

2017

City of Barrie,
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City of Barrie,
Emergency Management
Office



[EMERGENCY PLAN]

Enacted under: By-law 2013-142, August, 2013

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INTRODUCTION

The City of Barrie has a population of 141,000 and is situated around the head of Kempenfelt Bay on the west shore of Lake Simcoe 30 kilometres east of Georgian Bay and 70 kilometres north of the City of Toronto in Central Ontario. It occupies some 100 square kilometres and includes 11 kilometres of shoreline. It boasts comprehensive economic and social infrastructure comparable to that found in any modern city.

The City and surrounding area are dissected by various small rivers and creeks that flow into Lake Simcoe. The main lines of communication through the area are susceptible to being cut in the most severe weather events. Highway 400, especially with its high volume of traffic, is susceptible to accidents involving multiple vehicles and/or trucks carrying hazardous material.

The City's climate is characterized by the combination of uniform precipitation amounts year-round, delayed spring and autumn and moderated temperatures in winter and summer; although periodic severe storms are the norm throughout the year.

Like all municipalities in Ontario, the City of Barrie is mandated by provincial legislation, *the Emergency Management and Civil Protection Act*, to have a formal Emergency Response Plan.

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:

A situation or impending situation caused by forces of nature, an accident or an intentional act that constitutes a danger of major proportions to life and property [Section 1].

While a variety of emergencies could occur within the City of Barrie, those most likely to occur are:

- The climate-induced events include:
- Severe winter storms (high winds, heavy snow and freezing rain),
- Extreme cold spells,
- Severe summer storms (high winds, heavy rain, lightning, damaging hail, tornado),
- Extreme heat waves.

The city is also vulnerable to non-natural emergencies that can befall any modern urban centre, such as

- Interruptions to lifelines and utilities (especially power),
- Structure fires,
- Major transport and/or industrial accidents which may involve hazardous materials,
- Marihuana Grow Operations and Clandestine Drug Operations.

Due to the City's profile for recreation and tourism, the City is also conscious of the threats of human health emergencies (communicable diseases and epidemics) and of vandalism and terrorism.

AIM AND PURPOSE

The City of Barrie Emergency Plan, hereinafter referred to as the “Emergency Plan”, has been adopted by City of Barrie By-law Number 2013-142 as the official emergency plan for the City of Barrie. This plan replaces the version that had previously been adopted by City of Barrie By-law Number 2007-121. Copy of By-law Number 2013-142 is provided in Annex K By-Laws.

The aim of the City of Barrie’s Emergency Plan 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 City staff in developing their respective emergency plans, which will augment this Emergency Plan.

The Emergency Plan is applicable to all departments of the Corporation and agencies and local boards under the jurisdiction of the City Council.

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.”

Pursuant to that Act, the City of Barrie Emergency Plan has been:

- (a) Adopted by City Council by By-law Number 2013-142 in August, 2013: Manual Annex K
- (b) Filed with Office of the Fire Marshal and Emergency Management, Ministry of Community Safety and Correctional Services.

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 2013-142, s 7.5.*

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 City of Barrie 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 City area. *By-law 2013-142, s.9.*

The **Mayor or Acting Mayor or City Council**, may declare the termination of an emergency at any time. *By-law 2013-142, s.6.1.*

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 14th 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)*

Refer to Annex B for procedures on declaration and termination of emergencies.

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)*

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)*.

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 2013-142, s 7.5.

EMERGENCY NOTIFICATION SYSTEM

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.

Refer to Annex B for Emergency Declaration, Activation and Termination procedures.

WHEN THE EMERGENCY PLAN MAY BE IMPLEMENTED

The City of Barrie 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 City 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
 - City facilities are affected and/or threatened
 - Extraordinary actions and/or expenditures are required
 - City 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 City area
- An emergency is declared by the Premier, or his or her designate
- An emergency is declared by the federal government.

CITY OF BARRIE'S EMERGENCY MONITORING STATUS INDICATORS

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

ROUTINE/NORMAL OPERATIONS	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.
ENHANCED MONITORING/STAND-BY	<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 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>Refer to Annex D for generic checklist applicable to all ECG memberships.</p>
EMERGENCY ACTIVATION	All or selected members of the ECG, the Emergency Support Group, and the Emergency Advisory Group 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 city wide emergency operations.

