

FOREWORD

This plan has been prepared to assign responsibilities and to guide the immediate actions of key officials in the first critical hours before and after the onset of an emergency in the Town of Ingersoll.

This plan has been adopted through By-Law # 04-4192 passed on the 13TH day of September, 2004, under the legal authority of *The Emergency Management & Civil Protection Act “RSO 1990 E.9”*.

It is essential that all concerned are aware of its provision and that every official and service be prepared to carry out their assigned functions and responsibilities in an emergency. Municipal services are to review this plan on a regular basis and keep up to date their own procedures for handling emergencies.

Revised at Ingersoll, Ontario, this 7th day of April, 2014

Ted Comiskey, Mayor

Michael Graves, Clerk

**EMERGENCY RESPONSE PLAN
TOWN OF INGERSOLL
CIRCULATION LIST**

INTERNAL

LEVEL

Mayor	L2
Members of Council	L2
Chief Administrative Officer	L1
Clerk	L1
Engineering Services	L2
Emergency Information Coordinator	L2
Fire Chief – CEMC	L1
Police	L1
Tillsonburg Fire Dispatch	L1
Public Works	L2
Treasury	L2
Information Technology	L2
Recreation	L2
Emergency Operating Centre (12)	L1

EXTERNAL

LEVEL

County of Oxford (i) Administrator	L2
(ii)CEMC	L2
Neighbouring Municipalities (i) Zorra	L2
(ii)Southwest Oxford	L2
School Boards (i) Thames Valley District School Board	L2
(ii) London District Catholic School Board	L2
Alexandra Hospital	L2
Canadian Red Cross	L2
Emergency Management Ontario	L1
Ministry of Community Safety and Correctional Services	L1
Ingersoll Public Library	L2
Fire Dispatch Woodstock	L2
Town of Ingersoll Website www.ingersoll.ca	L2

In accordance with privacy Legislation and provisions in the Emergency Management & Civil Protection Act copies identified as L2 will not contain information deemed by the CEMC to be of a confidential nature. Copies marked as L1 shall be of restricted distribution and shall contain additional information such as the Emergency Alerting System, Contact and Resource Lists, Declaration Checklist etc.

AMENDMENTS

Amendment Number	Description	Date
<u>Amended</u>		
Appendix “B” Page 1	Community Control Group Emergency Alerting System	Apr. 1/14
	Ingersoll Emergency Plan	Apr. 1/14
Appendix C	Update	Sept. 2/15
Appendix B	Update	Oct. 8/15

EMERGENCY RESPONSE PLAN
TOWN OF INGERSOLL
ABBREVIATIONS

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

DEFINITIONS AND TERMS

EMERGENCY SITE

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

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

EMERGENCY SITE MANAGER (E.S.M.)

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

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

LEAD AGENCY

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

ON SITE MEDIA INFORMATION CENTRE

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

LOCAL INFORMATION CENTRE (LIC)

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

COMMUNITY EMERGENCY MANAGEMENT COORDINATOR (C.E.M.C.)

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

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PART 1

1.0 Introduction

In order to reduce the risk to residents, businesses, industry and visitors during a large scale emergency the Town of Ingersoll Emergency Management Program Committee has developed this Emergency Response Plan. The Plan is designed to assist in a coordinated emergency response by a number of agencies under the direction of key identifiable municipal and public agency officials to be known as the Community Control Group.

In addition, it is important that residents, businesses and interested visitors be aware of its provisions. Copies of the Town of Ingersoll Emergency Response Plan may be viewed at the Town Hall, Oxford County Library Ingersoll Branch at 130 Oxford Street or on the town's website www.ingersoll.ca

For more information, please contact:

John Holmes, Fire Chief
Community Emergency Management Coordinator
110 Mutual Street
Ingersoll, Ontario
N5C 1Z7
Phone: 519-485-3910
Email: jholmes@ingersoll.ca

1.1 Aim

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

It enables a centralized, controlled and coordinated response to emergencies in the Town of Ingersoll, and meets the legislated requirements of the *Emergency Management & Civil Protection Act*.

1.2 Authority

The *Emergency Management & Civil Protection Act (EMCPA)* is the legal authority for this emergency response plan in Ontario.

The *EMCPA* 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.”

“The head of council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect property and health, safety and welfare of the inhabitants of the emergency area.”

As enabled by the *Emergency Management & Civil Protection Act*, this emergency response plan and its elements have been issued under the authority of *Town of Ingersoll By-law # 04-4192*; and filed with Emergency Management Ontario, Ministry of Community Safety and Correctional Services.

1.3 Definition of an Emergency

The *Emergency Management & Civil Protection Act* definition of an emergency:

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; (“situation d’urgence”)

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

1.4 Action Prior to Declaration

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

PART II

2.0 Community Control Group

2.1 Community Control Group (CCG)

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

The CCG consists of the following officials:

- Mayor of the Town of Ingersoll, or alternate;
- Chief Administrative Officer, or alternate;
- Clerk, or alternate;
- Detachment Sergeant Ontario Provincial Police, or alternate;
- Fire Chief, or alternate;
- Public Works Representative, or alternate;
- Health Services Member (Alexandra Hospital), or alternate;
- Emergency Information Officer, or alternate;
- Engineering Services, or alternate;
- Information Technologist.

