

# 2020

Town of Collingwood  
45 High Street,  
Collingwood ON  
L9Y 4V4

Collingwood Fire  
Department



# [EMERGENCY PLAN]

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**Note:**

This Plan is considered public information as per the provisions of the *Emergency Management and Civil Protection Act, R.S.O., 1990* and therefore must be accessible to the public. The public document does not include any Plan attachments, Annexes A to J, which are considered restricted information.



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## INTRODUCTION

The population of the Town of Collingwood has a permanent population of 21,793 and a seasonal resident population of 26,293.

To guide municipalities in the development on an Emergency Response Plan, the Emergency Management and Civil Protection Act, R.S.O., 1990, Ch. E.9, defines an emergency as:

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

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

The ECG developed this Emergency Plan. Every official, municipal department and agency must be prepared to carry out assigned responsibilities in an emergency. The Emergency Plan has been prepared to provide key officials, agencies and departments of the Town of Collingwood important emergency response information related to their roles and responsibilities.

In addition, it is important that residents, businesses and interested visitors be aware of its provisions. Town of Collingwood Emergency Plan may be viewed online at [www.collingwood.ca](http://www.collingwood.ca); copies also available at the Municipal Office or the Collingwood Fire Department. For information, please contact:

### **Community Emergency Management Coordinator**

Fire Chief  
Town of Collingwood  
(705) 445-3920

Legislation entitled Emergency Management and Civil Protection Act R.S.O. 1990, c.E.9; (hereinafter referred to as the "EMCPA") is the primary authority enabling passing of the bylaw formulating this emergency plan which will govern the provision of necessary services during an emergency. This plan also prescribes procedures and the manner in which Municipal employees and other persons will respond to an emergency.

## AIM AND PURPOSE

The Town of Collingwood's Emergency Plan, hereinafter referred to as the "Emergency Plan", has been adopted by Town of Collingwood's By-law Number 2016-090 as the official emergency plan for the Town of Collingwood. This plan replaces the version that had previously been adopted by Town of Collingwood By-law Number 2009-111.

The aim of Town of Collingwood's Emergency Plan is to provide a framework for which response and recovery measures will be taken to:

- Save lives
- Protect the health and safety of responders
- Protect public health
- Protect infrastructure and property
- Protect the environment
- Reduce suffering
- Reduce economic and social loss.

The Emergency Plan has been designed so that it is flexible and applicable to all types of emergency situations, i.e. an all-hazards plan, by:

- (1) Assigning specific responsibilities to appropriate individuals, departments, agencies, and local boards, and
- (2) Providing concepts and procedures to be used by Town staff in developing their respective emergency plans, which will augment this Emergency Plan.

It enables a centralized, controlled and coordinated response to emergencies in the Town of Collingwood, avoiding duplication of effort, and meets the legislated requirements of the Emergency Management and Civil Protection Act (EMCPA).

## LEGAL AUTHORITY

The Emergency Management and Civil Protection 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.*

As enabled by the EMCPA, this emergency response plan and its elements have been:

- Issued under the authority of Town of Collingwood By-law 2016-090; and
- Filed with Ontario Fire Marshal Emergency Management, Ministry of Community Safety and Correctional Service.

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## ACTIONS OF MUNICIPAL EMPLOYEES

Employees of the Corporation are authorized to take such action in accordance with the Emergency Plan as is reasonable and necessary where an emergency exists but has not yet been declared to exist. *By-law 2016-090*

The EMCPA prescribes procedures under and the manner in which Municipal employees and other persons will respond to an emergency. Important measures enabled under the legislation and which form parts of the plan are:

- expenditure of monies associated with the formulation and implementation of the emergency plan;
- authorization for municipal employees to take appropriate action before formal declaration of an emergency;
- specify procedures to be taken for safety and/or evacuation of persons in an emergency area;
- designate other members of Council who may exercise powers and perform the duties of the Head of Council under the emergency plan during the absence of the Head of Council or upon his/her inability to act;
- establish committees and designate employees to be responsible for reviewing the emergency plan, training employees in their functions and implementing the emergency plan during an actual emergency;
- obtaining and distributing materials, equipment and supplies during an emergency and;
- such other matters as are considered necessary or advisable for the implementation of the emergency plan during an emergency.