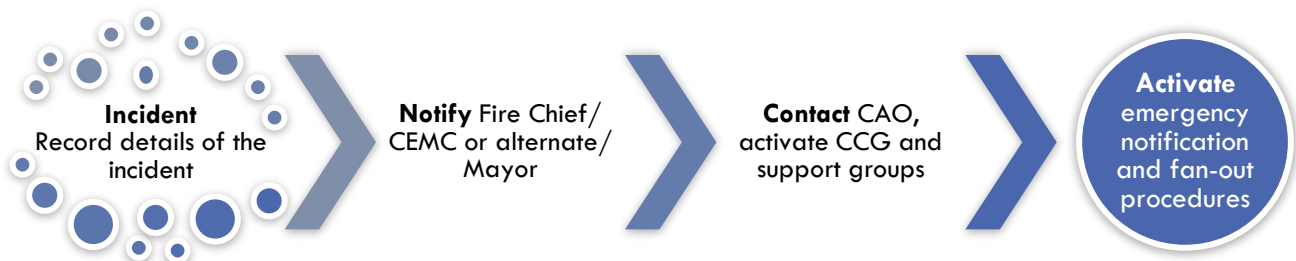
CONSIDERATIONS FOR ACTIVATING THE EMERGENCY PLAN

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 City of Barrie response agencies, other response agencies, City 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 City of Barrie.
- ❑ 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 City of Barrie response agencies for either resources or personnel.
- ❑ The situation has the potential to expand beyond the City of Barrie area.
- ❑ The situation poses a widespread threat to the City of Barrie'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.

See Annex B for Emergency Activation, Declaration and Termination Procedures.

WHO CAN ACTIVATE THE EMERGENCY NOTIFICATION SYSTEM?



Authority to request the emergency notification system, the Emergency Control Group (ECG), and/or Emergency Plan be activated rests solely with the individual members of the ECG. Management of the ECG activation process is the responsibility of the Chief Administrative Officer, through the Community Emergency Management Coordinator (CEMC), unless otherwise designated.

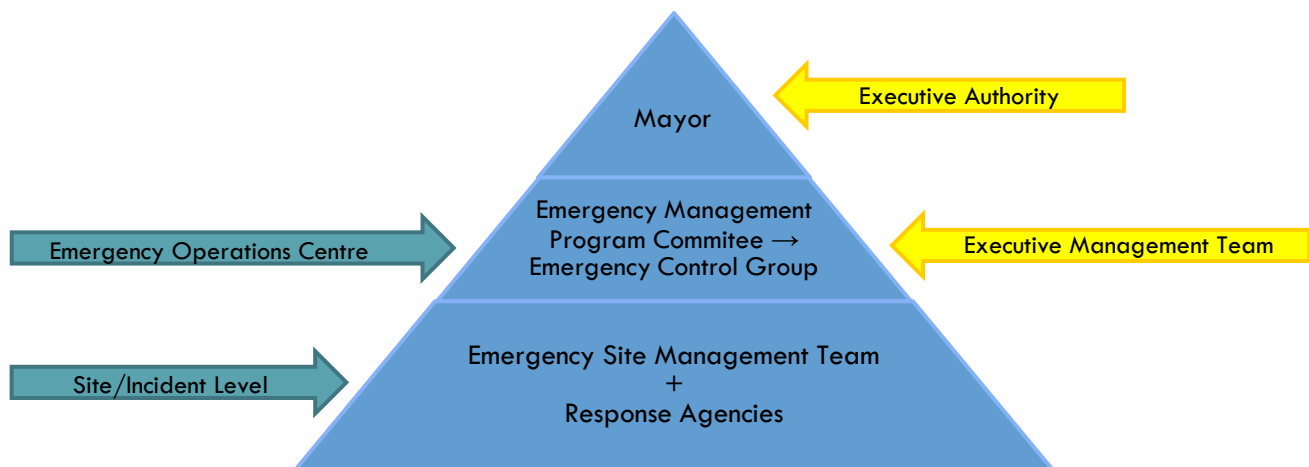
OPERATIONAL PRIORITIES

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.

