



# City of Mississauga Emergency Plan



THE CORPORATION OF THE CITY OF MISSISSAUGA

BY-LAW NUMBER ~~003-2011~~

A By-law to amend the Emergency Management  
Program By-law No. 0256-2008,  
To revise the membership of the  
Emergency Management Program Committee

WHEREAS Council for The Corporation of the City of Mississauga adopted the City's Emergency Management Program By-law No. 0256-2008 (the "By-law"), with the City's Emergency Plan (the "Plan") attached as Schedule "A" on July 22, 2008, pursuant to the *Emergency Management and Civil Protection Act*, R.S.O. 1990, c. E.9, as amended (the "Act");

AND WHEREAS the Act requires that every municipality shall review and, if necessary, revise its Plan;

AND WHEREAS the City wishes to revise the By-law and the Plan by amending the Emergency Management Program Committee to include the position of the Deputy Fire Chief as a member of the Committee and for the Deputy Fire Chief to act as Chair of the Committee;

NOW THEREFORE the Council of The Corporation of the City of Mississauga ENACTS as follows:

1. That Section 1 of the Emergency Management Program By-law 0256-2008 (the "By-law"), be amended by DELETING the definition of "*Emergency Management Program Committee*" and REPLACING it with the following:

"Emergency Management Program Committee (EMPC)" is responsible for the administration of the Emergency Management Program. The members of the committee are set out in Section 6 of this By-law and the Chair is set out in Section 7 of this By-law.

2. That Section 6 of the By-law be DELETED and REPLACED with the following revised section:

6. The Emergency Management Program Committee is made up of the persons who hold the positions listed in this section. All of the persons who are employed by the City to perform the duties of the following positions are hereby appointed to the committee by Council, except for the person who is employed by the City to perform the duties of the Community Emergency Management Coordinator who is a mandatory member of the committee:

- (1) Commissioner of Community Services;
- (2) Commissioner of Corporate Services and Treasurer;
- (3) Commissioner of Transportation and Works;
- (4) Fire Chief;
- (5) Deputy Fire Chief;
- (6) Community Emergency Management Coordinator; and

(7) Director of Communications.

3. That Section 7 of the By-law be DELETED and REPLACED with the following revised section:

7. The person who is employed by the City and performs the duties of the Deputy Fire Chief is hereby appointed by Council to be the Chair of the Emergency Management Program Committee and the alternate chair shall be the person who is employed by the City and performs the duties of the Community Emergency Management Coordinator.

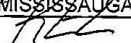
4. That Section 1.7 of the Emergency Plan attached as Schedule "A" to the By-law be amended by DELETING the definition of "Emergency Management Program Committee (EMPC)" and REPLACING it with the following:

"Emergency Management Program Committee (EMPC)" is responsible for the administration of the Emergency Management Program. The members of the committee are set out in Section 6 of the Emergency Management Program By-law and the Chair of the committee is set out in Section 7 of the By-law.

5. That the Revision History page in the Emergency Plan attached as Schedule "A" to the By-law be amended by ADDING "November 22, 2010" under the heading Revision Date and by ADDING "1.7/ 3" under the heading Section/Pages.

ENACTED AND PASSED this 19<sup>th</sup> day of January, 2011.

  
MAYOR

APPROVED AS TO FORM City Solicitor MISSISSAUGA

Date Jan 5 11

  
CLERK

**City of Mississauga Emergency Plan Manual**  
**Revision History**

Remember to shred any old pages or manual copies.

<b>Revision Date</b>	<b>Section/ Pages Changed</b>	<b>Section / Pages Added</b>	<b>Pages Removed</b>
Sept 1, 2006	Complete revision		
May 9, 2008	Complete review plus changes; Distribution List	1.5 / 2 4.1.7 / 24 4.1.8 / 25 4.1.9 / 25 6.11 / 41	
	1.1 / 1		
	1.7 / 2		
	2.3 / 6		
	3.0.2 / 7		
	3.0.8 / 8		
	3.1.2 / 10		
	3.1.5 / 12		
	3.1.8 / 16		
	3.1.11 / 18		
	3.1.13 / 20		
	4.0.1 / 21		
	4.2.1 / 27		
	4.2.2 / 27		
	4.2.3 / 28		
	4.4 / 32		
	Figure 1 / 36		
	6.1 / 37		
	6.4 / 37		
November 22, 2010	1.7 / 3		

**City of Mississauga Emergency Plan**  
**Distribution List**

NOTE: Complete plan with appendices.

<b>Copy #</b>	<b>Dept/Division/Agency</b>	<b>Title</b>
1	Mayor	Mayor
2	Transportation and Works	Commissioner
3	Corporate Communications	Director
4	Fire and Emergency Services	Fire Chief
5	Community Services	Community Emergency Management Coordinator
6	City Manager's Office	City Manager
7	Community Services	Commissioner
8	Region of Peel	Senior Police Officer
9	Region of Peel	Director, Paramedic Services
10	Region of Peel	Medical Officer of Health
11	Region of Peel	Commissioner of Human Services and Manager, Peel Living
12	Office of the City Clerk	City Clerk
13	Corporate Services	City Solicitor
14	Corporate Services	Director of Information Technology
15	Corporate Services	Manager of Materiel Mgt.
16	Corporate Services	Director of Human Resources
17	Planning and Building	Chief Building Official
18	Corporate Services	Commissioner
19	Planning and Building	Commissioner
20	Fire and Emergency Services	Command Post
21	Fire and Emergency Services	Communications Officer
22	Fire and Emergency Services	Platoon Chiefs
23	Fire and Emergency Services	Alternate CEMC
24	Facilities and Property Management	Manager, Security Operations
25	EOC Tote Box	Mayor
26	EOC Tote Box	City Manager
27	EOC Tote Box	Peel Police
28	EOC Tote Box	Fire Chief
29	EOC Tote Box	Peel Paramedics
30	EOC Tote Box	Commissioner T&W
31	EOC Tote Box	Peel Medical Officer of Health
32	EOC Tote Box	Peel Commissioner of Human Services

**City of Mississauga Emergency Plan**  
**Distribution List**

NOTE: Complete plan with appendices.

<b>Copy #</b>	<b>Dept/Division/Agency</b>	<b>Title</b>
33	EOC Tote Box	Commissioner of Community Services
34	EOC Tote Box	Director of Communications
35	EOC Tote Box	CEMC
36	EOC Tote Box	City Clerk
37	EOC Tote Box	City Solicitor
38	EOC Tote Box	Commissioner of Corporate Services and Treasurer
39	EOC Tote Box	Director of Information Technology
40	EOC Tote Box	Manager of Materiel Mgt
41	EOC Tote Box	Chief Building Official
42	EOC Tote Box	Commissioner Planning and Building
43	EOC Tote Box	Director of Human Resources
61	EOC Tote Box	Corporate Security
62	EOC Tote Box	GIS Technician
63	EOC Tote Box	EOC Message Centre
64	Customer Service	Director

NOTE: Appendices are not included with these copies (44-60)

<b>Copy #</b>	<b>Dept/Commission/Agency</b>	<b>Title</b>
44	Office of the City Clerk (Public Copy)	City Clerk
45	Office of the City Clerk	Councillor Ward 1
46	Office of the City Clerk	Councillor Ward 2
47	Office of the City Clerk	Councillor Ward 3
48	Office of the City Clerk	Councillor Ward 4
49	Office of the City Clerk	Councillor Ward 5
50	Office of the City Clerk	Councillor Ward 6
51	Office of the City Clerk	Councillor Ward 7
52	Office of the City Clerk	Councillor Ward 8
53	Office of the City Clerk	Councillor Ward 9
54	Office of the City Clerk	Councillor Ward 10
55	Office of the City Clerk	Councillor Ward 11
56	Ministry of the Minister of Community Safety and Correctional Services	Community Officer, EMO

**City of Mississauga Emergency Plan**  
**Distribution List**

NOTE: Appendices are not included with these copies (44-60)

<b>Copy #</b>	<b>Dept/Division/Agency</b>	<b>Title</b>
57	Credit Valley Conservation	Water Resources Engineer
58	Peel Region Emergency Programs	Manager
59	Region of Peel	Chairman
60	Region of Peel	CAO

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## **1.0 INTRODUCTION**

### **1.1 Preamble**

Mississauga is home to Canada's busiest international airport, a well-developed industrial base, shipping docks and marinas, rail corridors, pipeline, and six major highways. These factors combined with a population of more than 700,000, contribute to increased potential for emergency situations to occur.

Municipalities routinely respond to situations requiring fire, police, paramedic, and public works services; however, some situations may escalate beyond the scope of normal operations. These situations need to be dealt with via an emergency plan. The City Emergency Plan is a flexible document, adaptable to any emergency situation.

The City of Mississauga Emergency Plan is a tool to assist emergency personnel in their response to such situations. In order to use this tool to its full potential, it is important that emergency personnel be aware of their roles and responsibilities within the response framework. To help increase this awareness, the City of Mississauga Emergency Plan provides for training, exercises, and evaluation.

### **1.2 Title**

This document is the City of Mississauga Emergency Plan, herein referred to as the "Plan".

### **1.3 Aim**

The aim of the City of Mississauga's Emergency Plan is to outline a plan of action for the efficient deployment and co-ordination of City Services, Support Agencies, and personnel to provide the earliest possible response in order to:

- 1) protect and preserve the life, health, and safety of the residents and businesses of Mississauga;
- 2) protect and preserve property and environment of the residents and businesses of Mississauga;
- 3) minimize the effects of the emergency on the City of Mississauga;
- 4) restore essential services in a timely manner;
- 5) assist the Region as required, if resources allow; and
- 6) assist other communities outside the immediate areas, as requested, if resources allow.

