



Emergency Plan



Office of
Emergency
Management

Disclaimer

The City of Mississauga's Emergency Plan provides a general framework of the responsibilities and procedures used during the response to an emergency. Every emergency scenario is unique, and may require actions that are not explicitly included within the Emergency Plan. Plans and procedures are not intended to be substitutes of current information and good judgement.

It is the responsibility of all users of the Emergency Plan to interpret the document reasonably and responsibly.

Version Control

Version	Date	Change(s) made by	Description of Change(s)
4.0	March, 2023	B. Gallagher	Redevelopment of the Plan to reflect current City of Mississauga emergency management procedures. This Version of the Plan replaces all previous versions.

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1 Introduction

1.1 Scope

The City of Mississauga's Emergency Plan (referred to throughout this document as the "Plan") governs the provision of necessary services during an emergency, and the procedures under and the manner in which employees of the City of Mississauga and other persons will respond to the emergency. The Plan is not intended to be a prescriptive document, but instead provides a general framework of the City's all-hazards approach to emergency response.

To maintain a concise and effective Emergency Plan, the provisions and procedures contained within this Plan are principally concentrated on the response phase of the emergency management cycle. As such, this Plan does not provide a comprehensive overview of the additional disaster-risk reduction efforts made by the City pertaining to the prevention, mitigation, preparedness, and recovery phases of the emergency management cycle.

1.2 Public Accessibility to the Plan

The most current version of this Plan is available to the public in digital format on the City of Mississauga website. Requests for physical copies of this plan can be made during regular business hours through the City Clerk's Office.

As per *Ontario Regulation 191/11: Integrated Accessibility Standards*, the City of Mississauga ensures that this Plan is made available to the public in an accessible format. This Plan can be made available to the public with appropriate communication supports, as soon as practicable, upon request to the City Clerk's Office.

2 Authority

2.1 Emergency Management and Civil Protection Act and Ontario Regulation 380/04

This Plan adheres to the statutory requirements established under the *Emergency Management and Civil Protection Act R.S.O. 1990, CHAPTER E.9 (EMCPA)* and *Ontario Regulation (O. Reg.) 380/04: STANDARDS* pertaining to the requirement of municipal governments within the Province of Ontario to formulate an emergency plan.

2.1.1 Protection from Liability

As per Section 11, Subsection (1) of the *Emergency Management and Civil Protection Act*;

"No action or other proceeding lies or shall be instituted against a member of council, an employee of the municipality, an employee of a local services board, an employee of a district social services administration board, a minister of the Crown, a public servant or any other individual acting pursuant to this Act or an order made under this Act for any act done in good

faith in the exercise or performance of any power or duty under this Act or an order under this Act or for neglect or default in the good faith exercise or performance of such a power or duty.”

However, as per Section 11, Subsection (3), of the *Emergency Management and Civil Protection Act*;

“Subsection (1) does not relieve a municipality of liability for the acts or omissions of a member of council or an employee of the municipality 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.”

2.2 Region of Peel Emergency Plan

This Plan, and the procedures contained within it, conforms to the Region of Peel Emergency Plan, and has no effect to the extent of any recognized inconsistencies identified between the two plans.

2.3 City of Mississauga Emergency Management By-Law

The council of the City of Mississauga, through by-law, has adopted this Plan.

As per the City of Mississauga’s Emergency Management by-law, administrative changes that have no significant affect on the structure of this Plan, or the provisions and procedures contained within it, may be made without requiring council approval, as part of the annual review of this Plan. Significant changes that affect the structure of this plan and the City’s emergency response provisions and procedures must be approved and adopted by council, through by-law.

3 Emergency Plan Governance

3.1 Office of Emergency Management (OEM)

The City of Mississauga’s Office of Emergency Management (OEM) are responsible for the development and implementation of the City’s emergency management program, which includes, but is not limited to, the Emergency Plan, and training and exercising employees in their functions related to this Plan.

