



City of Kingston Emergency Plan



This Emergency Plan is issued under
the Authority of the Council
of the City of Kingston as per
By-Law 2010-221 dated 2010-11-16

Version 5.0
November 16, 2010

REVISION CONTROL

Date	Version	Comments
2003-11-04	2.0	Presented to Council for approval
2007-02-15	3.0	Presented to Council for approval
2009-05-05	4.0	Presented to Council for approval
2010-11-16	5.0	Presented to Council for approval



TABLE OF CONTENTS

1.0	INTRODUCTION.....	1
1.1	AIM	1
1.2	AUTHORITY	2
1.3	AMENDMENT & REVISIONS	2
1.4	OBJECTIVES	3
1.5	COMMUNITY HAZARD ANALYSIS.....	4
1.6	CONCEPTUAL RESPONSE.....	4
1.7	EMERGENCY LEVELS.....	5
2.0	DECLARATION/TERMINATION OF AN EMERGENCY.....	6
2.1	DECLARATION OF AN EMERGENCY	6
2.2	REQUESTS FOR ASSISTANCE	6
2.3	TERMINATION OF AN EMERGENCY.....	6
3.0	NOTIFICATION, ACTIVATION & IMPLEMENTATION.....	7
3.1	NOTIFICATION OF AN EMERGENCY	7
3.2	ACTIVATION OF THE PLAN.....	8
3.3	IMPLEMENTATION OF THE PLAN.....	8
3.4	DE-ACTIVATION OF THE PLAN.....	8
3.5	SUPPLEMENTARY PLANS.....	8
4.0	EMERGENCY OPERATIONS CENTRES	9
4.1	EOC ACTIVATION	9
4.2	CONCEPT OF EOC OPERATIONS	9
4.3	OPERATIONS CYCLE	10
5.0	MUNICIPAL CONTROL GROUP (MCG).....	11
5.1	MUNICIPAL SUPPORT & ADVISORY TEAM (MSAT)	12
5.2	EMERGENCY SUPPORT AGENCIES.....	12
6.0	RESPONSIBILITIES OF THE MUNICIPAL CONTROL GROUP.....	13
6.1	MAYOR.....	16
6.2	EOC DIRECTOR (Chief Administrative Officer).....	18
6.3	COMMUNITY EMERGENCY MANAGEMENT COORDINATOR.....	19
6.4	FIRE CHIEF.....	20
6.5	POLICE CHIEF.....	23
6.6	PRESIDENT & CEO, UTILITIES KINGSTON.....	25
6.7	COMMISSIONER OF COMMUNITY SERVICES.....	27
6.8	DIRECTOR, PUBLIC WORKS SERVICES.....	30
6.9	MEDICAL OFFICER OF HEALTH	32
6.10	PUBLIC INFORMATION OFFICER	34
6.11	MUNICIPAL SUPPORT & ADVISORY TEAM DIRECTOR.....	36
7.0	MUNICIPAL SUPPORT & ADVISORY TEAM.....	37
7.1	COUNCIL SUPPORT OFFICER	37
7.2	INFORMATION SYSTEMS OFFICER	38
7.3	CLIENT SERVICES OFFICER.....	39
7.4	FINANCE OFFICER.....	40

7.5	HUMAN RESOURCES OFFICER	41
7.6	ENVIRONMENTAL OFFICER.....	43
7.7	LOGISTICS OFFICER.....	44
7.8	TRANSPORTATION OFFICER.....	45
8.0	EMERGENCY OPERATIONS CENTRE STAFF	46
8.1	DUTY OFFICER	46
8.2	ASSISTANT TO THE EOC DIRECTOR.....	47
8.3	TELECOMMUNICATIONS OFFICER	48
	GLOSSARY OF TERMS.....	49





1.0 INTRODUCTION

1.1 AIM

The aim of the City of Kingston's Emergency Plan is to establish a plan of action to provide the efficient and effective deployment of services and resources in the event of a major emergency; to protect and preserve health, safety and welfare of the residents and visitors of the City of Kingston; and limit or prevent damage and destruction of property, infrastructure and the environment.

The City of Kingston is vulnerable to many risks and hazards. These can human health emergencies, hazardous materials incidents, infrastructure disruptions that could involve utility and power failure, and natural hazards such as severe weather.

The Emergency Plan must be utilized to assist emergency and municipal services and officials in their emergency response activities. The Plan must be flexible enough to adapt to all risks and hazards and must be supported with:

- Adequate personnel, equipment and expertise from the response agencies.
- Familiarity with contents of the Plan by participating agencies.
- Training and exercises.
- Awareness of resources available from neighbouring municipalities and the private sector, supplemented by prearranged agreements.
- Testing of the Plan on a regular basis.
- Review of the Plan following any incidents or exercises where it is implemented.



1.2 AUTHORITY

Under the provisions of the Emergency Management and Civil Protection Act (2006), the Mayor (or designate):

“may declare that an emergency exists in the municipality, or in any part thereof, and may take such actions and make 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.”

As enabled by the Emergency Management and Civil Protection Act, the City of Kingston’s Emergency Plan has been issued under the authority of the City of Kingston By-law 2009-69. A copy is filed with Emergency Management Ontario and the Provincial Emergency Operations Centre.

1.3 AMENDMENT & REVISIONS

The Emergency Plan, as approved under By-law 2009-69, may only be amended by City Council.

However, minor administrative changes to the Plan can be approved by the Municipal Control Group, without resubmitting the Plan to City Council.



1.4 OBJECTIVES

The Emergency Plan may be implemented in whole, or in part, as the situation warrants and provides guidance and direction in responding to an emergency or disaster that may involve multiple sites and jurisdictions.

The main objectives of the Plan are:

- 1.4.1 To ensure the earliest possible response and overall control of the emergency operations;
- 1.4.2 To undertake immediate actions to eliminate all sources of potential danger within the affected area;
- 1.4.3 To ensure coordinated acquisition and distribution of emergency resources, supplies, and equipment;
- 1.4.4 To establish an Emergency Operations Centre and any other necessary emergency operations control facilities, reception/evacuation centres, etc;
- 1.4.5 To rescue all persons affected by the emergency;
- 1.4.6 To arrange immediate first aid treatment and transport of casualties to hospitals and/or designated sites;
- 1.4.7 To secure the emergency site to establish crowd control, facilitate emergency operations access/egress, and prevent injuries/casualties;
- 1.4.8 To provide timely, factual, and official information to the emergency operations officials, media, public, and individuals seeking personal information;
- 1.4.9 To evacuate any building that poses a threat to public safety;
- 1.4.10 To provide for a total or partial controlled evacuation of the City, as required;
- 1.4.11 To provide emergency food, lodging, clothing, and essential social services and assistance to persons affected by the incident and emergency services personnel involved;



- 1.4.12 To arrange for assistance from private, voluntary, non-profit and government organizations and agencies;
- 1.4.13 To commence coordinated recovery activities;
- 1.4.14 To authorize expenditures;
- 1.4.15 To restore critical services;
- 1.4.16 To designate employees to be responsible for reviewing and updating the Emergency Plan and establishing an Emergency Management training program.

1.5 COMMUNITY HAZARD ANALYSIS

The City of Kingston has completed the Hazard Identification Risk Assessment (HIRA) developed by Emergency Management Ontario. The potential community hazards within the City of Kingston are listed below.

- Human Health Emergencies
- Critical Infrastructure/Power Failures
- Rail Transportation Accident or other Hazardous Materials Incident
- Severe Weather Conditions
- Major Structural/Wildland Fires

1.6 CONCEPTUAL RESPONSE

Although the Emergency Plan is very comprehensive and lists the key steps and anticipated responsibilities to be fulfilled in most situations, it cannot predict and address every possible disaster scenario. The concepts and principles of emergency management can be applied to all incidents in order to support a controlled and coordinated emergency response.



1.7 EMERGENCY LEVELS

Most emergencies are managed at the scene by Police, Fire or Emergency Medical Services. Emergencies of greater scale and severity require an emergency management response structure beyond normal daily operations. The response required must correspond to the scale of the incident as defined in the Emergency Level classification.

EMERGENCY LEVELS	EVENT/SITUATION
LEVEL I (Municipal Advisory) Routine Incidents	Daily routine events managed by Police, Fire, and/or Emergency Medical Services.
LEVEL II (Municipal Emergency) Emergency	An abnormal situation that demands prompt coordinated actions that may require some multi-agency response with the possibility of opening the City of Kingston's Emergency Operations Centre.
LEVEL III (Municipal Emergency) Major emergency, or Disaster	An emergency of major proportions, as described in the Emergency Management and Civil Protection Act (i.e. a situation or impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property that is caused by the forces of nature, a disease or other health risk, an accident or act whether intentional or otherwise).



2.0 DECLARATION/TERMINATION OF AN EMERGENCY

2.1 DECLARATION OF AN EMERGENCY

When an emergency exists, but has not yet been officially declared, the MCG, community officials and employees may take such action(s) under this Emergency Plan as may be required to protect property, infrastructure, and the health, safety and welfare of the residents of the City of Kingston.

