

# City of Cornwall



# Emergency Plan

Version 6.16

# City of Cornwall Emergency Plan

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An emergency which has the potential to threaten lives, the health and safety of our residents, or the community's property, calls for a controlled and coordinated response.

This document in your possession lays out the groundwork to react and meet the needs of potential emergencies when they happen. This plan guides local government, appropriate agencies, organizations and personnel to bring an emergency situation under control as quickly as possible.

When an emergency occurs, the responsibility for providing assistance rests with the City of Cornwall Municipal Government. All municipal officials, whether elected or appointed, must be fully conversant with the contents of this plan, and prepared, at all time, to carry out their duties and responsibilities. Municipal officials are also responsible for the frequent review and continual updating of the information and procedures set out in this plan.

To that end, the City of Cornwall has implemented an annual exercise cycle to evaluate our emergency plans, procedures and capabilities. Such exercises include full scale mock disasters, table top exercises, telecommunication exercises, paper exercises, case studies and notification exercises. Following each exercise, revisions are made to ensure improved response and co-ordination of any efforts that would be required during an actual emergency. The goal of the training is to create awareness and enhance the skills required to develop, implement, maintain and execute the Cornwall Emergency Plan and every departmental emergency plan.

The 1998 Ice Storm, September 11<sup>th</sup> 2001 terrorist attack on the New York City World Trade Centre, 2003 SARS outbreak and the 2003 North American Blackout demonstrate the changing world we live in today and the emerging emergency management issues. While no one wishes for an emergency to occur, we must be ready to react swiftly to protect the health, safety and welfare of the citizens we serve. Good planning now, and continual updating of this plan is essential. The City of Cornwall is committed to Emergency Management and we will continuously work to advance our knowledge and capabilities ensuring the safety and security of our community.

A handwritten signature in black ink, appearing to read "Leslie O'Shaughnessy".

Leslie O'Shaughnessy  
Mayor

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## 2. COMMUNITY PROFILE

The City of Cornwall, a bilingual community with a population of 45,640 is located on the banks of the St. Lawrence Seaway within the south-east corner of Ontario. Situated only two kilometres from New York State and 30 kilometres from the Province of Quebec, the City enjoys a unique provincial and international border location.

Cornwall has a long history of traditional manufacturing with some of its larger operations including the following industries: Ridgewood (furniture), Morbern (vinyl) and Olymel Prince Cornwall (food). The area's economic base also continues to diversify with new logistics distribution centres (Supply Chain Management) and call centre operations to compliment the existing businesses.

The Canadian National Railway's main line, a Canadian Railway spur line and the MacDonald-Cartier Freeway (Highway 401) pass through the heart of the City, while the Seaway International Bridge provides the most direct access over the St. Lawrence River to the United States.

The Cornwall Regional Airport is located 10 kilometres east of the City, near Summerstown. International airports are located in Ottawa (100 kilometres) and Montreal (115 kilometres).

Most of the City's electrical power is supplied by Cornwall Electric. Hydro One supplies several large users, and operates the Canadian side to the Robert Saunders Power Dam, located on the west side of the City.

Natural gas is supplied through the Trans-Canada Pipeline from western Canada, and distributed in Cornwall by Union Gas and Consumer Gas.

The City of Cornwall is governed by a Council composed of the Mayor and 10 Councillors. The Chief Administrative Officer heads the municipal administration and oversee the day to day operations of all City Departments.

Emergency services are provided by a Cornwall Community Police Service comprise of 87 officers, 45 civilian staff, 11 emergency response team members and a fleet of 39 vehicles; a municipal Fire Services with a strength of 60 personnel, and equipped with 4 pumpers, 2 aerials, 1 elevated platform, and four smaller transportation and mechanical repair vehicles; and the Cornwall SDG Paramedic Service staffed by 85 full- and part-time paramedics, administrative

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support and equipped with 14 ambulances, 1 emergency support unit and 3 support units. An Emergency Command Vehicle functions as the mobile command post for response organizations at an emergency site.

Outside support is provided by emergency services located in the neighbouring United Counties of Stormont, Dundas and Glengarry, including the Ontario Provincial Police detachments; and a mutual aid fire system comprised of more than 20 fire departments.

Medical and health services are provided by Cornwall Community Hospital, the Eastern Ontario Health Unit, and the Centre de santé communautaire de l'estrie. Cornwall's special care facilities include a total of 10 nursing homes and homes for the aged, five senior citizen residences and four daycare centres. Social Services are provided by the City of Cornwall and the Ministry of Community and Social Services.

The City of Cornwall Transit Service served the community with a fleet of 15 conventional buses, 10 handi-transit vehicles, 1 service truck and 1 cube van, while the City's roads, sewer and water lines, and public property are maintained by the City of Cornwall Public Works Department. The Water Purification Plant located in the city's west end (the municipal water supply is drawn from Lake St. Lawrence), and the Waste Water Treatment Plant located within the city's south-east section are operated by the City's Environmental Services.

The Canadian Red Cross Society, Salvation Army and St. John Ambulance serve the community, along with more than a dozen service clubs. The Seaway Valley Amateur Radio Club helps support emergency communications.

Media services include four radio stations (3 English and 1 French), one English daily and one French weekly newspaper, and one cable television station.

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### 3. DEFINITION OF EMERGENCY

An emergency is defined 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.

An emergency is distinct from routine operations carried out by municipal agencies, such as fire fighting, police activities, and normal hospital routine.

### 4. AIM OF EMERGENCY PLAN

The aim of the City of Cornwall Emergency Plan is to lay down a plan of action for the most efficient deployment of all Municipal Emergency Services in the event of an emergency.

This Emergency Plan assures:

1. The earliest possible response to an emergency by all municipal emergency services that may be required at the scene, and the establishment of overall control of emergency operations.
2. Immediate action to eliminate all sources of potential danger within the incident area.
3. The rescue of persons affected by the incident.
4. Immediate first aid treatment at the scene and an orderly distribution of casualties to the Cornwall Community Hospital, and/or designated sites.
5. Crowd control at the scene so that emergency operations are not impeded and additional casualties are prevented.
6. The distribution of factual information at the earliest possible time to:
  - < all officials involved in emergency operations;
  - < the news media so information can be provided to the public;
  - < concerned individuals seeking personal information.
7. The evacuation of any building, including hospitals, considered to be in a hazardous situation.

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8. Total or partial evacuation of the City if necessary.
9. The availability of Social Services assistance and facilities as required by persons affected by the incident and by emergency response personnel.
10. Assistance from other government and volunteer agencies, the private sector and other groups.
11. The authorization of expenditures.
12. The restoration of normal services.

### 5. **AUTHORITY**

As of July 2006, the “*Emergency Management Act*” became the “*Emergency Management and Civil Protection Act*”. (Refer to Appendix labelled Acts.)

