

# ***THE CITY OF VAUGHAN***

# ***BY-LAW***

## **BY-LAW NUMBER 175-2023**

**A By-law to repeal Schedule B of By-law 348-2004 and any previously approved emergency plans, and to approve and adopt a revised emergency plan.**

**WHEREAS** the Province of Ontario has enacted the *Emergency Management and Civil Protection Act*, R.S.O. 1990 E.9 (the “Act”);

**AND WHEREAS** the Act provides that every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan;

**AND WHEREAS** it is appropriate to repeal any other emergency plans previously enacted so that they may be replaced with the emergency plan included in this By-law;

**NOW THEREFORE** the Council of The Corporation of the City of Vaughan ENACTS AS FOLLOWS:

1. That the emergency management plan attached as Schedule “A” is hereby approved and adopted as the Corporation of the City of Vaughan’s Emergency Management Plan, and this plan shall replace and supersede any prior plans previously adopted by Council in confirmatory by-laws.
2. That Schedule B of By-law 348-2004 is hereby repealed.

Voted in favour by City of Vaughan Council this 14<sup>th</sup> day of November, 2023.

\_\_\_\_\_  
Steven Del Duca, Mayor

\_\_\_\_\_  
Todd Coles, City Clerk

Authorized by Item No. 10 of Report No. 1 of the Committee of the Whole.  
Report adopted by Vaughan City Council on January 24, 2023.  
City Council voted in favour of this by-law on November 14, 2023.  
Approved by Mayoral Decision MDC 006-2023 dated November 14, 2023.  
**Effective Date of By-Law: November 14, 2023**



# **EMERGENCY PLAN**

**REVISED NOVEMBER 2022**

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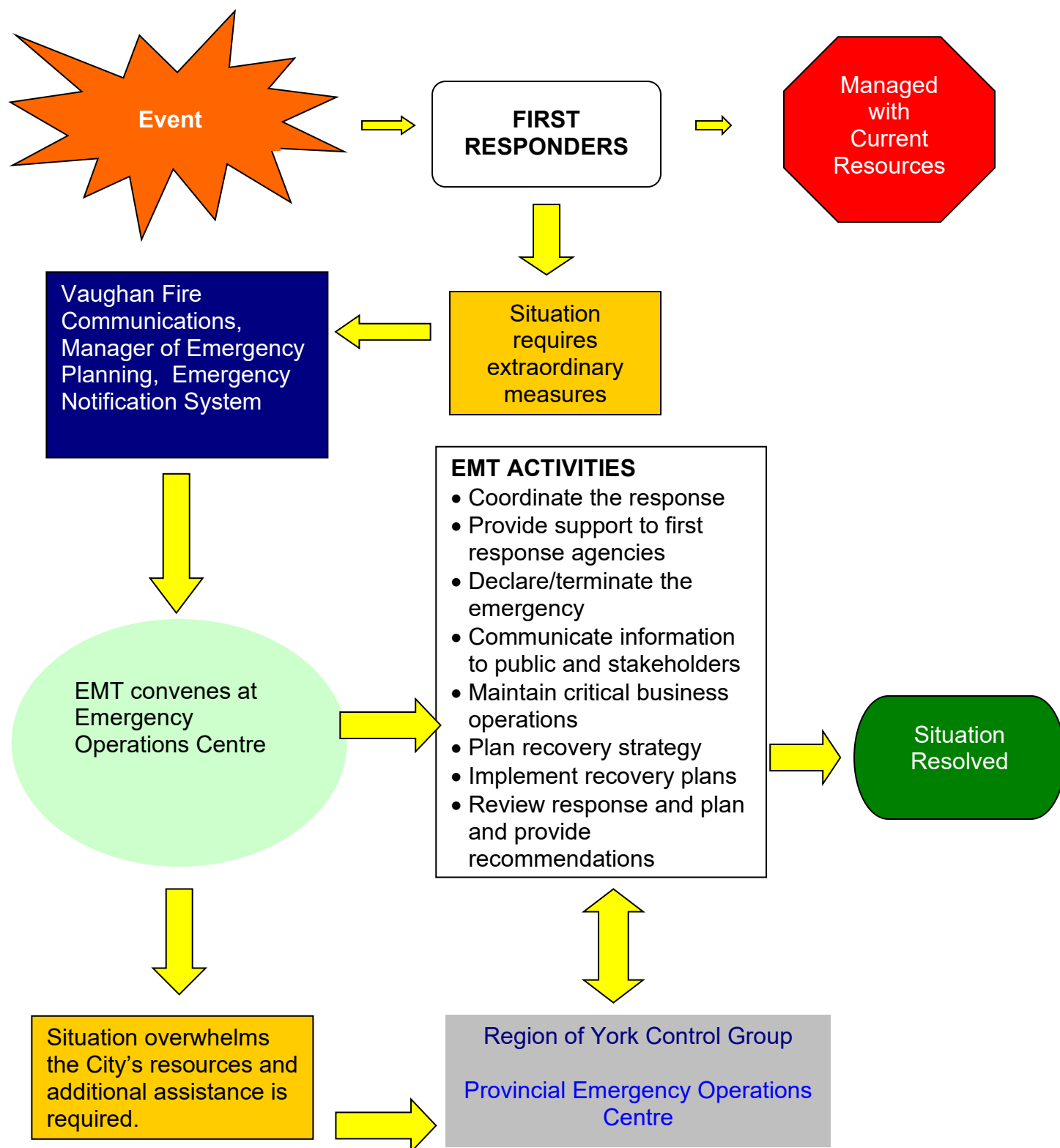
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**ACRONYMS**

