group members and advisory staff can collect their supplies upon arrival at the EOC. It is the responsibility of each member to retrieve, prepare and maintain their “EOC Kit”.

- (4) When a Regional emergency arises as a result of an emergency from a single area municipality, the EOC **may** be the same as that designated for the Area Municipality Emergency Control Group.
- (5) Where a Regional emergency initially affects two or more municipalities, York Region’s primary EOC may be opened. Its location is listed in Appendix F, Section 5. If this location is not appropriate, the Regional CAO will advise of the alternate EOC location being used.

4.1.3 Markham Control Group Meeting Room

- (1) The Markham Control Group requires a secure and quiet meeting room located close to support and communications functions.
- (2) To promote an effective emergency meeting, this room requires:
 - (a) a map(s) of suitable scale, depicting up-to-date information related to the emergency;
 - (b) a visual board depicting up-to-date status information on the emergency;
 - (c) telephone(s) and adequate IT infrastructure connectivity;
 - (d) an accurate clock, synchronized with all other EOC clocks; and
 - (e) all necessary stationary requirements and office supplies for those present to take notes and record information.
- (3) While the Markham Control Group is engaged in meetings they may require assistants to take messages and convey their decisions. Therefore, adequate space for support staff is also required in this room.
- (4) Each member of the Markham Control Group should designate at least one or two persons (for shift change purposes), preferably from their own organization or department depending on the nature and scope of the emergency, to handle in-coming and out-going communications or assist as otherwise required.

4.1.4 Communications Room

- (1) A separate communications room must be established in close proximity to the Markham Control Group Meeting Room. Staff in this room will handle inbound and outbound communications as necessary.
- (2) To be effective, the Communications Room requires:
 - (a) maps of suitable scale depicting up-to-date information related to the emergency;
 - (b) a visual board depicting up-to-date status information on the emergency;
 - (c) a chronological log of all significant communications and events related to the emergency;
 - (d) sufficient outside telephone lines for all communicators;

- (e) all necessary phones, radios, fax machines, printers and computers connected to the corporate network required to communicate with others outside the EOC, at the Emergency Area or elsewhere. (In the event that there are not enough telephones available, the use of cellular telephones with spare batteries and chargers should be considered);
 - (f) each emergency or support service with radio communication equipment should use this equipment in the Communications Room;
 - (g) an accurate clock, synchronized with all other EOC clocks; and
 - (h) all necessary stationary requirements, office supplies, emergency plans and reference materials required for support of the EOC.
- (3) People operating in the Communications Room will be responsible for operating telephones and radios within the Communication Room and relaying messages between their location and representatives on the Markham Control Group and other key locations.

4.1.5 Room Layout and Seating Assignments

For details of the layout of the EOC rooms, refer to Appendix F.

4.2 Markham Control Group

4.2.1 Composition

- (1) Depending on the type and extent of the emergency the Markham Control Group for the Town of Markham may consist of persons holding the following positions:
- (a) Mayor or designate
 - (b) Chief Administrative Officer
 - (c) Fire Chief
 - (d) Commissioner of Community and Fire Services
 - (e) Commissioner of Corporate Services
 - (f) Commissioner of Development Services
 - (g) Community Emergency Management Co-ordinator (CEMC)
 - (h) Director, Operations and Asset Management
 - (i) Director, Corporate Communications
 - (j) Town Solicitor
 - (k) Town Clerk
 - (l) Any other staff or agency as circumstances dictate.
- (2) The following municipal staff may be required to provide support, logistics and advice to the Markham Control Group and will be known as the **Advisory Staff**:
- (a) Manager, Asset Management
 - (b) Director, Human Resources
 - (c) Lead, Telephony and Desktop Integration
 - (d) Director, Recreation and Culture Services
 - (e) Chief Information Officer
 - (f) Manager, Contact Centre

- (3) Additional agencies may be called or added to the Markham Control Group may include:
 - (a) Regional Police Representative
 - (b) Regional Community Services and Housing Representative
 - (c) Regional Health Services Representative
 - (d) Regional EMS Representative
 - (e) Power Stream Distribution Inc.
 - (f) Enbridge Consumers Gas Representative
 - (g) Ontario Provincial Police Representative
 - (h) Provincial Ministry Representative
 - (i) Toronto Region Conservation Authority Representative
 - (j) Markham-Stouffville Hospital Representative
 - (k) York Region District School Board and York Catholic District School Board, and
 - (l) Any other officials, experts or representatives deemed necessary by the Markham Control Group.
- (4) The Markham Control Group may not require the presence of all those listed. Depending upon the emergency, only required members of the Markham Control Group shall be notified.
- (5) The members of the Emergency Site Management Team manage emergency services on-scene, communicating with the Markham Control Group via the Emergency Site Manager (once appointed).

4.2.2 Group Responsibilities

Checklists of Responsibilities can be found in Appendix “T”.

- (1) The actions or decisions which the Markham Control Group are responsible for are:
 - (a) Determining if the location of the Emergency Operations Centre and composition of the Markham Control Group are appropriate.
 - (b) Calling out and mobilizing resources.
 - (c) Co-ordinating and directing services and ensuring actions necessary for the mitigation of the emergency are taken, provided they are not contrary to law.
 - (d) Advising the Mayor as to whether the declaration of a municipal emergency is recommended.
 - (e) Designating any area in the municipality as an “emergency area”.
 - (f) Ensuring that an Emergency Site Manager has been appointed.
 - (g) Co-ordinating and/or overseeing the evacuation of inhabitants considered to be in danger.
 - (h) Discontinuing utilities or services provided by public or private concerns, i.e. hydro, water, gas, closing down a shopping plaza.
 - (i) Arranging for services and equipment from local agencies **not** under Municipal or Regional control, i.e. private contractors, volunteer agencies, service clubs.
 - (j) Notifying, requesting assistance and/or liaising with various levels of government and public or private agencies **not** under Regional or Municipal control as considered necessary.

- (k) Determining if additional volunteers are required and if appeals for volunteers are warranted.
- (l) Determining if additional transport is required for evacuation or transport of persons and/or supplies.
- (m) Ensuring that pertinent information regarding the emergency is promptly forwarded to the Public Information Officer and to the Citizens Inquiry Supervisor, for dissemination to the media and public.
- (n) Determining the need to add members depending on nature of emergency.
- (o) Authorizing expenditure of monies required to deal with the emergency.
- (p) Provide required support for on-site emergency workers during and post incident.
- (q) Notifying the services, agencies or groups under their direction, of a declaration or termination of the emergency.
- (r) Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the Community Emergency Management Co-ordinator as soon as possible after the termination of the emergency, as required.
- (s) Participating in debriefings following the emergency.
- (t) Before the response to an emergency has been completed, determine if a “Recovery” committee needs to be established, and if so, determine the chair and composition of that committee, along with its reporting structure.

4.3 Markham Control Group – Individual Responsibilities

4.3.1 Mayor

Checklists of Responsibilities can be found in Appendix “T”.