2.2 Additional Members (Optional)

Additional members may be called or added to the CCG as necessary depending on the nature of the emergency. Additional members may include but are not limited to the following:

- Emergency Management Ontario Representative;
- Treasurer;
- Social Services Representative County;
- Emergency Medical Services;
- Erie Thames Power/Hydro One;
- County of Oxford Public Works;

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- Upper Thames Conservation Authority Representative;
- Public Health Representative;
- Any other officials, experts or representatives from the public or private sector as deemed necessary by the CCG.

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

2.3 Emergency Operations Centre (EOC)

The CCG will report to the Primary Emergency Operations Centre located at the Ingersoll Town Centre, 130 Oxford Street. In the event this Operation Centre cannot be used, then the alternate location will be the Ingersoll Fire Service at 110 Mutual Street.

2.4 Operating Cycle

Members of the CCG will gather at regular intervals as determined by the group, to inform each other of actions taken and problems encountered. The Chief Administrative Officer will establish the frequency of meetings and agenda items. Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities. The Clerk Deputy Administrator will maintain status board and maps and which will be prominently displayed and kept to date.

2.5 Community Control Group Responsibilities

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

- Calling out and mobilizing their emergency service, agency and equipment;
- Coordinating and directing their service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
- Determining if the location and composition of the CCG is appropriate;
- Advising the Mayor as to whether the declaration of an emergency is recommended;
- Advising the Mayor on the need to designate all or part of the town as an emergency area;
- Ensuring that an Emergency Site Manager (ESM) is appointed;
- Ensuring support to the ESM by arranging for equipment, staff and resources as required;
- Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger;

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- Discontinuing utilities or services provided by public or private concerns, i.e. hydro, water, gas;
- Arranging for services and equipment from local agencies not under community control i.e. private contractors, industry, volunteer agencies, service clubs;
- Notifying, requesting assistance from and/or liaison with various levels of government and any public or private agencies not under community control, as necessary;
- Select and identify the location of the Local Information Centre (LIC);
- Determining if additional volunteers are required and if appeals for volunteers are warranted;
- Determining if additional transport is required for evacuation or transport of persons and/or supplies;
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Officer and Citizen Inquiry Supervisor, for dissemination to the media and public;
- Determining the need to establish advisory groups and/or sub committees/working groups for any aspect of the emergency including the recovery phase;
- Authorizing expenditure of money required to deal with the emergency;
- Notifying the service, agency or group under their direction, of the termination of the emergency;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the Chief Administrative Officer within one week of the termination of the emergency, as required;
- Ensure that appropriate support services such as CISM, VASOC and Employee Assistance programs are in place during and after an event.
- Participating in the debriefing following the emergency.

2.6 Relationship between CCG and Emergency Site Manager (ESM)

Depending on the nature of the emergency, and once the ESM has been assigned, the CCG relationship with the ESM is to provide support with equipment, staff and other resources, as required.

The CCG will also ensure that the rest of the community maintains municipal services.

2.7 Relationship between ESM, and Allied Agencies Command Structure

The senior representative for each emergency responder (police, fire, EMS, public works etc.) at the site will consult with the Emergency Site Manager, so as to offer a coordinated and effective response. Regular briefings will be held at the site and chaired by the Emergency Site Manager, so as to establish the manner and process by which response to the emergency will be provided.

PART III

3.0 Emergency Notification Procedures

3.1 Procedure

Upon receipt of a warning of a real or potential emergency, the responding department will immediately contact Fire Dispatch at **(519) 485-0800**, to request that the notification system be activated giving brief details of the emergency and assisting dispatch with the essential information which needs to be disseminated to CCG members to ensure a prompt response.

The dispatcher shall ensure this information is efficiently passed on and understood by each individual contacted. Persons on the Community Control Group Alerting System shall be called in order as provided in *Appendix B* of the Emergency Plan (Community Control Group Emergency Alerting System) beginning with the Mayor.

If the primary person cannot be reached at any of the listed numbers, the alternate will be telephoned. If neither can be reached, go on to the next appointment on the list. Once the end of the list has been reached try again to reach those who were not available on the first attempt.

Dispatch shall record the time of telephone calls to each member along with the time the member is reached and shall forward this information to the EOC after the event.

If the primary notification system fails and fire dispatch is unable to be reached or unable to implement the phone out procedure then any member authorized to activate the Community Control Group shall go directly to the fire department and request that the person on duty activate the back up paging systems and request all fire fighters attend the fire station. Upon their arrival the CCG member shall give specific direction to the fire fighters as to the message to be sent to the Control Group Members and designate fire fighters to deliver this message giving possible location of their assigned contact. If fire fighters are already part of emergency operations the fire fighter on duty will make contact directly with dispatch via radio and have an O.P.P. officer(s) assigned to this duty.

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

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

CCG members should not wait for official notification before attending the EOC when it is obvious that a large scale emergency has transpired or when they are made aware of events from the media or other credible sources.

3.2 Requests for Assistance

Assistance may be requested from the county at any time by contacting the County Warden or designate. The request shall not be deemed to be a request that the county assume authority and control of the emergency.