Provincial legislation entitled “*The Emergency Plans Act, 1990*” (refer to Appendix labelled Acts) is the authority which enabled the passing of By-Law # 048-1993 (refer to Appendix labelled Authority for plan).

Provincial legislation entitled “*The Emergency Management Act, R.S.O., 1990, as amended*” (refer to Acts Appendix ) is the authority which enabled the passing of By-Law # 053-2003 (refer to Authority Appendix ).

The Emergency Management Act states:

*“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 the law to implement the emergency plan of the municipality and to protect the property and the health, safety and welfare of the inhabitants of the emergency area”*. R.S.O. 1990, c. E.9., s.4(1).

By-Law # 048-1993 and # 053-2003 is the Municipal authority for this Emergency Plan.

Important measures enabled under the Provincial Legislation and which form part of this are:



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1. The expenditure of monies associated with the formulation and implementation of the Emergency Plan.
2. The authorization for municipal employees to take appropriate action before formal declaration of an emergency.
3. An outline of procedures to be taken for the safety and/or evacuation of persons in an emergency area.
4. The designation of other members of Council who may exercise powers and perform the duties of the Head of Council under the Emergency Plan during the absence of the Head of Council or upon his/her inability to act. (see Council Appendix for the most recent by-law to Appoint members of Council to act in place and stead of the Head of Council)
5. The establishment of committees and the designation of employees to be responsible for implementing the emergency management program, reviewing the Emergency Plan, training employees in their functions and implementing the emergency plan during an actual emergency.
6. The obtainment and distribution of materials, equipment and supplies during an emergency.
7. Such other matters are considered necessary or advisable for the implementation of the Emergency Plan during an emergency.

### 6. REVISIONS

The Emergency Management Coordinator is responsible for identifying and implementing the required revisions to the plan. Any revisions or changes identified by the Internal and External stakeholders shall be communicated, in writing, to the Emergency Management Coordinator. Revisions will be distributed to the plan holders on record and an updated copy of the "Amendment" form will be included in the distribution.

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## OPERATIONS

### 1. ACTIVATION OF EMERGENCY PLAN

The Activation of the Cornwall Emergency Plan will result in the Community Control Group convening in the Emergency Operations Centre. The following will be taken into consideration when an emergency has occurred or is likely to occur (see definition of an Emergency Page 8) :

- (a) Only the following 6 Community Control Group designated members may activate the Cornwall Emergency Plan:

- |    |                              |
|----|------------------------------|
| 1. | Mayor                        |
| 2. | Chief Administrative Officer |
| 3. | Medical Officer of Health    |
| 4. | Police Chief                 |
| 5. | Fire Chief                   |
| 6. | Paramedic Services Chief     |

- (b) the plan may be activated in whole or in part,
- (c) where the size or seriousness of the emergency seems beyond the capacity of the agency most directly involved in the response to the emergency, the plan shall be activated,
- (d) where the coordination of an emergency can be better managed with the assistance of the Community Control Group, the plan shall be activated,
- (e) In the event of a potential emergency, the designated members of the Community Control Group may activate the plan by requesting the Police Department activate the Alert State of the Notification Procedure (Refer to Notification Procedures Annex),
- (f) In the event of an existing emergency, the designated members of the Community Control Group may activate the plan by requesting the Police Department activate the Response State of the Notification Procedure (Refer to Notification Procedures Annex).

**NOTE:** It is not necessary to declare an emergency to activate this plan.

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### 2. DECLARATION OF EMERGENCY

- Prior to declaring a municipal emergency, the Mayor or his/her alternate may consult with the Community Control Group chairperson or his/her alternate to determine whether or not an emergency pursuant to the Emergency Management and Civil Protection Act exists in the City of Cornwall.
- The Mayor or his/her alternate may officially declare an emergency to exist, and may designate any municipal area as an emergency area.
- Once an emergency has been declared the Mayor or his/her alternate will notify the Solicitor General of Ontario and City Council. (refer to Declaration Appendix)
- It is not necessary to declare an emergency to activate the emergency plan.
- If an emergency is declared, it may be done before, during or after activation of the emergency plan.
- In the event of such a declaration the Mayor may authorize any expenditure of funds he/she deems necessary.
- The Mayor may also authorize any action he/she deems necessary for the protection of life, health, safety, welfare, property and the environment.

On the advice of the Community Control Group these actions may include:

- 1.1 The evacuation of those buildings within the emergency area which are considered dangerous or in which the occupants are considered to be in danger.
- 1.2 The evacuation of the emergency area itself.
- 1.3 The dispersal of persons not directly connected with the operations, or who by their presence are considered to be in danger or hindering the response operations.
- 1.4 The discontinuation of any service if it constitutes a public hazard within the emergency area.

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- 1.5 Arrangements for the accommodation and maintenance, on a temporary basis, of any residents, hospital patients or victims of the emergency who are in need of assistance due to displacement as a result of the emergency.
- 1.6 The Employment of any municipal equipment and personnel.
- 1.7 The allocation of available resources services, personnel and equipment in response to the emergency and/or requests for assistance from municipal, private, voluntary and other agencies, or the provincial and/or federal governments.
- 1.8 The request of assistance (personnel and equipment) from private, voluntary and other agencies not under municipal control.
- 1.9 The establishment of a Media Centre for the issue of instructions and information to the media and the general public.
- 1.10 The establishment of a Public Information Centre for the issue of information regarding casualties, evacuees, missing persons and other related information for the general public.
- 1.11 The establishment of a system to ensure a balanced distribution of casualties to the Cornwall Community Hospital, and /or other designated sites.
- 1.12 The request for provincial assistance if the City of Cornwall and neighbouring resources have been exhausted and/or supersede the emergency response requirements.

### 3. **COMMUNITY CONTROL GROUP**

All emergency operations will be directed and controlled by a group of officials responsible for providing the essential services needed to minimize the effects of the emergency on the municipality. These officials will be known collectively as the "*COMMUNITY CONTROL GROUP*" and will be chaired by the Chief Administrative Officer or his/her alternate as depicted in this Plan. The Community Control Group will be made up of the following:

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### COMMUNITY CONTROL GROUP:

Mayor	Public Works/Transit Manager
Chief Administrative Officer	Social Services Manager
Emergency Information Coordinator	City Clerk
Police Chief	Site Information Officer
Fire Chief	Emergency Management Coordinator
Paramedic Services Chief	Communications Officer
Medical Officer of Health	Community Care Access Centre Director

- Representatives may be added to or deleted from the membership of the Community Control Group in accordance with the nature of the emergency.

As required, the Manager of Human Resources or the City Clerk will be responsible for calling the following for support:

- Engineering, Environmental and Construction Services Manager
- Purchasing Agent
- Finance Manager
- Human Resources Manager
- Planning and Housing Manager
- City Solicitor
- Representatives from other agencies
- And/or other persons as required.

The Community Control Group is responsible for direct operational control of the emergency and the collection and dissemination of emergency information to the Chief Administrative Officer.