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## MUNICIPAL EMERGENCY DECLARATION AND TERMINATION

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/she considers necessary and are not contrary to law to implement the Town of Collingwood Emergency Plan and to protect property and the health, safety and welfare of the inhabitants of the emergency area. *R.S.O., 1990, c. E.9, s.4.*

The **Head of Council, or Council, or the Premier of Ontario may at any time declare** that an emergency has terminated. *R.S.O., 1990, c. E.9, s.4.*

An emergency plan shall designate one or more members of Council who may exercise the powers and perform the duties of the head of council under this Act or the emergency plan during the absence of the head of council or during his/her inability to act. *R.S.O., 1990, c. E.9, s.9.; 2002, c. 14, s. 13.*



The **Mayor or Acting Mayor, as Head of Council**, may in accordance with the provisions of the Emergency Management and Civil Protection Act **declare that an emergency** exists in the Town area. *By-law 2016-090*

The **Mayor or Acting Mayor or Town Council, may declare** the termination of an emergency at any time. *By-law 2016-090*

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## PROVINCIAL EMERGENCY DECLARATION AND TERMINATION

Subject to subsection (3), **the Lieutenant Governor in Council or the Premier**, if in the Premier's opinion the urgency of the situation requires that an order be made immediately, may by order declare that an emergency exists throughout Ontario or in any part of Ontario; *R.S.O., 1990, c. E.9, s.7.0.1; 2006, c. 13, s. 1 (4)*.

A provincial emergency is terminated at the end of the 14<sup>th</sup> day following its declaration unless the Lieutenant Governor by order declares it to be terminated at an earlier date or extends an emergency before it is terminated for one further period of no more than 14 days. *R.S.O., 1990, c. E.9, s.7.0.1; 2006, c. 13, s. 1 (4)*

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## POWERS OF THE PREMIER, MUNICIPAL POWERS

If an order is made under *section 7.0.1* and the emergency area or any part of it is within the jurisdiction of a municipality, the Premier, where he or she considers it necessary, may by order made under this section;

- (a) Direct and control the administration, facilities and equipment of the municipality in the emergency area, and, without restricting the generality of the foregoing, the exercise by the municipality of its powers and duties in the emergency area, whether under an emergency plan or otherwise, is subject to the direction and control of the Premier; and
- (b) Require any municipality to provide such assistance as he or she considers necessary to an emergency area or any part of the emergency area that is not within the jurisdiction of the municipality and direct and control the provision of such assistance. *R.S.O., 1990, c. E.9, s.7.0.3; 2006, c. 13, s. 1 (4)*

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## MUNICIPAL BY-LAW NOT REQUIRED

Despite subsection 5 (3) of the *Municipal Act, 2001*, a municipality is authorized to exercise a municipal power in response to an order of the Premier or his or her delegate made under subsection (2) without a by-law. *R.S.O., 1990, c. E.9, s.7.0.3; 2006, c. 13, s. 1 (4)*.

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## ACTION PRIOR TO DECLARATION OF EMERGENCY

Employees of the Corporation are authorized to take such action in accordance with the Emergency Plan as is reasonable and necessary where an emergency exists but has not yet been declared to exist. *By-law 2016-090*