- (1) The Mayor, as Head of Council is ultimately in charge of the emergency.
- (2) The Mayor is also responsible for:
 - (a) If required, activating the Emergency Alerting System as identified in Appendix A.
 - (b) Declaring an emergency to exist.
 - (c) Declaring an emergency be terminated.
 - (d) Notifying the Chair of the Regional Municipality of York and the Solicitor General of Ontario of the declaration of an emergency and the termination of declaration of the emergency.
 - (e) Notifying the Ministry of Natural Resources if an emergency is declared as a result of flooding.
 - (f) Requesting assistance from the Regional Municipality of York by contacting the Regional Chair **without** activating the Regional Emergency Alerting System unless required.
 - (g) With the assistance of the Town Clerk, ensuring that the Town Councilors are advised of the declaration and termination of the emergency, and are kept apprised of the emergency situation.
 - (h) Ensuring that the public, the media and neighbouring municipal officials are also advised of both the declaration and termination of an emergency.
 - (i) Assuming the role of primary spokesperson for the Town of Markham as appropriate.

4.3.2. Chief Administrative Officer

Checklists of Responsibilities can be found in Appendix “T”.

- (1) The Chief Administrative Officer for the Town of Markham, as **Chair** of the Markham Control Group, is responsible for:
 - (a) If required, activating the Emergency Alerting System as identified in Appendix A.
 - (b) Have additional staff notified as necessary
 - (c) Directing the activities of the Markham Control Group.
 - (d) Advising the Mayor on policies and procedures, as appropriate.
 - (e) Throughout the emergency, establish a business cycle of meetings at regular intervals with all members of the EOC.
 - (f) Maintaining throughout the Emergency, an agenda of issues/problems, actions and solutions so that at each business cycle meeting an agenda of issues/problems previously identified and not resolved will be ready for review and discussion.
 - (g) Approving major announcements and media releases prepared by the Media Co-ordinator, in consultation with the Markham Control Group.
 - (h) Ensuring that a communication link is established with the Region and the Area Municipal CAO's, as required.
 - (i) In consultation with the Markham Control Group, advise the Manager, Contact Centre to notify any additional Town of Markham staff as required.
 - (j) The provision, as necessary, of support staff to assist the Markham Control Group in the co-ordination, collection and dissemination of information relative to the emergency.
 - (k) Ensuring that a communication link is established between themselves and the appointed Emergency Site Manager.
 - (l) Participating in a debriefing and assisting the Community Emergency Management Co-ordinator where necessary, in the preparation of any reports on the emergency.

4.3.3 Fire Chief

Checklists of Responsibilities can be found in Appendix “T”.

- (1) The Fire Chief will be responsible for:
 - (a) If required, activating the Emergency Alerting System as outlined in Appendix A.
 - (b) Organizing and co-ordinating the fire fighting and rescue services.
 - (c) Determining whether additional special equipment or supplies will be required, such as breathing apparatus, special protective clothing, foam and other miscellaneous supplies, and making the necessary arrangements to get them.
 - (d) Liaising with the Regional Fire Co-ordinator regarding incident status, and arranging for additional fire fighting assistance as necessary.
 - (e) Exercising overall control of Fire and Emergency Services functions including responding fire fighting apparatus and staff, in the event of a Mutual Aid activation.
 - (f) Making arrangements for additional assistance available through the office of the Fire Marshal of Ontario, if required.

- (g) Advising the Markham Control Group on matters concerning fire suppression and/or fire prevention in areas where the emergency has caused increased fire risks.
- (h) Liaising with the Commissioner of Community and Fire Services to ensure adequate water supplies for fire fighting purposes and the stabilization and control of all scenes involving spills, leaks or contamination by dangerous goods.
- (i) The establishment of an inner-perimeter within the Emergency Area when the Fire Service is the lead agency.
- (j) Providing an Emergency Site Manager if required.
- (k) When required, assisting the Emergency Site Manager as appointed by the Markham Control Group in fulfilling his/her responsibilities.
- (l) Providing equipment and staff as required to assist in operations other than fire fighting and rescue, such as first aid, evacuation and pumping operations.
- (m) Maintaining a log outlining communications and actions taken.
- (n) Participating in a debriefing and assisting the Community Emergency Management Co-ordinator in the preparation of any report(s) on the emergency.

4.3.4 Commissioner of Community and Fire Services

Checklists of Responsibilities can be found in Appendix “T”.

- (1) The Commissioner of Community and Fire Services is responsible for:
 - (a) The maintenance, construction, and repair of the Town’s roads.
 - (b) The maintenance of sanitary sewage and water systems.
 - (c) The provision of equipment for emergency pumping operations.
 - (d) Liaising with the Fire Chief concerning emergency water supplies for fire fighting purposes.
 - (e) The provision of emergency potable water, supplies and sanitation facilities to the requirements of the Regional Commissioner of Health Services.
 - (f) Discontinuing any Engineering service or utility to any consumer as required.
 - (g) Restoration of discontinued Engineering services as determined by the Markham Control Group.
 - (h) Liaising with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions.
 - (i) Providing Engineering vehicles and equipment as required by any other emergency services.
 - (j) Providing an Emergency Site Manager if required.
 - (k) When required, assisting the Emergency Site Manager as appointed by the Markham Control Group in fulfilling their responsibilities.
 - (l) Liaising with the Toronto Region Conservation Authority with respect to Floods and Flood related emergencies or any other areas of mutual concern.
 - (m) Maintaining an on-going relationship with Bell Canada, Power Stream Distribution, Rogers Cable and Enbridge Consumers Gas, to ensure these utilities are aware of the Town’s Emergency Management needs.

- (n) Maintain a log of all communications and actions taken.
- (o) Participating in a debriefing and assisting the Community Emergency Management Co-ordinator in the preparation of any report(s) on the emergency.

4.3.5 Commissioner of Corporate Services

Checklists of Responsibilities can be found in Appendix “T”.

- (1) The Commissioner of Corporate Services for the Town of Markham is responsible for:
 - (a) The provision of information and advice on financial matters as they relate to the emergency and the capabilities of the Town of Markham.
 - (b) Provide staff and resources with specific expertise in town mapping as required.
 - (c) Liaising, if necessary, with the Treasurer of other affected Area Municipalities and the Regional Municipality of York.
 - (d) Providing direction to the Manager, Purchasing.
 - (e) Ensuring that records of expenses are maintained for future claim purposes.
 - (f) Liaising with the provincial Officials with respect to the utilization of provincial emergency relief funds, if applicable.
 - (g) Liaising with other agencies involved in fundraising activities to avoid duplication in the raising and utilization of donated funds.
 - (h) Setting up the necessary mechanisms for receiving, adjusting and paying claims for interim financial assistance or final emergency relief funding.
 - (i) Maintain a log of all communications and actions taken.
 - (j) Participating in a debriefing and assisting the Community Emergency Management Co-ordinator in the preparation of any report(s) on the emergency.

4.3.6 Commissioner of Development Services

Checklists of Responsibilities can be found in Appendix “T”.