The Chief Administrative Officer will chair the Community Control Group and frequently brief the Mayor. The Emergency Management Coordinator will liaise between the Community Control Group, the Mayor and the Provincial Emergency Management representatives to ensure a constant passage of information and decisions.

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Officials listed as members of the Community Control Group shall have an alternate who will take over in the event the Official is absent or incapacitated.

### **NOTE:**

Ultimate authority and responsibility for municipal emergency management rests with the Mayor.

#### **4. EMERGENCY OPERATIONS CENTRE**

The Emergency Operations Centre (EOC) is the designated location where the Community Control Group convene to manage the emergency. The EOC is outfitted with a generator, individual secure telephone lines, radios, directories, flip charts, maps and all necessary stationary supplies. In the event that the EOC is unusable, there are two alternates. (See EOC Appendix for location of Main Emergency Operations Centre and alternate locations)

#### **5. MEDIA CENTRES**

##### **SITE:**

The Emergency Site Media Coordinator will ensure that:

- A media location is established at the emergency site (within the outer perimeter if established by the Police Service).
- Constant contact is established with the Emergency Operations Centre Media Coordinator.
- In consultation with the Site Manager, all instructions and information for the public are passed to the media present at the emergency site and the Emergency Operations Media Centre.
- Opportunities for visual access to the site are given to the media:
  - once all injured persons have been attended to;
  - once all danger has passed;
  - upon approval by the Site Manager.

**NOTE:** The Emergency Site Media Coordinator will act as a spokesperson to the media and may ask that the media form a pool for visual access. (A pool is a

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limited number of media representatives who are given visual access to the emergency site(s), usually under escort, and who must share their photos, TV footage and other material with those who were not given site access. The media representative should select the members of this pool.)

### **EMERGENCY OPERATIONS MEDIA CENTRE:**

An Emergency Operations Media Centre will be established away from the site and under the authority of the Emergency Information Coordinator (refer to Media Appendix for location).

### **6. PUBLIC INFORMATION CENTRE**

A Public Information Centre will be established under the authority of the City Clerk. The Public Information Centre is outfitted with telephone lines, inquiry information forms, stationary supplies, etc. (refer to Appendix Public Information Centre.)

Public Information Centre Telephone Number  
613-932-5767 (Main Line); or  
613-932-5SOS

The Public Information Centre will be staffed by Social Services, Red Cross, and/or administrative support personnel called in by the City Clerk or the Human Resources Manager, to handle requests for information from the general public, including information regarding casualties, evacuees, missing persons and other related subjects.

Public Information Centre staff will work in close consultation with the Community Control Group.

### **7. SITE COMMAND**

The Mayor, on advice of the Community Control Group, will appoint the agency most directly concerned with the mitigation of the emergency as the lead agency (refer to following page: Lead Agency). This agency or department in turn designates one of its senior on site officials as the Site Manager.

The Site Manager divests himself/herself of individual agency responsibilities and assumes ultimate authority at the emergency site.

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The Site Manager is located at the Emergency Command Centre vehicle, and is responsible for liaising with senior personnel from organizations at the emergency site and exercising command and control of operations at the site. The Site Manager also provides coordination of emergency site activities.

The Site Manager reports directly to the Community Control Group and not to his/her normal superiors.

### 8. LEAD AGENCY

The Mayor, on advice of the Community Control Group, will appoint the agency most directly concerned with the mitigation of the emergency as the lead agency. This agency in turn designates its senior on-site official as the Site Manager.

The following table is intended as a quick guide only. Final authority regarding the appointment of a lead agency rests with the Mayor at the time of the emergency or potential emergency.

<b><u>TYPE OF EMERGENCY</u></b>	<b><u>PROBABLE LEAD AGENCY</u></b>
Chemical Emergency	Fire Department
Fire Emergency	Fire Department
Evacuation	Police Department
Tornado	Police Department
Snow Storm	Public Works Department
Flood	Public Works Department
Earthquake	Fire Department
Air Crash	Fire Department
Power Failure	Public Works Department
Mass Casualty	Paramedic Services
Epidemic	Health Unit



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## 9. EMERGENCY COMMAND VEHICLE

The Emergency Command Vehicle is the headquarters for the Site Manager.

The Emergency Command Vehicle is designed to function as a self-sufficient mobile operations centre, and is fully equipped with its own power supply, communications equipment, maps, stationery supplies and other support material.

Under the direction of the Site Manager, the senior representatives from the main agencies at the emergency site will meet periodically in the vehicle to ensure an exchange of information among response organizations and a coordinated approach to the emergency situation.

(Refer to Command Vehicle Appendix for Emergency Command Vehicle deployment procedures)

## 10. PROVINCIAL ASSISTANCE

If local resources, including those available from bordering municipalities and the United Counties are insufficient to meet emergency requirements, the Mayor may request assistance from the Province.

This request can be made only after the Mayor has declared an emergency. Such a request shall be made by the Mayor to the Ministry of the Solicitor General. (Refer to Provincial Assistance Appendix for contact information)

## 11. TERMINATION OF EMERGENCY

- Prior to terminating the municipal emergency, the Mayor shall consult with the Community Control Group.
- A municipal emergency may be declared terminated at any time by the Mayor, the City of Cornwall Council, or the Premier of Ontario.
- Upon termination of a municipal emergency, the Mayor shall notify the Solicitor General of Ontario and Council.
- Upon termination of a municipal emergency, the Mayor shall also notify all concerned agencies and personnel.

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## RESPONSIBILITIES

### 1. COMMUNITY CONTROL GROUP

The Community Control Group functions as a senior management decision-making and coordinating body to assess the events as they occur and to decide on a unified course of action to overcome specific problems. It is responsible for maintaining operations throughout the community, and also functions as a support centre for the Site Manager by arranging to provide resources and expertise as requested.

The Community Control Group is the central municipal authority, and will initiate contact with outside agencies as required.

#### **The Community Control Group:**

- a) Upon warning or knowledge of a municipal emergency, any designated member can activate the Emergency Plan, in whole or in part.
- b) Upon notification of an emergency, each member must report to the Emergency Operations Centre.
- c) Each member is responsible for implementing their own departmental emergency plan, and calling out and mobilizing the emergency service under his or her jurisdiction.
- d) Each member is responsible for the coordination and direction of his or her service and ensuring that any actions necessary for the mitigation of the emergency are taken, provided they are not contrary to law.
- e) Each member is responsible for notifying his or her service of the declaration and termination of an emergency.
- f) Each member is responsible for working and planning with the other Control Group members to ensure a coordinated approach to the emergency situation.
- g) The Community Control Group is responsible for establishing a Media Centre for the dissemination of information to the media and the general

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public, and a Public Information Centre for public queries.