## EMERGENCY NOTIFICATION PROCEDURES

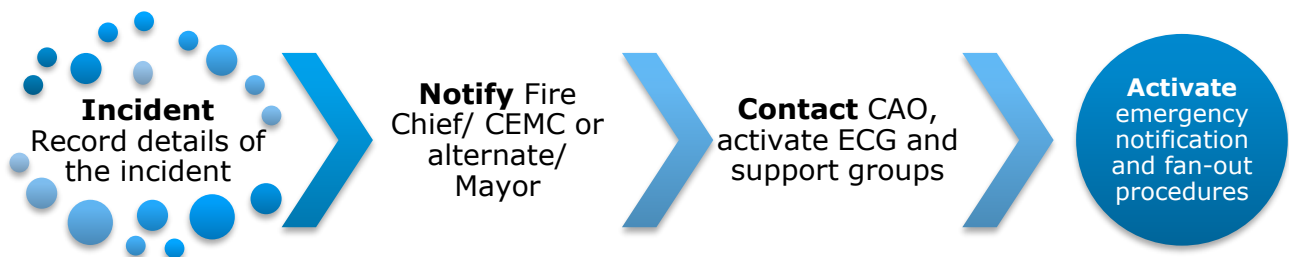
Notification is the process to inform the authorities and stakeholders of a real or potential emergency. Activation is the actions taken to put an entity in a state of readiness; to place designated employees on stand-by; to prepare the necessary equipment, facilities and other resources for use or to implement a plan or procedure.

The Town of Collingwood's Emergency Plan is effective upon receipt for planning and operational purposes to assure effective response in circumstances when:

- An actual or imminent emergency, which requires a coordinated response within the town area, requiring arrangements and procedures distinct from the normal daily operations by emergency services, whether or not an emergency has been declared to exist including but not limited to:
  - Large area is threatened
  - Area evacuation is required
  - Town facilities are affected and/or threatened
  - Extraordinary actions and/or expenditures are required
  - Town boundaries are crossed
  - Premier of Ontario implements the Provincial Plan, with or without declaring an emergency
- Mayor or Acting Mayor declares that an emergency exists within the Town area
- An emergency is declared by the Premier, or his or her designate
- An emergency is declared by the federal government.

Only a member of the Emergency Control Group (ECG) may initiate the notification procedure.

When a member of the Emergency Control Group receives a warning of a real or potential emergency, they will immediately contact the Community Emergency Management Coordinator (CEMC) who then in consultation with the Head of Council will determine whether to initiate the Notification Procedure through Collingwood Fire & Emergency Services' communications centre. The member initiating the call must provide pertinent details (e.g. a time and place for the ECG to meet) as part of the notification procedure.



## EMERGENCY MONITORING STATUS INDICATORS

The Town of Collingwood has established an Emergency Monitoring Status Indicators to identify specific phases of an emergency event and the actions or monitoring that the ECG and Town staff will undertake during each phase.

<p><b>ROUTINE/NORMAL OPERATIONS</b></p>	<p>This will be the normal state, whereby departmental standard operating procedures for regular and current operations, including utilizing standing mutual assistance agreements, will be followed. Incidents or threats of an incident for which local response agencies are able to respond and normalize the situation will be addressed.</p>
<p><b>ENHANCED MONITORING/ STAND-BY</b></p>	<p>The initial alert level, which allows for the notification and alert of appropriate stakeholders about the occurrence of an abnormal situation that could potentially develop into an emergency situation. Under "Stand by" either all or selected members of the ECG, the Emergency Alternates Group (EAG) and the support staff are contacted and instructed to "Standby" for further information. This level of alert may be used if there is an emergency situation developing or the threat of an emergency occurring which does not merit assembling the members of the above groups.</p>
<p><b>EMERGENCY ACTIVATION</b></p>	<p>All or selected members of the ECG and the EAG are contacted and instructed to respond to the Emergency Operations Centre (EOC) at a given time. The balance of the members will be advised to "Stand by". These situations typically call for some specialized external response capabilities and require more support from management. They may even require coordination of all available internal and external resources in town wide emergency operations.</p>

The Town of Collingwood has additional indicators for specific emergency events related to:

- winter weather (refer to Annex G for Winter Alert and Emergency Plan)
- extended hydro outages (refer to Annex F for extended hydro outages plan)

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## CONSIDERATIONS FOR ACTIVATING THE EMERGENCY PLAN

Any member of the ECG may be the first to become aware of an actual or potential emergency situation as a result of personal observation or information provided by Town of Collingwood response agencies, other response agencies, Town employees, the media, or the general public. In considering the need to activate the ECG, a positive response to one or more of the following criteria may indicate a situation, whether actual or anticipated, that requires the ECG and/or an emergency plan be activated:

- ❑ The situation poses an imminent threat of major proportions to the health, safety or well-being of the people or environment within the Town of Collingwood.
- ❑ The situation poses an imminent threat of major proportions or is causing wide spread disruption to the conduct of normal business within the Corporation.
- ❑ The situation requires a response that exceeds, or threatens to exceed the normal capabilities of the Town of Collingwood response agencies for either resources or personnel.
- ❑ The situation has the potential to expand beyond the Town of Collingwood area.
- ❑ The situation poses a widespread threat to the Town of Collingwood's municipal infrastructure needed for the delivery of business critical services.
- ❑ The current level of multi-agency response is of such duration that the widespread replacement of human resources or other resources has or will become an ongoing situation.
- ❑ The situation, actual, anticipated or perceived, is leading to large-scale public anxiety.
- ❑ The situation is likely to require extraordinary emergency spending outside of current budgetary approvals as a result of damage to property and infrastructure.
- ❑ The provincial government has declared a provincial emergency, which has an impact on Ontario as the result of a catastrophic event or situation.

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## DECLARATION OF COMMUNITY EMERGENCY

Under the advisement of the Emergency Control Group (ECG), the Mayor will declare or terminate an emergency in all, or in any part of the Town of Collingwood as authorized by the *Town of Collingwood's by-laws* and the *Emergency Management and Civil Protection Act*. In the absence of the Mayor, the Acting Mayor will assume the full responsibilities and powers herein assigned to the Mayor.

The Mayor will act as a spokesperson on behalf of the Town of Collingwood during an emergency under the direction of the ECG and with the assistance of the designated Emergency Information Officer.

The Mayor, Acting Mayor or appropriate representative of the Mayor shall notify the following when declaring or terminating an emergency:

- Ontario Fire Marshal Emergency Management, Ministry of Community Safety and Correctional Services;
- Town Council
- The Simcoe County Warden, as appropriate
- Media
- Neighboring municipal officials, as required
- Area M.P.P. and area M.P.

The Mayor or Acting Mayor shall call a special meeting of Council within 72 hours of the declaration made under the Act, or as soon thereafter as practicable, for the purposes of providing informational reports, unless the emergency has been terminated prior to that time.

Where the Mayor or Acting Mayor has made a declaration of emergency, control of all resources required to counteract the emergency will be transferred to the Emergency Control Group (ECG).

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## TERMINATION OF EMERGENCY

A community emergency may be terminated at any time by:

- Mayor or Alternate; or
- Town Council; or
- Premier of Ontario

When terminating an emergency, the Community Emergency Management Coordinator will notify:

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

Upon termination of an emergency, the Emergency Control Group will submit a post incident analysis to Council within 30 days.

## EMERGENCY CONTROL GROUP

The collective responsibility of the ECG:

- Coordination of response and recovery efforts in a large scale emergency requiring the activation of the ECG.
- Implementing initial activities of Collingwood during a large scale emergency.
- Operates the Emergency Operations Centre (EOC) as needed.
- Ensure appropriate communications are developed to various entities including city staff, Council, Simcoe County, Provincial Emergency Operations Centre (PEOC) and other impacted parties.

Emergency operations will be directed and controlled by the elected and appointed officials listed hereunder who will assemble for this purpose at an Operations Centre. This group will be known as the Emergency Control Group (ECG) and will be composed of:

Position	Primary (Tier 1)	Alternate (Tier 2)
<b>ECG Manager (EOC Director)</b>	CAO	Executive Director, Customer & Corporate Services
<b>Legal Advisor</b>	Corporate Services Legislative Support (Clerk)	Manager, Accountability, Procurement & Risk Management
<b>Liaison/CEMC</b>	Fire Chief	Deputy Fire Chief
<b>Emergency Information Officer</b>	Communications Officer	Communications Coordinator
<b>Head of Operations Human Health Branch</b>	Director Public Works, Engineering & Environmental Services	Manager, Engineering Services
<b>Head of Operations Public Safety</b>	Deputy Fire Chief	Second Alternate
<b>Head of Planning</b>	Deputy Clerk	Coordinator, Records & FOI
<b>Head of Logistics</b>	Director Parks Recreation & Culture	Manager, Culture & Events
<b>Head of Finance and Administration</b>	Treasurer	Manager, Finance