#### 1.4 **Amending Formula**

This Plan, which forms Schedule “A” to By-law 0003-2011, may only be amended by City Council. Proposals for amendments to the Plan or its appendices shall be submitted to the Emergency Management Program Committee through the Chair of the Committee.

#### 1.5 **Appendices**

The appendices do not form part of the Plan. Any reference to an Appendix within the Emergency Plan is solely for the assistance of the users of the manual (identified in the Distribution List). The Plan’s appendices are confidential and are not to be made public as explained in the Emergency Management and Civil Protection Act R.S.O.1990, Ch. E.9 para. 2.1(4), para. 2.1(5), and para. 2.1(6).

#### 1.6 **Emergencies**

Emergencies are situation, threats, or serious impending situations that will adversely affect a significant number of persons, properties, or areas. By their nature or magnitude, these situations may require municipal expenditures, requests for additional resources, provisions for emergency shelter, or evacuation. These situations are distinct from normal operations where coordinated activities among agencies are adequate to resolve the situation.

#### 1.7 **Definitions**

“**Acting Mayor**” means the member of Council who is appointed by Council to act from time to time in the place and stead of the Mayor when the Mayor is absent or refuses to act or the office of Mayor is absent.

“**Citizen Inquiry Centre**” is the location from which general public inquiries are answered. The centre will coordinate emergency status information from the Community Control Group (CCG), and outside agencies, and will provide the public with emergency status information. Staff will also liaise with the Red Cross to provide the public information on procedures. The Citizen Inquiry Centre will be set up upon by the Director of Customer Service on the direction from the EOC activation representative or the CCG. The Director of Customer Service would also coordinate the activities of additional Citizen Inquiry Centres if necessary.

“**Critical Incident Stress Program**” provides emotional support and counselling to those municipal employees who have been subjected to high levels of stress associated with the resolution of an emergency. The program is delivered by trained personnel.

**“Community Control Group”** is responsible for planning and directing the actions of all personnel and resources of all agencies responding to an emergency.

**“Command Post”** is the central control/communications centre from which the Emergency Site Manager(s) and Incident Commanders will coordinate on-site activities and communicate with the Emergency Operations Centre and other operational communications centres.

**“Community Emergency Management Coordinator (CEMC)”** is responsible for developing and implementing Mississauga’s Emergency Management Program. She/He is responsible for the functionality of the Emergency Operations Centre (EOC).

**“Declared Emergency”** - A signed declaration made in writing by the Mayor or the Premier of Ontario in accordance with the Emergency Management and Civil Protection Act. This declaration is usually based on a situation or an impending situation that threatens public safety, public health, the environment, critical infrastructure, property, and/or economic stability and exceeds the scope of routine community activity.

**“Duty Officer”** is a person assigned by the Operations Officer to assist him/her in the EOC.

**“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. (Emergency Management and Civil Protection Act, R.S.O. 1990,c.E.9)

**“Emergency Management Program Committee (EMPC)”** is responsible for the administration of the Emergency Management Program. The members of the committee are set out in Section 6 of the Emergency Management Program By-law and the Chair of the committee is set out in Section 7 of the By-law

**“Emergency Operations Centre (EOC)”** is the physical facility from which the Community Control Group (CCG), coordinates and directs the response effort of all the responding agencies to an emergency. This facility is located at a predetermined location with an alternate location designated if the primary EOC is not accessible.

**“Emergency Site Manager”** is the individual who is confirmed/appointed by the CCG, and is responsible for directing and coordinating the actions of all the responding agencies at the emergency site. He/She reports directly to the CCG. The individual in this position may change as the nature of the emergency changes.

**“EOC Message Centre”** – a room that is set up to handle messages that will be taken and disseminated to the EOC Community Control Group and Support Group members.

**“Full Alert”** the emergency alert level utilized when all members of the CCG, Support Group, and the advisory staff are contacted and instructed to respond the EOC.

**“Hot Wash”** is a brief debriefing of the EOC staff immediately after the emergency situation has ended.

**“Incident Commander”** is an individual appointed by his/her agency that is responsible for directing and coordinating the actions of all the personnel of his/her agency at the emergency site. The Incident Commander reports directly to the Emergency Site Manager and the individual in this position may change as the emergency progresses.

**“Mayor”** means the head of the Council for the Corporation of the City of Mississauga.

**“Media Centre”** is the location from which information, approved by the CCG, is provided to the media. The centre will also monitor the emergency’s media coverage to provide the CCG with effective strategies on dealing with media issues. Components of this centre include a press room, a press conference area, and a media location at the emergency site. Media emergency site tours, interviews, and photo opportunities are coordinated through this centre, and are delivered at the emergency site. The Media Centre and Citizen Inquiry Centre activities are linked through the Communications Team Leader.

**“Operations Officer” (City Manager)** is responsible for coordinating all decisions or directions of the CCG to all responding agencies.

**“Regional Control Group”** is responsible for planning and directing the actions of all personnel and resources of all agencies responding to a Regional emergency.

**“Stand-By Alert”** the emergency alert level utilized when some or all of the members of the CCG, Support group, and the advisory staff as designate by the person in authority, are contacted and instructed to “Stand-By” for further information.

## 2.0 AUTHORITY

### 2.1 The Emergency Management and Civil Protection Act

The *Emergency Management and Civil Protection Act*, R.S.O. 1990, c. E.9, is the primary authority enabling passage of the by-law adopting the Plan. Important measures authorized under the legislation which form part of the Plan are:

- expenditure of monies associate with the formulation and implementation of the Plan;
- authorization from municipal employees to take appropriate action before formal declaration of an emergency;
- procedures to be taken for safety and/or evacuation of persons in an emergency area;
- designation of a Member of Council who may exercise powers and perform the duties of the Mayor under the Plan during the absence or inability of the Mayor to act, this designated Member of Council is referred to as the Acting Mayor in this Plan and is set out in Appendix C;
- establishment of committees and designate employees to be responsible for reviewing the Plan, to train employees in their functions, and to implement the Plan during an emergency;
- authorization to obtain and distribute materials, equipment, and supplies during an emergency; and
- authorization to attend to such other matters that are considered necessary or advisable for the implementation of the Plan during an emergency.

### 2.2 Protection from Liability for Implementation of the Plan

Section 11 of the *Emergency Management and Civil Protection Act* states:

- (1) 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 Human 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 ant 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 neglect or default in the good faith exercise or performance of such a power or duty. 2006, c. 13,s.1 (6).



- (2) Despite subsections 5 (2) and (4) of the *Proceedings Against the Crown Act*, subsection (1) does not relieve the Crown of liability for the acts or omissions of a minister the Crown or a Crown employee referred to in subsection (1) and the Crown is liable under that Act as if subsection (1) had not been enacted. 2006, c. 13, s. 1 (6).
- (3) Subsection (1) does not relieve a municipality of liability for the acts or omissions of council or an employee of the municipality referred to in subsection (1), and the municipality is liable as if subsection (1) had not been enacted and, in the case of a member of council as if the member were an employee of the municipality. 2006, c. 13,s. 1(6).

### **2.3 Public Accessibility to the Plan**

Section 10 of the *Emergency Management and Civil Protection Act* provides that an emergency plan must be available to the public during regular business hours at the municipal office. The Plan will be made available to the public at the Office of the City Clerk. The Plan will be made available on the City's website.

### **2.4 Freedom of Information and Protection of Privacy**

Any personal information collected under the authority of the Plan shall be used solely for the purpose of planning, preparing and responding to emergencies as defined within the Plan and the release of any information under this Plan shall be made in conformity with the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c.M.56, as amended.

### **2.5 Powers of Regional Emergency Plan**

Section 5 of the *Emergency Management and Civil Protection Act*, 1990 states:

“The emergency plan of a lower-tier municipality in an upper-tier municipality, excluding a county, shall conform to the emergency plan of the upper-tier municipality and has no effect to the extent of any inconsistency....2002, c.17,Sched. C,s.10(3)”.

Further to this Section 2 of the Region of Peel Emergency Plan states:

“The implementation of a higher tier Plan will take precedence over lower tier Plan. Similarly, the implementation of this Plan will take precedence over lower tier Plans. If this Plan is implemented (Regional Plan).the local municipal plans will also be implemented to provide support functions to the Region. The local municipal plans will have no effect to the extent of any inconsistency, as per the *Emergency Management and Civil Protection Act*.”

### **3.0 COMMUNITY CONTROL GROUP (CCG): ROLES and RESPONSIBILITIES**

#### **3.0.1 Composition of the CCG**

- Mayor
- Operations Officer (City Manager)
- Senior Regional Police Official
- Fire Chief
- Director of Paramedic Services
- Commissioner of Transportation and Works
- Regional Medical Officer of Health
- Regional Commissioner of Human Services and Manager, Peel Living
- Commissioner of Community Services
- Commissioner of Corporate Services and Treasurer
- Commissioner of Planning and Building
- Community Emergency Management Coordinator (CEMC)
- Director of Communications

Other City staff, government officials, and outside experts may be called by the Mayor or Operations Officer to join the CCG.

The CCG can be called together in whole or in part without the declaration of an emergency.

#### **3.0.2 Responsibilities of the Community Control Group**

The CCG will:

- 1) Advise the Mayor or Acting Mayor as to whether the declaration of an emergency is recommended.
- 2) Designate any area(s) in the municipality as an emergency site(s).
- 3) Determine the requirement to recall or establish advisory or sub-groups as may be required to support implementation of emergency operations.
- 4) Direct and coordinate the responding services and agencies to ensure that all actions necessary for the mitigation of the emergency are taken expeditiously and in accordance with the law.
- 5) Provide recommendations on the spending of public funds for the implementation of the Plan.