- h) Each member is responsible for keeping a log of all actions taken.
- i) Each member is responsible for participating in the debriefing following the emergency.
- j) The Community Control Group may advise the Mayor on some or all of the following actions. This is not intended to limit the scope of decisions:
  - declaration of an emergency;
  - appointment of a Site Manager;
  - authorization of expenditures deemed necessary for the protection of life, health, safety, welfare, property and the environment;
  - authorization of expenditures for food and beverages, and any other item deemed essential for response personnel;
  - evacuation of those buildings, including hospitals, within the emergency area which are considered dangerous or in which the occupants are considered to be in danger;
  - evacuation of the emergency area itself;
  - dispersion of persons not directly connected with the operations, or who by their presence are considered to be in danger or hindering the response operations;
  - discontinuation of any service if it constitutes a public hazard;
  - arrangements for the accommodation and maintenance, on a temporary basis, of any residents who are in need of assistance due to displacement as a result of the emergency;
  - deployment of any municipal equipment and personnel;
  - allocation of available resources, services, personnel and equipment in response to the emergency and/or requests for assistance from municipal,

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private, voluntary and other agencies, and provincial and/or federal governments;

- requests for assistance (resources, services, personnel or equipment) from private, voluntary and other agencies, or the provincial and /or federal governments not under Municipal control;
  - dissemination of information to the public;
  - dissemination of information to the provincial government (Solicitor General);
  - termination of the emergency.

### 1.1 MAYOR OR ALTERNATE

- a) Activate the Emergency Notification Procedures if not already activated (refer to Notification Procedures appendix).
- b) Report to the Emergency Operations Centre.
- c) Open a log to record all actions taken. Begin with date and time of arrival. If so desired, arrange for Mayor's secretary to act as a scribe recording all information received and actions taken by the Mayor.
- d) Obtain initial briefing from the Community Control Group chairperson and ensure that the Community Control Group chairperson is briefed on all political matters, information, actions and decisions.
- e) If necessary, declare a State of Emergency. Mayor may wish to consult with the Community Control Group chairperson prior to declaring an emergency. (refer to Declaration appendix).
- f) Notify the Solicitor General of Ontario (refer to Declaration appendix) and Council (refer to Council appendix) if an emergency has been declared .
- g) If applicable, submit a resolution for a disaster area declaration to the Ministry of Municipal Affairs and Housing **within 14 working days** of the date of the disaster. (Refer to Provincial Assistance Appendix - Ministry of Municipal Affairs and Housing for a sample Ontario Disaster Relief Assistance Program (ODRAP) resolution and contact information.)

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- h) On the advice of the Community Control Group appoint the lead agency responsible for providing the Site Manager.
- i) On the advice of the Community Control Group, request additional personnel to the Emergency Operations Centre.
- j) Make decisions, determine priorities and issue operational directions through the Community Control Group chairperson.
- k) On the advice of the Community Control Group authorize the following, if necessary:
  - any expenditure deemed necessary for the protection of life, health, safety, welfare property and the environment;
  - authorization of expenditures for food and beverages and any other item deemed essential for response personnel;
  - the evacuation of those buildings within the emergency area which are considered dangerous or in which the occupants are considered to be in danger;
  - the evacuation of the emergency area itself;
  - the dispersal of persons not directly connected with the response operations, or who by their presence are considered to be in danger or hindering the response operations;
  - the discontinuation of any service if it constitutes a public hazard;
  - arrangements for the accommodation and maintenance, on a temporary basis, of any residents who are in need of assistance due to displacement as a result of the emergency;
  - the employment of any municipal equipment and personnel;
  - the allocation of available resources, services, personnel and equipment in response to the emergency situation and /or requests for assistance from municipal, private, voluntary and other agencies, or the provincial and /or federal governments;

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- requests for assistance (resources, services, personnel or equipment) to private, voluntary and other agencies not under municipal control, or the provincial and/or federal governments.
- l) Approve news releases and public announcements via the Community Control Group at a maximum of 30 minutes intervals.
- m) Keep the provincial government (Solicitor General) continually informed of the emergency situation.
- n) Terminate the emergency at the appropriate time and notify the Solicitor General, Council and all other involved organizations.

### 1.2 CHIEF ADMINISTRATIVE OFFICER

- a) Activate the Emergency Notification Procedures in not already activated (refer to Notification appendix).
- b) Report to the Emergency Operations Centre.
- c) Open a log to record all actions taken. Begin with date and time of arrival.
- d) Ensure that all Community Control Group members have been notified.
- e) Chair the Community Control Group.
- f) Obtain an initial briefing from response department heads.
- g) Obtain an initial briefing from the Site Manager.
- h) Ensure that new arrivals to the Emergency Operations Centre (EOC) are briefed. In conjunction with the Emergency Management Coordinator ensure attendance within the EOC is controlled consisting only of the Mayor, Community Control Group members and invited guests.
- i) Provide an initial briefing for the Mayor and ensure the Mayor is frequently briefed.
- j) Make available all necessary municipal facilities and equipment.

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- k) Responsible for the overall coordination of all City operations involved or potentially involved in the emergency response.
- l) In conjunction with the City Clerk and the Emergency Management Coordinator, obtain, disseminate and display information, on a regular basis, to other Community Control Group members.
- m) Establish a regular and frequent meeting and briefing cycle with Community Control Group members and the Site Manager.
- n) Advise other Community Control Group members on municipal administrative matters.
- o) Responsible for submitting the necessary information to the Emergency Information Coordinator for the preparation of regular media updates at a maximum of 30 minutes intervals.

### 1.3 EMERGENCY INFORMATION COORDINATOR

- a) Report to the Emergency Operations Centre.
- b) Open a log to record all actions taken. Begin with the date and time of arrival.
- c) Establish the off-site Media Centre(s) (see Communication appendix), where briefings will be held. Ensure it contains: telephones, flip charts, markers, stationery supplies.
- d) If required, request that the City Clerk opens the Public Information Centre (see Public Information Centre appendix).
- e) Act as chief spokesperson for the Municipality.
- f) Establish regular contact with the Emergency Site Media Coordinator which will be designated by Police.
- g) Establish regular contact with spokespersons from other organizations.
- h) Brief the Community Control Group Chairperson.
- i) Write all instructions and information to the media and the general public in

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press release format.

- j) Ensure the Mayor approves all information releases.
- k) Pass on instructions and information from the Community Control Group to the media and the general public, ensuring that all information and coverage is passed to the media at a maximum of 30 minute intervals (see Communication appendix).
- l) Number and post all press releases in the Emergency Operations Centre, the Media Centre and the Public Information Centre.
- m) Arrange for emergency officials to make statements as required.
- n) Advise other Community Control Group members on media and public information matters.

### 1.4 POLICE CHIEF

- a) Activate the Emergency Notification Procedures if not already activated.
- b) Report to the Emergency Operations Centre.
- c) Open a log to record all actions taken. Begin with date and time of arrival.
- d) Ensure that the Police Service has been notified.
- e) Obtain department status report.
- f) Liaise with the senior police official on site.
- g) Arrange for additional police assistance if necessary.
- h) If Police is the lead agency, ensure that the Emergency Command centre vehicle has been dispatched to the emergency site.
- i) Brief the Community Control Group Chairperson.
- j) Advise other Community Control Group members on police matters.