This Plan is reviewed, and revised if necessary, on an annual basis by employees of the OEM.

3.2 Emergency Management Program Committee (EMPC)

The City’s emergency management program, including this Plan, is subject to a comprehensive annual review by the members of the City’s Emergency Management Program Committee (EMPC). The EMPC will advise council on the development and implementation of the City’s emergency management program, including this Plan, and will make recommendations to Council for its revisions if necessary.

Membership of the City's EMPC is adopted by the City of Mississauga's Emergency Management by-law, and includes the following positions:

- City Manager
- City Commissioners
- Fire Chief and Director, Emergency Management
- Manager, Office of Emergency Management

3.3 Municipal Emergency Control Group (MECG)

The City's Municipal Emergency Control Group (MECG) are responsible for directing the City's response in an emergency, including the implementation of this Plan.

Membership of the City's MECG is consistent with the membership of the EMPC, and is adopted by the City of Mississauga's Emergency Management by-law. Additional City employees and subject matter experts may be requested to assist the MECG during an emergency as required, depending on the nature, severity, and scope of the incident.

As per the City's adoption of the Incident Management System (IMS), the operational duties and responsibilities of the MECG may be delegated to members of the City's Incident Management Team (IMT) as deemed appropriate. The MECG will still be available to provide strategic policy direction to the IMT as required.

3.4 Incident Management Team (IMT)

Incident Management Teams (IMT) consist of employees throughout the various City departments and external organizations, each possessing the skillsets, knowledge and expertise to support a specific area of the emergency response. Assembling this group of individuals with varying skillsets and knowledge ensures the formation of an aggregate team that is able to holistically coordinate a comprehensive emergency response.

The responsibilities of positions within an IMT often reflect the responsibilities of the individual in their everyday, business-as-usual role. Additional IMS, and emergency management training is available to employees who may be activated as a member of an IMT.

3.5 Authority to Activate the Plan

This Plan, and any of the provisions and procedures contained within it, may be activated with or without a declaration of emergency.

Any member of the MECG, and any of the City's IMT Commanders, are provided with the authority to activate this Plan and assemble the required staff to take action under this Plan. Additional City employees, and external agencies may request the Plan to be activated through any of the members of the MECG or by contacting the OEM Duty Officer.

4 Emergency Response Procedures

4.1 Response Levels

The City of Mississauga utilizes four different operational response levels based on the severity of an emergency:

Level Zero – Routine Monitoring

The OEM continually monitor conditions within the City and in other jurisdictions to identify potential emergencies, which may affect the City.

Routine Monitoring can be characterized as business-as-usual. Conditions do not indicate there are any potential risks to the City.

Level One – Enhanced Monitoring

The OEM are aware of conditions, or potential conditions which could have adverse affects on the City, including resulting in an emergency. Applicable employees and business units are notified as required, and the OEM continue to monitor and assess the situation for further possible escalation or de-escalation.

During enhanced monitoring, City employees may take actions to mitigate against, or respond to hazardous conditions within their regular business units and reporting structure. However, at this response level, minimal resources are required and conditions are not severe enough to require the activation of an IMT to coordinate response activities.

Level Two – Partial Activation

A partial IMT has been activated to coordinate the response to an emergency, or potential emergency, affecting the City.

A Partial Activation is generally in response to a “Large Incident” requiring IMT support. Large Incidents typically occur when an emergency requires the coordination of response activities across multiple City Departments, and/or external organizations. An IMT Commander is able to provide coordinated direction to the IMT members through a single Emergency Operations Centre (EOC).

A Partial Activation does not generally require strategic policy support from the MCEG.

Level Three – Full Activation

A full IMT has been activated to coordinate the response to an emergency with significant, or potentially significant consequences.