- 6) Appoint, or confirm the appointment of, an Emergency Site Manager(s) who will be the CCG's representative on site and will be responsible for the organization and coordination of all emergency response agencies at the emergency site and will carry out the roles and responsibilities as described in Section 4.3.1 of the Plan.
- 7) Develop and implement aims, priorities, and strategies in consultation with the Emergency Site Manager(s).
- 8) Approve or endorse the proposed courses of action for the resolution of the emergency.
- 9) Direct the evacuation of buildings, or areas within the emergency sites(s), if necessary.
- 10) Direct the dispersal or removal of persons from the emergency sites(s) who are in danger, or whose presence hinders emergency operations.
- 11) Direct the discontinuation of public/private utilities or services due to safety or the efficient functioning of emergency operations, if required.
- 12) Direct the activation and operations of evacuation centres to provide temporary accommodation to all residents who are in need of assistance due to displacement as a result of the emergency.
- 13) Direct and commit municipal personnel or equipment to support emergency operations, as required.
- 14) Arrange for assistance from agencies including other levels of government, public/private organizations and volunteers, as required.
- 15) Direct activation of the Communications Division's Emergency Response Sub-Plan to provide a Media Centre and the Director of Customer Service to ready the Citizen Inquiry Centre.
- 16) Notify all services, agencies, groups, or persons under the control of the CCG of the termination or the emergency.
- 17) Direct follow-up in support of persons directly involved in emergency operations, including Critical Incident Stress Programs, as required.
- 18) Maintain a detailed log of all discussions, decisions or actions taken by the CCG.
- 19) Conduct and participate in a post-emergency debriefing, and provide reports as requested by the Operations Officer.

### **3.1 CCG Composition**

#### **3.1.1 Mayor**

Upon learning of a potential emergency, the Mayor should consider the possible need for activation of the Plan, and if warranted, should trigger the Emergency Alerting Procedure, Section 5.0.

The Mayor will:

- 1) If warranted, declare an emergency to exist.
- 2) Notify the Minister of Community Safety and Correctional Services of Ontario of the declaration of an emergency.
- 3) Request assistance from senior levels of government, when required.
- 4) In consultation with the Director of Communications and the Operations Officer, approve news releases and public announcements.
- 5) As the City's key spokesperson, address the media as soon as possible after declaring an emergency. Staff advisors should accompany the Mayor to address technical questions.
- 6) Keep Council updated regarding the situation and actions being taken to resolve the emergency.
- 7) Terminate the emergency at the appropriate time and ensure all concerned have been notified.

#### **3.1.2 Operations Officer (City Manager)**

Upon learning of a potential emergency the Operations Officer should consider the possible need for activation of the Plan, and if warranted, should trigger the Emergency Alerting Procedure, Section 5.0.

The Operations Officer or alternate will:

- 1) Participate in decision making, determining priorities, and issuing operational directives for the resolution of the emergency.
- 2) Ensure that timely and correct information is displayed or available within the EOC.
- 3) Direct the coordination of all communications systems within the EOC.

- 4) Advise the CCG on administrative matters including Corporate Policies and Procedures.
- 5) Disseminate decisions or directions to all response agencies made by the CCG.
- 6) Approve expenditures of funds for implementing the Plan.
- 7) Liaise with City Managers of Chief Administrative Officers of neighbouring municipalities affected by the emergency or providing assistance to City emergency operations.
- 8) Maintain a detailed log of all discussions, decisions, or actions taken by the CCG.
- 9) Maintain a detailed log of all actions taken by the Operations Officer.
- 10) Prepare a post-emergency report for submission to City Council.

### **3.1.3 Senior Regional Police Official**

Upon learning of a potential emergency the Senior Regional Police Official should consider the possible need for activation of the plan, and if warranted, should trigger the Emergency Alerting Procedure, Section 5.0.

The Senior Regional Police Official will;

- 1) Provide the CCG with information and advice on law enforcement matters.
- 2) Participate in decision making, determining priorities, and issuing operational directives for the resolution of the emergency.
- 3) If directed by the CCG, appoint an Emergency Site Manager(s) to control operations at the emergency site(s).
- 4) Activate the Police Services Emergency Alerting System.
- 5) Activate and coordinate the police services emergency plan.
- 6) Direct and coordinate all police operations in accordance with the Plan and directions issued by the CCG.
- 7) Establish a communications link with the Police Incident Commander.
- 8) Direct the establishment of inner and outer perimeters around the emergency sites(s).

- 9) Direct the control and dispersal of crowds within the emergency site(s).
- 10) Direct the movement of emergency vehicles to and from the emergency site(s).
- 11) Coordinate the arrangements for police operations with other municipal, provincial, or federal departments and arrange for additional supplies and equipment as required.
- 12) If directed by the CCG, coordinate the arrangements for the evacuation of buildings or areas.
- 13) Maintain law and order in evacuation and reception centres and other temporary facilities.
- 14) Protect property and maintain law and order at the emergency site(s).
- 15) Direct that the Coroner be contacted in the event of fatalities and coordinate whatever additional support in accordance with the Coroners Act.
- 16) Maintain a detailed log of all actions taken by Peel Regional Police.
- 17) Participate in a post-emergency debriefing, and provide reports as requested by the Operations Officer.

#### **3.1.4 Fire Chief**

Upon learning of a potential emergency the Fire Chief or alternate should consider the possible need for activation of the plan, and if warranted, should trigger the Emergency Alerting Procedure, Section 5.0.

The Fire Chief will;

- 1) Provide the CCG with information and advice on fire services matters.
- 2) Participate in decision making, determining priorities, and issuing operational directives for the resolution of the emergency.
- 3) If directed by the CCG, appoint an Emergency Site Manager(s) to control operations at the emergency site(s).
- 4) Establish a communications link with the Fire Incident Commander.
- 5) Activate the Fire Services Emergency Alert System

- 6) Activate and coordinate the Fire Services Serious Emergency Operational Plan.
- 7) Direct and coordinate all fire service operations in accordance with the Plan and directions issued by the CCS.
- 8) If required, notify the Mutual Aid fire coordinator and trigger mutual aid arrangements for the provision of additional firefighting resources and equipments.
- 9) Arrange for additional equipment and material as required.
- 10) Coordinate assistance with other municipal, regional, provincial, or federal departments and agencies.
- 11) Maintain a detailed log of all actions taken by Mississauga Fire and Emergency Services.
- 12) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

### **3.1.5 Director of Paramedic Services**

Upon learning of a potential emergency the Director of Paramedic Services should consider the possible need for activation of the plan, and if warranted, should trigger the Emergency Alerting Procedure, Section 5.0.

The Director of Paramedic Services will:

- 1) Provide the CCG with information and advice on the triage, treatment, and transport of casualties.
- 2) Participate in decision making, determining priorities, and issuing operational directives for the resolution of the emergency.
- 3) Activate the Peel Regional Paramedic Services Emergency Response Sub-Plan.
- 4) Direct and coordinate all ambulance services in accordance with legislation.
- 5) Coordinate with senior police officials the movement of ambulances to and from the emergency site(s).
- 6) Provision of triage and treatment at the emergency site(s), casualty collection posts, and the distribution of casualties, coordinated through base hospitals.

- 7) Coordinate the provision of special emergency health service resources at the emergency site (i.e. ambulance buses, support units, paramedics, ambulance helicopters, etc.)
- 8) Network with the provincial radio system as the province provides the main radio and communication link among health services.
- 9) Liaise with the Region's Medical Officer of Health and assist with the organization and transportation of persons in health care facilities, homes for the aged, nursing and rest homes, invalids and disabled citizens that need to be evacuated.
- 10) Maintain a detailed log of all actions taken by Peel Regional Paramedic Services.
- 11) Participate in a post-emergency debriefing and provide as requested by the Operations Officer.

### **3.1.6 Commissioner of Transportation and Works**

Upon learning of a potential emergency the Commissioner of Transportation and Works (T&W) or alternate should consider the possible need for activation of the plan, and if warranted, should trigger the Emergency Alerting Procedure, Section 5.0.

The Commissioner of Transportation and Works (T&W) or alternate will:

- 1) Provide the CCG with information and advice on engineering, transit, and enforcement matters.
- 2) Participate in decision making, determining priorities, and issuing operational directives through the Operations Officer for the resolution of the emergency.
- 3) If directed by the CCG, appoint an Emergency Site Manager(s) to control operations at the emergency sites.
- 4) Activate the T&W emergency notification and alert system.
- 5) Activate and coordinate the T&W Emergency Response Sub-Plan.
- 6) Direct and coordinate all T&W operations in accordance with the Plan and directions issued by the CCG.
- 7) Maintain liaison with flood control centres, conservation and environmental agencies and be prepared to conduct relief or preventative operations.