Assistance may also be requested from the Province of Ontario at any time without any loss of control or authority. A request for assistance should be made by contacting Emergency Management Ontario, **1-866-314-0472** or fax # **(416) 314-0474**.

The Emergency notification contact list, including contact numbers for requesting assistance, is attached to *Appendix B*.

3.3 Declaring a Community Emergency

The Mayor as Head of Council or his/her designate, is responsible for declaring an emergency. This decision is usually made in consultation with other members of the CCG.

Upon declaring an emergency, the Mayor or designate will notify:

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

3.4 Terminating a Community Emergency

A community emergency may be terminated at any time by:

- Mayor or Designate; or
- Town Council; or
- Premier of Ontario.

When terminating an emergency, the Mayor will notify:

- Emergency Management Ontario, Ministry of Community Safety and Correctional Services;
- Town Council;
- County Warden, as appropriate;
- Public;

- Neighbouring community officials, as required;
- Local Member of the Provincial Legislature (MLA);
- Local Member of Parliament (MP).

PART IV

4.0 Responsibilities of the Community Control Group Members:

4.1 Mayor or Designate

The Mayor or Designate is responsible for:

- Providing overall leadership in responding to an emergency;
- Declaring an emergency within the designated area;
- Declaring that the emergency has been terminated (Note: Council may also terminate the emergency);
- Notifying the Emergency Management Ontario, Ministry of Community Safety and Correctional Services of the declaration of an emergency, and its subsequent termination; (1-866-314-0472 or fax # 1-416-314-0474).
- Ensuring that members of council are advised of the declaration and termination of an emergency, and are kept informed of the emergency situation;
- Maintain a record of his/her actions.

4.2 Chief Administrative Officer

The Chief Administrative Officer for the Town of Ingersoll is responsible for:

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

4.3 Clerk

The Clerk is responsible for:

- Activate the emergency notification system through Fire Dispatch;
- Assisting the Chief Administrative Officer, as required;
- Ensuring all important decisions made and actions taken by the CCG are recorded;
- Ensuring that maps and status boards are kept up to date;
- Providing a process for registering CCG members and maintaining a CCG member list;
- Notifying the required support and advisory staff of the emergency, and the location of the Emergency Operations Centre;
- Initiating the opening, operation and staffing of switchboard at the community offices, as the situation dictates, and ensuring operators are informed of CCG members' telephone numbers in the EOC;
- Assuming the responsibilities of the Citizen Inquiry Supervisor;
- Arranging for printing of material, as required;
- Coordinating the provision of clerical staff to assist in the Emergency Operations Centre, as required;
- Upon direction by the Mayor, ensuring that all council members are advised of the declaration and termination of the emergency;
- Upon direction by the Mayor, arranging special meetings of council, as required, and advising members of council of the time, date, and location of the meetings;
- Procuring staff to assist, as required;
- Maintain a record of actions taken.

4.4 Police

The Police Representative is responsible for:

- Activating the emergency notification system through Fire Dispatch;
- Notifying necessary emergency and community services, as required;
- Establishing a site command post with communications to the EOC;
- Depending on the nature of the emergency, recommending the Site Manager in conjunction with other CCG members;
- Establishing an ongoing communications link with the senior police official at the scene of the emergency;
- Establishing the inner perimeter within the emergency area;
- Establishing the outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to all but essential emergency personnel;
- Providing traffic control staff to facilitate the movement of emergency vehicles;
- Alerting persons endangered by the emergency and coordinating evacuation procedures;

- Opening of evacuee centers in collaboration with the health services members;
- Ensuring the protection of life and property and the provision of law and order;
- Providing police service in EOC, evacuee centers, morgues, and usher facilities, as required;
- Notifying the coroner of fatalities;
- Ensuring liaison with other community, police agencies, as required;
- Providing an Emergency Site Manager, if required;
- Maintain a record of actions taken.

4.5 Fire Chief

The Fire Chief is responsible for:

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

4.6 Public Works Representative

The Public Works Representative is responsible for:

- Activate the emergency notification system through Fire Dispatch;
- Providing the CCG with information and advice on public works matters;
- Depending on the nature of the emergency, recommending the Site Manager in conjunction with CCG members;
- Establishing an ongoing communications link with the senior public works official at the scene of the emergency;
- Ensuring liaison with the public works representative from the neighbouring community(s) to ensure a coordinated response;
- Ensuring construction, maintenance and repair of town roads;
- Providing equipment for emergency pumping operations;

- Ensuring liaison with the Fire Chief concerning emergency water supplies for fire fighting purposes;
- Ensuring liaison with public utilities to disconnect any service representing hazard and/or to arrange for the provision of alternate services or functions;
- Providing public works vehicles and equipment as required by any other emergency services;
- Maintain a record of actions taken.