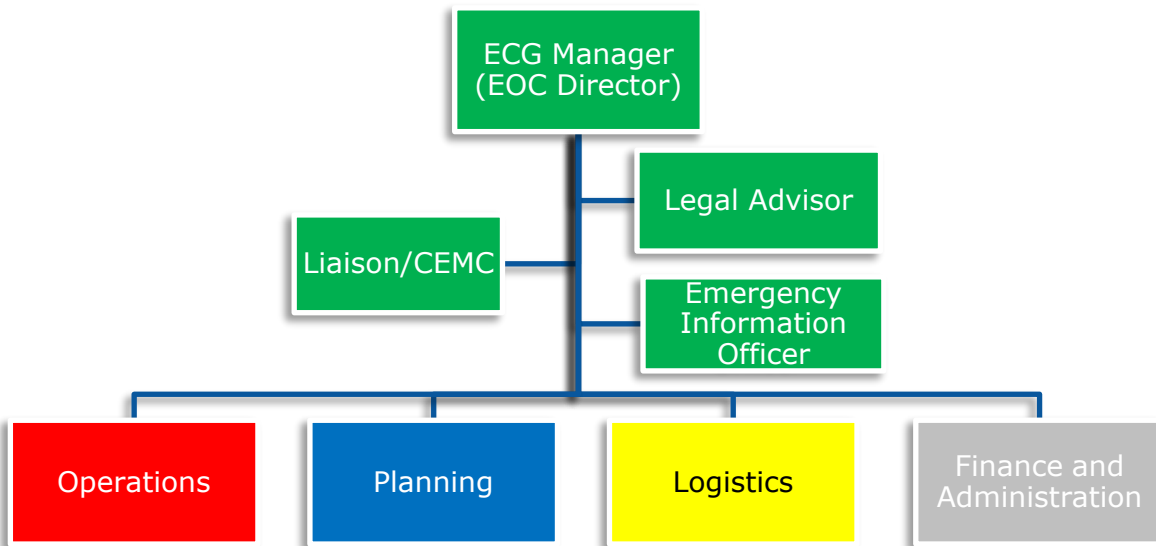
The Emergency Control Group may function with only a limited number of persons depending upon the emergency. While the ECG may not require the presence of all the people listed as members of the control group, all members of the ECG must be notified.

## INCIDENT MANAGEMENT SYSTEM

The goal of the incident management system is to provide an efficacious, flexible, and consistent structure and process that is scalable to manage incidents by all levels of government, emergency response organizations, communities, ministries, non-governmental organizations, and the private sector. The Town of Collingwood has adopted IMS to systematically approach the response and recovery in all types of incidents requiring the activation of the ECG.

The membership of the ECG will fill the IMS roles as appropriate and determine sufficient personnel for their respective departments to handle in-coming and out-going communications or assist as otherwise required.

It is important to note that not all functions or positions are required for all emergencies. Only those functions and positions that are needed to effectively handle the emergency should be activated.



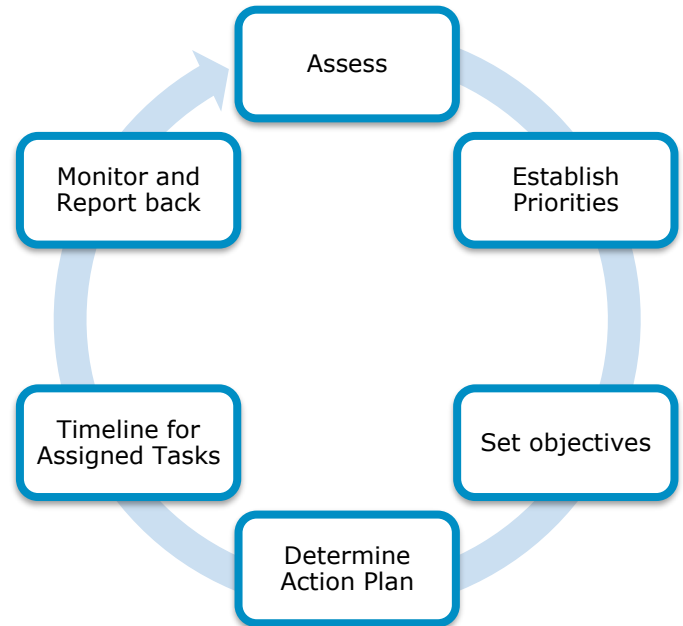
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## OPERATIONAL CYCLE