A Full Activation is generally in response to “complex incidents”. These types of incidents involve many factors which cannot be easily analyzed and understood. Indicators of a complex incident may include:

- ☐ Prolonged duration
- ☐ Large geographic area
- ☐ System-wide impacts
- ☐ Involve multiple jurisdictions
- ☐ Require technical knowledge and/or training in combination with other needs and requirements
- ☐ Can overwhelm traditional response structures

During a complex incident, multiple EOCs may be activated to coordinate a response across multiple jurisdictions. Effective communication between external organizations and EOCs is required.

A Full Activation may be in support of a municipal, regional, provincial, or federally declared emergency. A Full Activation will generally require consistent strategic policy support from the MCEG.

4.2 Plan Implementation

4.2.1 Initial Plan Activation and Notification

Upon becoming aware of an emergency, or potential emergency conditions, any member of the MCEG may activate the Plan. Additionally, any City employee or external stakeholder who becomes aware of an emergency, or potential emergency conditions, should immediately notify the OEM Duty Officer. Any City employee or external stakeholder may request that the Plan be activated by a member of the MCEG.

The individual activating the Plan will notify the applicable IMT Commander and OEM Duty Officer with their intentions to activate the Plan.

4.2.2 Incident Management Team and Emergency Operations Centre Activation

The IMT Commander, in consultation with the OEM Duty Officer and other supporting staff as required, will determine the appropriate response level.

The IMT Commander, with support from the OEM Duty Officer and other staff as required, will ensure the appropriate Command and General IMT staff are activated and notified. IMT Section Chiefs are responsible for activating and notifying any additional positions within their Section.

The OEM Duty Officer will prepare the EOC facility, and/or activate the virtual EOC, as required.

4.2.3 MCEG and Council Notification

The IMT Commander will ensure that the MCEG, as well as all members of council, are notified of the Plan's activation, the emergency conditions which prompted the Plan's activation, the established response level, and any actions being taken to mitigate against, or respond to the emergency. The IMT Commander may also decide to notify additional stakeholders, such as the City's extended leadership team.

The IMT Commander will continue to ensure that the MCEG, all members of council, and other stakeholders as required are provided with consistent briefing updates throughout the duration of the response to an emergency.

4.2.4 Stakeholder Notification

The OEM Duty Officer, with support from other IMT staff as required, will notify any applicable external agencies who may be involved in the emergency response.

If required, the OEM Duty Officer will notify Emergency Management Ontario of the IMT activation, through the Provincial Emergency Operations Centre.

4.2.5 Public Notification

The designated Emergency Information Office (EIO), or alternate, is responsible for coordinating and approving all emergency messaging that is disseminated to the public. The EIO will ensure that public messaging is developed, and disseminated in coordination with other agencies involved in an emergency incident.

City employees are to direct all media inquiries related to an emergency to the EIO, to ensure that all information released to the media is consistent, accurate, and approved. Employees are not to issue unauthorized comments or media releases.

4.3 Response Activities

4.3.1 Incident Management System (IMS)

The City of Mississauga's IMT may be called together in whole or in part with or without a declaration of an emergency. The City's IMT generally utilizes the Incident Management System (IMS); a standardized emergency response system used throughout the province of Ontario to manage all stages of an incident. However, consistent with the IMS core principle of flexibility, the utilization of the IMS structure is scalable and adaptable, and may be modified in order to effectively respond to the unique needs of specific emergencies.

4.3.2 IMT Membership

While the OEM aim to proactively identify potential IMT members in advance of emergency incidents, any City of Mississauga employee may be activated as a member of an IMT depending on the nature of the emergency.

Additional IMS, and emergency management training is available to employees who may be activated as a member of an IMT. However, it is possible that an employee may be activated as a member of an IMT without having received IMS or emergency management training. The responsibilities of these activated IMT members during an emergency will reflect their everyday, business-as-usual roles and responsibilities, to ensure an instinctive transition into their role within the IMT.