The Mayor, or his/her designate, is responsible for declaring a state of local emergency. This decision should be made in consultation with the other members of the MCG and is based on the following general criteria:

- The situation or event poses danger of major proportions to the health and property of the citizens of Kingston and/or the environment;
- The use of emergency resources creates an unacceptable risk in the balance of the community;
- The response exceeds the available resources and expertise and necessitates a multi-organizational and multi-jurisdictional response; and/or
- Additional legal powers are required.

2.2 REQUESTS FOR ASSISTANCE

Assistance may be requested from other municipalities, by contacting the respective Head of Council and/or directly through senior staff. Assistance may also be requested from the Province of Ontario at any time. Requests for assistance from the federal government are to be made via Emergency Management Ontario. In all cases, the City of Kingston will not lose control or authority in responding to the emergency.

2.3 TERMINATION OF AN EMERGENCY

The MCG will make a recommendation to the Mayor, or designate, to officially declare the termination of an emergency. A municipal emergency may be terminated at any time by the Mayor/his/her designate, or the Council of the City of Kingston, or the Premier of Ontario.

When terminating a municipal emergency, the Mayor, or designate, will ensure the Ministry of Community Safety and Correctional Services, Emergency Management Ontario, City Council, the public, the local Member of Parliament, the local Member of Provincial Parliament, and all involved agencies, personnel, and neighbouring communities are notified, as required.



3.0 NOTIFICATION, ACTIVATION & IMPLEMENTATION

3.1 NOTIFICATION OF AN EMERGENCY

3.1.1 Notification Source

The City of Kingston's first responders typically are the first to initiate emergency notification but notice may be received from external sources including the media and the public. All external information should, where possible, be verified by either the City of Kingston Police Communications Centre or the Kingston Fire & Rescue Communications Centre. If the information cannot be immediately confirmed, members of the MCG should use due diligence and convene the MCG.

A confidential list of contact names, numbers and addresses for the MCG members, MSAT members, designates, and the standard operating procedures for the alert and notification stages shall be maintained and confirmed monthly by Kingston Fire & Rescue Communications.

3.1.2 Staff Notification

Once notified of an emergency, all MCG members will proceed immediately to the designated EOC.

Each member of the MCG is responsible for notifying his/her departmental employees. Designates and staff with designated emergency response duties may be instructed to:

- Remain at his/her location;
- Be placed on emergency standby; or
- Report to a designated official, EOC, or specific location.

3.1.3 Provincial Notification

Once an emergency is declared, the Mayor will notify the Solicitor General via Emergency Management Ontario.



3.2 ACTIVATION OF THE PLAN

In the event of an actual or potential emergency situation, any MCG member, or designate, may activate this Plan in whole, or in part, by contacting the Kingston Fire & Rescue Communications Centre and requesting the Emergency Notification process be activated. If contact cannot be made with the KFR Communications Centre, the “On Duty Officer in Charge” at the Kingston Police Service can notify the MCG via telephone, or by dispatching a police officer in person. The caller must provide the KFR Communications Centre or Kingston Police Service On Duty Officer with information about the nature and location of the emergency and specify whether the MCG is to assemble at the primary Emergency Operations Centre, or an alternate EOC location.

3.3 IMPLEMENTATION OF THE PLAN

When an emergency exists, but has not been declared to exist, municipal employees are authorized to take such action(s) under this emergency plan as may be required to respond to the emergency.

3.4 DE-ACTIVATION OF THE PLAN

The Municipal Control Group is responsible for developing an initial recovery plan to restore critical services and to facilitate the transition from emergency to a state of safe and acceptable conditions in all areas affected by the emergency.

Once the state of emergency is declared terminated at the Emergency Site(s), the MCG and Emergency Site Manager will ensure there are provisions for the rehabilitation of the Emergency Site(s) and environment. The area immediately adjacent to site(s) and any other areas of the community as applicable, shall be declared safe with provisions for rehabilitation of the environments, etc. as determined by the MCG.

3.5 SUPPLEMENTARY PLANS

The purpose of a Supplementary Emergency Plan is for each Group, Department, or Agency to determine and outline how it will fulfill the roles and responsibilities assigned within the City’s Emergency Plan. Supplementary Plans should detail the functional guidelines, operational details, and resources available to support the main Plan and ensure continuity of operations. Each MCG member is responsible to ensure their respective staffs are trained to perform the roles and responsibilities assigned within their respective Supplementary Emergency Plan. All members have adopted a cycle of continuous improvement predicated upon annual training, testing and regular updating of these supplementary plans.



4.0 EMERGENCY OPERATIONS CENTRES

An Emergency Operations Centre (EOC) is the central facility or headquarters, from which the Municipal Control Group directs, coordinates, communicates and supports emergency operations within the municipality's jurisdiction. The City of Kingston's primary EOC is equipped with a back-up power generator, telephones, maps, directories, radio communications equipment and various supplies.

Upon notification, the Municipal Control Group will assemble at the designated Emergency Operations Centre location.

4.1 EOC ACTIVATION

The primary EOC is equipped, set up, and ready to be used at all times. Alternate EOC sites have designated areas that must be commandeered and then set up using basic equipment and supplies stored on site. In these situations, the MCG members are responsible, on arrival, for setting up the EOC and making it operational.

Pending the arrival of the CAO (or designate), the first MCG member to arrive shall exercise control in establishing a functioning EOC and in assessing the situation.

4.2 CONCEPT OF EOC OPERATIONS

During an emergency, the Municipal Control Group (MCG) will assemble at the Emergency Operations Centre. In consultation with the MCG, the EOC Director will appoint an Emergency Site Manager, to coordinate the response effort at the emergency site. The MCG will act in support of the Emergency Site Manager. The MCG may also invite support/advisory staff to assist at the EOC.

The Telecommunications Officer (along with representatives from Police, Fire, Utilities Kingston, Public Works and Amateur Radio Emergency Service) will establish the Emergency Radio Communications Centre (ERCC), adjacent to the primary EOC. The ERCC will maintain communications between the Emergency Site, Emergency Services Dispatch Centres, Reception/Evacuation Centres and the EOC.

MCG members and support/advisory staff will activate their own Supplementary Plans, including alerting and mobilizing their own staff resources. These plans shall contain detailed procedures for their area of responsibility and assign the person(s) or position(s) responsible to assume the role and responsibilities as their MCG designates.



CITY OF KINGSTON - EMERGENCY RESPONSE PLAN

MCG members, designates and support/advisory staff will maintain a log of all major decisions, instructions issued and actions taken. This will form part of the official record of the emergency.

MCG members will work shifts of 8 to 12 hours, or as required. Upon shift change at the EOC, each MCG member shall brief their respective designate.