4.7 Engineering Services

The Engineering Services Representative is responsible for:

- Activate the emergency notification system through Fire Dispatch;
- Liaison with County;
- Providing the CCG with information and advice on engineering matters;
- Depending on the nature of the emergency, recommending the Site Manager in conjunction with the CCG;
- Ensuring liaison with the conservation authority regarding flood control, conservation and environmental matters and being prepared to take preventative action;
- Ensuring provision of engineering assistance;
- Work in conjunction with Public Works to ensure construction, maintenance and repair of town roads and infrastructure;
- Coordinate the acquisition and distribution of emergency potable water, supplies and sanitation facilities in cooperation with Public Health Officials;
- Designing and supplying EOC with specialty maps of the community in relation to hazards, evacuations, routes, evacuation centers and critical infrastructure etc.;
- Coordinate all requests for transportation and determine the availability and response time of buses for evacuation purposes;
- Re-establish essential Municipal Services at the end of the emergency period;
- Ensuring liaison with contractors and other levels of government concerning engineering matters;
- Maintain a record of actions taken.

4.8 Hospital Representative

Upon learning of an emergency, the Hospital Representative or alternate shall report to the EOC and assume the following responsibilities;

- Provide advice on Health and Social Services matters to the Mayor and the CCG;
- Act as coordinating link for health services as appropriate at the CCG;
- Arrange with the Canadian Red Cross for an inquiry system when appropriate.
- Contact and provide direction to volunteer groups assisting in public support functions, when so directed by the CCG;

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- Act as a liaison with Alexandra Hospital and the CCG;
- Recommend to the CCG the need to invite County of Oxford Social and Health Services officials into the EOC who will assume the role as outlined in 5.2 and 5.3 of this Plan;
- Liaise with the Town Engineer to arrange for transportation requirements;
- Maintain a record of actions taken.

4.9 Alternate Community Emergency Management Coordinator

The Alternate Community Emergency Management Coordinator (CEMC) will be responsible for the following when the CCG is called together:

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

4.10 Reception Centre Coordinator

The Reception Centre Coordinator will be responsible for the following:

- Establishes and chairs an RCS Planning Committee;
- Recruits and trains RCS Planning Committee and volunteers;
- Liaises with Emergency Health Services to ensure that First Aid, Public Health and Health Care personnel are assigned to each RC site;
- Maintains up to date surveys/records of all RC sites to be used in a disaster;
- Maintains up to date copies of all Memorandums of Understanding who have agreed to provide services at RC sites (i.e. Canadian Red Cross – Registration & Inquiry, Bedding etc.);
- Establish a list of resources – service providers, volunteers, equipment and material required to set up and operate one or more Reception Centre's;
- Summarizes Reception Centre resources and maintains up to date records of these resources;

- Meets with RCS Planning Committee on a regular basis to review roles, responsibilities and coordination of all emergency services provided at RC sites;
- Trains and tests RCS plan on a regular basis with Community Emergency Management Committee;
- Reports to the Emergency Operations Centre (EOC) and communicates with the Community Emergency Management Coordinator (CEMC). If required, activates and directs the RCS operation;
- Maintains an RCS log and provides ongoing reports on evacuee needs, nature of activities, problems encountered and important statistical data (i.e. number of evacuees receiving services, equipment used);
- Requests and keeps track of all reports (i.e. equipment, material, transportation, additional volunteers etc.);
- Helps resolve RCS problems or issues that arise at Reception Centre sites;
- Conducts an operational debriefing and evaluation of the RC sites and activities.

4.11 Support and Advisory Staff

The following staff maybe required to provide support, logistics and advice to the CCG:

4.12 Treasurer

The Treasurer responsible for:

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

PART V

5.0 Support Agencies

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

5.1 Emergency Medical Services (EMS) Representative

The Emergency Medical Services Representative is responsible for:

- Ensuring emergency medical services at the emergency site;

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- Depending on the nature of the emergency, provide a Site Manager as requested by the CCG;
- Liaison between on-site EMS and the CCG;
- Trigger Inter-County agreements, via London Central Ambulance Communications Centre, for the provision of additional paramedics, ambulances and emergency support vehicles if needed;
- Determine if additional or special medical teams and equipment is needed and recommend possible sources of supply (i.e. on-site medical teams, multi-patient transportation units, air ambulance etc.);
- Ensuring liaison with the receiving hospitals;
- Maintain a record of actions taken.

5.2 Director of Public Health & Emergency Services

Upon learning of a potential emergency, the Director of Public Health and Emergency Services, or designate will consider the possible need from a health point of view to assemble the local CCG and, if warranted will initiate the alerting system to assemble the Town of Ingersoll CCG as outlined in Part III, and when appropriate will work in conjunction with the Hospital Representative assuming the following responsibilities;

- Activate the Alerting System, if required;
- Advise the Mayor and CCG on matters of Public Health;
- Provide instructions on health and safety matters to the public in conjunction with the Community Spokesperson and the Community Information Officer;
- Provide advice on any matters that may adversely affect public health;
- Liaise with the County's designated Medical Officer of Health;
- Liaise with the Ontario Ministry of Health and Long Term Care;
- Coordinate the response to decrease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health and Long Term Care policies;
- Arrange for mass immunizations if needed;
- Ensure coordination and care of home bound bed-ridden residents and invalids during an emergency, and liaise with Community Care Access Centre for a listing of persons;
- Liaise with voluntary and private agencies, as required, for augmenting and coordinating public health resources;
- Ensure coordination of all efforts to prevent and control the spread of disease during an emergency;
- Arrange for the testing of water supplies and recommend alternate sources where purity of water is questionable;
- Notify other members of the County's Public Health and Emergency Services regarding the need for potable water supplies and sanitation facilities, through implementation of the Public Health and Emergency Services Plan;
- Liaise with Director of Social Services and Housing, to establish an "outreach program" for the victims of the emergency;
- Maintain a record of actions taken.