- (1) The Commissioner of Development Services for the Town of Markham is responsible for:
 - (a) Providing staff and resources with specific expertise in building standards, as required.
 - (b) Liaising with Fire and Emergency Services regarding inspection and certification of damaged structures prior to re-occupancy.
 - (c) Liaising with Power Stream Distribution and other utilities regarding disconnecting services in buildings deemed unsafe to occupy.
 - (d) Providing Environmental Engineering staff expertise during flooding or storm events, as required.
 - (e) Assisting the Markham Control Group however possible.
 - (f) Maintain a log of all communications and actions taken.
 - (g) Participating in a debriefing and assisting the Community Emergency Management Co-ordinator in the preparation of any report(s) on the emergency.

4.3.7 Community Emergency Management Co-ordinator (CEMC)

Checklists of Responsibilities can be found in Appendix “T”.

- (1) In the event of an emergency, the Deputy Fire Chief as Community Emergency Management Co-ordinator for the Town of Markham, will be responsible for:
 - (a) Assisting in activating the Emergency Alerting System as required.
 - (b) Ensuring that Emergency Operators Centre is activated.
 - (c) Acting in a resource and advisory capacity to the Markham Control Group, and advisory staff on Emergency Management matters, as required.
 - (d) Providing guidance and assistance to the various sub-committees, groups, departments and personnel involved at the Emergency Operations Centre, and any other location, as required.
 - (e) When required, assisting the Emergency Site Manager as appointed by the Markham Control Group in fulfilling their responsibilities.
 - (f) Liaising with other agencies as required by the Markham Control Group and the advisory staff.
 - (g) Co-ordination and preparation of the report on the emergency and conducting the emergency debriefing, as required.
 - (h) Ensuring that the Markham Control Group adheres to a reporting or business cycle, whereby the Markham Control Group meets at regular intervals throughout the emergency to share information, identify issues and problems to be resolved at the EOC.
 - (i) Prepares reports on the emergency as required.

4.3.8 Director, Operations and Asset Management

- (1) The Director, Operations and Asset Management provides the technical expertise to operationalize the requests of the Commissioner of Community and Fire Services.

The Director, Operations and Asset Management is also responsible for:

- (a) Co-ordinating where necessary activities of the Manager and staff of Asset Management.
- (b) Co-ordinating where necessary activities of the Manager and staff of Construction and Utilities, including Waterworks and Waste Management.

4.3.9 Director, Corporate Communications

- (1) The Director, Corporate Communications, under the direction of the CAO, is responsible for:
 - (a) Assuming the role of Public Information Officer as described in Section 5 of this plan.
 - (b) Keeps logs on activities.
 - (c) Participating in a debriefing and assisting the Community Emergency Management Co-ordinator in the preparation of any report(s) on the emergency.

4.3.10 Town Solicitor

Checklists of Responsibilities can be found in Appendix “T”.

- (1) The Town Solicitor for the Town of Markham is responsible for:
 - (a) Assisting in activating the Emergency Alerting System as required.
 - (b) The provision of advice to any member of the Markham Control Group, and other staff on matters of a legal nature as they may apply to the actions of the Town in its’ response to the emergency, as requested.
 - (c) Liaising with the appropriate solicitor(s) of other affected Area Municipality(s), and the Regional Municipality of York, if required.
 - (d) Keeps logs on activities.
 - (e) Participating in a debriefing and assisting the Community Emergency Management Co-ordinator in the preparation of any report(s) on the emergency.

4.3.11 Town Clerk

Checklists of Responsibilities can be found in Appendix “T”.

- (1) The Town Clerk is responsible for:
 - (a) Advising the Mayor and CAO of any procedural requirements under law
 - (b) Initiating the opening and operation of the Print Shop, or making arrangement to find alternate printing facilities, as the situation dictates.
 - (c) Co-ordinating feeding arrangements at the Emergency Operations Centre, as required
 - (d) Co-ordinating the provision of clerical staff to assist in the Emergency Operations Centre, as required including specific assignment of a Secretary to the Markham Control Group
 - (e) Upon direction by the Mayor or his designate, ensuring that all Members of the Municipal Council are advised of the declaration and termination of the emergency.
 - (f) Upon direction by the Mayor, arranging a special meeting(s) of Town of Markham Council, as required, and advising members of Council of the time, date, and location of the meeting.
 - (g) Procuring staff to assist, as required.
 - (h) Keeps logs on activities.
 - (i) Participating in a debriefing and assisting the Community Emergency Management Co-ordinator in the preparation of any report(s) on the emergency.

4.4 Advisory Staff - Individual Responsibilities

- (1) Based on the extent of the emergency, the Markham Control Group will advise the Manager, Contact Centre to notify the required Advisory Staff (and any other required municipal staff) to report to the Emergency Operations Centre.
- (2) As situations dictate, other staff may also play significant roles in an emergency as specified in individual department emergency procedures, and may be included as Advisory Staff.
- (3) Notification of these staff members will be through individual department alerting systems as detailed in Appendix D.

4.4.1 Manager, Asset Management

- (1) The Manager, Asset Management for the Town of Markham is responsible for:
 - (a) Opening and setting up the Emergency Operations Centre when requested to do so during any “Stand-By” or “Full Alert” situation.
 - (b) Maintaining the Emergency Operations Centre and arranging for the opening and maintenance of any other municipally owned facility(s) through the appropriate departments, as required.
 - (c) Providing security for the Emergency Operations Centre or arranging for security at any other municipally owned facility(s), as required.
 - (d) Co-ordinating the maintenance and operation of rest and meeting areas at the Emergency Operations Centre, as required.
 - (e) Locating and providing appropriate town vehicles and drivers as requested.
 - (f) Liaising with the Manager, Purchasing for feeding of emergency workers and volunteers on-scene, as required.
 - (g) Procuring staff to assist, as required.
 - (h) Liaising where necessary with York Region Transit in the event mass transportation is required.

4.4.2 Director, Human Resources

- (1) The Director, Human Resources for the Town of Markham is responsible for:
 - (a) Co-ordinating and processing requests for human resources.
 - (b) In conjunction with the Public Information Officer and under the direction of the Markham Control Group, co-ordinating offers of and appeals for volunteers.
 - (c) Selecting the most appropriate site(s) for the registration of human resources.
 - (d) Ensuring records of human resources and administrative detail, that may involve financial liability, are completed.
 - (e) Liaising with the Reception/Evacuation Centre Manager(s) regarding the completion/distribution of Volunteer Registration forms (Appendix L).
 - (f) Receiving and maintaining all completed volunteer registration forms. (After the termination of an emergency, this information must be delivered within 24 hours to Human Resources).
 - (g) Ensuring identification cards are issued to the Markham Control Group, and advisory staff, other volunteers and temporary employees, where practical.
 - (h) Arranging for transportation of human resources to and from site(s).
 - (i) Arranging for Critical Incident Stress counseling services through the Town’s CIS program, and the Employee Assistance Program as required.
 - (j) Obtaining assistance, if necessary, from other government departments, public and private agencies and volunteer groups.
 - (k) Procuring staff to assist, as required.