- 8) Provide engineering, personnel, materials, supplies, and equipment as required in support of emergency operations.
- 9) Arrange for and coordinate provision and use of personnel, engineering materials and equipment from other municipal, regional, provincial, or federal departments or private/commercial agencies.
- 10) Assist with traffic control and emergency operations by clearing emergency routes, assisting the police in closing and opening roadways, marking obstacles, installing emergency road signs and other actions as required.
- 11) Coordinate in provision and use of all transportation resources in support of evacuation or other emergency operations as required.
- 12) Coordinate the provision of emergency potable water, supplies, and sanitation facilities in support of emergency operations.
- 13) Maintain liaison with regional public works and utilities service agencies (i.e. hydro, gas, telephone, cable) and issue directions for the disconnection and the reconnection of services as directed by the CCG.
- 14) Coordinate Animal Control operations, including the protection of people from wild or diseased animals and the care and welfare of domestic animals.
- 15) Coordinate efforts to re-establish essential services.
- 16) Coordinate debris removal activities in conjunction with Peel Region.
- 17) Coordinate demolition or securing all 'Unsafe' buildings as directed by the Chief Building Official.
- 18) Coordinate activities with the Credit Valley Conservation in case of a flood emergency.
- 19) Coordinate T&W support to restoration and clean-up activities following the termination of the emergency.
- 20) Maintain a detailed log of all actions taken by the T&W Department.
- 21) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

### **3.1.7 Peel Region Medical Officer of Health and Peel Region Public Health**

Upon learning of a potential emergency the Region's Medical Officer of Health or alternate should consider the possible need for activation of the plan, and if warranted, should trigger the Emergency Alerting Procedure, Section 5.0.

The Region's Medical Officer of Health or alternate will:

1. Provide the CCG, and departmental commissioners, with information and advice on public health issues, including environmental health, communicable disease, and other issues related to public health.
2. Participate in decision-making, determining priorities, and issuing directives for the resolution of a public health emergency.
3. Activate the Peel Health Department Emergency Plan (PHDEP) and notification procedures, if required.
4. Liaise with the Ministry of Health and Long Term Care, including the Public Health Division and the Emergency Management Unit, and the Public Health Agency of Canada, for the purpose of coordinating emergency response activities.
5. Provide recommendations and / or direction regarding public health measures, including (but not limited to) infection control measures, the use of personal protective equipment, and / or the evacuation of buildings or areas.
6. Coordinate the acquisition and distribution of anti-viral medications, vaccines, and / or antibiotics.
7. Coordinate the response to infectious disease outbreaks, such as pandemics, including the operation of mass clinics and assessment centres.
8. Liaise with emergency response agencies, including voluntary and non-profit support agencies, regarding health services and public health issues in emergency areas, including food safety in shelters.
9. Through the Peel Health Emergency Management Program, maintain a detailed record of all emergency response operations conducted by the Peel Health Department.
10. Participate in a post-emergency debriefing and provide reports, as requested.

### **3.1.8 Peel Region's Commissioner of Human Services and General Manager of Peel Living**

Upon learning of a potential emergency the Peel Region's Commissioner of Human Services and General Manager of Peel Living or alternate should consider the possible need for activation of the plan, and if warranted, should trigger the Emergency Alerting Procedure, Section 5.0.

The Peel Region's Commissioner of Human Services and General Manager of Peel Living or alternate will:

- 1) Provide the CCG with information and advice pertaining to social service matters.
- 2) Participate in decision making, determining priorities, and issuing operational directives for the resolution of the emergency.
- 3) Activate the Region of Peel Human Services Emergency Measures Sub-Plan as required.
- 4) Coordinate and direct the actions of all social service and volunteer agencies in accordance with the Plan and directions issued by the CCG.
- 5) Coordinate the provisions of emergency feeding, reception, accommodations clothing, identification, registration inquiry, and personal services programs.
- 6) If directed by the CCG, appoint an Emergency Site Manager(s) to control operations at the emergency site(s).
- 7) Coordinate assistance from other municipal, regional, provincial, federal departments, or private agencies.
- 8) Maintain a detailed log of all actions taken by Human Services.
- 9) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

### **3.1.9 Commissioner of Community Services**

Upon learning of a potential emergency, the Commission of Community Services or alternate should consider the possible need for activation of the Plan, and if warranted should trigger the Emergency Alerting Procedure, Section 5.0.

The Commissioner of Community Services or alternate will:

- 1) Advise the CCG on matters pertaining to the support provided by the Community Services Department.
- 2) Participate in decision making, determining priorities, and issuing operational directives through the Operations Officer for the resolution of the emergency.
- 3) Direct and coordinate the personnel, material, and equipment resources of the Community Services Department in accordance with the Plan and directions issued by the CCG.
- 4) If directed by the CCG, activate and operate emergency evacuation centres at designated community centres, arenas, or libraries.
- 5) Liaise with the Regional Commissioner of Human Services and General Manager of Peel Living and provide such support as necessary for the implementation of the Human Services Emergency Sub-Plan.
- 6) If directed by the CCG, activate and operate emergency morgue facilities in arenas.
- 7) Provide staff from Community Services to assist at the emergency reception centre(s), and other task as directed by the CCG.
- 8) Maintain a detailed log of all actions taken by the Community Services Department.
- 9) Participate in a post-emergency debriefing and provide reports as request by the Operations Officer.

### **3.1.10 Commissioner of Corporate Services and Treasurer**

If the Commissioner of Corporate Services is Acting City Manager they will become the Operations Officer and be responsible for carrying out the duties of the Operations Officer as described in Section 3.1.2 of the Plan.

If requested, the Commissioner of Corporate Services and Treasurer or alternate will:

- 1) Direct and coordinate the personnel, material, and equipment resources of the Corporate Services Department.
- 2) Provide information and advice on fiscal matters as they relate to the emergency.

- 3) Coordinate the provision of building maintenance and operations, custodial, security and audio visual requirements for the EOC, and all other City Facilities as required.
- 4) Coordinate parking at administrative offices and the EOC if necessary.
- 5) Ensure that auxiliary power supply systems are at all times functional and that staff support for building operations is available on a 24-hour basis.
- 6) Ensure that records of expenses are maintained for future claim purposes.
- 7) If necessary, liaise, with Treasurer(s) of neighbouring municipalities and Peel Region.
- 8) Maintain a detailed log of all actions taken by the Corporate Services Department.
- 9) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

### **3.1.11 Director of Communications**

Upon learning of a potential emergency, the Director of Communications or alternate should consider the possible need for activation of the Plan, and if warranted, should trigger the Emergency Alerting Procedure, Section 5.0.

The Director of Communications or alternate will:

- 1) Advise the CCG on matters pertaining to public information, public affairs, and media relations.
- 2) Participate in decision making, determining priorities, and issuing operational directives through the Operations Officer for the resolution of the emergency plan.
- 3) Activate the Communications Division's Emergency Response Sub-Plan.
- 4) Gather, process and disseminate information for use by the CCG.
- 5) Formulate public information and media releases for review by the Mayor and Operations Officer.
- 6) Upon approval of the Mayor or Operations Officer, release information to the public and media.
- 7) Direct the establishment and operation of a Media Centre.

- 8) Issue public announcements, instructions, or warnings as directed by the Mayor or Operations Officer.
- 9) Provide public relations support as required.
- 10) Coordinate all media request, including the arrangements for supervised tours near the emergency sites(s).
- 11) Maintain a detailed log of all actions taken by the Communications Division.
- 12) Participate in a post-emergency debriefing and provide reports as required by the Operations Officer.

### **3.1.12 Community Emergency Management Coordinator (CEMC)**

The CEMC is responsible for:

- 1) Act as the EOC Manager, complete “Manager’s Duties at Activation” checklist, Appendix H
- 2) Provide emergency management advice to the CCG, Support Group, and other personnel as required.
- 3) Act as administrator of the Municipal Emergency Plan, advise the CCG and Support Group on matters of procedure and mutual aid protocol.
- 4) May be designated as Operations Officer for the CCG.
- 5) Ensure that security is in place for the EOC and registration of CCG members.
- 6) Liaise with other agencies as directed by the CCG.
- 7) Contact neighbouring CEMCs to advise them of the situation.
- 8) Contact the EMO Community Officer to advise him/her of the situation.
- 9) Monitor the well-being of personnel working in the EOC, arrange for relief or rest if needed.
- 10) Collect information during the emergency to prepare for the post-emergency hotwash (if any), formal debriefing and critique, and preparation of an After-Action Report for the Emergency Management Program Committee.
- 11) Ensure that all members of the CCG have the necessary plans, resources, supplies, maps, and equipment.

- 12) Provide advice and clarification about the implementation details of the Emergency Plan.
- 13) Ensure that the Operation Cycle is met by the CCG and related documentation is maintained and kept for future reference.
- 14) Address any action items that may result from the activation of the Emergency Plan and keep CCG informed of implementation needs.
- 15) Monitor personnel leaving the EOC after being relieved, and at the end of the emergency, arrange access to counselling for those seriously stressed, emotionally traumatized, or requiring/requesting assistance, with the guidance from the Director of Human Resources.
- 16) Inform the City Manager (EOC Director) should the EOC become unsafe or not functional and arrange for evacuation of the EOC with the support of Corporate Security.
- 17) Conduct a 'hotwash' debriefing at the end of the emergency if appropriate.
- 18) At the end of the emergency ensure that the EOC has been returned to pre-emergency status as per the "Manager's Duties at Stand-Down" checklist, Appendix H.
- 19) Host an operational debriefing and writing the report for the Emergency Management Program Committee.
- 20) Maintain records and logs for the purpose of the debriefings and post-emergency reporting that will be prepared for the Emergency Management Program Committee.
- 21) Maintain a personal log of all actions taken.

### **3.1.13 Commissioner of Planning and Building**

Upon learning of a potential emergency the Commissioner of Planning and Building will report to the EOC and:

- 1) Provide building and inspection services for city buildings, privately owned buildings, and infrastructure to assess damage, declare buildings safe or unsafe.
- 2) Arrange with the Chief Building Official for demolition of buildings or infra structures where these have been rendered unsafe by the emergency.
- 3) Provide drawing, plans, and maps to EOC members as needed.

## **4.0 SUPPORT GROUP**

### **4.0.1 Introduction**

The Support Group may be formed from City Staff and personnel from other government agencies and organizations. Their advice, resources, and information will assist the CCG in making decisions. The City Clerk is responsible for notifying the City members of the Support Group personnel who report to the EOC. External members will be notified as required by the individuals identified in Section 3.0.