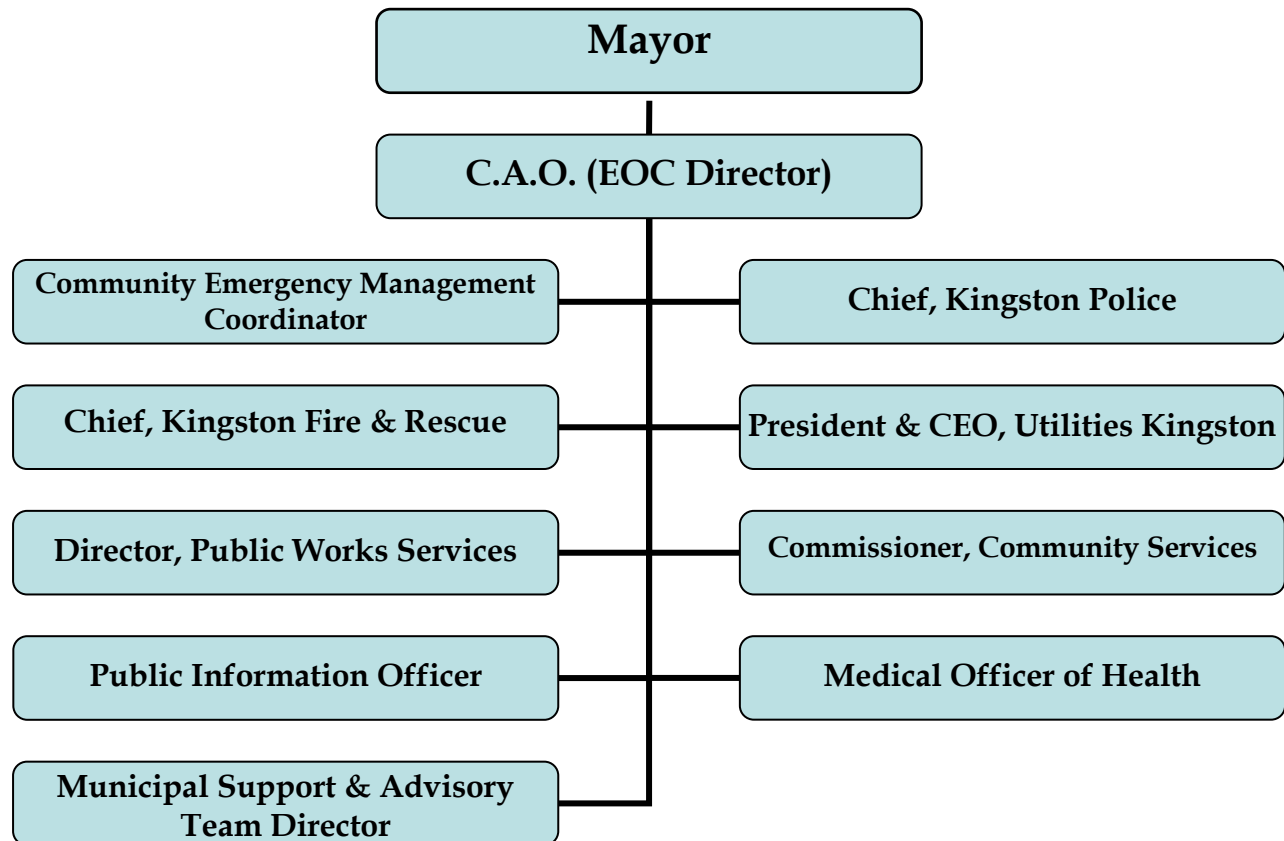
4.3 OPERATIONS CYCLE

During an emergency, members of the MCG will gather at regular intervals to inform each other of actions taken and problems encountered. The EOC Director will establish frequency of meetings and agenda items. Meetings will be kept as brief as possible, thus allowing members to carry out their individual responsibilities. Maps and status boards will be prominently displayed and kept up-to-date by the Duty Officer under the direction of the EOC Director.



5.0 MUNICIPAL CONTROL GROUP (MCG)

The emergency response shall be directed by a group of officials known as the Municipal Control Group (MCG) whom are responsible for providing services to minimize the effects of the emergency on the municipality. The MCG members are depicted in the chart below.





5.1 MUNICIPAL SUPPORT & ADVISORY TEAM (MSAT)

The Municipal Support & Advisory Team Director is a member of the Municipal Control Group, and is responsible for coordinating the activities of the Municipal Support and Advisory Team. The MSAT provides support, logistics and advice to the Municipal Control Group.

The MSAT Team is comprised of the following members:

- Council Support Officer
- Information Systems Officer
- Client Services Officer
- Finance Officer
- Human Resources Officer
- Environmental Officer
- Logistics Officer
- Transportation Officer

5.2 EMERGENCY SUPPORT AGENCIES

Developing and strengthening community emergency management partnerships and protocols is an ongoing process. Local organizations have been contracted to provide emergency supports and services, as required, at the City's request.



6.0 RESPONSIBILITIES OF THE MUNICIPAL CONTROL GROUP

The Municipal Control Group (MCG) is responsible for taking all necessary steps and providing services to minimize the effects of the emergency on the municipality.

Under the direction of the EOC Director, the MCG may take any of the following actions:

- 6.0.1 Advise the Mayor whether the declaration or termination of an emergency is recommended.
- 6.0.2 Set up the Emergency Operations Centre.
- 6.0.3 Designate any area in the municipality as the Emergency Site.
- 6.0.4 Appoint an Emergency Site Manager, through the EOC Director. Monitor and support the activities of the Emergency Site Manager and ensure that all steps are taken to mitigate the effects of the emergency.
- 6.0.5 Provide the resources requested in support of the Emergency Site Manager.
- 6.0.6 In consultation with the Emergency Site Manager, ensure that a Command Post and site assembly area for additional staff resources and equipment are designated.
- 6.0.7 Call out and mobilize any municipal equipment and personnel, as necessary.
- 6.0.8 Arrange and coordinate requests for personnel, services and equipment from private, voluntary and other agencies not under municipal control.
- 6.0.9 Allocate available personnel, services and equipment in response to the emergency and/or request assistance from the private and non-profit sectors and other levels of government.
- 6.0.10 Review the MCG composition and determine if additional advisory staff and support team members are required
- 6.0.11 Determine whether any building or area, where public safety may be at risk, should be evacuated. Issue any instructions and orders for evacuation, to ensure the safety of the population at risk.



CITY OF KINGSTON - EMERGENCY RESPONSE PLAN

- 6.0.12 Ensure the provision of emergency food, shelter and clothing, on a temporary basis, for any citizens who are in need of assistance as a result of the emergency.
- 6.0.13 Ensure the dispersal of persons not directly connected with the operations who may be in danger, or those whose presence could hinder the emergency response.
- 6.0.14 Determine if additional volunteers are required and if appeals for volunteers are warranted. Ensure the direction and coordination of volunteers.
- 6.0.15 Determine if it is necessary to discontinue any service and/or demolish any building or structure if it poses a risk to public safety within the emergency area.
- 6.0.16 Ensure the establishment and coordination of radio, wireless and telephone communications, as required.
- 6.0.17 Ensure the implementation of the Emergency Information Plan, including the establishment of Media and Citizen Inquiry Centres. Ensure the general public and media receive emergency instructions and information.
- 6.0.18 Ensure proper protocols are in place to approve, record and monitor expenditures.
- 6.0.19 Ensure that unaffected areas of the municipality continue to receive a reasonable level of service, having regard to the stress on resources as a result of the emergency.
- 6.0.20 Maintain individual vital resources lists.
- 6.0.21 Maintain an ongoing log recording decisions made and actions taken, and provide these logs to the Duty Officer before leaving the EOC. All logs will be retained as part of the long term public record of the emergency.
- 6.0.22 Initiate and implement emergency recovery and victim assistance efforts and restore normal municipal services.
- 6.0.23 Conduct appropriate Critical Incident Stress debriefing and operational debriefing following termination of the emergency.



CITY OF KINGSTON - EMERGENCY RESPONSE PLAN

- 6.0.24** Ensure the preparation of a final report containing operational evaluation, including recommendations on changes to the Emergency Plan or Supplementary Plans.
- 6.0.25** Notify the EOC Director of any significant changes in the capacity to fulfill individual obligations under the Plan.
- 6.0.26** Notify Fire Communications of any changes to the Emergency Notification System/Contact List.



6.1 MAYOR

The duties of the Mayor include:

- Act as the spokesperson for the City of Kingston
- Provide necessary information to the public, media and provincial authorities
- Declare/terminate a state of emergency

The Mayor, or designate, is responsible to:

- 6.1.1 Activate the Emergency Notification System via Kingston Fire & Rescue, when applicable;
- 6.1.2 Upon consultation with the MCG, declare the existence of an Emergency and designate an Emergency Site(s);
- 6.1.3 Ensure that the Province of Ontario (via contact with Emergency Management Ontario) has been notified of the declaration of an emergency;
- 6.1.4 In consultation with the MCG, issue orders considered necessary to implement this Emergency Plan to protect the safety, health, welfare and property of the citizens of the City of Kingston;
- 6.1.5 In consultation with the MCG, invite representatives of other public or private agencies to join the MCG where necessary;
- 6.1.6 Act as an official spokesperson for the municipality during the emergency. Consult with the Public Information Officer and the CAO, to confirm a schedule of press releases, integrated with the Emergency Information Plan;
- 6.1.7 Liaise with the Council Support Officer to ensure that Council is advised of any emergency declaration/termination of the emergency and is kept apprised of the emergency situation;
- 6.1.8 Establish liaison with the provincial and federal elected officials;
- 6.1.9 Notify, where appropriate, Heads of Council of surrounding municipalities of the existence of an emergency in the City of Kingston;
- 6.1.10 Where feasible, provide assistance in the care of family members, for those employees (in Mayor's Office) who are involved in responding to the emergency;



CITY OF KINGSTON - EMERGENCY RESPONSE PLAN

- 6.1.11 Maintain a log of all major decisions, instructions issued and actions taken;
- 6.1.12 Upon shift change at the EOC, provide situation briefing to designate;
- 6.1.13 Declare that the emergency has been terminated and ensure all concerned have been notified. (Note: City Council or the Premier may also declare the termination of an emergency);
- 6.1.14 Assist with the preparation of a final report containing operational evaluation of his/her area of responsibility, including proposed changes to the Emergency Plan or Supplementary Plans.