4.4.3 Lead, Telephony and Desktop Integration

- (1) In the event of an emergency, the Lead, Telephony and Desktop Integration for the Town of Markham will be responsible for:
 - (a) Initiating the necessary action to ensure the telephone system at all Municipal offices function as effectively as possible, as the situation dictates.
 - (b) Ensuring the various EOC Rooms are properly equipped with telecommunications equipment and working, with sufficient staff to correct any problems which may arise.
 - (c) Supporting as necessary the Citizen Inquiry Supervisor to ensure phone lines and equipment are adequate to handle the emergency and are operating properly.
 - (d) Maintaining an inventory of Municipal, Regional and private sector communications equipment and facilities within the area which could, in an emergency, be used to augment existing communications systems.
 - (e) Maintaining Line Load Control records and notifying appropriate authorities as required.
 - (f) Making arrangements to acquire additional communications resources during an emergency.
 - (g) Procuring staff to assist, as required.

4.4.4 Director, Recreation and Culture Services

- (1) The Director, Recreation and Culture Services is responsible for:
 - (a) Liaising with the Manager, Asset Management with respect to providing (opening) and operating department facilities, vehicles and equipment, as required.
 - (b) Co-ordinating where necessary activities of the Manager and staff of Facilities.
 - (c) Co-ordinating where necessary activities of the Manager and staff of Programs.
 - (d) Co-ordinating the provision of other departmental support staff as required.
 - (e) Liaising with the Regional Commissioner of Community Services and Housing Representative with respect to operation of reception/evacuation centres.
 - (f) Procuring staff to assist, as required.

4.4.5 Chief Information Officer

- (1) In the event of an emergency, the Chief Information Officer will be responsible for:
 - (a) Co-ordinating where necessary activities of the Manager and staff of Information Technology.
 - (b) Ensuring that all required computers are installed and operational in the LAN environment.
 - (c) Installing other computer hardware and software as the situation dictates.
 - (d) Maintaining all computer support systems to ensure effective support for the EOC.

- (e) Co-ordinating where necessary the activities of the Manager and staff of Applications and GIS.
- (f) Providing mapping services and, where necessary, staff to access and operate mapping applications for all Town emergency management efforts.
- (g) Ensuring all Town map sets and GIS data are current and available in both hard copy and electronic form.
- (h) Ensuring that a suitable number of map sets and appropriate GIS data, in a suitable scale and size, are available for all rooms of the Emergency Operations Centre and if necessary the Emergency Site Manager.
- (i) Ensuring the replacement or making current, where necessary, map updates in the Emergency Operations Centre on a semi annual basis.
- (j) Working with the Manager of Technology to ensure all IT hardware in use for emergency management purposes is suitable for mapping and GIS applications being used in the Emergency Operations Centre.
- (k) Providing sufficient staff to operate mapping and GIS applications that may be used for display or projection purposes in the Emergency Operations Centre when it is activated.

4.4.6 Manager, Contact Centre

- (1) In the event of an emergency the Manager, Contact Centre is responsible for the following:
 - (a) When notified to do so, will contact the necessary Advisory Staff as identified in the Emergency Alerting System.
 - (b) Assume the responsibilities of the Citizen Inquiry Supervisor, as outlined in Section 5 of this plan.
 - (c) Initiate opening, operation and staffing of switchboard at the Town Centre, as the situation dictates
 - (d) Initiating the notification of the after hours answering service, and the management of the Switchboard at the Town Centre.

4.5 Other Local Agencies, Services and Departments - Individual Responsibilities

Other local agencies, services and departments are agencies outside the jurisdiction of the Town of Markham authority. As such in the event of an emergency they may or may not be able to attend at the Town of Markham EOC. Representatives of these agencies may be called to attend and participate in the Town of Markham EOC, but due to a strain on resources may not be able to fulfill the desires of the Markham Control Group. The individual responsibilities below reflect the duties of these various representatives should they be able to attend at the Markham EOC and participate as members of the Markham Control Group.

4.5.1 York Regional Police Service Representative

- (1) The York Regional Police Service representative is responsible for:
 - (a) Identifying to the Markham Control Group presence and location of an on-scene command post.
 - (b) Ensuring that a communication link is established between the Markham Control Group and the On-Scene Command Post.

- (c) The identification to the Markham Control Group of inner and outer perimeters within the Emergency area when York Regional Police Service Representative is the lead agency.
- (d) The identification to the Markham Control Group of scene security at and within the perimeters.
- (e) The identification of traffic control measures being taken to facilitate the movement of emergency vehicles.
- (f) Notifying Markham Control Group of persons endangered by the emergency and the co-ordination of evacuees to reception/evacuation centres.
- (g) Notifying the Markham Control Group of any designation or opening of appropriate **interim** reception/evacuation centres, as required.
- (h) Liaising with the Regional Community Services and Housing Representative regarding the site(s) selected for reception/evacuation centre(s) and the approximate time of arrival of the first evacuees.
- (i) Notifying the Markham Control Group of any coroner notifications of fatalities.
- (j) Liaising with the Markham Control Group and co-ordinating the provision of an Emergency Site Manager, if required.
- (k) When required, assisting the Emergency Site Manager as appointed by the Markham Control Group in fulfilling his/her responsibilities.
- (l) Liaising with the Markham Control Group and arranging as possible the provision of Police Services to ensure the security of the Town's Emergency Operations Centre.
- (m) Maintain a log outlining all communications and actions taken.
- (n) Participating in a debriefing and assisting the Community Emergency Management Co-ordinator in the preparation of any report(s) on the emergency.

4.5.2 Regional Community Services and Housing Representative

- (1) The Regional Community Services and Housing Representative is responsible for:
 - (a) Co-ordinating the management, operation, set up, closure, and staffing of reception/evacuation centres with the assistance of the Regional Health Services Department, Town Recreation Department staff and designated volunteer agencies for the registration, feeding, care, clothing, welfare and shelter of persons using the centres.
 - (b) Liaising with the York Regional Police representative with respect to the establishment of reception/evacuation centres and other areas of mutual concern.
 - (c) Designation and arranging for opening (by contacting the appropriate person/persons identified in the Reception/Evacuation Centre Site Listing) of additional/secondary reception/evacuation centre(s), as required. (Whenever feasible site selection shall be done using the Reception/Evacuation Centre Site Selection Protocol).
 - (d) Liaising with the York Regional Police Service representative regarding the locations of additional/secondary reception/evacuation centres.
 - (e) Liaising with the Regional Health Services representative on areas of mutual concern regarding operations in reception/evacuation centres.

- (f) Ensuring that a property representative is notified when a public or private facility is required as a reception/evacuation centre, and that staff and volunteers utilizing the facility take direction from the property representative with respect to its maintenance, use and operation.
- (g) When volunteers are involved, ensuring that the Volunteer Registration Forms (Appendix L) are completed and a copy of each form is forwarded to the Director, Human Resources.
- (h) Maintain a log of all communications and actions taken.
- (i) Participating in a debriefing and assisting the Community Emergency Management Co-ordinator in the preparation of any report(s) on the emergency.