Contact names and numbers of City Staff are listed in the “Internal Resource Contact List”, Appendix D. Contact names and numbers of external agencies are listed in the “External Resources Contact List”, Appendix E

The main functions of potential support agencies include:

### **4.1 Support Group (City of Mississauga)**

#### **4.1.1 City Clerk**

If requested, the City Clerk or alternate will:

- 1) Assist the Operations Officer, acting as Duty Officer in the EOC.
- 2) Contacts the following Support Group Members and Advisory Staff if necessary. These include; the Director of Human Resources, City Solicitor, Manager of Materiel Management, Chief Building Officer, Director of Information Technology, GIS Technician, Director of Customer Service, and other City Staff as required.
- 3) Appoint an EOC records manager to ensure all records to and from the EOC are maintained.
- 4) Arrange for printing materials, if required.
- 5) Coordinate the provision of clerical staff to assist at the EOC.
- 6) If directed by the Mayor, ensure that all Councillors are advised of the declaration and termination of the emergency.
- 7) If directed by the Mayor, arrange a special Council meeting(s).
- 8) With Security, coordinate the arrangement for identification cards to be issued to the CCG, City Support Staff, and external resource personnel, as required. Report to CEMC when security is in place.



- 9) With the CEMC, maintain the operation of feeding, sleeping, and meeting area at the CCG, as required.
- 10) If directed by the CCG, retrieve records from the Corporate Records Centre, and ensure their preservation and availability.
- 11) Maintain a detailed log of all actions taken by the Office of the City Clerk.
- 12) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

#### **4.1.2 City Solicitor**

If requested, the City Solicitor or alternate will;

- 1) Provide legal advice to the Operations Centre.
- 2) Liaise with representatives from the Region of Peel's Solicitor's Office as well as representatives from adjacent and local municipalities.
- 3) Maintain a detailed log of all actions taken by the City Solicitor's Office.
- 4) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

#### **4.1.3 Director of Information Technology**

If requested, the Director of Information Technology or alternate will:

- 1) Coordinate the provision, installation, operation, and maintenance of all telecommunications, AV, and IT systems in support of emergency operations, including liaison with outside telecommunication agencies and commercial or volunteer organizations.
- 2) Equip and open the Message Centre at the EOC, if necessary.
- 3) With the Director of Communications and Director of Customer Service, equip the Media Centre, Message Centre, and Citizen Inquiry Centre.
- 4) Within the City Emergency Telecommunications Procedure, maintain an inventory of both City-owned equipment, and regional and private sector communications equipment and facilities.
- 5) If directed by the CCG, ensure that Line Load Control has been activated by Bell Canada.

- 6) Maintain a detailed log of all actions taken by the Information Technology Division.
- 7) Participate in a post-emergency debriefing and provide reports as requested by the Operations Manager.

#### **4.1.4 Manager of Materiel Management**

If requested, the Manager of Materiel Management or alternate will:

- 1) On request, research and identify potential suppliers for needed item categories and obtain 24 hour contact information if available.
- 2) Liaise with supply personnel of area municipalities, and other relevant organizations as required.
- 3) Contact suppliers and order needed goods and services (not otherwise available from emergency response agencies, e.g. Red Cross) as requested by EOC members.
- 4) Provide logistical support to coordinate distribution management, and storage of emergency supply items, break bulk, assemble, and match items as appropriate.
- 5) Maintain a detailed log of all orders placed, received items, and distribution records.
- 6) Participate in post-emergency debriefings and provide reports as requested by the Operations Officer.
- 7) Assist in settling vendor accounts and return of re-distribution of unused emergency items. Follow up on defective items to obtain refunds.

#### **4.1.5 Director of Human Resources**

If requested, the Director of Human Resources or alternate will:

- 1) Advise the CCG on all matters relating to the deployment of human resources during emergencies.
- 2) Ensure records of human resources and administrative detail, that may involve financial liability, are completed.
- 3) Coordinate Critical Incident Stress Programs with the CEMC.
- 4) Deploy Safety Officer(s), if required.

- 5) Maintain a detailed log of all actions taken by the Human Resources Division.
- 6) Participate in the post-emergency debriefing and provide reports as requested by the Operations Officer.

#### **4.1.6 Chief Building Official**

If requested, the Chief Building Official or alternate will:

- 1) Advise the CCG on all matters relating to building.
- 2) If directed by the CCG, appoint an Emergency Response Procedure and emergency notification system.
- 3) Activate the Planning and Building Emergency Response Procedure and emergency notification system.
- 4) Coordinate with the Commissioner of T&W regarding the securing of unsafe buildings or demolition of structures found to be unsafe.
- 5) Liaise with the Chief Building Officials from area municipalities, as required.
- 6) Maintain a detailed log of all actions taken by the Chief Building Official and the Building Division.
- 7) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

#### **4.1.7 Manager of Security Operations**

Upon learning of a potential emergency via the Emergency Alerting process (see Section 5.3) the Manager of Security and Operations or alternate will:

- 1) Ensure EOC is stood up when directed by a CCG member. (See Section 6.4)
- 2) Ensure that a call out to identified EOC CCG members is initiated (see Section 5.3).
- 3) Assign a Security Officer station the EOC security desk.
- 4) If directed by the CCG issue a mass alert via Security's alerting system.
- 5) Advise the CEMC on all matters relating to the security of the EOC.
- 6) Advise the CEMC of all security breaches.

- 7) Prepare for 24/7 coverage of the EOC.
- 8) Assist in the evacuation and relocation of the EOC if necessary.
- 9) Coordinate security measures in City Facilities as required by the EOC.
- 10) If required and if resources allow support/assist Peel Regional Police for incidents involving City facilities or staff.
- 11) Maintain a detailed log of all actions taken by Corporate Security.
- 12) Participate in the post-emergency debriefing and provide reports as requested by the Operations Officer.

#### **4.1.8 GIS Technician**

Upon learning of a potential emergency, the GIS Technician will;

- 1) Report to the EOC and initiate GIS systems.
- 2) Advise EOC on issues relating to mapping technologies.
- 3) Create various map products and graphics to support ongoing events.
- 4) Data loading, management, and analysis.
- 5) Work in conjunction with agencies such as the Credit Valley Conservation Authority for mapping information relating to specific risks and hazards.
- 6) Maintain a detailed log of all actions taken by the GIS Technician.
- 7) Participate in a post-emergency debriefing and provide reports as required by the Operations Officer.

#### **4.1.9 Director of Customer Service**

Upon learning of a potential emergency, the Director of Customer Service will;

- 1) Direct the establishment and operations of the EOC Message and Citizen Inquiry Centres.
- 2) Inform Customer Service Call Centre Staff that an emergency situation has occurred.
- 3) Prepare a shift schedule to ensure 24/7 cover of the EOC Message and Citizen Inquiry Centres.

- 4) Direct the establishment of a Citizen Inquiry Centre, including the appointment of personnel and designation of telephone lines.
- 5) Inform the Director of Communications at the EOC and the Media Information Centre of the establishment of the Citizen Inquiry Centre and designated telephone number(s).
- 6) Inform the affected emergency services within the CCG of the establishment of the Citizen Inquiry Centre and designated telephone number(s).
- 7) Continually liaise with the Director of Communications to provide and obtain current information on the emergency.
- 8) Gather, process and disseminate information for use by the CCG via the EOC message centre or as directed by CCG members.
- 9) Respond to and redirect inquires pertaining to the investigation of the emergency, deaths, injuries or matters of personnel involved with or affected by the emergency to the appropriate emergency service or agency.
- 10) Response to and redirect inquires pertaining to persons who may be located in reception/evacuation centres to the registration and inquiry telephone numbers(s) as provided by the Red Cross and the Region of Peel Human Services.
- 11) Respond to and redirect inquires pertaining to staff, City services and operations while under emergency conditions, as well as inquires from family of staff as to the status of staff members while the City is under emergency conditions.
- 12) Issue public announcements, instructions, or warnings as directed by the Director of Communications.
- 13) Provide public relations support as required by the Director of Communications.
- 14) Maintain a detailed log of all actions taken by the Customer Service Division.
- 15) Participate in a post-emergency debriefing and provide reports as required by the Operations Officer.

## **4.2 Support Group (External Advisors)**

### **4.2.1 Bell Canada**

During emergency operations, the CCG's request for assistance from Bell Canada will be coordinated through the Director of Information Technology.

If requested, the Area Manager, Bell Canada, will:

- 1) If possible, report to the EOC to provide expertise to the Director of Information Technology, and coordinate the response of Bell Canada resources. If the Area Manager is unable to attend the EOC and will be working from Bell Canada's Operation Centre then, updates will be provided to the EOC via the Director of Information Technology.
- 2) Provide the Director of Communications with information for public release relating to telephone service interruption and restoration services.
- 3) Expedite the installation of emergency telephone lines and services to Command Post, EOC, evacuation centres, or other locations if requested by the Director of Information Technology. See "Procedure for the Installation of Emergency Telephone Lines", Appendix Q.
- 4) Maintain a detailed log of all actions taken by Bell Canada.
- 5) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

### **4.2.2 Enbridge Consumers Gas**

During emergency operations, the CCG's request for assistance from Enbridge will be coordinated through the Commissioner of T&W.

If requested, the Operations Manager of Enbridge will:

- 1) If possible, report to the EOC to provide expertise to the Commissioner of T&W, and coordinate the response of Enbridge resources. If the Operations Manager is unable to attend the EOC and will be working from Enbridge's Operation Centre then, updates will be provided to the EOC via the Commissioner of T&W.
- 2) Provide the Director of Communications with information for public release relating to gas service interruption and restoration of services.
- 3) Maintain a detailed log of all actions taken by Enbridge.