5.3 Director of Social Services and Housing

Upon learning of a potential emergency, the Director of Social Services and Housing, or designate will consider the possible need from a social services point of view to assemble the local CCG and, if warranted will initiate the alerting system to assemble the Town of Ingersoll CCG as outlined in Part III, and in conjunction with the Health Services representative will assume the following responsibilities:

- Consider the possible need to assemble the CCG and, if warranted, initiate the alerting system to assemble the CCG as outlined in *Appendix B* of this plan;
- Provide advice on social service matters to the Mayor and the CCG;
- Designate the Registration Centre and the Evacuee Centre(s);
- In consultation with the Red Cross, Salvation Army and St. John Ambulance, assist CCG in their efforts to support residents whose lives have been impacted by the emergency with the provision of:
 - i) Emergency clothing to provide adequate protection from the elements.
 - ii) Emergency lodging to provide adequate temporary accommodation for the homeless.
 - iii) Registration and inquiry services to reunite families and to collect information and answer queries concerning the safety and whereabouts of missing persons.
 - iv) Emergency feeding to sustain those without food or adequate food preparation facilities.
- Provide staff to assist in the operation of a Citizen Inquiry Service;
- Maintain a record of actions taken.

5.4 Utility Representative — Erie Thames Power / Hydro One

The Utility Representative— Erie Thames Power / Hydro One is responsible for;

- Monitoring the status of power outages and customers without services,
- Providing updates on power outages to the CCG, as required,
- Ensuring liaison with the public works representative,
- May provide assistance with accessing generators for essential services, or other temporary power measures.
- Providing instructions on hydro matters to the public in conjunction with the Community Spokesperson and the Community Information Officer;

5.5 Thames Valley District School Board and Separate School Board

The T.V.D.S.B. and the Separate School Board are responsible for;

- Providing any school (as appropriate and available) for use as an evacuation or reception centre and a representative(s) to co-ordinate the maintenance, use and operation of the facilities being utilized as evacuation or reception centers;
- Ensuring liaison with the municipality as to protective actions to the schools (i.e., implementing school stay in place procedure and implementing the school evacuation procedure.

5.6 Alexandra Hospital Administrator

The Alexandra Hospital Administrator is responsible for:

- Implementing the hospital emergency plan;
- Ensuring liaison with the Medical Officer of Health and local ambulance representatives with respect to hospital and medical matters, as required;
- Evaluating requests for the provision of medical site teams/medical triage teams;
- Ensuring liaison with the Ministry of Health and Long Term Care, as appropriate.

5.7 Canadian Red Cross Society (Jude Andrew, 519-770-2376)

77 Finkle Street, Woodstock, Ontario (519) 539-0265

The Canadian Red Cross Society will receive requests for support from the Health Services Member. The responsibilities of the Executive Director or alternate of the Canadian Red Cross Society during an emergency are to:

- Activate the Society's emergency alert system;
- Co-ordinate the Society's response in co-operation with the Social Services Administrator, if an evacuation is required
- Provide registration and inquiry to meet the following objectives:
 - i) Collect accurate and reliable information and answer inquiries as to the condition and whereabouts of disaster victims in cooperation with local hospitals and reception centres; and
 - ii) Assist in reuniting separated family members as quickly as conditions permit
- Operate an inquiry bureau to deal with national and international requests as directed by the Society's National office;
- Assist St. John Ambulance at first aid posts established at reception centres, if required;
- Liaise with the reception centre coordinator;
- When designated, operate reception centres;
- Ensure that volunteers are properly registered for WSIB coverage is provided during an emergency (*see Appendix D*);

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- Provide Registration & Inquiry services as per our agreement with the Federal government, and as in the Department of National Health & Welfare “Registration & Inquiry Manual”. The Red Cross maintains quantities of Registration & Inquiry cards, signage and necessary stationary at the Woodstock office;
- Provide volunteers trained in Shelter Management to organize and equip a shelter or reception centre in conjunction with Social Services, Public Health and as documented by Health Canada. Food service within the Shelter is delivered under the recommendations of Public Health. We maintain a supply of individual “comfort kits” containing personal hygiene supplies, diapers, blankets and a few cots;
- The Canadian Red Cross also makes available to the community its trained volunteers and staff to assist a municipality in preparing for the event of Disaster;
- Provide representation to a municipal emergency planning committee on an ongoing basis and advise as to our role. Many of our staff and volunteers have been deployed to disasters throughout the United States and Canada and have taken Emergency Management Ontario courses;
- Maintain a log of all actions taken.

5.8 Oxford Critical Incident Stress Management Team

Contact Oxford Community Police Dispatch for Team activation 537-2323

The team will respond to emergencies at the request of emergency services personnel for Critical Incident Stress Management and will provide;

- Advice and support to command officers on scene as to situations that may increase the potential for stress effects and obvious signs of critical incident stress in personnel.
- Assistance to emergency personnel.
- Assistance to the victims of the incident.
- To normalize stress reactions with education.
- To create expectations for recovery. To take preventative measures for those who have not yet been affected by the incidents.