4.5.3 Regional Health Services Representative

- (1) The Regional Health Services Representative is responsible for:
 - (a) Acting as a co-ordinating link for all health services at the Markham Control Group.
 - (b) Liaising with the Provincial Ministry of Health, Public Health Branch.
 - (c) Liaising with the Emergency Medical Services representative on the Markham Control Group.
 - (d) Providing advice on any matters which may adversely affect public health.
 - (e) Providing authoritative instructions on health and safety matters to the public through the Public Information Officer.
 - (f) Co-ordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health policies.
 - (g) Liaising with the Markham-Stouffville Hospital and any other medical facilities directly or indirectly involved in the emergency.
 - (h) Ensuring co-ordination of care of bed-ridden citizens and invalids at home and in reception/evacuation centres during an emergency.
 - (i) Ensuring liaison with voluntary and private agencies, as required, for augmenting and co-ordinating Public Health resources.
 - (j) Ensuring co-ordination of all efforts to prevent and control disease during an emergency.
 - (k) Notifying the Commissioner of Community and Fire Services regarding the need for potable water supplies and sanitation facilities.
 - (l) Liaising with the Regional Commissioner of Community Services and Housing representative on areas of mutual concern regarding operations in reception/evacuation centres.
 - (m) When required, assisting the Emergency Site Manager as appointed by the Markham Control Group in fulfilling their responsibilities.
 - (n) Maintain a log of all communications and actions taken.
 - (o) Participating in a debriefing and assisting the Community Emergency Management Co-ordinator in the preparation of any report(s) on the emergency.

4.5.4 Regional Emergency Medical Services (EMS) Representative

- (1) The Regional Emergency Medical Services Representative will be responsible for:
 - (a) Liaising with Police, Fire and other agencies in the EOC.
 - (b) Liaising with the Regional Commissioner of Health Services Representative.
 - (c) Notifying the Markham Control Group of any triage and treatment at the Emergency Site and progress of same.
 - (d) Notifying the Markham Control Group regarding the efficient distribution of casualties through contacting the appropriate Central Ambulance Communication Centre(s) (CACC).
 - (e) Advising the Markham Control Group on needs assessment and request(s) for on-site medical teams and progress in providing transportation to the scene for these medical teams.
 - (f) Advising the Markham Control Group on needs assessment and request(s) for special Emergency Health Services resources at the emergency site, i.e.: ambulance buses, support and communications units, advanced skills paramedics, ambulance helicopters, etc.
 - (g) Liaising through the Regional Health Services Representative for information regarding disabled citizens that may reside in an area to be evacuated and may require ambulance transportation.
 - (h) Advising the Markham Control Group on the organization and transport of persons in health care facilities, homes for the aged, nursing homes and rest homes, which are to be evacuated, as required.
 - (i) Advising the Markham Control Group on what first aid supplies are available at the emergency area and the evacuation centre(s).
 - (j) If required, co-ordinate the provision of an Emergency Site Manager.
 - (k) When required, assisting the Emergency Site Manager as appointed by the Markham Control Group in fulfilling their responsibilities.
 - (l) Maintain a log of all communications and actions taken.
 - (m) Participating in a debriefing and assisting the Community Emergency Management Co-ordinator in the preparation of any report(s) on the emergency.

4.5.5 Power Stream Distribution Inc. Representative

- (1) The Power Stream Distribution Representative is responsible for:
 - (a) Notifying the Markham Control Group of expected duration of power outages.
 - (b) Notifying the Markham Control Group of any services discontinued to any consumer where it is considered in the interest of public safety.
 - (c) Co-ordinating with the Markham Control Group in establishing priorities for the restoration of services.
 - (d) Maintaining/restoring services on a priority basis where necessary and practical (i.e. Evacuation Centres) as determined with the Markham Control Group.

- (e) Advising the Markham Control Group of the liaising with the Electrical Safety Authority for town-wide inspection services for the restoration of electrical service.
- (f) When required, assisting the Emergency Site Manager, as appointed by the Emergency Control Group, in fulfilling their responsibilities.
- (g) Maintain a log outlining communications and actions taken.
- (h) Participating in a debriefing and assisting the Community Emergency Management Co-ordinator in the preparation of any report(s) on the emergency.

4.5.6 Toronto Region Conservation Authority

- (1) The Conservation Authority is charged with maintaining a flood warning system, stimulating co-ordinated contingency planning with area municipalities, and maintaining awareness of the status of Provincial response capabilities.
- (2) Should a flood emergency situation develop in the Town of Markham, not only must the Solicitor General be notified by the Mayor or alternate upon declaration of the emergency but the Ministry of Natural Resources must also be notified.
- (3) Provincial response is designed to assist in combating floods once a municipality determines that its resources are inadequate to deal effectively with the situation.
- (4) In flood emergency situations, the Mayor or designate may declare that an emergency exists within the municipality and may request provincial assistance from the Ministry of Natural Resources by following the procedures outlined in Appendix J.

4.5.7 York Region District School Board and York Catholic District School Board

- (1) The York Region District School Board and the York Catholic District School Board are responsible for:
 - (a) The provision of any school (as appropriate and available) for use as a reception/evacuation centre, as designated by the York Regional Police Service or the Regional Commissioner of Community Services and Housing.
 - (b) Upon being contacted by the York Regional Police Service or the Commissioner of Community Services and Housing or designate, providing a York Region District School Board/York Catholic District School Board representative(s) to co-ordinate and provide direction with respect to the maintenance, use and operation of the facilities being utilized as reception/evacuation centres. For a list of appropriate school representatives, please refer to Appendix E.
 - (c) In the event of an emergency during normal school hours, the principal(s) of the affected school(s) (until directed otherwise) is/are responsible for:
 - (i) implementing the school "Stay-Put" Emergency Plan, or

- (ii) implementing the school "Evacuation" Plan, depending on the nature and scope of the emergency.
- (d) The Director of Education for each board is responsible for notifying the Emergency Operations Centre of the status of any required evacuations.

4.5.8 Hospital Administrators

- (1) Within the Region of York:
 - (a) Markham-Stouffville Hospital, Markham
 - (b) York Central Hospital, Richmond Hill
 - (c) South Lake Regional Healthcare Centre, Newmarket
- (2) During an emergency, each Hospital Administrator is responsible for:
 - (a) Implementing their respective Hospital Emergency Plan.
 - (b) Liaising with the Commissioner of Health Services and the Emergency Medical Services representative with respect to hospital and medical matters, as required.
 - (c) Evaluating requests for the provision of medical site teams.
 - (d) Liaising with the Ministry of Health, as appropriate.

4.5.9 Ontario Provincial Police

- (1) In the event of an emergency occurring on the Provincial Highways within the boundaries of the Town of Markham, the Ontario Provincial Police will be responsible for:
 - (a) Implementing the **Ontario Provincial Police Disaster Procedures Manual**.
 - (b) Securing the site of the incident.
 - (c) Controlling the movement of emergency vehicles to and from the site of the incident.
 - (d) Preventing looting.
 - (e) Acting as the Agent of the Chief Coroner, within the terms of the Coroner's Act.
 - (f) Maintaining law and order.
 - (g) Working together with the York Regional Police Service to co-ordinate matters of mutual concern.
 - (h) Providing an Ontario Provincial Police representative to participate on the Town of Markham Control Group, if possible.
- (2) In the event of an emergency occurring within the Town of Markham, but outside the normal jurisdiction of the Ontario Provincial Police, the OPP may assist the York Regional Police Service if requested by the Chief of Police, dependent upon resources available at that time.