6.2 EOC DIRECTOR (Chief Administrative Officer)

The City of Kingston's Chief Administrative Officer, or designate, will act as the EOC Director to provide and direct all operations within the City of Kingston's Emergency Operations Centre. The CAO, or designate, is responsible to:

- 6.2.1 Activate the Emergency Notification System via Kingston Fire & Rescue, when applicable;
- 6.2.2 Exercise overall management authority/responsibility for the EOC and for the coordination between emergency response and supporting agencies in the EOC;
- 6.2.3 Schedule and chair MCG meetings. Establish operations meeting cycle and agenda;
- 6.2.4 Approve EOC priorities and objectives. Approve critical and extra-ordinary resource requests;
- 6.2.5 Appoint, upon consultation with the MCG, an Emergency Site Manager;
- 6.2.6 Ensure, via the Telecommunications Officer, that a communication link and ongoing liaison are established between the MCG and Emergency Site Manager;
- 6.2.7 Ensure that operational information updates are available for circulation, discussion, and display within the EOC. Ensure that a master event log is maintained recording all major decisions and actions taken by the MCG;
- 6.2.8 Ensure that the necessary administrative and clerical staff are provided to assist the MCG;
- 6.2.9 Provide regular updates and act as the principal advisor to the Mayor and Council on all emergency related matters;
- 6.2.10 Direct, in consultation with the Public Information Officer, appropriate emergency public information using the best methods of dissemination. Approve the issuance of media releases and public information materials;
- 6.2.11 Ensure the appropriate legal and statutory requirements are met. Legal advice and assistance to be provided by the City's Department of Legal Services.
- 6.2.12 Maintain a log of all major decisions, instructions issued and actions taken.



6.3 COMMUNITY EMERGENCY MANAGEMENT COORDINATOR

The Manager, Emergency Management, or designate, is responsible to:

- 6.3.1 Activate the Emergency Notification System via Kingston Fire & Rescue as required;
- 6.3.2 Act as an advisor to the EOC Director and the MCG, as required;
- 6.3.3 Provide advice regarding the City of Kingston Emergency Response Plan and departmental emergency supplementary plans;
- 6.3.4 Liaise with other EOCs, local authorities, and provincial and federal agencies, as required;
- 6.3.5 Coordinate agency representatives for the EOC, as required, and serve as a point of contact for, and interaction with, VIPs/representatives from other agencies arriving at the EOC;
- 6.3.6 Provide office supplies and equipment as required at the City of Kingston's EOC;
- 6.3.7 Maintain a log of all major decisions, instructions issued and action taken;
- 6.3.8 Upon shift change at the EOC, provide situation briefing to designate;
- 6.3.9 Prepare and submit a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to Emergency Plan or Supplementary Plans.



6.4 FIRE CHIEF

The duties of Kingston Fire & Rescue include:

- Protection of life and property
- Suppression and prevention of fires
- High Angle, Confined Space, Water/Ice Rescue
- Vehicle and Farm Extrications
- Investigations of Fire & Environmental Emergencies
- Administration of Emergency Fire Service Plans and Programs for Frontenac, Lennox & Addington Fire Districts (Mutual Aid)

The Fire Chief, or designate, is responsible to:

- 6.4.1 Activate the Emergency Notification System via Kingston Fire & Rescue, when applicable;
- 6.4.2 Activate the Emergency Notification System, when deemed advisable or when requested by any member of the MCG and ensure that members of the MCG are notified;
- 6.4.3 Provide the MCG with information and advice on fire fighting and rescue matters;
- 6.4.4 Conduct all operations connected with fighting fires, effecting searches and rescues and controlling hazardous materials. Recommend demolition of unsafe buildings;
- 6.4.5 Ensure that Fire vehicles, equipment and personnel are available to provide assistance;
- 6.4.6 Ensure the mobile emergency evacuation centre generator is regularly tested and maintained;
- 6.4.7 In conjunction with the Emergency Site Manager and Kingston Police, arrange for a command post with communications to the EOC, and inform the EOC Director;
- 6.4.8 Establish an ongoing communications link with the senior fire official at the Emergency Site;



CITY OF KINGSTON - EMERGENCY RESPONSE PLAN

- 6.4.9 Activate the Frontenac, Lennox and Addington Mutual Fire Aid System if necessary, and inform the EOC Director;
- 6.4.10 In conjunction with Kingston Police, ensure that appropriate Ministries and support agencies are contacted;
- 6.4.11 Provide, on request, media relations assistance to the Public Information Officer. All media communications must be cleared with the Emergency Site Manager and the Public Information Officer (unless an immediate and urgent nature which requires immediate warnings or directions to be provided to residents);
- 6.4.12 Determine if additional equipment or supplies are needed and recommend possible sources. For example, additional water, breathing apparatus, protective clothing, etc;
- 6.4.13 Liaise with the Medical Officer of Health regarding chemical spills, radiation threats or other environmental threats;
- 6.4.14 Investigate and seek to determine the cause of any explosions, spills or fire incidents, as required by provincial legislation;
- 6.4.15 Notify the Central Ambulance Communications Centre (CACC) of the emergency and provide an initial estimate of casualties;
- 6.4.16 Act as the coordinating link with the County of Frontenac ambulance services;
- 6.4.17 Provide assistance to the other municipal departments and be prepared to contribute to non-fire fighting operations if necessary, e.g. rescue, first aid, casualty collection, pumping operations, etc;
- 6.4.18 Provide an Emergency Site Manager or representative, if required;
- 6.4.19 Where feasible, provide assistance in the care of family members, for those employees (in own department) who are involved in responding to the emergency;
- 6.4.20 Maintain accurate records of all emergency equipment assigned to his/her department and ensure that periodic, physical inventories are performed;
- 6.4.21 Maintain a log of all major decisions, instructions issued and actions taken;



CITY OF KINGSTON - EMERGENCY RESPONSE PLAN

- 6.4.22 Upon shift change at the EOC, provide situation briefing to designate;
- 6.4.23 Assist with the recovery process and restoration of normal municipal services as soon as deemed appropriate;
- 6.4.24 Prepare and submit a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the Emergency Plan or Supplementary Plans.



6.5 POLICE CHIEF

Police duties continue to be:

- Protection of life and property
- Preservation of peace
- Prevention of crime and disorder
- Crowd and traffic control
- Investigation of offenses
- Preservation of evidence

The Police Chief, or designate, is responsible to:

- 6.5.1 Activate the Emergency Notification System, when requested by Kingston Fire & Rescue Communications' Dispatch, or when deemed advisable;
- 6.5.2 Provide the MCG with advice on law enforcement matters;
- 6.5.3 Ensure that Police vehicles, equipment and personnel are available to provide assistance;
- 6.5.4 Control and, if necessary, disperse crowds within the Emergency Site and prevent unlawful activities. Prevent unauthorized entry into the Emergency Site;
- 6.5.5 In conjunction with the Emergency Site Manager and Kingston Fire & Rescue, arrange for a command post with communications to the EOC and inform the EOC Director;
- 6.5.6 Establish inner and outer perimeters of the Emergency Site as necessary;
- 6.5.7 Control traffic to facilitate the movement of ambulances to hospitals and medical facilities and to assist in the movement of other emergency vehicles to and from the Emergency Site;
- 6.5.8 Alert persons endangered by the emergency and coordinate the evacuation of buildings or areas when ordered by the MCG. Establish staging areas as required and advise the MCG as to the location of the staging areas.
- 6.5.9 Establish evacuation routes to provide control;
- 6.5.10 Maintain law and order at the EOC, staging areas, reception/evacuation centres, morgues and other facilities as required;



CITY OF KINGSTON - EMERGENCY RESPONSE PLAN

- 6.5.11 Arrange when necessary, additional police assistance from surrounding police departments, OPP detachments, the RCMP and the Canadian Armed Forces;
- 6.5.12 Notify the Central Ambulance Communications Centre (CACC) of the emergency and provide an initial estimate of the casualties;
- 6.5.13 Notify the Coroner in the event of fatalities and perform any additional responsibilities required under the Coroner's Act;
- 6.5.14 Provide, on request, the services of a media relations officer to staff the Media Centre. All media communications must be cleared through the Emergency Site Manager and Public Information Officer (unless of an immediate and urgent nature which requires immediate warning or directions to be provided to citizens);
- 6.5.15 Provide support to any investigation to determine the cause of the disaster;
- 6.5.16 Provide an Emergency Site Manager or representative, if required;
- 6.5.17 Establish an ongoing communication link with the senior police official at the Emergency Site;
- 6.5.18 In conjunction with Kingston Fire & Rescue, ensure that appropriate Ministries and support agencies are contacted;
- 6.5.19 Maintain accurate records of all emergency equipment assigned to his/her department and ensure that periodic physical inventories are performed;
- 6.5.20 Where feasible, provide assistance in the care of family members for those employees (in own department) who are involved in responding to the emergency;
- 6.5.21 Maintain a log of all major decisions, instructions issued and actions taken;
- 6.5.22 Upon shift change at the EOC, provide situation briefing to designate;
- 6.5.23 Assist with the recovery process and restoration of normal municipal services as soon as deemed appropriate;
- 6.5.24 Prepare and submit a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the Emergency Plan, or Supplementary Plans.
- 6.5.25 Activate the Alternate (tertiary) Emergency Operation Centre, when requested by Kingston Fire & Rescue Communications Dispatch, or when deemed advisable.