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### **1.5 FIRE CHIEF**

- a) Activate the Emergency Notification Procedures if not already activated.
- b) Report to the Emergency Operations Centre.
- c) Open a log to record all actions taken. Begin with date and time of arrival.
- d) Ensure that the Fire Department has been notified.
- e) If Fire is the lead agency, ensure that the Emergency Command centre vehicle has been dispatched to the emergency site.
- f) Obtain department status report.
- g) Liaise with the senior fire official on site.
- h) If required, ensure implementation of the City of Cornwall Fire Department Emergency Plan.
- i) Activate mutual aid for the provision of additional fire fighting personnel and equipment, if required.
- j) Brief the Community Control Group Chairperson.
- k) Liaise with utility companies (electricity, gas, telephone) and advise other Community Control Group members on the need to discontinue any utility service, when required.
- l) Advise other Community Control Group members on fire matters.

### **1.6 MEDICAL OFFICER OF HEALTH**

- a) Activate the Emergency Notification Procedures if not already activated.
- b) In the absence of the Medical Officer of Health, the alternate will immediately identify and obtain the assistance of an acting Medical Officer of Health.
- a) Report to the Emergency Operations Centre.

## City of Cornwall Emergency Plan

- b) Open a log to record all actions taken. Begin with date and time of arrival.
- c) Ensure that the Eastern Ontario Health Unit has been notified.
- d) Obtain department status report.
- e) Liaise with the senior health official on site and/or at the health unit.
- f) Liaise with the Ontario Ministry of Health and Long Term Care, Public Health Branch.
- g) Maintain regular communication with the Chief Executive Officer of the Cornwall Community Hospital (see to Communications Appendix page 20).
- h) Check with area hospitals to determine any unusual problems or needs.
- i) Liaise with Manager of Emergency Medical Services in the Emergency Operations Centre.
- j) Liaise between Paramedic Services, Hospitals, Community Care Access Centre (CCAC) and/or other Community Health Services (see Communications Appendix page 20).
- k) Alert health-care and residential facilities in the immediate area of the emergency.
- l) Order the evacuation of those buildings or areas posing a hazard to health.
- m) Brief the Community Control Group Chairperson.
- n) Advise other Community Control Group members on public health matters.

### **1.7 COMMUNITY CARE ACCESS CENTRE (CCAC) MANAGER**

- a) Report to the Emergency Operations Centre.
- b) Open a log to record all actions taken. Begin with date and time of arrival.
- c) Ensure that the Community Care Access Centre has been notified.
- d) Obtain department status report.

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- e) Liaise with CCAC senior official for the coordination of care of bed-ridden citizens and invalids at home.
- f) Establish and maintain liaison with the Medical Officer of Health in the Emergency Operations Centre.
- g) Liaise with coordinators of shelters regarding the needs of the elderly and other medically stable citizens needing medical support.
- h) Liaise with the Medical Officer of Health and hospitals regarding setting up of shelters in the hospitals for medically stable clients who would normally receive health and/or support services in their homes.
- i) Brief the Community Control Group Chairperson
- j) Advise other Community Control Group members on CCAC clients' needs.

### **1.8 MUNICIPAL WORKS & SERVICES MANAGER (PUBLIC WORKS/TRANSIT)**

- a) Report to the Emergency Operations Centre.
- b) Open a log to record all actions taken. Begin with date and time of arrival.
- c) Ensure that the Public Works Department and Transit Department have been notified.
- d) Liaise with the senior public works official and senior transit official on site and/or at their Departments.
- e) Obtain department status reports.
- f) Brief the Community Control Group Chairperson.
- g) Advise other Community Control Group members of public works and transit matters.

\*Please refer to pages 48 (Public Works Department) & 50 (Transit Department)

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### **1.9 CITY CLERK**

- a) Report to the Emergency Operations Centre.
- b) Open a log to record all actions taken. Begin with date and time of arrival.
- c) Responsible for Scribe duties in the Emergency Operations Centre (see Scribe duties next page) or must ensure a Scribe is designated.
- d) Provide administrative support staff as required in collaboration with the Human Resources Department.
- e) Coordinate the Emergency/Public Information Telephone Lines including staffing, ensuring supplies, and relaying the necessary information, so that the public may be kept informed.
- f) Staff the City Hall switchboard.
- g) Obtain a department status report, if necessary.
- h) Brief the Community Control Group Chairperson.
- i) Advise other Community Control Group members on municipal by- law matters.
- j) Collect information (by telephone, radio or in person) on the emergency situation and response operations. Liaise with the Site Information Officer.
- k) In conjunction with the Community Control Group Chairperson and the Emergency Management Coordinator, disseminate and display the collected information, on a regular basis, to other Community Control Group members.

### **1.10 SCRIBE TO THE EMERGENCY OPERATIONS CENTRE**

- a) Report to the Emergency Operations Centre. (The City Clerk herself/himself is responsible for Scribing in the EOC or must designate someone to this position).
- b) Keep a detailed log of all information received and disseminated in the Emergency Operations Centre by the Community Control Group,

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Management Group and/or guests, and all requests, orders and actions.

- c) Record minutes of all meetings and ensure that they are transcribed for the following meeting for distribution.
- d) After closure of Emergency Operations Centre, ensure that this log and any minutes are typed and given to the Emergency Management Coordinator for filing and safekeeping.

### 1.11 SITE INFORMATION OFFICER

- a) Report to the Emergency Operations Centre.
- b) Open a log to record all actions taken. Begin with date and time of arrival.
- c) Videotape and/or photograph the emergency site(s), the Emergency Operations Centre, and other relevant locations.
- d) As per the City Clerk's directives, display this material on a regular basis in the Emergency Operations Centre for the Community Control Group.
- e) After closure of the Emergency Operations Centre, all videotapes and photographs will be given to the Emergency Management Coordinator as a permanent record for the city and for filing and safekeeping.

### 1.12 EMERGENCY MANAGEMENT COORDINATOR

- a) Call the following:
  - Police Service regarding the status of the Emergency Notification Procedure and the Emergency/Disaster.
  - Support staff as required.
- b) Report to the Emergency Operations Centre.
- c) Open a log to record all actions taken. Begin with date and time of arrival.
- d) Set up and organize the Emergency Operations Centre. In conjunction with the Chief Administrative Officer, ensure attendance within the EOC is controlled consisting only of the Mayor, Community Control Group

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members and invited guests.