4.5.10 Provincial Ministries

Provincial Ministries which may be requested to assist, or who may have certain duties to perform during emergencies are as follows:

(1) Ministry of Community and Social Services

The Ministry of Community and Social Services deals with emergency sheltering, clothing, feeding, victim registration & inquiry services, and other humanitarian aid.

(2) Ministry of the Environment

The Ministry of Environment deals with releases of hazardous materials to the natural environment and has regulations in place requiring notification of hazardous materials releases. The Ministry is also responsible for monitoring all aspects of the environment including drinking water.

(3) Ministry of Health and Long-Term Care

The Ministry of Health and Long-Term Care deals with the general health of citizens of Ontario as well as the control of large scale and wide spread epidemics, and emergency health/medical provisions such as ambulance services.

(4) Ministry of Labour

The Ministry Labour deals with worker health and safety and labour standards and practices.

(5) Ministry of Municipal Affairs and Housing

The Ministry of Municipal Affairs and Housing deals with municipal affairs and administration and coordinates the distribution of extraordinary Provincial expenditures for emergency relief. This includes the Ontario Disaster Recovery Assistance Program outlined in Appendix O.

(6) Ministry of Natural Resources

The Ministry of Natural Resources deals with controlling forest fires, and flooding. The Ministry of Natural Resources is to be notified if an Emergency Declaration is made by the Town of Markham as a result of flooding in accordance with the procedures outlined in Appendix J.

(7) Ministry of Community Safety and Correctional Services

The Ministry of Community Safety and Correctional Services deals with the coordination of Provincial Emergency management functions, and Provincial jurisdiction over peacetime and wartime emergencies. The Ministry of Community Safety and Correctional Services (through Emergency Management Ontario) is to be notified if an Emergency Declaration is made by the Town of Markham.

(8) Ministry of Transportation

The Ministry of Transportation maintains Provincial Highways, and other transportation services and can provide heavy machinery for earth-moving and snow removal if contacted through the Provincial Emergency Measures Organization.

4.6 Emergency Site Management Team

- (1) The Emergency Site Management Team is composed of persons holding the following positions or their appropriate alternates:
 - (a) Emergency Site Manager when appointed by the Markham Control Group;
 - (b) Agency On-Scene Commanders from all agencies and departments present at the scene; and On Scene Media Spokesperson (Fire Public Education/Fire Prevention Officer).
- (2) Additional personnel called or added to the Emergency Site Management Team may include any other officials, experts or representatives deemed necessary by the Emergency Site Manager in consultation with the Markham Control Group.
- (3) Upon notification that this Emergency Plan is to be implemented, members of the Emergency Site Management Team shall:
 - (a) Assemble at the Command Post at or as near the site of the emergency as is feasible.
 - (b) Direct the response of members of their own respective services subject to any order given by the Emergency Site Manager who will lead the Emergency Site Management Team.
 - (c) Assist the Emergency Site Manager as appointed by the Markham Control Group in fulfilling his/her responsibilities when required.

4.6.1 Emergency Site Manager

- (1) The Emergency Site Manager will be **appointed** by the Markham Control Group from the lead agency involved in the specific type of emergency.
 - (a) Examples:
 - rescue/fire incident = Fire as Lead Agency
 - evacuation = Police as Lead Agency
 - (b) Once appointed, this individual will no longer be responsible for the operations or command of his/her agency. The Emergency Site Manager shall report directly to the Chief Administrative Officer (Chair of the Markham Control Group).
 - (c) Selection of the Emergency Site Manager will take into consideration the following:
 - availability and approval of their agency;
 - training and field experience; and
 - knowledge of responding agency responsibilities and resources.
- (2) The Emergency Site Manager upon appointment by the Markham Control Group has the **authority** to:
 - (a) Co-ordinate emergency scene activities.
 - (b) Call meetings of the responding Agency On-Scene Commanders for information sharing, establishing objectives in the site management, and prioritizing limited resources where applicable.

- (c) Mediate differences between agencies and to contact the Chief Administrative Officer at the Markham Control Group should he/she be unable to resolve the matter.
 - (d) Request assistance from responding agencies for communications and other emergency site management tools.
- (3) The Emergency Site Manager is responsible to:
- (a) Ensure that strategy, priorities, tactics and task assignments have been established to contain the problem.
 - (b) In consultation with the responding emergency service agencies, define the inner and outer perimeters.
 - (c) Identify human and material needs on-scene to the EOC, and ensure agencies are aware of resources that are available to mitigate the emergency.
 - (d) Ensure the EOC is aware of, and agencies address the needs of their staff with regards to stress, fatigue, food, shelter and relief.
 - (e) Maintain a communication link with the Chief Administrative Officer at the EOC for the flow of accurate information and assistance in management of the emergency.
 - (f) Ensures that responding agencies meet to update/exchange information and/or re-evaluate on a regular basis.
 - (g) Monitor the operation of the site management and make suggestions where appropriate.
 - (h) Exercise foresight as to future events in the management of the emergency such as resource requirements, weather, lighting, etc.
 - (i) Understand laws and policies at all levels that must be taken into consideration during the management or recovery of the emergency.
 - (j) Where possible, conserve resources should the emergency heighten or lengthen in time, understanding that outside the emergency area the Markham Control Group is managing the day-to-day operations in the community.
 - (k) Maintain a log outlining communications and actions taken, and
 - (l) Participate in a debriefing and assisting the Community Emergency Management Co-ordinator in the preparation of any report(s) on the emergency.

4.6.2 Agency On-scene Commander

- (1) The On-scene Commander for each agency at the emergency scene will:
- (a) Notify the agency dispatch to mobilize appropriate resources.
 - (b) Implement his/her agency responsibilities with respect to the plan in coordination with the Markham Control Group and the Emergency Site Manager.
 - (c) Coordinate with other agencies via the Emergency Site Manager. Inform him/her of all pertinent actions.
 - (d) Evaluate the situation, planning a methodology or strategy and developing an organizational structure. Modify the strategy as required.
 - (e) Take measures to secure additional resources (manpower, equipment, supplies) as required.

- (f) Monitor and review work progress of agency teams. Modify or reassign assignments as required.
- (g) Coordinate agency manpower and equipment, assign teams or task forces, as required, to perform specific assignments.
- (h) Ensure all agency personnel report to his/her staging officer upon arrival at site.
- (i) Maintain an inventory of supplies and equipment and keep records of what is used, how much is used and the supply level i.e. use lists, charts, check in/check out procedures and record the services provided, repair, fuel costs and other costs in the event that costs incurred can be transferred to those responsible for the emergency.
- (j) Resolve any logistical problems.
- (k) Report to the appropriate Agency Head when the work-plan is modified, when hazardous situations or significant events occur and continually brief the Emergency Site Manager and Markham Control Group of the situation and status of resources.
- (l) Demobilize resources at the termination of the emergency, ensuring an orderly, safe and cost effective movement of personnel and equipment.
- (m) Complete standard agency reports.
- (n) Maintain logs and prepare post emergency standard agency reports.
- (o) Participate where necessary in a post-incident briefing.