<b>CANUTEC</b>	<b>Canadian Transport Emergency Centre</b>
<b>CEMC</b>	<b>Community Emergency Management Coordinator</b>
<b>CRIB</b>	<b>Central Registration and Inquiry Bureau</b>
<b>DFAA</b>	<b>Disaster Financial Assistance Arrangement</b>
<b>DRAOP</b>	<b>Disaster Recovery Assistance for Ontarians Program</b>
<b>EMO</b>	<b>Emergency Management Ontario</b>
<b>EMT</b>	<b>Emergency Management Team</b>
<b>EOC</b>	<b>(Vaughan) Emergency Operations Centre</b>
<b>EP</b>	<b>Emergency Planning</b>
<b>GIS</b>	<b>Geographic Information System</b>
<b>HR</b>	<b>Human Resources</b>
<b>IAP</b>	<b>Incident Action Plan</b>
<b>IC</b>	<b>Incident Commander</b>
<b>IMS</b>	<b>Incident Management System</b>
<b>IT</b>	<b>Information Technology</b>
<b>MOECC</b>	<b>Ministry of Environment and Climate Change</b>
<b>MP</b>	<b>Member of Parliament</b>
<b>MPP</b>	<b>Member of Provincial Parliament</b>
<b>NGO</b>	<b>Non-Governmental Organization</b>
<b>MDRAP</b>	<b>Municipal Disaster Recovery Assistance Program</b>
<b>OPP</b>	<b>Ontario Provincial Police</b>

<b>PEOC</b>	<b>Provincial Emergency Operations Centre</b>
<b>PIC</b>	<b>Public Inquiry Centre</b>
<b>PIO</b>	<b>Public Information Officer</b>
<b>RECG</b>	<b>Regional Emergency Control Group</b>
<b>REOC</b>	<b>Regional Emergency Operations Centre</b>
<b>SAC</b>	<b>Spills Action Centre</b>
<b>SAU</b>	<b>Situational Awareness Unit</b>
<b>TRCA</b>	<b>Toronto and Region Conservation Authority</b>
<b>TTC</b>	<b>Toronto Transit Commission</b>
<b>VFRS</b>	<b>Vaughan Fire and Rescue Services</b>
<b>YRCHS</b>	<b>York Region Community and Health Services</b>
<b>YRP</b>	<b>York Regional Police</b>
<b>YRPS</b>	<b>York Region Paramedic Services</b>
<b>YRT</b>	<b>York Region Transit</b>