6.6 PRESIDENT & CEO, UTILITIES KINGSTON

The Utilities Division continues to be responsible for:

- Water distribution and sewage collection
- Water and sewage treatment
- Maintenance of sanitary and storm sewage
- Electrical distribution (City centre)
- Natural Gas distribution (City centre)
- Traffic signalization

The President & CEO of Utilities Kingston, or designate, is responsible to:

- 6.6.1 Activate the Emergency Notification System when deemed advisable;
- 6.6.2 Provide engineering and utilities advice to the MCG;
- 6.6.3 Ensure that vehicles, equipment, and personnel are available to provide assistance;
- 6.6.4 Maintain liaison with external utilities and agencies. Maintain and provide a list of equipment, supplies, construction companies, private contractors and engineering resources;
- 6.6.5 Disconnect, or arrange for the disconnection, of any utility service that has been identified as posing a hazard to public safety;
- 6.6.6 Provide, or arrange for the provision of, alternate supplies of utilities where necessary and practicable. Provide temporary power for utilities operations;
- 6.6.7 Provide emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health. Liaise with the Fire Chief concerning emergency water supplies for firefighting purposes;
- 6.6.8 Restore service, where possible, to any essential service such as hospitals and long term care institutions according to established priorities. Reestablish or arrange for the reestablishment of utilities services. Liaise with Police regarding the location of staging areas and Community Services regarding reception/evacuation centres;
- 6.6.9 In the event of a gas leak or explosion, monitor the extent and concentration of natural gas and determine the need to evacuate buildings, close streets, etc;



CITY OF KINGSTON - EMERGENCY RESPONSE PLAN

- 6.6.10 Contain sanitary sewer system borne spills and maintain liaison with the Ministry of the Environment regarding spills under their control/jurisdiction;
- 6.6.11 Coordinate clearing of trees/branches affecting hydro lines;
- 6.6.12 Provide an Emergency Site Manager or representative, if required;
- 6.6.13 Provide, on request, media relations assistance to the Public Information Officer. All media communications must be cleared with the Emergency Site Manager and the Public Information Officer (unless of an immediate and urgent nature which requires immediate warnings or directions to be provided to residents), or as directed by the EOC Director;
- 6.6.14 Where feasible, provide assistance in the care of family members, for those employees (in own department) who are involved in responding to the emergency;
- 6.6.15 Ensure that an inventory of equipment is available to assist in an emergency. Maintain accurate records of all emergency equipment and facilities assigned to his/her organization;
- 6.6.16 Maintain a log of all major decisions, instructions issued and actions taken;
- 6.6.17 Upon shift change at the EOC, provide situation briefing to designate;
- 6.6.18 Assist with the recovery process and restoration of normal municipal services as soon as deemed appropriate;
- 6.6.19 Prepare and submit a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the Emergency Plan or Supplementary Plans.



6.7 COMMISSIONER OF COMMUNITY SERVICES

The responsibilities of Community Services include:

- Providing six emergency social services;
- Supporting and coordinating the humane care of companion animals and liaising with appropriate lead organizations responsible for the well being of livestock to assess municipal support required;
- Providing special emergency child minding arrangements for staff involved in emergency response, if deemed necessary;
- Coordinating food services for staff and registered volunteers within Community Services, who are involved in emergency response.

The Commissioner of Community Services, or designate, is responsible to:

6.7.1 Activate the Emergency Notification System when deemed advisable;

6.7.2 Provide advice to the MCG;

6.7.3 Ensure that personnel and equipment are available to provide assistance;

6.7.4 Arrange for the basic services considered essential for the immediate and continuing well-being of persons affected by a disaster which include the following six Emergency Social Services:

- i.) **Reception Centre Service** to set up and operate a one-stop service site(s) where evacuees are received and in which five of the Emergency Social Services are provided in addition to first aid services, recreational activities and other services as required.
- ii.) **Emergency clothing** to provide adequate protection from the elements.
- iii.) **Emergency lodging** to provide adequate temporary accommodation.
- iv.) **Emergency feeding** to provide food or meals to those persons without food or food preparation facilities.
- v.) **Registration & Inquiry Services** to assist in reuniting families and to collect information and answer queries concerning the safety and whereabouts of missing persons.
- vi.) **Personal services** to provide for the initial reception of evacuees; provide child minding services for families at the reception centre;



CITY OF KINGSTON - EMERGENCY RESPONSE PLAN

liaise with responsible organizations involving the temporary care of unattended children and dependent elderly; assist persons with special needs; provide or arrange for provision of financial/material assistance; and arrange for emotional support and pastoral care assistance as required.

- 6.7.5 Liaise with Kingston Frontenac Lennox & Addington Public Health on areas of mutual concern regarding operations in reception/evacuation centres;
- 6.7.6 Make arrangements with the Transportation Officer to ensure the provision of transportation to and from reception/evacuation centre(s) and ongoing transportation needs;
- 6.7.7 Liaise with Kingston Police, Utilities Kingston and the Municipal Support & Advisory Team with respect to the pre-designation and designation of reception/evacuation centres;
- 6.7.8 Liaise with the Logistics Officer for the provision of necessary equipment and supplies for all responsibilities within Community Services;
- 6.7.9 Support and coordinate the humane care of companion animals and liaise with appropriate lead organizations responsible for the well being of livestock to assess municipal support required;
- 6.7.10 Provide special emergency child minding arrangements for staff involved in emergency response, if deemed necessary;
- 6.7.11 Coordinate meals for staff and registered volunteers within Community Services who are involved in emergency response;
- 6.7.12 Where feasible, provide assistance and support in the care of family members, for those employees (in own Group/Department) who are involved in responding to the emergency;
- 6.7.13 Provide an Emergency Site representative, if required;
- 6.7.14 Maintain accurate records of all emergency equipment and facilities assigned to Community Services and complete periodic physical inventories;
- 6.7.15 Maintain a log of all major decisions, instructions issued and actions taken;
- 6.7.16 Upon EOC shift change, provide situation briefing to designate;



CITY OF KINGSTON - EMERGENCY RESPONSE PLAN

- 6.7.17 Assist with the recovery process and the restoration of regular municipal services as soon as deemed appropriate;
- 6.7.18 Prepare and submit a final report containing an operational evaluation of his/her area of responsibility, including recommendations on changes to the Emergency Plan or Supplementary Plans.



6.8 DIRECTOR, PUBLIC WORKS SERVICES

Public Works is responsible for:

- Solid waste collection and disposal
- Maintenance of sidewalks, streets, bridges
- Maintenance of parks and green spaces
- Snow clearing and removal

The Director, Public Works Services, or designate, is responsible to:

- 6.8.1 Activate the Emergency Notification System when deemed advisable;
- 6.8.2 Provide information and advice to the MCG on public works related matters;
- 6.8.3 Ensure that vehicles, equipment and personnel are available to provide assistance to support the emergency site(s) and the City's critical services;
- 6.8.4 Provide barricades and flashers at the Emergency Site. Clear debris, snow or other obstructions in and around the Emergency Site;
- 6.8.5 Arrange for snow clearing and removal operations. Provide essential waste disposal services;
- 6.8.6 Assist with traffic control, evacuations, etc., by clearing emergency routes, marking obstacles, providing road signs, etc. Coordinate and direct the clearing and removal of fallen trees and property that obstruct traffic;
- 6.8.7 Discontinue any public works service, as required and restore these services when appropriate;
- 6.8.8 Work with Emergency Services and the Environmental Officer to coordinate emergency pumping operations (on public property), sandbagging and other flood and water control measures. Procure equipment for pumping operations.
- 6.8.9 Provide an Emergency Site representative, if required;
- 6.8.10 Where feasible, provide assistance in the care of family members, for those employees (in own department) who are involved in responding to the emergency;



CITY OF KINGSTON - EMERGENCY RESPONSE PLAN

- 6.8.11 Maintain accurate records of all emergency equipment and facilities assigned to his/her department and ensure that periodic physical inventories are performed;
- 6.8.12 Maintain a log of all major decisions, instructions issued and actions taken;
- 6.8.13 Upon shift change at the EOC, provide situation briefing to designate;
- 6.8.14 Assist with the recovery process and restoration of normal municipal services as soon as deemed appropriate;
- 6.8.15 Prepare and submit a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the Emergency Plan or Supplementary Plans.