SECTION 5: MEDIA AND PUBLIC INFORMATION

5.1 Introduction

- (1) Upon implementation of this emergency plan, it will be very important to co-ordinate 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.
- (2) In order to fulfill these functions during an emergency, the following positions will be established:
 - (a) The Fire Public Education/Fire Prevention Officer will assume the role of On-Scene Media Spokesperson;
 - (b) The Director, Corporate Communications will assume the role of Public Information Officer at the Emergency Operations Centre, reporting directly to the Chief Administrative Officer;
 - (c) The Manager, Contact Centre will assume the role of Citizen Inquiry Supervisor.
- (3) Depending on the scope of the emergency, there will likely be a need to establish two media information centres - one near the scene (the On-Scene Media Information Centre), and the other near the Emergency Operations Centre (EOC Media Information Centre). In some cases, however, a joint media information centre may be desirable. The Citizen Inquiry work area should also be located at or near the EOC Media Information Centre.

5.2 On-Scene Media Spokesperson

- (1) The Fire Public Education/Fire Prevention Officer will assume the role of On-Scene Media Spokesperson, and is responsible for:
 - (a) Establishing and co-ordinating an On-Scene Media Information Centre in a safe, appropriate location, at or near the scene, for the media to assemble.
 - (b) Establishing a communication link and liaising regularly with the Public Information Officer at the Emergency Operations Centre. It is extremely important to ensure that information released to the media from the On-Scene Media Information Centre is consistent with that released by the EOC Media Information Centre. As such, all media releases are forwarded to the CAO through the Public Information Officer.
 - (c) Redirecting all inquiries regarding decisions made by the Markham Control Group and regarding the emergency as a whole, to the EOC Media Information Centre.
 - (d) Responding to inquiries from the media **pertaining to the scene** only.
 - (e) Advising the following persons and agencies of the location and telephone number(s) (as available) of the On-Scene Media Information Centre:
 - Emergency Site Manager
 - Agency On-Scene Commanders at scene (where possible)
 - Public Information Officer(s) (Municipal and/or Regional)
 - Media
 - Any other appropriate personnel or agencies
 - (f) Controlling and redirecting media to the On-Scene Media Information Centre.

- (g) Where necessary and appropriate, co-ordinating media photograph sessions at the scene.
- (h) Co-ordinating and controlling on-scene interviews between the emergency services personnel and the media.
- (i) Participating in a debriefing and assisting the Community Emergency Management Co-ordinator in the preparation of a report on the emergency.
- (j) Maintain a log of all communications and actions taken.

5.3 Public Information Officer

- (1) The Director, Corporate Communications for the Town of Markham acts as the Public Information Officer for the emergency and is responsible for:
 - (a) Upon arrival at the Emergency Operations Centre, reporting to the Chief Administrative Officer to be briefed on the emergency situation.
 - (b) Liaising regularly with the Markham Control Group to obtain the appropriate information for media releases.
 - (c) Briefing the Markham Control Group on how the EOC Media Information Centre will be set up and selecting the appropriate spokesperson(s) to provide statements to the media.
 - (d) Establishing an EOC Media Information Centre for members of the media to assemble for the release of accurate information and authoritative instructions to the public.
 - (e) Ensuring that media releases are prepared for at least the following situations:
 - Declaration of an Emergency
 - Elevation to a Regional Emergency
 - Termination of the Emergency
 - (f) Ensuring that all media releases (scene or EOC) are approved by the Chief Administrative Officer prior to distribution.
 - (g) Establishing a communication link if required with the On-Scene Media Spokesperson, the Citizen Inquiry Supervisor and any other media co-ordinator(s), (i.e. provincial, federal, private sector, etc.) involved in the incident and endeavouring to ensure that all information released to the media and public is consistent and accurate.
 - (h) Establishing a telephone number(s) for media inquiries and ensuring that the following are advised accordingly:
 - Media
 - Markham Control Group
 - Support Group
 - Switchboard (Regional, Municipal, Emergency Services)
 - On-Scene Media Spokesperson
 - Citizen Inquiry Supervisor
 - Town of Markham staff
 - Any other appropriate persons, agencies or businesses
 - (i) Distributing media releases and other information to/from the EOC Media Information Centre, Markham Control Group, Citizen Inquiry Supervisor and other key persons handling inquiries from the media.
 - (j) Organizing media conferences as required and facilitating interviews with the appropriate spokesperson(s).

- (k) 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 and Town of Markham staff.
- (l) Directing the activities of the On-Scene Media Spokesperson. If necessary, attending or appointing a designate to the On-Scene Media Information Centre to work with the On-Scene Media Spokesperson.
- (m) Monitoring news coverage, and correcting any erroneous information.
- (n) Maintaining copies of media releases, newspaper articles, and electronic coverage pertaining to the emergency.
- (o) Procuring staff to assist, as required.
- (p) Participating in a debriefing and assisting the Community Emergency Management Co-ordinator in the preparation of a report on the emergency.

5.4 Citizen Inquiry Supervisor

- (1) The Manager, Contact Centre acts as the Citizen Inquiry Supervisor for the emergency, and in conjunction with the Lead, Telephony and Desktop Integration, is responsible for:
 - (a) Establishment of a Citizen Inquiry Service, including the appointment of personnel and designation of Citizen Inquiry telephone lines, at the Contact Centre or co-ordinating the Service at other locations, as required. Where possible the Citizen Inquiry Service should be located at the Contact Centre.
 - (b) Apprising the Public Information Officer at the EOC Media Information Centre of the establishment of the Citizen Inquiry Service and designated telephone number(s).
 - (c) Apprising the affected emergency services, the Markham Control Group and local municipal and regional switchboards of the establishment of the Citizen Inquiry Service and designated telephone numbers.
 - (d) Continually liaising with the Public Information Officer to provide and obtain current information on the emergency.
 - (e) Responding to, and re-directing inquiries and reports from the public based upon information from the Public Information Officer or as outlined below. (Such information may be related to school closings, access routes or the location of reception/evacuation centres).
 - (f) Responding to and redirecting inquiries pertaining to the investigation of the emergency, deaths, injuries or matters of personnel involved with or affected by the emergency to the appropriate emergency service or agency.
 - (g) Responding to and redirecting inquiries pertaining to persons who may be located in reception/evacuation centres to the registration and inquiry telephone number(s) at the York Region Red Cross Branch Headquarters. This information should be obtained through the York Region Social Services Response Team.
 - (h) Responding to and redirecting inquiries pertaining to staff, the Town's operations while under emergency conditions, as well as inquiries from family of staff as to status of staff members while the Town is under emergency conditions.
 - (i) Procuring staff to assist, as required.
 - (j) Participating in a debriefing and assisting the Community Emergency Management Co-ordinator in the preparation of any report(s) on the emergency.
 - (k) Maintain a log of all communications and actions taken.