- 4) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

#### **4.2.3 Enersource Hydro Mississauga**

During emergency operations, the CCG's request for assistance from Enersource will be coordinated through the Commissioner of T&W.

If requested, the Chief Operating Officer of Enersource Hydro Mississauga will,

- 1) Report to the EOC (if available) to provide expertise to the Commissioner of T&W, and coordinate the response of Enersource's resources. If the Chief Operating Officer is unable to attend the EOC and working from Enersource Operation Centre, updates will be provided to the EOC via the Commissioner of T&W.
- 2) Provide the Director of Communications with information for public release relating to power interruption and restoration of services.
- 3) Maintain a detailed log of all actions taken by Enersource to be made available to the Commissioner of T&W following the event.
- 4) Participate in a post-emergency debriefing and provide reports as requested by the Commissioner of T&W.

#### **4.2.4 Transhelp**

During emergency operations, the CCG's request for assistance from Trans Help will be coordinated through the Commissioner of Human Services and General Manager, Peel Living.

If requested, the Manager of Transhelp will:

- 1) Make available Transhelp vehicles and/or communication resources, as required.
- 2) Provide the Director of Communications with information for public release relating to the availability of Transhelp.
- 3) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

#### **4.2.5 School Boards**

During emergency operations, the CCG's request for assistance from the Peel Board of Education and/or the Dufferin/Peel Roman Catholic Separate School Board will be coordinated through the Commissioner of Human Services and Manager, Peel Living.

If requested, the senior representative from the school boards will:

- 1) If possible, report to the EOC to coordinate the response of the school boards.
- 2) Provide the Director of Communications with information for public release.
- 3) Make available school board facilities for use as evacuation centres in accordance with the Region of Peel Evacuation Plan and under the Region of Peel Emergency Measures Plan.
- 4) Maintain a detailed log of all actions taken by the school boards.
- 5) Participate in a post-emergency debriefing and provide reports as requested by the Operations Manager.

#### **4.2.6 Mississauga Amateur Radio Emergency Services (MARES)**

Mississauga ARES is a group of amateur radio operators, specializing in emergency communications. These volunteers can provide direct radio communications links to Evacuation Centres and backup communications at the EOC and operational command centres as required. Under defining agreements with the Region of Peel and the Red Cross Branch, Mississauga ARES will:

- 1) At the request of the Director of IT provide radio equipment and operators to the EOC or other locations as required.
- 2) Provide an ARES coordinator at the EOC to liaise with the Director of IT.
- 3) Provide radio Communications links between opened Evacuation Centres and the (Regional) EOC or other locations at the request of the Commissioner of Human Services.
- 4) In the event of loss of regular telephone service, provide communications to extended areas as required, nationally and internationally.
- 5) Serve as a communication link with senior levels of government as required.
- 6) Maintain a detailed log of all actions taken by MARES.



- 7) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

#### **4.2.7 St. John Ambulance**

During emergency operations, the CCG's request for assistance from St. John Ambulance will be coordinated through the Region's Medical Officer of Health.

If requested, St. John Ambulance will:

- 1) Provide first aid services at evacuation centres as required and defined under agreement between the Priory and the Canadian Red Cross.
- 2) Coordinate other emergency assistance as requested by the Region's Medical Officer of Health.
- 3) Maintain a detailed log of all actions taken by St. John Ambulance.
- 4) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

#### **4.2.8 Rogers Cable TV and Media**

During emergency operations, the CCG's request for assistance from the media will be coordinated by the Director of Corporate Communication or her designate.

#### **4.2.9 Conservation Authorities (Credit Valley, Region of Halton, Toronto)**

During emergency operations, the CCG's request for assistance from the various Conservation Authorities will be coordinated by the Commissioner of T&W.

During a flood emergency, the Conservation Authorities will:

- 1) Monitor the conditions of the river and advise the Flood Emergency Officer who in turn will advise the municipalities of changes in conditions.
- 2) The Flood Emergency Coordinator may assign staff to specific sites to provide technical expertise where necessary and where requested by the municipality. In these cases, the works site remains in the control of the municipal representative and staff recommends to him/her the actions required to deal with the specific situation.
- 3) Maintain a detailed log of all actions taken by Conservation Authority.
- 4) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

### **4.3 Support Group (On Scene)**

#### **4.3.1 Emergency Site Manager(s)**

The Emergency Site Manager(s) will:

- 1) Organize and coordinate the response at the emergency site(s) with all Incident Commanders.
- 2) Assess the situation under existing and potential conditions by consulting with Incident Commanders and other agencies, take/authorize any action appropriate to preserve life, protect property and otherwise mitigate the adverse effects of the emergency.
- 3) Coordinate with the CCG and Incident Commanders to ensure that the necessary equipment, supplies, and personnel are available.
- 4) Provide, at regular intervals, information updates and reports regarding activities on-site(s) to the CCG.
- 5) Schedule briefings with individual and collective Incident Commanders as to agency response status.
- 6) Activate or coordinate with agencies, the evacuation of the immediate areas or any area likely to be placed at risk, if warranted by conditions, or as directed by the CCG.
- 7) Consider response alternatives and determine appropriate response actions (evacuation, containment, etc.) in consultation with Incident Commanders and the CCG.
- 8) Establish an on-site Command Post at an appropriate distance from the emergency area that provides a good vantage point from which access to the emergency site can be controlled.
- 9) Brief Incident Commanders regarding the situation as they become involved.
- 10) Obtain background information from those involved in the emergency or those who may have witnessed the incident, concerning the nature of hazardous material(s) and/or situation(s). Consult with experts, as required, to mitigate the emergency.
- 11) Develop an emergency site organization plan/layout with the assistance of agency Incident Commanders and establish inner and outer perimeters and staging areas to control access to and movement within the emergency site.

- 12) Coordinate the release of information at the scene with the Public Affairs Officer on-site.
- 13) Request, from the CCG, logistical support from emergency operations and personnel at the scene.
- 14) Ensure the overall safety of the emergency site, in particular that safety precautions are enforced regarding wearing personal protective equipment. A Safety Officer will be provided by the CCG upon request.
- 15) In consultation with the Incident Commanders, develop a demobilization plan for all resources within the emergency site. Implement this plan upon official notification of the termination of the emergency.
- 16) Ensure that all Incident Commanders have established work schedules for their personnel at the emergency site(s).
- 17) Maintain a detailed log of all actions taken by the Emergency Site Manager(s).
- 18) Participate in a post-emergency debriefing and provide such reports as requested by the Operations Officer.

#### **4.4 Provincial Ministries**

Provincial Ministries may have certain duties to perform during an emergency.

- 1) Ministry of Community Services and Housing – emergency shelter, clothing, feeding, victim registration and inquiry services, and other humanitarian aid.
- 2) Ministry of the Environment – release of hazardous materials to the natural environment and has regulations in place for notifications.
- 3) Ministry of Health – for large scale, province wide health/medical issues.
- 4) Ministry of Labour – for worker health and safety.
- 5) Ministry of Natural Resources – for controlling forest fire and flooding. Should a discharge of a pollutant into Lake Ontario then the jurisdiction belongs to the federal Department of Fisheries and Oceans.

- 6) Ministry of the Minister of Community Safety and Correctional Services – for the coordination of Provincial Emergency management functions. The Ministry of the Minister of Community Safety and Correctional Services is to be notified by the Mayor if an Emergency Declaration is made by the City of Mississauga.
- 7) Ministry of Transportation – for the maintenance of Provincial Highways, and other transportation services.

## 5.0 DECLARATION OF AN EMERGENCY AND EMERGENCY ALERTING PROCEDURE

### 5.1 Authority to Declare

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

### 5.2 Notification to Minister of Community Safety and Correctional Services

Under the Emergency Management and Civil Protection Act, the Mayor must immediately notify the Minister of Community Safety and Correctional Services of the declaration of an emergency. To notify the Minister of Community Safety and Correctional Services’ office of the declaration of an emergency, See sample form Appendix O.

#### **Emergency Management Ontario\***

24/7 EMO Duty Officer:

416-314-0473

\*Non-emergencies contact of Emergency Management Ontario can be made during regular business hours at 416-314-3723

### 5.3 Alerting the CCG Members

Only select members of the Community Control Group have the authority to request the activation of the City Of Mississauga’s Emergency Plan. Section 3 identifies these individuals.

The CCG member will call Corporate Security to request the activation of the Plan, see **Figure 1**. In order to verify the person is who they claim to be, the call-taker will ask them for their home telephone number, and verify this with the telephone number listed on the EOC Contact List, Appendix B.

A series of questions will be asked by Security to verify the alert level to be activated, Appendix A.