4.3.3 IMT Responsibilities

Activated IMT staff members, or their identified alternate, are responsible for adhering to the direction of their immediate supervisor within the IMT structure in order to safely, and effectively respond to the emergency. Actions taken by IMT members include, but are not limited to, reporting to a physical EOC location, attending virtual IMT/EOC meetings, and collaborating with other members of the IMT and external partners as required.

4.3.4 IMT Schedule

Emergency response activities take precedence over the everyday, business-as-usual activities of activated IMT members, and IMT members may be redeployed to support an emergency response for an extended period of time. Supervisors within the City's business-as-usual organizational structure are responsible for redistributing an activated IMT member's regular work tasks and responsibilities.

IMT members may also be required to work outside of their regular working hours while responding to an emergency. It is the responsibility of supervisors within the IMT, and each individual IMT member to ensure that they have identified an alternate IMT member for each position to ensure adequate coverage, and rest time. The Planning Section within the IMT may also assist in developing an IMT schedule to ensure adequate coverage and rest periods amongst all IMT members.

4.3.5 IMT Response Priorities

The nature and extent of the emergency will determine what actions are required to ensure the safety of persons in an emergency area, or who may otherwise be impacted by the emergency.

Regardless of the emergency type, the City's IMT and MCEG will adhere to the following priorities when determining emergency response objectives, strategies, and tactics:

1. Provide for the safety and health of first responders
2. Save lives
3. Reduce suffering
4. Protect public health
5. Protect government infrastructure
6. Protect property
7. Protect the environment
8. Reduce economic and social loss

4.3.6 Response Documentation

The Planning Section within the IMT will ensure the sufficient documentation of response actions and activities. This may include, but is not limited to, the development of an incident action plan (IAP) for each emergency response operational period.

Additionally, each IMT member is responsible for ensuring adequate documentation of personal response actions and activities. IMT members are encouraged to maintain an activity log, and to forward all relevant documentation to the Planning Section within the IMT.

4.3.7 Demobilization and Recovery

Once emergency conditions have stabilized to the point where they no longer require a coordinate response from the IMT, the IMT Commander will make the decision to demobilize the IMT.

The demobilization of the IMT does not result in the suspension of response activities, but indicates that such activities may be managed through the City's regular business units, a distinct recovery planning team, or other levels of governments and/or jurisdictions as deemed applicable.

Similarly, the recovery phase of an emergency may be managed by the IMT, or through the City's regular business units, a distinct recovery planning team, or other levels of government and/or jurisdictions. It can be difficult to define when the transition from response to recovery occurs, and response and recovery measures may occur simultaneously. The IMT, in consultation with the MECG, will determine the appropriate mechanisms to transition to the recovery phase.

4.4 Declaration of Emergency

4.4.1 Designated Head of Council

If the Mayor, as head of council, is absent, or otherwise unable to act during an emergency, a Member of Council who is appointed by Council will act in the place and stead of the Mayor during their absence and/or inability to act.

4.4.2 Emergency Declaration

This Plan, and any of the provisions and procedures contained within it, may be activated with or without a declaration of emergency.

As head of council, the Mayor, or designate, of the City of Mississauga has the authority to declare that an emergency exists within the City or in any part thereof. Declaring an emergency allows the Mayor as head of council, or designate, to take such action and make such orders as he or she considers necessary, and which are not contrary to law, to implement the emergency plan of the municipality and to protect property and the health, safety and welfare of inhabitants of the emergency area.

The decision to declare an emergency will be made in consultation with the MECG and/or IMT. Supporting documentation and resources which can assist in the decision to declare an emergency are maintained by the OEM, and will be made available to the MECG, IMT, or Mayor & Council members during an emergency, and upon request.

4.4.3 Emergency Termination

The Mayor as head of council, or designate, may at any time declare that an emergency has been terminated. The decision to terminate an emergency declaration will be made in consultation with the MECG and/or IMT. The Premier of Ontario may also at any time declare that an emergency declared within the City of Mississauga has been terminated.

A termination of emergency does not result in the suspension of response or recovery activities, but does reflect a general stabilization of an incident that may be managed through ongoing response or mitigation efforts.