5.9 Victim Assistance Oxford County (VASOC)

Dedicated to providing confidential, emotional support, practical assistance and community referrals to victims of crime, tragic circumstances and disasters VASOC could assist with the following;

- Accommodation crisis
- Disaster and multi-casualty occurrences

PART VI

6.0 Emergency Communications Plan

6.1 Communications Coordinator

Upon implementation of the Emergency Response Plan, it is essential that communications are established between the emergency site(s) and the EOC. Also, communications will be required at various locations including evacuation centers, hospitals, and with other key responding agencies.

The Communications Coordinator for the Town of Ingersoll is the Information Technologist. The Communications Coordinator will be part of the initial Emergency Notification Procedure who in turn will call upon his contacts for further communications support, as required.

The Communications Coordinator will be located if possible in the office adjacent to the EOC. The Communications Coordinator will ensure that a contingency plan is developed and maintained to ensure all communications equipment necessary for the operation of the EOC is in place in advance of an emergency. The plan shall include procedures to be used should traditional communications fail.

The Communications Coordinator shall ensure that volunteers under his/her direction including amateur radio operators are properly registered (see *Appendix D*) so that W.S.I.B. coverage is provided during an emergency;

6.2 Oxford County Amateur Radio Club – David E. Lamb, 519-462-2303

The Field Representative of the Amateur Radio Group and REACT (as assigned by the Senior Police Official) will receive requests for support from the Communications Coordinator. The responsibilities of the Field Representative or alternate during an emergency are to:

- Ensure that the Group's emergency alert system is activated;
- Provide lists of amateur radio operators and their communications resources to the Emergency Site Manager;
- Coordinate the deployment of amateur radio operators and resources according to the directions of the Communications Coordinator;
- Provide additional assistance when required; and
- Maintain a log of all actions taken.

PART VII

7.0 Emergency Information Plan

During local emergencies it is the responsibility of the municipality to provide emergency information to the public and the media. A plan shall be developed to ensure consistent messages from a single recognized source.

7.1 Emergency Information Officer

The Town's Building Administrative Assistant will act as the Emergency Information Officer. The Emergency Information Officer will be responsible for the establishment of a Plan to ensure the accurate dissemination of news and information to the media for the public, as approved by the CCG. In addition to his/her duties as Emergency Information Officer, when assigned by the CCG and if needed, he/she will activate the 211 system and provide them with pertinent information that they require.

The Emergency Information Officer will be responsible for:

- Writing and issuing news releases and arranging media briefings as required to communicate "key messages" to the public;
- Activation of the 211 system;
- Ensuring that emergency information is posted on the internet;
- Answering media and public inquiries;
- Monitoring media, correcting inaccuracies, and controlling rumours;
- Ensuring that the following are advised of the telephone number of the media centre:
 - Media;
 - Community Control Group;
 - Switchboard (Town and Emergency Services);
 - Community Spokesperson;
 - Police Public Relations Officer;
 - Neighbouring Communities;
 - Citizen Inquiry Supervisor;
 - Any other appropriate persons, agencies or businesses.
- Ensuring that the media releases are approved by the Chief Administrative Officer prior to dissemination, and distributing hard copies of the media release to the LIC, the CCG, Citizen Inquiry Supervisor and other key persons handling inquiries from the media;

Depending on the nature of the emergency the Emergency Information Officer may assume the role of spokesperson if assigned..

7.2 Community Spokesperson

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

- Work in conjunction with the Emergency Information Officer;
- Giving interviews on behalf of the Town of Ingersoll's Council;
- Establishing a communication link and regular liaison with the Emergency Information Officer at the EOC;
- Redirecting all inquiries about decisions made by the CCG and about the emergency as a whole, to the Emergency Information Officer;
- Coordinating media photograph sessions at the scene when necessary and appropriate;
- Coordinating on-scene interviews between the emergency services personnel and the media.

7.3 Citizen Inquiry Supervisor

The Citizen Inquiry Supervisor will work in conjunction with the Emergency Information Officer and is responsible for:

- Establishing a Citizen Inquiry Service, including the appointment of personnel and designation of telephone lines;
- Informing the Emergency Information Officer of the establishment of the Citizen Inquiry Service and designated telephone number(s);
- Informing the affected emergency services, the CCG and Town switchboards of the establishment of the Citizen Inquiry Service and designated telephone numbers;
- Ensuring liaison with the Emergency Information Officer to obtain current information on the emergency;
- Responding to, and re-directing inquiries and reports from the public based upon information from the Emergency Information Officer. (Such information may be related to school closings, access routes or the location of evacuee centers.);
- Directing inquiries pertaining to the investigation of the emergency, deaths, injuries on matters of personnel involved with or affected by the emergency to the appropriate emergency service;
- Responding to and redirecting inquiries pertaining to persons who may be located in evacuation and reception centers to the registration and inquiry telephone number(s);
- Procuring staff to assist, as required.