CITY OF BARRIE'S EMERGENCY MANAGEMENT STRUCTURE

Barrie's Emergency Management Structure is intended to address incidents or events that may cause damage of sufficient severity and magnitude to warrant activation of the Emergency Operations Centre. It is not intended to address emergencies that are normally handled at the scene by first response agencies. The basic structure acknowledges international best practices in incident management adapted to meet the circumstances and needs of the City of Barrie and builds, to the extent possible, on the established management structure of the Corporation.



Information and resource requests originate from the site level by Emergency Site Responders and/or Response Agencies. Information and resource requests get sent to the Emergency Operations Centre operated by the Emergency Control Group. The Mayor is the designated public-facing spokesperson for the City of Barrie and the Emergency.

MAYOR

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 City of Barrie as authorized by the *City of Barrie'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 City of Barrie during an emergency under the direction of the ECG and with the assistance of Access Barrie.

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

- The Solicitor General of Ontario via Office of the Fire Marshal and Emergency Management (416) 314-3723
- The City of Barrie Council
- The Simcoe County Warden, as appropriate
- The public
- 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).

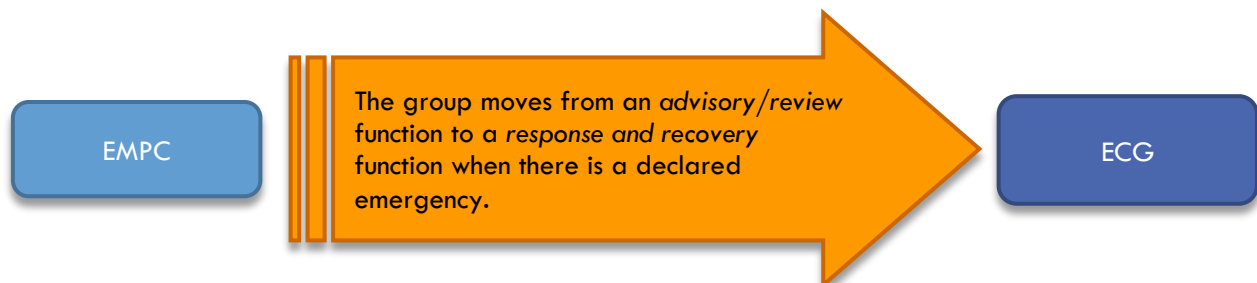
EMERGENCY MANAGEMENT PROGRAM COMMITTEE (EMPC) AND EMERGENCY CONTROL GROUP (ECG)

The Emergency Management Program Committee (EMPC) is responsible for providing leadership and oversight to the planning and development of the Emergency Management Program in the City of Barrie as outlined in the Emergency Management and Civil Protection Act, R.S.O., 1990, Chapter E.9, s. 9(d).

It is important to note that the ECG membership is the same as the Emergency Management Program Committee (EMPC) membership.

The EMPC will move from an advisory role to a response or recovery role known as the Emergency Control Group (ECG) O. Reg. 380/04, s. 12 (1). The ECG may be activated upon in part or in whole, depending on the nature of the event, and may call upon city staff to support emergency operations. 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 Barrie 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.



The City of Barrie ECG shall provide strategic direction to the City's response in an emergency, including implementation of the Emergency Plan.

The CAO shall be the Manager of the ECG and in that capacity also act as Manager of the Emergency Operations Centre (EOC) overseeing all emergency response activities.

Depending on the type and extent of the emergency, the ECG may consist of members of the Senior Leadership Team in the City of Barrie, or anyone else appointed by the manager of the EOC for the purpose of mitigating the emergency.