Members of the ECG will gather at regular intervals to inform each other of actions taken and problems encountered. The Community Emergency Management Coordinator will establish the frequency of meetings and agenda items.

Six components of an ECG meeting:

- i. An assessment and prognosis of the situation:**
  - a. What is happening?
  - b. What is required?
- ii. The establishment of priorities:**
  - a. What is important?
  - b. What can be done in a timely manner?
  - c. What are the alternatives?
- iii. The setting of objectives.**
- iv. The determination of an action plan:**
  - a. Who does what?
  - b. What task is required?
  - c. What is a reasonable timeframe?
- v. Timelines for the implementation of assigned tasks.**
- vi. Monitoring and reporting:** Coordination, briefings and recording of assignments are important strategies in ensuring consistent and effective efforts are being followed in compliance with the group's decisions.



Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities. When a meeting ends each member of the ECG carries out the assigned tasks/objectives and gathers information for the next scheduled meeting. The Community Emergency Management Coordinator Assistant/Alternate will maintain status boards and maps that will be prominently displayed and kept up to date.

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## OPERATIONAL PRIORITIES

Priorities when conducting emergency response operations are:

- Saving lives, and protecting property and the environment;
- Meet people's immediate needs, i.e. rescue, medical care, food, shelter, and clothing;
- Temporarily restoring facilities, publicly and privately owned, that are essential to the health, safety, and welfare of people (e.g. medical, sanitation, water, electricity, and emergency road repair); and, mitigating hazards that pose further threat to life, property, the economy and/or the environment.
- Restore and recover to normal operations.



## EMERGENCY OPERATIONS CENTRE

In the event of an emergency in the Town of Collingwood, an Emergency Operations Centre will be established. The ECG and Support Teams and additional response agencies will 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 may direct that an alternate EOC be activated if the primary site cannot be used for reasons such as:

- the primary EOC is in or is expected to be in the danger zone of the emergency,
- the primary EOC is not available, or,
- the circumstances indicate that the alternate EOC is more appropriate.

The Emergency Operations Centre must maintain a level of preparedness (supplies, seating plans, and communication systems) which rests with the Chair of the Community Emergency Management Program Committee.

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

Refer to Annex C for EOC Location and Operational Requirements.

## EMERGENCY INFORMATION AND THE MEDIA

The Town of Collingwood will communicate with its residents directly / through the media concerning any aspects of the emergency: the actions being taken by the Town of Collingwood and/or required of residents through the following methods:

- Town website [www.collingwood.ca](http://www.collingwood.ca)
- Social Media including:
  - Twitter @TownCollingwood; @ExperienceCwood; @CollingwoodPL
  - [Facebook](#)
- "[Contact Us/Feedback](#)" through the town website - emails are forwarded to the appropriate department via the Clerk's office.
- Town page "Collingwood Connection"
- Email based newsletters to which residents can subscribe

The collection, distribution and use of emergency information must abide by the Freedom of Information and Protection of Privacy Act.

No persons, except for the following, are authorized to release information to the media and/or public on the emergency unless authorized by the ECG:

- Emergency Information Officer (EIO)
- Mayor – Municipal Spokesperson

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## EMERGENCY INFORMATION OFFICER (EIO)

In order to ensure information is provided to the public through the media, the following persons are designated as spokespersons for the Town of Collingwood, each with their own respective area of responsibility.