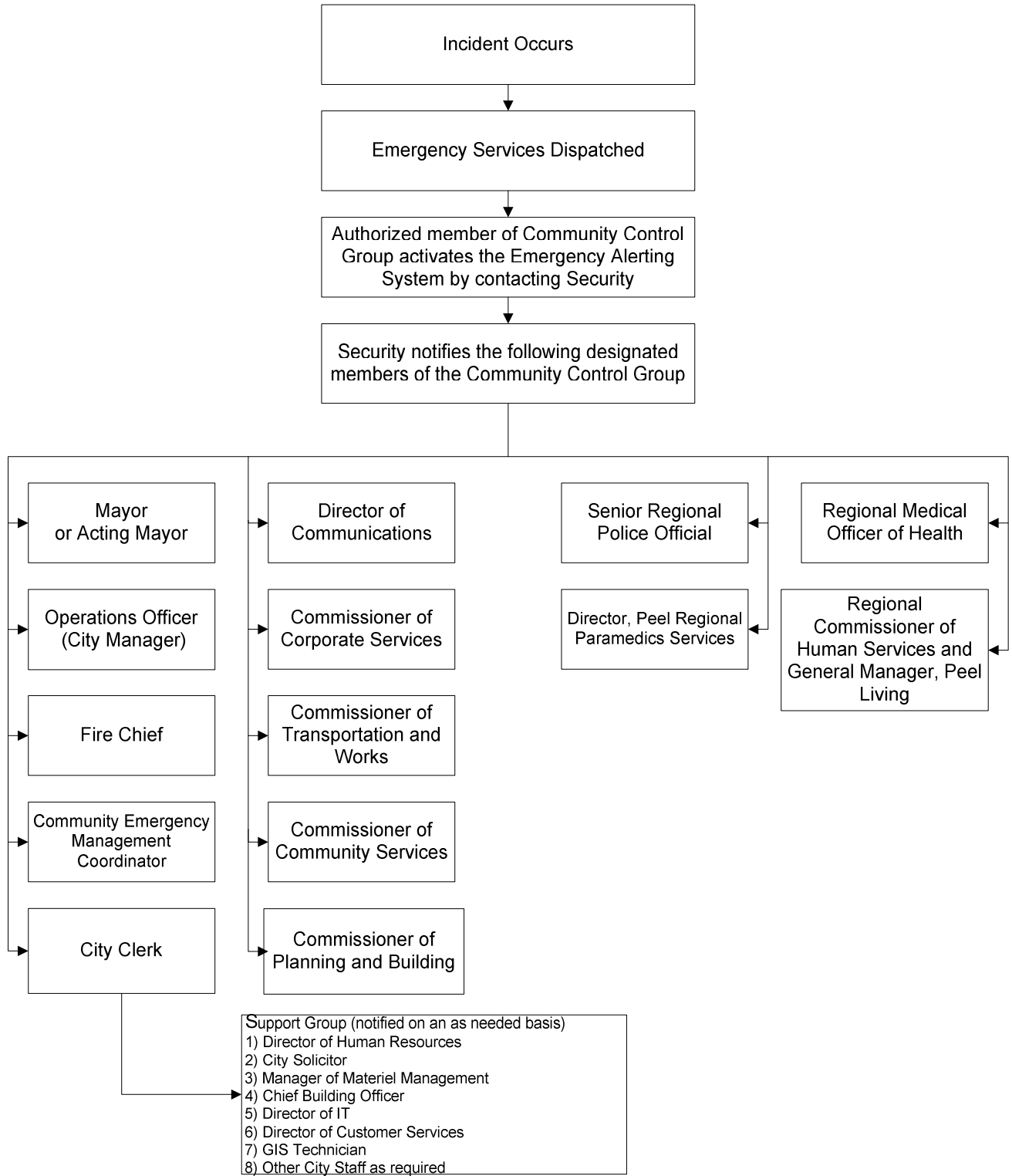
## **5.4 Emergency Alert Levels**

Due to the threat of an emergency situation developing or the potential for an emergency situation to change in severity over time, there are two different levels at which emergency personnel can be alerted. The Emergency Levels are as follows:

“Full Alert” – When Security is instructed to issue a full alert, all members of the Community Control Group, the Support, and the advisory staff will be contacted and instructed to respond to the EOC at a given time.

“Stand-By Alert” – When Security is instructed to issue a stand-by alert, either all, or selected members of the CCG, the Support Group, and the advisory staff, as designated by the person in authority, are contacted and instructed to “Stand-By” for further information. This alert level may be used if there is an emergency situation developing or the threat of an emergency occurring which does not yet merit assembling the members of the above groups.

**Figure 1 Emergency Alerting System Community Control and Support Groups**



## **6.0 PLAN IMPLEMENTATION**

### **6.1 Activation of the Plan**

The City of Mississauga's Community Control Group, Support Group, and advisory staff can be called together in whole or in part with or without the declaration of an emergency. The activation of this Plan can be in whole or in part with or without the declaration of an emergency.

The CCG is responsible for directing and controlling all emergency operations and for providing the necessary personnel and resources.

### **6.2 Actions for Emergency Response Agencies**

Upon notification of an emergency, response agencies will perform duties and responsibilities as outlined in the Plan, or will place personnel on stand-by until further notice.

Each agency responding to the emergency will appoint an Incident Commander who is responsible for directing and coordinating the actions of all personnel of their agency at the emergency site. Incident Commanders report directly to the Emergency Site Manager(s).

For each emergency site(s) defined, the CCG will confirm or appoint an Emergency Site Manager(s) to assume responsibilities outlined in Section 4.3.1 of this Plan. The Emergency Site Manager(s) will report directly to the CCG.

### **6.3 Chain of Command**

All Emergency Site Managers report directly to the CCG and are no longer subject to the command structures of their own organizations. Incident Commanders will report to the Emergency Site Manager and are still subject to the command structure of their own organization, See **Figure 2**.

### **6.4 Emergency Operations Centre (EOC)**

In the event of an emergency, an Emergency Operations Centre (EOC) will be established. The Community Control Group, the Support Group, and advisory staff and many other groups will congregate and work together at the EOC, Support Group Centre (if stood-up), and EOC Message Centre to make decisions, share information, and provide support as required to mitigate the effects of the emergency.

Facilities and Property Management (Security) with the assistance of Information Technology, is responsible for setting up the EOC (Appendix I) and the Support Group Centre (Appendix L) if necessary, and maintaining a level of preparedness.



The EOC will be stood-up for both a “Stand-By” and “Full-Alert” situations. Facilities Management may also be called upon to assist in the set up of the Media Centre, Appendix J.

## **6.5 Media Centre**

Upon implementation of this emergency plan, it will be important to co-ordinate the release of accurate information to the news media, issue authoritative instructions to the public, and respond to or redirect individual request for, or reports on, information concerning any aspect of the emergency.

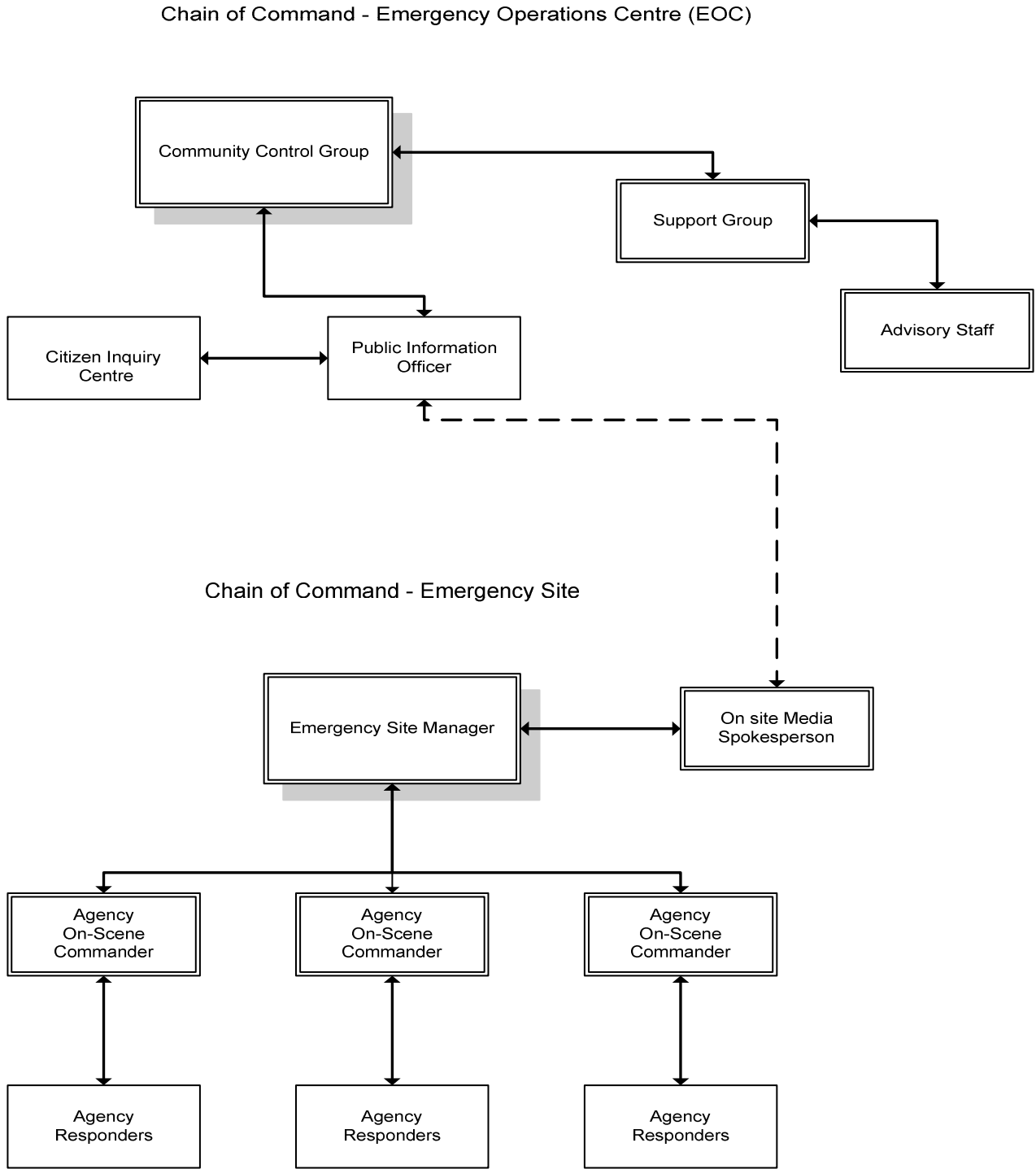
In order to fulfill these functions during an emergency, the following positions will be established:

- a) A on-Site Media Spokesperson
- b) The Director of Communications will assume the role of Public Information Officer at the Emergency Operations Centre.