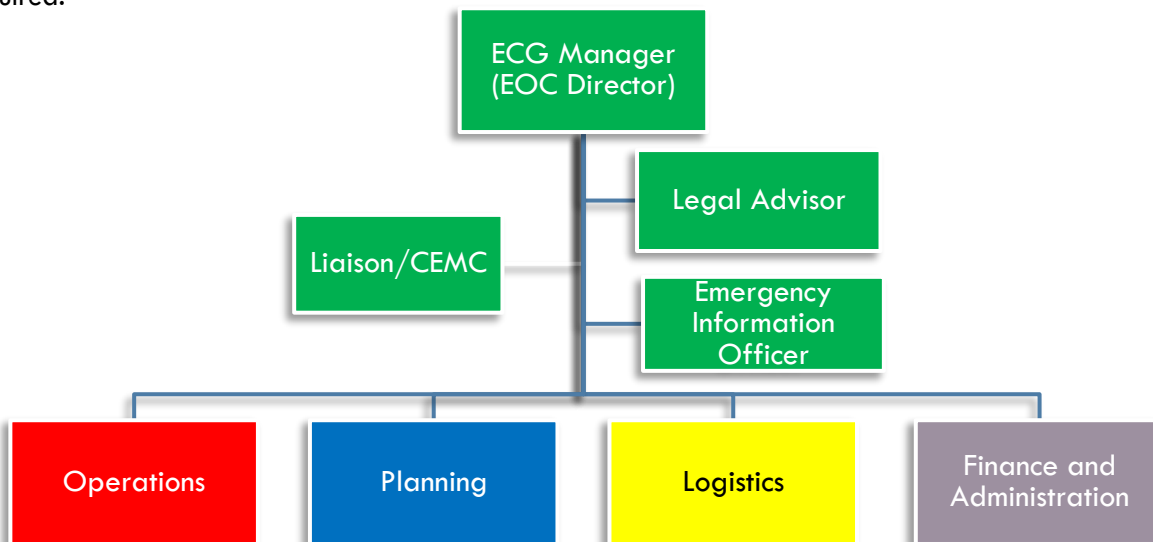
Each member of the ECG will also designate at least one alternate who, in their absence, will have the knowledge and authority to make decisions and exercise the full responsibilities assigned to the ECG member. Each alternate will have to ensure their regular work as well as work that may be assigned to their home position can be adequately covered by other staff in their regular work position.

Roles and responsibilities of the ECG are outlined in Annex D IMS Roles and Responsibilities Checklists.

INCIDENT MANAGEMENT SYSTEM (IMS)

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 City of Barrie 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.

EMERGENCY SITE RESPONDERS/MANAGEMENT TEAM

During an emergency, emergency service personnel will meet at the scene and work together to mitigate the situation. Emergency operations of each agency represented at the emergency scene will be performed within their respective chain of command structure, with the senior ranking officials from each agency establishing an agency Command Posts at each emergency site. However, an Emergency Site Management Team must coordinate all operations at the emergency site in order to ensure that emergency site operations are conducted in a well-organized and efficient manner. This requires the addition of a unified command location.

The Emergency Site Management Team generally consists of persons holding the following positions or their appropriate representatives:

- Emergency Site Coordinator when appointed by the Emergency Control Group
- Alternate Emergency Site Coordinator, if required.
- Agency On-Scene Commander or “Officer in Charge” from all agencies and departments present at the scene
- On-Site Media Spokesperson.

Additional person 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 Emergency Control Group.

The ESM will designate one Command Post as the primary communications centre, from which he/she will operate to coordinate the response, in co-operation with various agency’s OSC. All interagency communication will be channelled through this Command Post and a direct link (radio and/or telephone) will be established with the ECG at the EOC.

REQUEST FOR ASSISTANCE

The City of Barrie 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 City of Barrie may incur charges for any services requested.

Where money has been expended or cost has been incurred by the City in implementing the emergency plan or in connection with an emergency, the City 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 City 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.

NEIGHBOURING MUNICIPAL ASSISTANCE

Any requests for emergency assistance made by the City of Barrie to a neighbouring municipality / from a neighbouring municipality to the City of Barrie 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.

Once a request for emergency assistance is received, the City 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 City to assist. All requests for assistance from the City 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.

REGIONAL ASSISTANCE

Refer to Annex I for 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 City at the Emergency Operations Centre.

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 City of Barrie.

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.

Refer to Annex B for how to Report an Emergency to OFMEM.