- e) Assist the Chief Administrative Officer with his/her duties.
- f) Provide relevant information as required (resources, telephone numbers, hazards, maps, contact names, etc).
- g) If required, clarify roles and responsibilities of Community Control Group members, Management, guests or other persons in the Emergency Operations Centre.
- h) If required, notify volunteer organizations and coordinate their response.
- i) In conjunction with the Chief Administrative Officer and the City Clerk, obtain, disseminate and display information, on a regular basis, to other Community Control Group members.
- j) Liaise between the Community Control Group, the Mayor and the Provincial Emergency Management representatives to ensure a constant passage of information and decisions.
- k) Liaise with the Communications Officer stationed at the Communications Centre in the Emergency Operations Centre.
- l) Advise other Community Control Group members on emergency planning.

### **1.13 COMMUNICATIONS OFFICER**

- a) Report to the Emergency Operations Centre for status and then to the Communications Centre.
- b) Open log to record all actions taken. Begin with date and time of arrival.
- c) Establish and maintain radio communication with the Command Vehicle/Emergency Site.
- d) Coordinate the provision of radio operators and equipment to furnish communications to emergency agencies and organizations.
- e) Establish and supervise the Message Control Centre. All messages are to be logged and copies retained.

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- f) All in and out radio messages are to be directed through the Message Control Centre.
- g) Provide back-up communications.
- h) Coordinate radio frequencies used.
- i) Provide liaison with Amateur Radio Groups.
- j) Provide or request mutual aid when required.
- k) Brief the Emergency Management Coordinator on Communication matters.

### **1.14 PARAMEDIC SERVICES CHIEF**

- a) Activate the Emergency Notification Procedure if not already activated.
- b) Report to the Emergency Operations Centre.
- c) Open a log to record all actions taken. Begin with date and time of arrival.
- d) Ensure that the Ambulance Service has been notified.
- e) Obtain department status report.
- f) If Paramedic Services is the lead agency, ensure that the Emergency Command centre vehicle has been dispatched to the emergency site.
- g) Liaise with the senior ambulance official on site.
- h) Liaise with the Medical Officer of Health.
- i) Liaise with the Fire Chief.
- j) Liaise with Central Ambulance Communications Centre and provide additional ambulance personnel, if required.
- k) Brief the Community Control Group Chairperson.
- l) Advise other Community Control Group members on ambulance matters.

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### **2. EMERGENCY SERVICES**

- a) Each emergency service is responsible for mobilizing and responding to the emergency, and ensuring that any actions necessary for the mitigation of the emergency are taken, provided they are not contrary to law. These actions are usually those which the service or organization normally undertakes on a day to day basis.
- b) Each emergency service is responsible for liaising with the Emergency Operations Centre and/or the Emergency Command Centre Vehicle, to share information and advise on actions taken.
- c) Each emergency service is responsible for keeping a log of all actions taken.
- d) Each emergency service is responsible for participating in the debriefing following the emergency.

#### **2.1 POLICE DEPARTMENT**

- a) Upon notification by any member of the Community Control Group, the Officer in Charge will activate the Emergency Notification Procedure.
- b) Liaise with the Emergency Information Coordinator, confirming notification to the public of the emergency situation and the suggested course of action the public should take.
- c) Dispatch officers to the emergency area to assess the situation and report, by radio, to the Communications Centre at the Police Station, and to the police representative in the Emergency Operations Centre.
- d) Dispatch the Emergency Command Vehicle to the emergency site.
- e) Report blocked intersections to the Fire Department and Paramedic Services through the Emergency Operations Centre.
- f) Control, and if necessary, disperse crowds in the emergency area.
- g) Control traffic where required to facilitate the movement of emergency vehicles both in and out of the emergency area.



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- h) If required, keep traffic routes open from the emergency site(s) to the Cornwall Community Hospital, and /or other designated sites.
- i) If required, provide security at the Emergency Operations Centre.
- j) Conduct the evacuation of buildings as required by the emergency.
- k) Establish evacuation routes in the event of a major evacuation, maintaining McConnell Avenue for emergency use only.
- l) Ensure the protection of property within the emergency area.
- m) Advise the Coroner in the event of fatalities.
- n) Upon request by the Mayor, appoint a Site Manager to exercise overall command and control of operations at the emergency site.
- o) The Police chief or alternate will represent the Police Service in the Emergency Operations Centre (Operations Group) and will advise other Emergency Operations control Group members on police matters.

### 2.2 FIRE DEPARTMENT

- a) If required, implement the City of Cornwall Fire Department Emergency Plan.
- b) Conduct all operations connected with the fighting of fires.
- c) Dispatch the Emergency Command Vehicle to the emergency site.
- d) Conduct operations connected with incidents involving hazardous materials.
- e) Determine if additional special equipment or supplies (ie. air packs, special clothing) will be required, and if so, make the necessary arrangements for procurement, either through direct operational authority or by request to the Community Control Group.
- f) Provide equipment and personnel to pumping operations.
- g) Be prepared to contribute to non-fire fighting operations, if necessary (ie,

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search and rescue, first aid, casualty collection, evacuation).

- h) Upon request by the Mayor, appoint a Site Manager to exercise overall command and control of operations at the emergency site.
- i) The Fire Chief or alternate will represent the Fire Department in the Emergency Operations Centre (Operations Group) and will advise other Community Control Group members on fire matters.

### 2.3 PARAMEDIC SERVICES

- a) Notify the Cornwall Community Hospital of the emergency situation.
- b) Set up emergency site triage.
- c) Liaise with on site medical team(s).
- d) Maintain regular communications with personnel from the Emergency Departments of the Cornwall Community Hospital and the Medical Officer of Health or Alternate in the Emergency Operations Centre.
- e) Provide medical care & first aid at the emergency site.
- f) Transport casualties from the emergency site to hospital and/or other designated sites.
- g) Ensure appropriate distribution of casualties between the Cornwall Community Hospital and other designated sites.
- h) Upon request by the Mayor, appoint a Site Manager to exercise overall command and control of operations at the emergency site.
- i) The Paramedic Services Chief or Alternate will represent the Paramedic Services in the Emergency Operations Centre and will advise the Emergency Operations Control Group on ambulance service matters.

### 2.4 HEALTH UNIT

- a) In conjunction with the Emergency Information Coordinator, arrange for dissemination of all special instructions to the general public on matters concerning public health.

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- b) Maintain regular communication with the Chief Executive Officer of the Cornwall Community Hospital.
- c) Liaise with Paramedic Services Chief in the Emergency Operations Centre.
- d) Liaise between Paramedic Services, Hospitals, Community Care Access Centre (CCAC) and/or other Community Health Services (refer to Communications Appendix page 20).
- e) Arrange for mass immunization where required.
- f) Arrange for testing of water supplies when required.
- g) Ensure the potability of emergency water supplies for the municipality.
- h) Ensure the safety of the food supply and its handling.
- i) Inspect involved food in the emergency area.
- j) Provide advice on the adequacy and supervision of shelters, first aid posts and any other emergency location.
- k) Support staffing at shelters, evacuation centres and first aid stations.
- l) Work with the CCAC to arrange for the care of individuals (population at large) who have been prematurely or routinely discharged from hospital to make room for casualties.
- m) Upon request by the Community Control Group, obtain from the CCAC a list of persons in the community with special health needs.
- n) The Medical Officer of Health or Alternate will represent the Health Unit in the Emergency Operations Centre and will advise other Community Control Group members on public health matters.