6.9 MEDICAL OFFICER OF HEALTH

KFL&A Public Health provides advice on Public Health issues and services including:

- Communicable Diseases
- Health Inspection services
- Safety of water, food and sanitation
- Advisories to the public on public health protection
- Environmental threats to health

The Medical Officer of Health, or designate, is responsible to:

- 6.9.1** Activate and terminate the KFL&A Public Health Emergency Response Plan and Emergency Notification System;
- 6.9.2** Chair or delegate chair responsibilities of the Public Health Incident Management Group at the Public Health EOC;
- 6.9.3** Coordinate the response to communicable disease related emergencies or anticipated epidemics according to the Ministry of Health and Long-Term Care policies;
- 6.9.4** Ensure that public health personnel and equipment are available to respond to an emergency;
- 6.9.5** Provide an on-site public health manager, if required, to attend the site command post as necessary;
- 6.9.6** Provide advice to the public on any matters that may adversely affect public health, including remediations;
- 6.9.7** Provide advice to health, emergency and municipal officials on public health matters in an emergency;
- 6.9.8** Coordinate all efforts to prevent and control the spread of disease during an emergency;
- 6.9.9** Coordinate and initiate mass immunization or chemoprophylaxis clinics during outbreaks of disease within the KFL&A Public Health jurisdiction as required;



CITY OF KINGSTON - EMERGENCY RESPONSE PLAN

- 6.9.10 Liaise with other public health agencies to augment and coordinate a public health response as required;
- 6.9.11 Liaise with Ontario Ministry of Health and Long-Term Care, Public Health Division and Chief Medical Officer of Health as required;
- 6.9.12 Liaise with area hospitals, long-term care homes, CCAC's and emergency medical services regarding mutual areas of concern;
- 6.9.13 Provide for the inspection of evacuation centres, make recommendations and initiate remedial actions in the areas of:
- accommodation standards relating to overcrowding, sewage and waste disposal, monitoring of water supply, air quality, sanitation, and facility layout and operation
 - food handling, storage, preparation and service
 - general health and safety involving injury prevention
- 6.9.14 Liaise with the Utilities Kingston designate, to ensure the provision of potable water, community sanitation, maintenance and sanitary facilities;
- 6.9.15 Liaise with community agencies (i.e. CCAC) to coordinate the provision of basic health services for evacuees at emergency reception centres; liaise with Community Services regarding persons with special needs requiring emergency lodging etc;
- 6.9.16 Prescribe the disease control requirements for temporary morgues and the management of deceased persons, in consultation with local authorities, Municipal Control Group and the Regional Coroner's Office;
- 6.9.17 Continue the delivery of essential mandated public health programmes and services to ensure continuity of care and general public health protection as resources permit;
- 6.9.18 Maintain a log of all major decisions, instructions, issues and actions taken. Return log to the Duty Officer upon shift change;
- 6.9.19 Upon shift change at the City of Kingston's EOC, provide situation briefing to incoming designate;
- 6.9.20 Prepare and submit a final report containing operational evaluation of the public health area of responsibility, including recommendations for changes to the City of Kingston's Emergency Response Plan and Supplementary Plans.



6.10 PUBLIC INFORMATION OFFICER

The Public Information Officer (PIO) is responsible for:

- Communications to the public, media and MCG
- Establishment and operation of an Emergency Media Centre
- Crisis communications planning and management

The Manager of Communications, or designate, is responsible to:

- 6.10.1 Activate the Emergency Notification System when deemed advisable;
- 6.10.2 Ensure that personnel and equipment are available to provide assistance;
- 6.10.3 Consult with the Mayor and the EOC Director on the need for media briefings, granting of media interviews, status of media monitoring, recommended responses to media misinformation, content of official statements, announcements and other forms of public communications, and the release of any emergency-related information to the public;
- 6.10.4 Establish and staff an Emergency Media Centre;
- 6.10.5 Develop media releases, public announcements and instructions for approval by the Mayor or CAO before release. Distribute copies to the MCG and MSAT;
- 6.10.6 Gather information from members of the MCG on the status of the emergency and any resources required to ensure proper information is provided to the public. Obtain up-to-date information for media releases, coordinate individual review and organize media briefings and conferences;
- 6.10.7 Provide public information support at the emergency site(s), if required. The City has an understanding with Kingston Police that on-site support will be provided by their media relations specialist;
- 6.10.8 Maintain liaison with the emergency site media spokesperson and any other non municipal media coordinator(s) involved in the emergency and ensure that all information released to the media and public is consistent and accurate;



CITY OF KINGSTON - EMERGENCY RESPONSE PLAN

- 6.10.9 Maintain liaison with the Client Services Officer to ensure that the most accurate and up-to-date information is disseminated to the public. Apprise the MCG members of any significant information received by the Citizen Inquiry Centre.
- 6.10.10 Monitor and keep a log of media reports and other public information;
- 6.10.11 Where feasible, provide assistance in the care of family members for those employees (in own department) who are involved in responding to the emergency;
- 6.10.12 Maintain a log of all major decisions, instructions issued and actions taken;
- 6.10.13 Upon shift change at the EOC, provide situation briefing to designate;
- 6.10.14 Prepare and submit a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to Emergency Plan or Supplementary Plans.



6.11 MUNICIPAL SUPPORT & ADVISORY TEAM DIRECTOR

The Municipal Support & Advisory Team Director is responsible to:

- Coordinate the activities of the Municipal Support & Advisory Team
- Ensure the business continuity of the Municipal Support & Advisory Team

The Municipal Support & Advisory Team Director, or designate, is responsible to:

- 6.11.1** Activate the Emergency Notification System when deemed advisable;
- 6.11.2** Ensure that personnel and equipment are available to provide assistance;
- 6.11.3** Report to the designated Emergency Operations Centre upon emergency notification and attend the Municipal Control Group Operations Cycle meetings as required;
- 6.11.4** Activate the Municipal Support & Advisory Team supplementary plans;
- 6.11.5** Coordinate the activities of the Municipal Support & Advisory Team;
- 6.11.6** Manage risk management responsibilities as it pertains to the Municipal Support & Advisory Team functions;
- 6.11.7** Act as the coordinating link between the Municipal Control Group and the Municipal Support & Advisory Team;
- 6.11.8** Coordinate the duties of the MSAT as they relate to the Ontario Disaster Relief Assistance Program, as required;
- 6.11.9** Ensure business continuity of the Municipal Support & Advisory Team;
- 6.11.10** Where feasible, provide assistance in the care of family members, for those employees (in own department) who are involved in responding to the emergency;
- 6.11.11** Maintain a log of all major decisions, instructions issued and actions taken;
- 6.11.12** Prepare and submit a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the emergency plan, or supplementary plans.



7.0 MUNICIPAL SUPPORT & ADVISORY TEAM

7.1 COUNCIL SUPPORT OFFICER

Reporting to the Municipal Support & Advisory Team Director, the Council Support Officer, or designate, is responsible to:

- 7.1.1 Report to the designated EOC upon emergency notification;
- 7.1.2 Activate the Council Support Emergency Supplementary Plan;
- 7.1.3 Ensure the provision of Council Support services and staff resources on a 24/7 basis, as required;
- 7.1.4 Liaise with the Mayor, or designate, to ensure that Council is kept apprised of the emergency situation, and is advised of any emergency declaration/termination.
- 7.1.5 Arrange special meetings of Council, as required;
- 7.1.6 Assist Council with issuing a resolution for Ontario Disaster Relief Assistance Program and appointing a Disaster Relief Committee, as required;
- 7.1.7 Coordinate provision of mail and printing services;
- 7.1.8 Where feasible, provide assistance in the care of family members, for those employees (in own department) who are involved in responding to the emergency;
- 7.1.9 Manage risk management responsibilities as it pertains to Council Support functions;
- 7.1.10 Maintain a log of all major decisions, instructions issued and actions taken;
- 7.1.11 Prepare and submit a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the emergency plan, or supplementary plan.



7.2 INFORMATION SYSTEMS OFFICER

Reporting to the Municipal Support & Advisory Team Director, the Information Systems Officer, or designate, is responsible to:

- 7.2.1 Report to the designated EOC upon emergency notification;
- 7.2.2 Activate the Information Systems, GIS and Voice Telecommunications Emergency Supplementary Plans. Activate the Information Systems Business Continuity Timelines, as required;
- 7.2.3 Ensure the EOC locations have internal LAN, including the Internet and connectivity to the city central network;
- 7.2.4 Prepare and/or provide stock maps, photos and other spatial and tabular data and prepare custom maps and analyses in printed and/or electronic formats at the designated EOC;
- 7.2.5 Maintain an appropriate inventory of Street Index and neighbourhood maps at each EOC location and update regularly;
- 7.2.6 Maintain appropriate current inventory requirements of analog phones and other mobile and digital phones and computers for deployment at each EOC location;
- 7.2.7 Prepare a distribution list of items issued during the emergency and maintain a current inventory of telephone lines, equipment, phone books and GIS products;
- 7.2.8 Where feasible, provide assistance in the care of family members, for those employees (in own department) who are involved in responding to the emergency;
- 7.2.9 Manage risk management responsibilities as it pertains to Information Systems functions;
- 7.2.10 Maintain a log of all major decisions, instructions issued and actions taken;
- 7.2.11 Prepare and submit a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the emergency plan, or supplementary plans.