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.

VOLUNTEER ASSISTANCE

Depending on the specific emergency, assistance may be required from various designated volunteer emergency support agencies such as the Canadian Red Cross / Salvation Army /etc. Any request for assistance from volunteer agencies / other agencies will be at the direction of the Emergency Control Group and coordinated by the appropriate IMS lead.

An emergency declaration protects registered volunteer emergency workers under the provisions of the Workplace Safety and Insurance Act, 1997, as amended. According to Workplace Safety Insurance Board (WSIB) Operational Policy Document # 01-02-03 a municipal worker includes:

- "A person who assists in connection with an emergency that has been declared to exist by the head of council of a municipality or the Premier of Ontario."
- If an emergency situation requires the use of volunteers, an emergency declaration may be considered for the above reason. Also, if volunteers are required to assist with emergency recovery operations it may be advisable to keep an emergency declaration in force until volunteer services are no longer needed.

EMERGENCY INFORMATION AND THE MEDIA

The City of Barrie will communicate with its residents directly / through the media concerning any aspects of the emergency: the actions being taken by the City of Barrie and/or required of residents.

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)
- Site Media Spokesperson
- Emergency Public Inquiry Coordinator (PIC)
- Registration and Inquiry Service.

Depending on the emergency there will be a need to establish one or more emergency information centres. The responsibilities of the Emergency Information Officer, the Emergency Public Inquiry Information Coordinator, and the Emergency On-Site Media Spokesperson are listed in Annex D Roles, Responsibilities and Duties.

Refer to Annex G for Emergency Information Plan.

MEDIA INFORMATION CENTRE AND ON-SITE MEDIA CENTRE

A Media Centre will be established during an emergency to provide a venue for City representatives to speak to the media, to relay current and pertinent information about the emergency and to provide instructions to the public via the media. All authorized information on the emergency will be released from the Media Centre. The On-Site Media Spokesperson may establish a second media centre at the emergency site, and may release information approved by the Emergency Information Officer (EIO). The Media Centre will be equipped to prepare press releases, to monitor media broadcasts and to present information to the media.

The Executive Director of Access Barrie, as the EIO, is responsible for overseeing the set-up and operation of the Media Centre. The Director Facilities is responsible for security, back-up power and setting up and maintaining/repairing furnishings and equipment for the Media Centre. The Director of Information Technology (ICT) is responsible for setting up and maintaining/repairing telecommunications at the Media Centre.

The on-site media centre will be located at the direction of the Emergency Site Manager.

PUBLIC INQUIRY CENTRE

There is potential for a large number of telephone calls to be made to the City from the public inquiring about the emergency. If the City Hall switchboard cannot handle the number of incoming calls, or there is expected to be a large number of calls to City Hall, a Public Inquiry Call Centre (PICC) will be established. It will have a number of incoming telephone lines/phones, and will be staffed according to the volume of calls.

The Executive Director of Access Barrie, as the Emergency Public Inquiry Coordinator, is responsible for overseeing the set-up and operation of the PICC. The Director of Facilities is responsible for security, back-up power and setting up and maintaining/repairing furnishings and equipment for the PICC. The Director of Information Technology (IT) is responsible for setting up and maintaining/repairing telecommunications at the PICC.

REGISTRATION AND INQUIRY SERVICE

As directed by the EIO, in collaboration with Red Cross and other support agencies, Central Registry and Registration and Inquiry Centres at Evacuation Centres provide information to the public on Evacuation Centres and the safety and whereabouts of registered evacuees.

Redirect public inquiries to the appropriate emergency service as required.

EMERGENCY INFORMATION SPOKES PERSON

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

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.

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.

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.

EMERGENCY OPERATIONS CENTRE (EOC)

In the event of an emergency in the City of Barrie, an Emergency Operations Centre will be established. The EOC 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 City of Barrie's Emergency Operations Centre (EOC) is located at a secure facility within Barrie. 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.

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.

DISASTER RELIEF: MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING

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

(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.

(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.

EMPLOYEE ASSISTANCE AND CRITICAL INCIDENT STRESS COUNSELLING

The Director 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.