### **2.5 COMMUNITY CARE ACCESS CENTRE (CCAC)**

- a) Ensure the well being of and provision of service to CCAC clients in the community.
- b) Upon request of the Community Control Group, CCAC will provide a list of

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persons in the community with special health needs.

- c) Designate person(s) responsible for operations at the emergency/disaster sites and evacuation centres, and providing on-going supervision of these people.
- d) Arrange for the care of individuals (population at large) who have been prematurely or routinely discharged from hospital to make room for casualties.
- e) Ensure a representative with decision making powers from CCAC is present in the Emergency Operations Centre and will advise other Community Control Group members on CCAC matters.
- f) Ensure that the CCAC Community Control Group member is kept informed of all pertinent CCAC decisions and actions.

### **2.6 PUBLIC WORKS DEPARTMENT**

- a) Provide municipal vehicles and equipment with operators and supervisory personnel.
- b) Provide barricades and flashers at the emergency site.
- c) Provide directions and signs for emergency routing of traffic around the emergency site and/or for evacuation routes.
- d) Carry out snow and/or debris clearing in and around the emergency area, and other designated sites if required.
- e) Provide sanitation operations (i.e. street cleaning).
- f) Arrange for the provision of emergency toilet facilities.
- g) Provide gasoline, oil and other related supplies to emergency response organizations.
- h) Conduct emergency pumping or sand-bagging operations.
- i) Work in conjunction with other emergency response organizations to construct temporary dykes, prevent pollutants from entering the sewer system, contain and clean up spills and run off water from major fires, and

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aid in the disposal of debris.

- j) Upon request by the Mayor, appoint a Site Manager to exercise overall command and control of operations at the emergency site.
- k) The Manager Municipal Works & Services or alternate will represent the Public Works Department in the Emergency Operations Centre and will advise other Community Control Group members on public works matters.

### **2.7 SOCIAL SERVICES DEPARTMENT**

- a) Provide social service assistance to any person in need of food, clothing or accommodation due to the emergency, when authorized by the Mayor.
- b) Administer the opening, operation and direction of sufficient reception/evacuation centres.
- c) Provide temporary rehabilitation assistance until regular pre-emergency social services resume operation or until other plans or programs come into operation.
- d) Liaise with the Canadian Red Cross Society and the Salvation Army and/or other pertinent agencies in the provision of food, clothing, shelter, registration and inquiry and personal services to persons in need due to the emergency.
- e) Arrange for the provision of food to emergency response personnel at the site and the Community Control Group in the Emergency Operations Centre.
- f) Upon request by the Community Control Group, the Social Services Manager or alternate will represent the Social Services Department in the Emergency Operations Centre and will advise the Community Control Group on social services matters.

### **2.8 TRANSIT DEPARTMENT**

- a) In the event of an evacuation, provide buses to transport persons without personal vehicles out of the evacuation area to reception centres.
- b) Assist in the evacuation of senior citizens, mentally and physically handicapped and nursery/day care centres.

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- c) Arrange for the staging of vehicles (public and private) at a convenient location.
- d) Arrange as required any transportation needed in an emergency other than an evacuation.
- e) Upon request by the Community Control Group, the Manager Municipal Works & Services or alternate will represent the Transit Department in the Emergency Operations Centre and will advise the Community Control Group on transit matters.

### **2.9 PLANNING AND HOUSING DEPARTMENT**

- a) Provide municipal vehicles and equipment with operators and supervisory personnel.
- b) Coordinate access to Social Housing providers buildings for use as reception/evacuation centres, or for other emergency uses, as appropriate.
- c) The Chief Building Official will rule on the structural safety of all buildings involved in the emergency.
- d) Provide information on the housing facilities and the residents from the local housing sector.
- e) Ensure that the Social Housing providers emergency plans are coordinated with the City Emergency Plan.
- f) Act as a resource to Social Housing providers in Cornwall and S.D.&G.
- g) Upon request by the Emergency Operations Control Group, the Planning and Housing Manager or alternate will represent the Planning and Housing Department in the Emergency Operations Centre and will advise the Community Control Group on Planning and Housing matters.

### **2.10 ENGINEERING, ENVIRONMENTAL AND CONSTRUCTION DEPARTMENT**

- a) Upon request by the Community Control Group, the Engineering and Environmental Manager or alternate will represent the Engineering, Environmental and Construction Department in the Emergency Operations

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Centre and will advise the Community Control Group on engineering, environmental or construction matters.

- b) Supply information and maps (i.e. sewer maps, municipal maps) to the Emergency Operations Centre and the Emergency Command Centre vehicle.
- c) Arrange for the demolition of unsafe buildings and excavation operations where required.
- d) Provide laboratories services performed at both the Waste Water Treatment Plant and the Water Purification Plant.
- e) Upon any chemical incident, advise the Community Control Group of the impact to the Waste Water Treatment Plant and the Water Purification Plant.

### **2.11 FINANCE DEPARTMENT**

- a) Maintain a record of all expenditures related to the emergency.
- b) Administer cost-recovery procedures.
- c) Administer the Ontario Disaster Relief Assistance Program (ODRAP).
- d) Monitor operational expenses and recommend ways to cut unnecessary cost (ie, the release of unnecessary stand-by resources).
- e) Upon request by the Community Control Group, the Finance Manager or alternate will represent the Finance Department in the Emergency Operations Centre and will advise the Community Control Group on financial matters.

### **2.12 PURCHASING DEPARTMENT**

- a) Open and staff City stores as required.
- b) Assist municipal departments in maintaining a record of all purchases related to the emergency (ie. Petty cash, mini-PO's and Purchase Orders).
- c) Maintain an inventory of supplies.

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- d) Upon request by the Community Control Group, provide a central resources coordinator to administer requests for resources (municipal and non-municipal equipment and personnel) to coordinate purchase and supply requirements, in order to avoid duplication and to ensure a cost-effective deployment of resources.

### **2.13 HUMAN RESOURCES DEPARTMENT**

- a) Upon request by the Community Control Group, assist in locating and scheduling municipal employees.
- b) Upon request by the Community Control Group, provide information regarding municipal employees with specialized qualifications, training or expertise.
- c) Assist with volunteer registration.
- d) Maintain human resource records for financial purposes.
- e) Obtain assistance, if necessary, from Human Resources Canada or other pertinent outside agencies.
- f) Upon request by the Community Control Group, the Human Resources Manager or alternate will represent the Human Resources Department in the Emergency Operations Centre and will advise the Community Control Group on human resource matters.

### **2.14 CITY SOLICITOR**

- a) Upon request by the Community Control Group, the City Solicitor will report to the Emergency Operations Centre and will advise the Community Control Group on legal matters.
- b) Keep a log of all actions taken.