7.3 CLIENT SERVICES OFFICER

Reporting to the Municipal Support & Advisory Team Director, the Client Services Officer, or designate, is responsible to:

- 7.3.1 Report to the designated EOC upon emergency notification;
- 7.3.2 Activate the Client Services Emergency Supplementary Plan;
- 7.3.3 Ensure that personnel and equipment are available to provide assistance;
- 7.3.4 Establish a Citizen Inquiry Centre (CIC) to respond to telephone inquiries from citizens regarding the emergency. Inform the MCG, Public Information Officer and emergency services of the establishment of the CIC and its designated telephone numbers;
- 7.3.5 Coordinate the provision of emergency information to “walk-in” traffic at City Hall and 1211 John Counter Boulevard office;
- 7.3.6 Liaise with the Public Information Officer to obtain current information on the emergency and to communicate the most up-to-date inquiries and information from the Citizen Inquiry Centre;
- 7.3.7 Coordinate with the Human Resources Officer a process to ensure family members of employees can contact them during an emergency;
- 7.3.8 Redirect inquiries pertaining to persons who may be located in reception/evacuation centres to the family reunification telephone;
- 7.3.9 Assist with inquiries to the investigation of the emergency, death, injuries or matters of personnel involved with or affected by the emergency and liaise with the appropriate emergency service;
- 7.3.10 Manage risk management responsibilities as it pertains to Client Services functions;
- 7.3.11 Maintain a log of all major decisions, instructions issued and actions taken;
- 7.3.12 Prepare and submit a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the emergency plan, or supplementary plans.



7.4 FINANCE OFFICER

Reporting to the Municipal Support & Advisory Team Director, the Finance Officer, or designate, is responsible to:

- 7.4.1 Report to the designated EOC upon emergency notification;
- 7.4.2 Activate the Finance Emergency Supplementary Plan;
- 7.4.3 Ensure that personnel and equipment are available to provide assistance;
- 7.4.4 Coordinate purchase and supply requirements for emergency responses and operations. Ensure purchasing guidelines are met;
- 7.4.5 Provide a list of standing purchase orders, including vendor, contact name, type of supply or service;
- 7.4.6 Ensure that a centralized record system is established;
- 7.4.7 Ensure a log of donations and donations in kind is kept for potential issuance of tax receipts;
- 7.4.8 Liaise with the Logistics Officer to transport and distribute the necessary equipment and supplies;
- 7.4.9 Assist with the establishment of Disaster Relief Committees;
- 7.4.10 Manage risk management responsibilities as it pertains to Financial Services functions;
- 7.4.11 Where feasible, provide assistance in the care of family members, for those employees (in own department) who are involved in responding to the emergency;
- 7.4.12 Maintain a log of all major decisions, instructions issued and actions taken;
- 7.4.13 Prepare and submit a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the emergency plan or supplementary plans.



7.5 HUMAN RESOURCES OFFICER

Reporting to the Municipal Support & Advisory Team Director, the Human Resources Officer, or designate, is responsible to:

- 7.5.1 Report to the designated EOC upon emergency notification;
- 7.5.2 Activate the Human Resources Supplementary Plan;
- 7.5.3 Provide advice and support to the Municipal Control Group regarding Human Resources;
- 7.5.4 Coordinate and process requests for additional human resources (municipal employees and volunteers);
- 7.5.5 Consult with the Logistics Officer to ensure a process is in place to transport additional resources to and from designated site(s);
- 7.5.6 Coordinate and process offers from volunteers and requests for volunteers;
- 7.5.7 Ensure a control process is in place to log, track, and acknowledge the contributions of volunteers;
- 7.5.8 Coordinate, in consultation with the Client Services Officer, to ensure a process is in place that allows employees responding to the emergency to be contacted by their family members;
- 7.5.9 Ensure a control process is in place to log and track all non-union and union employees for time worked, to enable proper compensation including overtime;
- 7.5.10 Coordinate, in consultation with the operating divisions, the critical and non-critical services list;
- 7.5.11 Coordinate, in consultation with the operating divisions, the personal protective requirements for redeployed staff and volunteers;
- 7.5.12 Coordinate the personal protective equipment specific to the emergency situation;



CITY OF KINGSTON - EMERGENCY RESPONSE PLAN

- 7.5.13 Ensure Employee Assistance Program/counseling services are available for staff and volunteers;
- 7.5.14 Coordinate critical incident stress management services for staff and volunteers;
- 7.5.15 Maintain a log of all major decisions, instructions issued, and actions taken;
- 7.5.16 Where feasible, provide assistance in the care of family members for those employees (in own department) who are involved in responding to the emergency;
- 7.5.17 Prepare and submit a final report, if required, containing an operational evaluation of his/her area of responsibility, including recommendations on changes to the Emergency Plan and Supplementary Plans;



7.6 ENVIRONMENTAL OFFICER

Reporting to the Municipal Support & Advisory Team Director, the Environmental Officer, or designate, is responsible to:

- 7.6.1 Report to the designated EOC upon emergency notification;
- 7.6.2 Activate the Environmental Emergency Supplementary Plan;
- 7.6.3 Maintain and advise on a listing of all municipally-owned environmental response equipment;
- 7.6.4 Maintain and advise on a listing of local contractors and vendors with environmental response goods or services;
- 7.6.5 Act as the coordinating link with all agencies with responsibilities for environmental response or environmental protection within the boundaries of, and adjacent to, the City of Kingston including, but not limited to, the Ministry of the Environment, Canadian Coast Guard, and Technical Standards and Safety Association;
- 7.6.6 Maintain a log of all major decisions, instructions issued and actions taken;
- 7.6.7 Prepare and submit a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the emergency plan, or supplementary plans.



7.7 LOGISTICS OFFICER

Reporting to the Municipal Support & Advisory Team Director, the Logistics Officer, or designate, is responsible to:

- 7.7.1 Report to the designated EOC upon emergency notification;
- 7.7.2 Activate the Logistics Emergency Supplementary Plan;
- 7.7.3 Ensure the implementation of a plan for the provision of emergency generated power for critical municipal operations/services;
- 7.7.4 Maintain and secure municipal buildings, facilities and properties;
- 7.7.5 In support of the Finance Officer, coordinate the warehousing, inventorying, distribution and tracking of emergency supplies.
- 7.7.6 Ensure that personnel and equipment are available to provide assistance;
- 7.7.7 Manage risk management responsibilities as it pertains to facilities and supplies functions;
- 7.7.8 Maintain a log of all major decisions, instructions issued and actions taken;
- 7.7.9 Prepare and submit a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the emergency plan or supplementary plans.



7.8 TRANSPORTATION OFFICER

Reporting to the Municipal Support & Advisory Team Director, the Transportation Officer, or designate, is responsible to:

- 7.8.1 Report to the designated EOC upon emergency notification;
- 7.8.2 Activate the Transportation Officer Emergency Supplementary Plan;
- 7.8.3 Coordinate the acquisition, distribution and scheduling of various modes of transport (i.e. public transit, school buses, trains, boats, trucks, etc) for the purpose of transporting persons and/or supplies as required by the MCG;
- 7.8.4 Manage risk management responsibilities as it pertains to transportation functions;
- 7.8.5 Service and maintain municipal vehicles, including fuel provision;
- 7.8.6 Ensure that a plan of emergency procedures is prepared for Norman Rogers Airport;
- 7.8.7 Discontinue any transportation service, as required, and restore when appropriate;
- 7.8.8 Secure municipal parking facilities;
- 7.8.9 Provide transportation for evacuation (including those with special needs), mobile shelters and moving work forces. Maintain liaison with local bus, taxi and transportation companies;
- 7.8.10 Maintain a log of all major decisions, instructions issued and actions taken;
- 7.8.11 Prepare and submit a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the emergency plan, or supplementary plans.



8.0 EMERGENCY OPERATIONS CENTRE STAFF

8.1 DUTY OFFICER

The Duty Officer supports the efficient functioning of the Emergency Operations Centre and provides support to the MCG. The Duty Officer, reports to the EOC Director, and it responsible to:

- 8.1.1 Report to the designated EOC upon emergency notification;
- 8.1.2 Open the log sheet;
- 8.1.3 Consult with the EOC Director to establish the EOC operations cycle. Establish a shift change schedule for MCG members. Log the arrival of MCG members and record attendance;
- 8.1.4 Record information on the main events board and other EOC maps and display boards;
- 8.1.5 Establish and maintain liaison with the Municipal Support & Advisory Team to ensure the business continuity of the EOC;
- 8.1.6 Ensure supplies and equipment are adequate for the efficient functioning of the EOC, including MCG logs, forms, office supplies and meals;
- 8.1.7 Ensure logs are being completed and collected from each MCG member at the end of his/her shift;
- 8.1.8 Develop a process for all messages to be logged and retained;
- 8.1.9 Establish and maintain liaison with the Telecommunications Officer to ensure the coordination of information between the Emergency Radio Communications Centre and the EOC;
- 8.1.10 Maintain liaison with security regarding access permission to the EOC;
- 8.1.11 Maintain a log of all major decisions, instructions issued and actions taken;
- 8.1.12 Upon shift change at the EOC, provide situation briefing to designate;
- 8.1.13 Prepare and submit a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the Emergency Plan or Supplementary Plans.