Depending on the scope of the emergency, there will likely be the need to establish two media information centres – one near the scene and the other near the Emergency Operations Centre.

The Media Centre will be established on the direction of the Director of Communications. Facilities and Property Management with the assistance of Information Technology is responsible for setting up the Media Centre and maintaining a level of preparedness.

**Figure 2 Chain of Command**



## **6.6 Telecommunications**

Each responding agency is responsible for establishing its own telecommunications links with its CCG representative.

## **6.7 EOC Message Traffic (EOC Message Centre)**

Due to the high volume of message traffic that will occur during the response to an emergency, a procedure must be used to effectively manage the handling of these messages. A hierarchy of all messages to and from the EOC will be in accordance with the following designations;

**Emergency** is any message with implications of imminent death or serious injury to any person or groups of persons. Emergency alerts or immediate action directives are included in this category. Emergency messages take priority over all other traffic and should be used only when absolutely required.

**Priority** is assigned to important messages with a specific time limit or may result in a significant impact. It also includes those official messages not covered in the “**Emergency**” category. Situation reports and requests for support from the emergency site(s) would normally be assigned this designation.

**Routine** covers most administrative or non-critical messages that are not time limited, including routing logistics support.

It is the responsibility of the originator of the message to designate the message according to the above hierarchy. The EOC Message Centre Supervisor (Director of Customer Service) will be responsible to ensure that all messages received in the EOC Message Centre have been properly classified before the messages are routed to their intended recipients.

## **6.8 Command Post**

A temporary command post will be established immediately at each emergency site by the Emergency Site Manager. The temporary command post will be replaced by a mobile or fixed Command Post as determined by the Emergency Site Manager. All inter-agency communications will be channelled through this command post and a direct link will be established with the EOC.

## **6.9 Dissemination of Decisions by the CCG**

Decisions by the CCG are to be transmitted to the appropriate response agency. This function will be coordinated by the Operations Officer or alternate.

## **6.10 Meeting and Reporting Schedules**

Members of the CCG will gather at regular intervals (Operation Cycle) to inform each other of actions taken and problems encountered. Frequency of meetings and agenda items will be established by the Operations Officer. Maps and status boards will be prominently displayed and kept up to date by the Operations Officer.

The Emergency Site Manager(s) will schedule regular briefings with Incident Commanders.

## **6.11 Evacuation**

Refer to the Region of Peel Human Services Emergency Measures Procedures for the evacuation of citizens.

If at any time the EOC becomes unsafe or not functional, evacuation of this facility may be required. Under the direction of the CEMC with the assistance of Corporate Security, EOC members will be moved to another location. It is the responsibility of each EOC member to package up their work station, log off and shut down IT equipment, and take their tote box to the new location.

## **6.12 Request for Assistance**

Assistance will be requested from neighbouring municipalities, the Region of Peel, and/or the private sector as required.

To request assistance from the Region of Peel, contact the Chief Administrative Officer.

In the event that the *Region of Peel Emergency Plan* is invoked, City resources will operate in accordance with that plan.

## **6.13 Termination of a State of Emergency**

The Mayor, Council, or the Premier of Ontario can officially declare the termination of the emergency at any time (see sample form Appendix O) and will notify:

- 1) The Minister of Community Safety and Correctional Services
- 2) Council
- 3) Neighbouring municipal officials as required
- 4) The Public
- 5) The Media

## 7.0 TRAINING AND EVALUATION

### 7.1 Introduction

Training, exercise, and evaluation form the basis for ensuring that collective efforts at all levels can properly coordinated and controlled. Effective emergency response is possible only when people understand the Plan and have had the opportunity to practice the procedures.

The Plan must provide for:

- 1) The education of City staff concerning the emergency preparedness and their responsibilities established within the Plan
- 2) Individual and collective training to ensure personnel are prepared to implement the Plan; and
- 3) Exercise and evaluations to practice and confirm the state of readiness of City staff to respond to an emergency.

### 7.2 Definitions

**Simulated Exercise:** Individual control agencies practice operational procedures without the actual deployment of personnel or resources. Common approaches to this type of exercise include paper and table-top exercises. The actions of upper or lower operations are simulated by the exercise design staff.

**Specialty Exercise:** These exercises practice response to a specific risk such as; bomb threats, aircraft disaster, major flooding, and radiation incidents. These types of exercises can involve a simulated approach or actual deployment of resources.

**Communication Exercise:** These exercises are designed to test the Emergency Notification Procedures or to practice or evaluate telecommunications resources.

**EOC Exercise:** The EOC staff convenes to test and develop operational procedures, problem solving skills, communication systems, and inter-operability within the City and other outside agencies. The conduct of these exercises is usually in the form of a paper or communication exercise with staff participating as the Emergency Site Manager and representing coordinated departmental control centres.

**Major Exercise:** These exercises involve the physical deployment of resources in response to a stage situation. It may be undertaken by a single department or agency, or may be conducted in combination with others.

**Mass Exercise:** These are a wide-scale, comprehensive exercise that involves all, or the majority of responding agencies and the actual deployment and exercise of resources at all levels. A mass exercise includes activation of the CCG, EOC and one or more emergency sites.

### 7.3 **Training**

As stated in section 3(5) of the *Emergency Management and Civil Protection Act*, “Every municipality shall conduct training programs and exercises to ensure the readiness of employees of the municipality and other persons to act under the emergency plan. 2002, c, 14, s.5(1)”

“The members of the group shall complete the annual training that is required by the Chief, Emergency Management Ontario. O. Reg. 380/04, s. 12(3).”

The training program involves:

- 1) Individual Training – an individual learns the knowledge and skills necessary to perform his/her assigned role;
- 2) Team Training – several individuals within a team learn or practice skills or operational procedures together.
- 3) Combined Training – several agencies learn or practice working together in coordinated response to emergency situations;
- 4) Mass Exercise – all (or the majority) of agencies identified within the Plan, participate in an exercise, under the command and control of the CCG.

Each department is responsible for conducting individual, team, and combined training to ensure that staff is prepared to perform the tasks and responsibilities outlined in their and team training program. The City Emergency Management Program Committee will provide assistance, when requested.

### 7.4 **Exercises**

As stated in section 3(5) of the *Emergency Management and Civil Protection Act*, “Every municipality shall conduct training programs and exercises to ensure the readiness of employees of the municipality and other persons to act under the emergency plan. 2002, c, 14, s.5(1)”

“The group shall conduct an annual practice exercise for a simulated emergency incident in order to evaluate the municipality’s emergency response plan and its own procedures. O. Reg. 380/04, s. 12 (6).”

The purpose of exercises are;

- 1) To practice, test, evaluate, and improve plans and operational capabilities;
- 2) To promote and refine co-operation and coordination among operational teams, staff, and support groups, and command and control elements; and
- 3) Stimulate and maintain interest and enthusiasm.

Departments are responsible for developing and conducting simulated, specialty, communication, and major exercises within their departments. A minimum of one simulated and one communication exercise must be conducted each year.

Fire and Emergency Services will coordinate and conduct a minimum of one major exercise each year.

The CCG will conduct a minimum of one simulated and one communication exercise each year.

## **7.5 Evaluation**

Evaluation and refinement is the final phase of any training plan.

Each department or agency is responsible for the evaluation of its Emergency Response Procedures and the readiness of its respective organization. Significant occurrences that limit or preclude an organization from performing the responsibilities outlined in the Plan must be reported **within 30 days** to the Emergency Management Program Committee through the CEMC.

The City Emergency Management Program Committee will provide assistance to plan and conduct this evaluation.

## **8.0 PLAN MAINTENANCE AND REVISION**

### **8.1 Plan Maintenance and Revision**

The Emergency Management Program Committee will be responsible for keeping the Plan current with respect to legislation, agency roles and responsibilities and any other pertinent information. The master copy of this manual is maintained by the Community Emergency Management Coordinator. The Committee will review and revise the Plan, and amendments will be distributed to the plan holders (see Distribution List) in **January** of every year.

Each City Department has a Custodian for their emergency procedures. The Custodians are responsible for a formal review and amendment of their Emergency Response Subplans annually. All changes, additions, and deletions originating within a department should go to their Custodian, who will convey them by email to the Community Emergency Management Coordinator for inclusion into an update. Changes should be format-ready to facilitate the updating process. Changes will be accepted at any time.

The master copy will be amended and update pages sent out to all persons registered as being holders of this manual. For this reason, it is important that this manual not be photocopied. “Bootleg” copies will become out-of-date and can be a hindrance to the emergency process.

Old copies of the manual or any section should be shredded. Should a manual holder leave the City or be transferred to another position, it is their responsibility or that of their direct supervisor to retrieve the manual and return it to the Community Emergency Management Coordinator.



## **9.0 RESPONSE SUB PLANS FOR CITY DEPARTMENTS**

### **9.1 Introduction**

Each City Department, Division, or service with an emergency function will prepare and maintain a set of operational sub plans which describes its purpose, organization, role and responsibilities, and mobilization procedures in an emergency. Each department shall maintain a contact list of staff and resources and is responsible for keeping it up to date.

Each set of sub plans will be reviewed and updated annually. All updates will be submitted to the Emergency Management Program Committee through the Community Emergency Management Coordinator by **October 31<sup>st</sup> of every year.**