PART IX

9.0 UPDATES AND AMENDMENTS

Updated dd/mm/yy	Comments	Updated by:
Feb. 13/04	C.C.G. Emergency Alerting System Appendix B	Jackie Beam
May 9/05	C.C.G. Emergency Alerting System Appendix B	Jackie Beam
Nov. 15/05	C.C.G. Emergency Alerting System Appendix B	Jackie Beam
Nov. 17/05	Resource List Appendix C	Jackie Beam
Aug. 31/06	Checklist in Consideration Appendix A	Jackie Beam
Nov. 16/06	C.C.G. Emergency Alerting System Appendix B	Jackie Beam
Oct. 15/07	Legal Authority changed Emergency Management & Civil Protection Act	Jackie Beam
Oct. 15/07	Definition of an Emergency	Jackie Beam
May 27/08	Red Cross	Jackie Beam
May 27/08	Amateur Radio	Jackie Beam
May 27/08	C.C.G. Emergency Alerting System Appendix B	Jackie Beam
May 27/08	Appendix E & F Legal Authority	Jackie Beam
Oct. 15/08	Appendix G – M Added	Jackie Beam
28/10/10	CCG Group Appendix B	Jackie Beam
2/2/11	Reception Centre Coordinator	Jackie Beam
2/13/13	Appendix “B”	Jackie Beam
8/10/15	Appendix “B”	Jackie Beam

Checklist in Consideration of a Declaration of Emergency

(Note: All references in this document refer to the *Emergency Management and Civil Protection Act*, R.S.O. 1990, Chapter E.9, as amended 2006)



** This checklist is for use by municipal heads of council considering the declaration of an emergency within their municipality. This checklist is not intended to provide any sort of legal advice – it is merely a reference tool.*

An emergency is defined under the *Emergency Management and Civil Protection Act* as “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” [Section 1, definition of an emergency].

Under the *Emergency Management and Civil Protection Act*, only the head of council of a municipality (or his or her designate) and the Lieutenant Governor in Council or the Premier have the authority to declare an emergency. The Premier, the head of council, as well as a municipal council, have the authority to terminate an emergency declaration [Sections 4 (1), (2), (4)].

An emergency declaration may extend to all, or any part of the geographical area under the jurisdiction of the municipality [Section 4 (1)].

If the decision is made to declare an emergency, the municipality must notify Emergency Management Ontario (on behalf of the Minister of Community Safety and Correctional Services) as soon as possible [Section 4 (3)]. Although a verbal declaration of emergency is permitted, all declarations should ultimately be made in writing to ensure proper documentation is maintained. Written declarations should be made on municipal letterhead, using the template provided by Emergency Management Ontario, and should be faxed to (416) 314-0474. When declaring an emergency, please notify the Provincial Emergency Operations Centre at 1-866-314-0472.

When considering whether to declare an emergency, a positive response to one or more of the following criteria *may* indicate that a situation, whether actual or anticipated, warrants the declaration of an emergency:

General and Government:

- Is the situation an extraordinary event requiring extraordinary measures?** [Section 4 (1) permits a head of council to “take such action and make such orders as he or she considers necessary and are not contrary to law” during an emergency.]
- Does the situation pose a danger of major proportions to life or property?** [Section 1, definition of an emergency]

Checklist in Consideration of a Declaration of Emergency

- ❑ **Does the situation pose a threat to the provision of essential services (e.g., energy, potable water, sewage treatment/containment, supply of goods or medical care)?** [Some situations may require extraordinary measures be taken or expenditures be made to maintain or restore essential services. A declaration of emergency may allow a head of council to expend funds outside of his or her spending resolutions and/or the regular approval process of the municipality.]
- ❑ **Does the situation threaten social order and the ability to govern?** [Whether due to a loss of infrastructure or social unrest (e.g., a riot), a crisis situation has the potential to threaten a council's ability to govern. In such cases, extraordinary measures may need to be taken. Section 4 (1) provides for extraordinary measures, not contrary to law. Section 55 (1) of the *Police Services Act* provides for the creation of special policing arrangements during an emergency.]
- ❑ **Is the event attracting significant media and/or public interest?** [Experience demonstrates that the media and public often view the declaration of an emergency as a decisive action toward addressing a crisis. It must be made clear that an "emergency" is a legal declaration and does not indicate that the municipality has lost control. An emergency declaration provides an opportunity to highlight action being taken under your municipal emergency response plan.]
- ❑ **Has there been a declaration of emergency by another level of government?** [A declaration of emergency on the part of another level of government (e.g., lower-tier, upper-tier, provincial, federal) may indicate that you should declare an emergency within your municipality. For example, in the event of a widespread disaster affecting numerous lower-tier municipalities within a county, the county will likely need to enact its emergency response plan and should strongly consider the declaration of an emergency. In some cases, however, a declaration of emergency by a higher level of government may provide sufficient authorities to the lower-tier communities involved (e.g., municipalities operating under the authority of a provincial or federal declaration).]

Legal:

- ❑ **Might legal action be taken against municipal employees or councilors related to their actions during the current crisis?** [Section 11 (1) states that "no action or other proceeding lies or shall be instituted against a member of council, an employee of a municipality, an employee of a local services board, an employee of a district social services administration board, a minister of the Crown, a Crown employee or any other individual acting pursuant to this Act or an order made under this Act for any act done in good faith in the exercise or performance or the intended exercise or performance of any power or duty under this Act or an order under this Act or for neglect or default in the good faith exercise or performance of such a power or duty." Section 11 (3), however, states "subsection (1) does not relieve a municipality of liability for the acts or omissions of a member of council or an employee of the municipality...."]
- ❑ **Are volunteers assisting?** [The *Workplace Safety and Insurance Act* provides that persons who assist in connection with a declared emergency are considered "workers" under the Act and are eligible for benefits if they become injured or ill as a result of the assistance they are providing. This is in addition to workers already covered by the Act.]