8.2 ASSISTANT TO THE EOC DIRECTOR

The Assistant to the EOC Director reports to the EOC Director and is responsible to:

- 8.2.1 Report to the designated EOC upon emergency notification;
- 8.2.2 Provide minute taking for MCG meetings;
- 8.2.3 Provide administrative support as required;
- 8.2.4 Provide external liaison and special assignment reports as required;
- 8.2.5 Maintain a log of all major decisions, instructions issued and actions taken;
- 8.2.6 Upon shift change at the EOC, provide situation briefing to the designate;
- 8.2.7 Prepare and submit a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the Emergency Plan or Supplementary Plans.



8.3 TELECOMMUNICATIONS OFFICER

Reporting to the EOC Director, the Telecommunications Officer is responsible to provide radio communication in support of the emergency operations. He/she is responsible to:

- 8.3.1 Report to the designated EOC upon emergency notification;
- 8.3.2 Establish and maintain the MCG Emergency Notification process and implement the Telecommunications Plan;
- 8.3.3 Establish the Emergency Radio Communications Centre (ERCC) of the Emergency Operations Centre. Ensure that the ERCC is properly equipped and staffed and supervise its activities;
- 8.3.4 Provide radio communications, as required. Make arrangements to acquire additional radio communications resources during an emergency;
- 8.3.5 Work with the Amateur Radio Emergency Services (ARES) and other agencies to set up and operate fixed and mobile communications during an emergency;
- 8.3.6 Establish and distribute the information flow between the Emergency Site, reception/evacuation centres, ARES, the Emergency Radio Communications Centre and the EOC;
- 8.3.7 Establish liaison with provincial and federal radio communications services, as directed by the MCG;
- 8.3.8 Maintain a log of all major decisions, instructions issued and actions taken, including all messages sent and received;
- 8.3.9 Upon shift change at the ERCC, provide situation briefing to the designate;
- 8.3.10 Prepare and submit a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the Emergency Plan or Supplementary Plans.



GLOSSARY OF TERMS

Activation	To put in a “state of readiness”, to place designated employees on stand-by and to prepare the necessary equipment, facilities and other resources for use.
Alert	A process by which actions are taken to inform the general public of a real or potential danger.
Citizen Inquiry Centre	A service established by the Citizen Inquiry Officer to respond to and redirect inquiries and reports from the public.
Critical Infrastructure	Interdependent, interactive, interconnected networks of institutions, services, systems and processes that meet vital human needs, sustain the economy, protect public safety and security, and maintain continuity of, and confidence in, government.
Command Post	A mobile command post complex at the site of an emergency. The complex could be comprised of several mobile command posts from police, fire, ambulance, etc.
Communication	The message provided as public information (e.g., news releases, Public Service Announcements and media relations such as radio, television and print.)
Consequence	The outcome of an event or situation expressed qualitatively or quantitatively (e.g., a loss, injury, disadvantage or gain).
Damage Assessment	An appraisal or determination of the effects of a disaster on human, physical, economic and natural resources.
Declared Emergency	A signed declaration made in writing by the Head of Council or the Premier of Ontario in accordance with the <i>Emergency Management and Civil Protection Act</i> . This declaration is usually based on a situation or impending situation caused by the forces of nature, an accident, an intentional act or otherwise that threatens public safety, public health, the environment, property, critical infrastructure and economic stability.



CITY OF KINGSTON - EMERGENCY RESPONSE PLAN

Disaster	A widespread or severe emergency that seriously incapacitates a community.
Disaster Relief Committee	Under the terms of the Ontario Disaster Relief Assistance Program (ODRAP), as soon as possible after a disaster area has been declared, Council may appoint by resolution, a disaster relief committee. This committee and its sub-committees act as an autonomous body operating within provincial guidelines to raise funds and settle claims for approved damages within the declared disaster area only.
Emergency	An abnormal situation which, to limit damages to persons, property or the environment, requires prompt coordinated actions beyond normal procedures.
Emergency Management	A comprehensive program and activities to deal with actual or potential emergencies or disasters. These include mitigation against, preparedness for, response to and recovery from emergencies or disasters.
Emergency Operations Centre (EOC)	A central facility that serves as a focal point for the executive head of local government and departmental representatives to effectively coordinate and support emergency operations within their jurisdictions.
Emergency Operations Centre Director	The person (Chief Administrative Officer) designated in the Emergency Plan who is responsible for managing the entire EOC operations.
Emergency Notification System	The formal process for notifying and alerting the MCG of a real or impending emergency situation. Implementing the emergency notification system is the responsibility of the Fire Communications Centre and Duty Officer with Kingston Police.
Emergency Site Manager (ESM)	The officer or municipal official designated by the EOC Director to take overall control of the entire operations at the site of the emergency.
Evacuation/Reception Centres	An evacuation centre is defined as “a one stop service site where evacuees are being received and which all five emergency social services are provided (clothing, lodging, food, registration & inquiry and personal services).”



CITY OF KINGSTON - EMERGENCY RESPONSE PLAN

Hazard	An event or physical condition that has the potential to cause fatalities, injuries, property damage, infrastructure damage, agricultural loss, damage to the environment, interruption of business, or other types of harm or loss.
Inner Perimeter	A physical line which delineates the immediate impact zone or emergency area as established by the On-Scene Commanders. Access to the inner perimeter is restricted only to essential emergency personnel actively involved in the occurrence.
Implementation	To put the emergency plan into effect; this includes mobilizing the MCG, opening and staffing the Emergency Operations Centre (EOC), using emergency expenditure authorities and conducting emergency response activities.
Incident	A situation which demands a response to minimize injuries or damage to property or the environment.
Lead Agency	An organization that is responsible for the direction and control of the resources assigned to respond to the emergency. Normally, the organization, which has the largest vested interest in emergency response activities and/or mandate, is designated the lead agency.
Media Centre	A pre-designated location, under the direction of the Public Information Officer, used to quickly gather and disseminate information.
Mitigation	Actions taken to reduce or eliminate the effects of an emergency or disaster.
MCG	An acronym for the Municipal Control Group. As outlined in section 6.0 of the City of Kingston Emergency Plan, "all emergency operations shall be directed and controlled by a group of officials responsible for providing the services needed to minimize the effects of the emergency on the municipality."
Mobilization	A process by which actions are taken to activate response resources.



CITY OF KINGSTON - EMERGENCY RESPONSE PLAN

MSAT	An acronym for the Municipal Support & Advisory Team. As outlined in section 5.1 of the City of Kingston Emergency Plan, “The Municipal Support & Advisory Team provides support, logistics and advice to the MCG.”
Notification	A process by which actions are taken to inform the authorities and stakeholders of a real or potential danger.
ODRAP	An acronym for the Ontario Disaster Relief Assistance Program. This provincial assistance program is designed to help municipalities cover the costs of returning essential items to pre-disaster condition for people who have suffered damage in designated disaster areas during a natural disaster. ODRAP does not provide full cost recovery for all damages resulting from a disaster; it helps eligible recipients restore essential furnishings and property only to pre-disaster condition.
Operations Cycle	During EOC activation, the MCG will meet regularly for Operations Cycle meetings. The EOC Director chairs and establishes the meeting schedule. The purpose of these meetings is for all MCG members to share information, identify actions and set priorities.
Outer Perimeter	A physical line which delineates an area that includes the inner perimeter and leaves ample area for setting up emergency centres and rescue operations. Also used as a control measure between the EOC and the Command Post, where all coordinated emergency response outside the outer perimeter is the responsibility of the EOC.
Preparedness	Actions taken prior to an emergency or disaster to ensure an effective response.
Recovery	Actions taken to recover from an emergency or disaster. This is a process whereby the municipality is returned to its state of functionality after an emergency occurs. Recovery includes physical infrastructure, restoration of emotional, social, economic and physical well-being. Recovery measures can begin within the initial response phase and extend over many months and/or years.



Response	Actions taken to respond to an emergency or disaster. Response is primarily to save human life, treat the injured and prevent further injury and other forms of loss. Actions may include response plan activation, opening and staffing emergency operations centres, mobilization of resources, issuance of warnings/advisories, provisions of aid and may include declaration of states of emergencies.
Risk Assessment	A risk is the chance or possibility of danger, loss, injury or other adverse consequences. Risk assessment is the identification of risks to public safety, public health, the environment, property, critical infrastructure and economic stability from natural, human-caused and technological sources and the evaluation of the importance of the activity to the continued operation of the community.
Staging Area	A site where residents may be sent for temporary periods if a quick evacuation is required. These are established by the police and/or fire and will not involve the Red Cross or other Community Services emergency response team members.
Support Role	The provision of assistance to a lead agency by an organization which does not come under the authority of the lead agency under normal daily activities.
Telecommunications	Equipment which is used to transmit or receive information, e.g. radio, telephone, cellular phone, hand radio, CB (Citizen Band), facsimile, email, etc.