4.4.4 Communication of an Emergency Declaration/Termination

The Mayor as head of council, or designate, with the assistance of the IMT, will ensure the Solicitor General is notified forthwith of an emergency declaration or termination. This notification is generally made through Emergency Management Ontario, via the Provincial Emergency Operations Centre.

4.5 Requests for Assistance

The City of Mississauga may request assistance from other jurisdictions and levels of government without a declaration of emergency. The City maintains various assistance agreements with neighbouring jurisdictions, which may be enacted during an emergency.

Requests for assistance from neighbouring municipalities and partner organizations may be made either directly to the municipality and/or organization, or through Emergency Management Ontario via the Provincial Emergency Operations Centre, which may coordinate the provision of assistance across jurisdictions.

Any requests for assistance from the Provincial government, including any ministry, designated agency, board, or commission within the Provincial government, shall be made to Emergency Management Ontario through the Provincial Emergency Operations Centre.

Any requests for assistance from the Federal government, including any ministry, designated agency, board or commission within the Federal government, shall be made through Emergency Management Ontario, via the Provincial Emergency Operations Centre.

4.6 Evacuations

4.6.1 Municipal Evacuation Notices

The EMCPA does not provide municipalities with the authority to issue mandatory evacuation orders. However, this does not prohibit municipalities from issuing evacuation notices to residents who are at risk of injury or death due to the threat or actual occurrence of an emergency. When issuing evacuation notices, the IMT will ensure that the urgency of the situation is clearly communicated to residents to increase compliance with these notices. The IMT will make every effort possible to ensure that evacuation notices are issued as early as possible to provide residents with sufficient time to prepare and effectively evacuate from the hazard area. Various mediums will be used to alert residents of evacuation notices, as determined by the nature and scope of an emergency.

4.6.2 Provincial Evacuation Orders

If the Lieutenant Governor in Council or the Premier of Ontario has declared that a Provincial emergency exists throughout Ontario or in any part of Ontario, including the City of Mississauga, the Provincial government may issue an emergency order to evacuate individuals and animals

from any specified area. In these instances, local Police authorities are permitted to enforce the mandatory evacuation orders issued under the provincially declared emergency.

4.6.3 Safety of Evacuated Persons

The IMT, in coordination and partnership with the Region of Peel, will ensure that required services are provided to ensure the safety of evacuated persons within an emergency area.

Reception centres may be established to provide acute emergency accommodation to evacuated residents within an emergency area. Reception Centres are generally located in a City-owned and operated facility, such as a community centre, but may be located in other facilities as required.

Generally, the Region of Peel, in collaboration with the Canadian Red Cross and other organizations as required, are responsible for the provision of emergency social services to evacuated persons, including but not limited too; registration, family reunification, emotional support, and the coordination of essential services such as food, clothing, and lodging. The City's IMT is generally responsible for the provision, maintenance, and security of the physical Reception Centre facilities, transportation to the Reception Centre(s), and the provision of additional City services as required.

Extensive, large-scale evacuations may require a multi-jurisdictional response. Evacuation of such a scale, and the provision of services to ensure the safety of the evacuated persons, will be coordinated with other levels of government, and neighbouring and other appropriate jurisdictions as required.

5 Additional Emergency Management Measures

While not identified within this plan to ensure conciseness and effectiveness, the OEM, and other Divisions of the City engage in various disaster-risk reduction efforts pertaining to the prevention, mitigation, preparedness, response, and recovery phases of the emergency management cycle.

Some of these efforts include, but are not limited too:

- ☐ The identification of hazards and assessment of risks;
- ☐ Training and exercises;
- ☐ The development of additional emergency plans and processes;
- ☐ Community and stakeholder engagement;

These disaster-risk reduction efforts, in addition to the Emergency Plan, help ensure community and organizational resilience within the City of Mississauga during both emergency and non-emergency periods.