Checklist in Consideration of a Declaration of Emergency

Operational:

- ❑ **Does the situation require a response that exceeds, or threatens to exceed the capabilities of the municipality for either resources or deployment of personnel?** [Section 4 (1) permits the head of council to “take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan.” Section 13 (3) empowers a municipal council to “make an agreement with the council of any other municipality or with any person for the provision of any personnel, service, equipment or material during an emergency.”]
- ❑ **Does the situation create sufficient strain on the municipal response capability that areas within the municipality may be impacted by a lack of services, thereby further endangering life and property outside areas directly affected by the current crisis?** [Some situations may require the creation of special response agreements between the municipality and other jurisdictions, private industry, non-government organizations, etc. Section 13 (3) states that the “council of a municipality may make an agreement with the council of any other municipality or with any person for the provision of personnel, service, equipment or material during an emergency.”]
- ❑ **Is it a consideration that the municipal response may be of such duration that additional personnel and resources may be required to maintain the continuity of operations?** [In the event of a large-scale crisis, such as an epidemic or prolonged natural disaster, municipal resources may not be able to sustain an increased operational tempo for more than a few days. This is particularly true if emergency workers are injured or become ill as a result of the crisis. In such a case, the municipality may need to utilize outside emergency response personnel. Section 13 (3) provides for mutual assistance agreements between municipalities.]
- ❑ **Does, or might, the situation require provincial support or resources?** [Provincial response (e.g., air quality monitoring, scientific advice, airlift capabilities, material resources, etc.) may involve numerous ministries and personnel. Activation of the municipal emergency response plan, including the opening of the Emergency Operations Centre and meeting of the Community Control Group, can greatly facilitate multi-agency and multi-government response.]
- ❑ **Does, or might, the situation require assistance from the federal government (e.g., military equipment)?** [Section 13 (2) authorizes the Solicitor General, with the approval of the Lieutenant Governor in Council, to make agreements with the federal government. In Canada, federal emergency assistance is accessed through, and coordinated by, the province. The declaration of an emergency may assist a municipality in obtaining federal assistance.]
- ❑ **Does the situation involve a structural collapse?** [Structural collapses involving the entrapment of persons *may* require the deployment of one or more Heavy Urban Search and Rescue (HUSAR) teams. Ontario has a HUSAR team. This team is specially equipped and trained to rescue persons trapped as a result of a structural collapse. Any municipality in the province can request a HUSAR deployment to a declared emergency. Requests for HUSAR resources should be made through your local mutual aid fire coordinator. Approval for the dispatch of the HUSAR team comes from the Commissioner of Emergency Management.]

Checklist in Consideration of a Declaration of Emergency

- ❑ **Is the situation a large-scale or complex chemical, biological, radiological, or nuclear (CBRN) incident?** [Response to CBRN incidents requires specialized resources and training. Ontario is developing three CBRN teams to respond to incidents throughout the province. CBRN teams are only dispatched to declared emergencies. Requests for a CBRN deployment should be made through your local mutual aid fire coordinator. Approval for the dispatch of CBRN teams comes from the Commissioner of Emergency Management.]
- ❑ **Does the situation require, or have the potential to require the evacuation and/or shelter of people or animals [livestock] from your municipality?** [Evacuee and reception centres often use volunteers as staff. As noted above, the declaration of an emergency enacts certain parts of the *Workplace Insurance and Safety Act* related to volunteer workers. Secondly, an evacuation or sheltering of citizens has the potential to generate issues pertaining to liability. Section 11 of the *Emergency Management and Civil Protection Act* may provide municipal councilors and employees with certain protections against personal liability.]
- ❑ **Will your municipality be receiving evacuees from another community?** [The issues discussed in the previous bullet may apply equally to municipalities accepting evacuees.]

Economic and Financial:

- ❑ **Does the situation pose a large-scale disruption to routine patterns of transportation, or re-routing of large numbers of people and vehicles?** [The rerouting of people and vehicles poses a potential liability risk. Keeping persons from their homes and delaying commercial traffic are both sensitive issues. Section 11 of the Act may provide certain protection from liability. Section 4 (1) allows for extraordinary measures to be taken, providing they are not contrary to law.]
- ❑ **Is an event likely to have a long term negative impact on a community's economic viability/sustainability, including resulting unemployment, lack of available banking services and restorative measures necessary to re-establish commercial activity?** [The declaration of an emergency may facilitate the ability of the municipality to respond to economic losses.]
- ❑ **Is it possible that a specific person, corporation, or other party has caused the situation?** [Section 12 states that “where money is expended or cost is incurred by a municipality or the Crown in the implementation of an emergency plan or in connection with an emergency, the municipality or the Crown, as the case may be, has a right of action against any person who caused the emergency for the recovery of such money or cost....”]