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## MAYOR – MUNICIPAL SPOKESPERSON

The Mayor serves as the voice of Council during emergency operations. The Mayor will attend all media briefings (where practical) to present general information about the emergency situation, emergency operations or explain any “extra-ordinary” measures requested of City residents, (for example why an evacuation has been ordered). The Mayor is supported in this role by the Chief Administrative Officer and other Emergency Control Group members with department/service specific information.

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## CHIEF ADMINISTRATIVE OFFICER – ADMINISTRATION SPOKESPERSON

The Chief Administrative Officer serves as the voice of the Emergency Control Group during emergency operations. The Chief Administrative Officer will attend all media briefings (where practical) to present general information regarding emergency efforts including the participation of City staff or other “non-government” partners in emergency operations. The Chief Administrative Officer is supported in this role by the Emergency Control Group members with department/service specific information.

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## SUBJECT SPECIFIC SPOKESPERSON

Other Emergency Control Group members serve as subject matter experts during emergency operations. These persons will attend media briefings as needed to support the Mayor and Chief Administrative Officer by presenting specific information relative to the actions of their department / service staff and area of specific responsibility / expertise.

## REQUEST FOR ASSISTANCE

The Town of Collingwood may request assistance to augment existing resources or provide specialized expertise at any time, without any loss of control or authority of the emergency, from any person or agency including, without limitation, the following:

- public sector (i.e., neighbouring municipalities, Simcoe County, adjacent counties, Provincial Government, Federal Government)
- volunteer agency sector
- private sector

Where reciprocal agreements with another municipality, private sector agency, or any person for the provision of any personnel, service, equipment or material during an emergency are in place, they may be invoked in accordance with their terms.

The Town of Collingwood may incur charges for any services requested.

Where money has been expended or cost has been incurred by the Town in implementing the emergency plan or in connection with an emergency, the Town has a right of action against any person who caused the emergency for the recovery of such money or cost may seek reimbursement for all or part of the costs or via a request to the Province. The Mayor or alternate may make formal requests for assistance at any time.

Depending on the emergency, the Town may also co-ordinate provision of emergency assistance with neighbouring municipalities and/or the provincial government. Regardless of the request, the Provincial Emergency Operations Center (PEOC) and the County EOC should be notified of the request to ensure that resource allocations are monitored.

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## NEIGHBOURING MUNICIPAL ASSISTANCE

Any requests for emergency assistance made by the Town of Collingwood to a neighbouring municipality / from a neighbouring municipality to the Town of Collingwood should be made, through normal channels of communication, by either:

- Head of Council to Head of Council
- Chief Administrative Officer to Chief Administrative Officer
- Fire Chief to Fire Chief
- Police Chief to Police Chief
- CEMC to CEMC

Once a request for emergency assistance is received, the Town will determine its capability to assist. The PEOC and County EOC should be informed about the request to ensure that resource allocations are monitored.

If the request for emergency assistance is made after an activation of this Plan, the Emergency Control Group will evaluate the request and make recommendations regarding the capability of the Town to assist. All requests for assistance from the Town will be initiated through the ECG and communicated to other municipalities through the CAO as the head of the ECG. This task can be delegated to support staff.

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## REGIONAL ASSISTANCE

Simcoe County Mutual and Automatic Aid Program and Plan and By-Law.

When this Plan is activated, certain agencies or departments of Simcoe County may be involved in emergency operations. These agencies are expected to provide representation as part of the Emergency Control/Support Structure as required. These regional stakeholders could include but are not limited to:

- Simcoe Muskoka District Health Unit (SMDHU)
- Emergency Social Services Department
- Simcoe County Paramedic Services

The representatives of the above agencies in cooperation and consultation with the County EOC and/or County CEMC are responsible for co-ordination of County assistance to the Town at the Emergency Operations Centre.

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## PROVINCIAL ASSISTANCE

Assistance may also be requested from the Office of the Fire Marshal and Emergency Management (OFMEM) at any time without any loss of control or authority. A request for assistance should be made by contacting OFMEM'S PEOC.