### **2.15 CORNWALL COMMUNITY HOSPITAL**

- a) If required, the Hospital Administrator will implement the Cornwall Community Hospital Disaster Plan.
- b) Maintain regular communication with the Medical Officer of Health or Alternate in the Emergency Operations Centre, and the Paramedic



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Services.

### **2.16 CANADIAN RED CROSS SOCIETY**

- a) If required, implement the Canadian Red Cross Society Disaster Plan.
- b) Liaise with the municipal Social Services Manager to assist in providing food, clothing, accommodation, and personal services to persons in need due to the emergency.
- c) Assist in the operations and staffing of a Registration and Inquiry Centre.
- d) Mobilize and coordinate the response by Red Cross personnel from outside Cornwall, if required.
- e) Ensure all volunteers are registered with the Canadian Red Cross Society and the City of Cornwall.

### **2.17 SALVATION ARMY**

- a) Liaise with the municipal Social Services Manager to assist in providing immediate and temporary food and drink, made available by the City, to persons in need due to the emergency and to emergency response personnel.
- b) Liaise with the municipal Social Services Manager to supply immediate and temporary clothing to persons in need to the emergency.
- c) Mobilize and coordinate the response by Salvation Army personnel from outside Cornwall, if required.
- d) Ensure all volunteers responding to the emergency are registered with the Salvation Army and the City of Cornwall.

### **2.18 ST. JOHN AMBULANCE**

- a) Establish and staff first aid posts, if required.
- b) Ensure all volunteers responding to the emergency are registered with St. John Ambulance and the City of Cornwall.

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### 2.19 SEAWAY VALLEY AMATEUR RADIO CLUB

- a) Under the direction of the Emergency Management Coordinator provide radio communications where needed.
- b) Ensure all operators and the communications resources are registered with the Amateur Radio Emergency Services (ARES) Club and the City of Cornwall.

### 2.20 SERVICE CLUBS

- a) Under the direction of the Emergency Management Coordinator, provide assistance in support of emergency operations, as required.
- b) Ensure all Service Club members responding to an emergency are registered with that Club and with the City of Cornwall.

### 2.21 SCHOOL BOARDS

- a) The four school boards having jurisdiction in our municipality have the control of children during school hours, school buildings and school buses ensuring to safeguard the children under their care.
- b) The Director or his/her alternate of each school board will liaise with the Emergency Operations Centre in the event schools and/or buses controlled or contracted by the respective school boards are requested by the City for emergency use.
- c) Upon request by the Community Control Group, each school board will send a representative to the Emergency Operations Centre (Operations Group) to liaise with the Community Control Group and provide advice on school board matters.

### 2.22 PUBLIC UTILITIES

- a) POWER
  - Cornwall Electric and/or Hydro One will discontinue service to those areas where electrical power constitutes a public hazard.
  - Upon request by the Community Control Group, Cornwall Electric and/or

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Hydro One will send a representative to the Emergency Operations Control Centre (Operations Group) to liaise with the Community Control Group and provide advice on electrical power matters.

(Refer to Provincial Assistance Appendix for Power contact information under Ministry of Energy and/or Telephone Directory Appendix)

### b) GAS

- Union Gas or Consumer Gas (Enbridge) will discontinue service to those areas where natural gas constitutes a public hazard.
- Upon request by the Community Control Group, Union Gas or Consumer Gas (Enbridge) will send a representative to the Emergency Operations Centre (Operations Group) to liaise with the Community Control Group and provide advice on natural gas matters.

(Refer to Telephone Directory Appendix for contact information)

### c) TELEPHONE

- Upon request by the Community Control Group, Bell Canada will implement Line Load Control.
- In the event of telephone service disruption, Bell Canada will work to restore service to essential services first.
- Upon request by the Community Control Group, Bell Canada will send a representative to the Emergency Operations Centre (Operations Group) to liaise with the Community Control group and provide advice on telephone service matters, and assist in the installation of additional telephone lines where needed.

(Refer to Telephone Directory Appendix for contact information)

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### 3. EMERGENCY SITE PERSONNEL

- a) Upon arrival, emergency site personnel must report to their senior on site representative.
- b) Senior emergency service representatives must immediately meet at the Emergency Command Centre vehicle, and remain at this location to exchange information and coordinate response activities among those emergency services at the site, and once appointed, provide assistance to the Site Manager.
- c) Emergency site personnel must keep a log of all actions taken.
- d) Emergency site personnel are responsible for participating in the debriefing following the emergency.

#### 3.1 SITE MANAGER

- a) Report to the City of Cornwall Emergency Command Centre vehicle.
- b) Open a log to record all actions taken. Begin with the date and time of arrival. If personnel available, designate a scribe to document pertinent command occurrences.
- c) Report the location of the Emergency Command Centre vehicle to the Emergency Operations Centre.
- d) Assume overall command and control of the emergency site, and ensure others are informed of your presence.
- e) Relinquish first responder duties (ie: Captain) and become Site Manager only.
- f) Liaise with senior response agency officials at the Emergency Command Centre vehicle, to acquire and exchange information and to coordinate emergency site activities.
- g) Evaluate the situation, define priorities and make decisions to coordinate response efforts at the site.
- h) Establish a staging area for personnel, vehicles and other equipment.

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- i) Limit site access to essential personnel.
- j) In conjunction with the site media coordinator, ensure the set up of a media location.
- k) Establish a regular meeting and briefing cycle with senior representatives of agencies involved in site operations.
- l) Maintain regular communications with the Chief Administrative Officer or alternate at the Emergency Operations Centre.

### **3.2 SITE MEDIA COORDINATOR**

- a) Report to the Emergency Command Centre vehicle at the emergency site.
- b) The Site Media Coordinator will be a representative from the Police Department.
- c) Open a log to record all actions taken. Begin with the date and time of arrival.
- d) Establish the site media location near to the Emergency Command Centre vehicle (within the outer perimeter if established by the Police Service).
- e) Establish regular contact with the Emergency Operations Centre Emergency Information Coordinator.
- f) Act as chief spokesperson for the municipality at the emergency site.
- g) If possible, write all instructions and information in press release format.
- h) Ensure the Site Manager approves all information releases.
- i) Pass on instructions and information from the Site Manager to the media and the general public, and the Emergency Information Coordinator in the Emergency Operations Centre. Ensure that all information is passed to all local media.
- j) Number and post all press releases at the media location.
- k) Arrange for officials at the emergency site to make statements as required.

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- l) Advise other officials at the emergency site on media and public information matters.
- m) Arrange for visual access to the site for the media:
  - once all injured persons have been attended to;
  - once all danger has passed;
  - upon approval by the Site Manager.

The Site Media Coordinator may ask that the media form a pool for visual access.

(A pool is a limited number of media representatives who are given visual access to the emergency site(s), usually under escort, and who must share their photos, TV footage and other material with those who were not given site access. The media representatives should select the members of this pool.)