SECTION 6: REQUESTS FOR PROVINCIAL ASSISTANCE

6.1 Request for Provincial Assistance

- (1) Under certain circumstances and/or when the combined resources of the Regional Municipality of York and the nine Area Municipalities are deemed insufficient to control the emergency, **then** the Regional Chair may request assistance from the Premier of Ontario. The requesting of said services shall **not** be deemed to be a request that the Government of the Province of Ontario assume authority and control of the emergency.
- (2) Such a request shall be made to the Ministry of Public Safety and Security through Emergency Management Ontario.

Assistance may be requested from Emergency Management Ontario at any time. Emergency Management Ontario maintains a 24 hour duty roster. Telephone contact numbers are shown in Appendix B. Emergency Management Ontario can co-ordinate assistance from a number of Provincial agencies and the Federal Government, including Military Aid to the Civil Authority. When requested by the Region, Emergency Management Ontario will send a staff member(s) to the Region of York to provide provincial liaison and advice on provincial matters.

- (3) Notwithstanding the above, under section 7 of the Emergency Management Act, RSO 1990, Chapter E.9, the Premier of Ontario may:
 - (a) Declare that an emergency exists throughout Ontario 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, and Exercise any power or perform any duty conferred upon a minister of the Crown or a Crown employee by or under an Act of Legislature, and
 - (b) Where a declaration is made and the emergency area or any part thereof is within the jurisdiction of a municipality, the Premier of Ontario may, where he or she considers it necessary, direct and control the administration, facilities and equipment of the municipality to ensure the provision of necessary services in the emergency area. Without restricting the generality of the foregoing, the exercise by the municipality of its power and duties, in the emergency area, whether under an emergency plan or otherwise, is subject to the direction and control of the Premier, and
 - (c) Require any municipality to provide such assistance as he or she considers necessary to an emergency area or any part thereof that is **not** within the jurisdiction of the municipality, and may direct and control the provision of such assistance.

SECTION 7: TERMINATION OF THE EMERGENCY**7.1 Municipal Emergency**

- (1) A Municipal Emergency may be declared terminated at any time by:
 - (a) the Mayor or his designate, or
 - (b) the Municipal Council for the Town of Markham, or
 - (c) the Premier of Ontario.
- (2) Upon termination of a Municipal Emergency the Mayor(s) notifies:
 - (a) the Regional Chair, and
 - (b) the Municipal Council for the Town of Markham, and
 - (c) the Solicitor General of Ontario, through Emergency Management Ontario. Any notification to Emergency Management Ontario after regular office hours should be directed through the Emergency Management Ontario Duty Officer.
See Appendix B for contact numbers.

The Mayor also notifies the public, media and neighbouring municipal officials about the termination of the emergency.

7.2 Regional Emergency

- (1) A Regional Emergency may be declared terminated at any time by:
 - (a) the Regional Chair or his designate, or
 - (b) Regional Council, or
 - (c) the Premier of Ontario.
- (2) Upon termination of a Regional Emergency, the Regional Chair notifies:
 - (a) the Mayor(s) or his designate of affected Area Municipality(s), and
 - (b) Regional Council, and
 - (c) the Solicitor General of Ontario, through Emergency Management Ontario. Any notification to Emergency Management Ontario after regular office hours should be directed through the Emergency Management Ontario Duty Officer.
See Appendix B for contact numbers.

The Regional Chair also notifies the public, media and neighbouring municipal officials about the termination of the emergency.

SECTION 8: BUSINESS CYCLE; MARKHAM CONTROL GROUP MEETINGS; PLAN MAINTENANCE, REVISION, AND TESTING; INTERNAL PROCEDURES

8.1 Business Cycle

- (1) It is essential that during an emergency, the Markham Control Group members meet on a regular basis throughout the emergency to share information, identify actions, and set priorities. These meetings are to be scheduled by the Chief Administrative Officer on a regular rotation, allowing time between meetings for Markham Control Group members to deal with their individual responsibilities. This meeting schedule is called the “Business Cycle”.

8.2 Markham Control Group Meetings

- (1) When the Markham Control Group meets according to the Business Cycle, there will be no interruptions (unless urgent), until the meeting is concluded. When a meeting commences, all Markham Control Group members will come to the table and each member will briefly update the group on the actions of their respective agency, identifying issues needing resolution and seeking input from the group as a whole with the Chief Administrative Officer chairing each meeting. Meetings serve as an opportunity for agency updates and provide a forum for discussion between the Markham Control Group as a whole. All Markham Control Group members must be present at each meeting to hear reports from, and give reports to the group as a whole.

Markham Control Group meetings serve as the essential forum for group decision making, keeping all group members up to date regarding the actions of each agency, and the emergency situation as a whole.

8.3 Plan Maintenance, Revision, and Testing

8.3.1 Responsibilities of All Town Employees

- (1) Every employee of the Town of Markham is expected to respond as required to an emergency situation and to carry out all lawful commands of the Markham Control Group or the Emergency Site Management Team to the best of their ability during the emergency.
- (2) Every employee is expected to direct all media inquiries concerning any aspect of the emergency to the Public Information Officer so designated, to ensure that all information released to the media and public is consistent and accurate. Staff are not to issue unauthorized comments or media releases.

8.3.2 Plan Maintenance and Revision

- (1) The Town of Markham Emergency Plan will be maintained and distributed by the Deputy Fire Chief of Support Services as the Town’s Community Emergency Management Co-ordinator.

- (2) This plan will be reviewed annually and, where necessary, revised by a meeting(s) of the Emergency Management Program Committee. This will be co-ordinated by the Community Emergency Management Co-ordinator.
- (3) The Emergency Plan shall be only revised by By-law or by Resolution of the Town of Markham Council, however, revisions to the Emergency Procedures manual, appendices and minor administrative changes may be made by the Community Emergency Management Co-ordinator as necessary.
- (4) It is the responsibility of each person, agency, service or department named within this emergency plan to notify the Community Emergency Management Co-ordinator forthwith, through the procedures outlined in Section 1.4 of this plan, of any revisions to the appendices or administrative changes.

8.3.3 Testing of Plan

- (1) Exercises shall be conducted in order to test the effectiveness of various aspects of this emergency plan and to provide training to the Markham Control Group. Revisions to this plan shall incorporate recommendations stemming from such exercises.

8.3.4 Internal Procedures

- (1) Each Town of Markham department shall prepare their own emergency plan which will include functional alerting systems, emergency procedures and business continuity plans outlining how responsibilities will be fulfilled during an emergency. These will be maintained in Appendix D in this manual.
- (2) Each Town of Markham department shall designate a member of its staff (a "Custodian") to maintain, and co-ordinate revisions of their departmental emergency plans. The Town of Markham's Community Emergency Management Co-ordinator is available to assist with departmental plans and procedures.
- (3) Where necessary, departments are responsible for and should pre-identify materials and equipment needs, and pass this information on to the Manager of Purchasing so that provisional supply agreements can be arranged.
- (4) A copy of each department's internal emergency procedures, guidelines and alerting systems, as well as any functional updates, shall be forwarded to the Town of Markham's Community Emergency Management Co-ordinator for review, circulation as necessary, and inclusion in Appendix D of this manual.

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