When Provincial assistance is required, which is outside of normal departmental or service working arrangements requests will be made by contacting Office of the Fire Marshal and Emergency Management, Provincial Emergency Operations Centre (PEOC) Duty Officer or through the Duty Officer at O.P.P. General H.Q. (24 hours).

OFMEM will communicate with the appropriate Provincial agencies, determine the capability to provide assistance and report the outcome to the Town of Collingwood.

Some ministries of the Ontario Government have been assigned special responsibilities by Order-in Council for monitoring the state of emergency preparedness in Ontario and for reviewing at regular intervals the state of emergency planning within their own ministries. The following lists ministries and their respective special responsibilities.

When emergencies occur, municipal officials should avail themselves of the expertise and resources that can be provided by the local offices of the Ministries that have special responsibilities. All provincial agencies can be contacted through OFMEM via the PEOC.

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## FEDERAL ASSISTANCE: DEPARTMENT OF NATIONAL DEFENCE (DND)

Federal Assistance, including that of the Department of National Defence, cannot be obtained directly by a municipality but must be requested through the Office of the Fire Marshal and Emergency Management, Provincial Emergency Operations Centre.

The Department of National Defense is responsible for all matters relating to national defense, including Aid to Civil Power. Request for information or assistance are to be made via Office of the Fire Marshal and Emergency Management. Possible DND assistance could include:

- Airlifts, medical evacuations and disaster assistance.
- Large quantities of equipment and personnel for fire purposes.

## POST EMERGENCY: RECOVERY

The last phase of an *Emergency* is the Recovery Phase. It is often the most crucial and almost always the most demanding in terms of manpower and resources. At that time, the focus of emergency operations shifts from dealing with the emergency itself to dealing with the aftermath of the emergency. The recovery will focus initially on the immediate and short-term needs of the disaster victims and the rapid and orderly restoration of critical infrastructure and essential public services. Later in the recovery process, efforts will focus on the longer-term needs of the disaster victims and the restoration of all infrastructure, public facilities and services.

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## DISASTER RELIEF: MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING

The Ministry of Municipal Affairs and Housing administers the Disaster Recovery Assistance Program through two methods:

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### (1) MUNICIPAL DISASTER RECOVERY ASSISTANCE PROGRAM

The Municipal Disaster Recovery Assistance program under the Ministry of Municipal Affairs and Housing reimburses municipalities for extraordinary costs associated with emergency response and repairs to essential property and infrastructure following a natural disaster. Municipal Disaster Recovery Assistance is a claims-based program that, when activated by the province, offers financial assistance to qualifying municipalities that have sustained significant extraordinary costs as a result of a natural disaster, such as a tornado or severe flooding. The program offers assistance for extraordinary operating and capital costs arising from a natural disaster. Eligible operating costs are those incurred to protect public health, safety and access to essential services. Eligible capital costs are those to repair public infrastructure or property to pre-disaster condition. Costs that are covered by insurance or costs that would have been incurred if the disaster had not taken place (such as regular municipal salary costs) are ineligible under the program.

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### (2) DISASTER RECOVERY ASSISTANCE FOR ONTARIANS PROGRAM

Disaster Recovery Assistance for Ontarians is designed to provide financial assistance in the aftermath of a natural disaster that causes costly, widespread damage to eligible private property. The Minister of Municipal Affairs and Housing may activate the program for areas affected by natural disasters. Applicants within an area for which the program has been activated can apply to be reimbursed for basic, necessary costs related to the disaster.

Refer to Annex J for Disaster Recovery Assistance Program guidelines.

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## EMPLOYEE ASSISTANCE AND CRITICAL INCIDENT STRESS COUNSELLING

The Manager of Human Resources will assist and coordinate, as required, through support agencies the provision of Employee Assistance and Critical Incident Stress Counseling programs. Counseling and psychological support (assessment and referral) will be arranged for staff as well as emergency volunteers and evacuees, as required, during and after the emergency, for mental health disorders, emotional trauma and shock suffered as a result of the emergency.