## Summary of the Emergency Plan



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## **SECTION 1: INTRODUCTION**

### **1.1 PREAMBLE**

The City of Vaughan covers a land area of approximately 27,550 square hectares and is situated in York Region. The City is bordered by the King City to the north, the City of Markham and City of Richmond Hill to the East, the City of Toronto to the South and the City of Brampton and Town of Caledon to the West. The City of Vaughan is a mix of urban and rural communities composed of Concord, Kleinburg, Maple, Thornhill, and Woodbridge with a population of over 341,600 inhabitants.

Within the borders of Vaughan are many unique features identified through a risk analysis that require effective emergency response capabilities. These include:

- High volume transportation hub including highways, subway, railyards and rail corridors used for shipping freight and commuter traffic.
- Pipelines and compressor station.
- Industrial, commercial and retail areas where dangerous goods are used, stored, distributed or manufactured.
- Tracts of environmentally sensitive and protected lands and water courses.
- Tourism and entertainment venues.
- Utility corridors.
- Proximity to airports.
- History of natural disasters such as severe summer and winter storms.
- High density housing and intensification.

Emergency Services and City departments routinely manage emergency events daily; however, some situations may escalate in scale beyond these response operations. In the event of a larger-scale emergency the Emergency Plan may be activated.

The primary role of government in an emergency is to provide an organizational structure and the resources necessary to protect health, safety and welfare of the community, property, the environment and economic, cultural and social well-being. To ensure a coordinated response effort, the plan outlines the roles and responsibilities of the City, Region, Province, Federal Government, private sector and non-government agencies.

### **1.2 PURPOSE OF THE PLAN**

The purpose of this Plan is to establish guidelines and operating structures to make provisions for extraordinary arrangements and measures that may be necessary during an emergency. The plan is designed to



1. Maximize emergency response capabilities.
2. Be flexible to adapt to all hazards.
3. Establish roles and responsibilities of responding agencies in preparing for, responding to and recovering from an emergency.
4. Efficiently and effectively deploy resources.
5. Minimize the impact on health, safety, welfare of citizens, property, environment, critical infrastructure and economic and social stability.
6. Coordinate the actions of all responding agencies.
7. Provide the means to identify, request and procure additional resources, expertise and personnel that may be required.
8. Maintain and/or rapidly recover critical City services.

The Plan has been designed to be flexible to ensure an all-hazards approach to managing emergency situations.

### **1.3 DEFINITION OF AN EMERGENCY**

The *Emergency Management and Civil Protection Act* defines an emergency as

*“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 and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise; (situation d’urgence)”*

An emergency can result from an existing danger or it can be a threat of an impending danger, which by its nature and magnitude necessitates a controlled and coordinated response by government, private and community agencies. Emergencies are categorized as natural or human-caused in origin. Emergencies vary in scale as being local, regional, provincial, national or international.

## SECTION 2: AUTHORITY

### 2.1 THE CITY'S RESPONSIBILITY

The City is responsible for demonstrating due diligence through compliance with the *Emergency Management and Civil Protection Act*. Compliance with the Act is achieved through an Emergency Management Program that includes an approved Emergency Plan. A copy of this Emergency Plan is submitted to Emergency Management Ontario (EMO) in accordance with the Act to ensure the safety and security of the public and efficient and effective management of City resources. The Emergency Management Team utilizes the following response goals:

1. Protect the safety of all incident responders and those affected by the incident
2. Save lives
3. Treat the sick and injured
4. Protect the health of those affected by the incident
5. Ensure the continuity of government and critical services
6. Protect property and the environment
7. Prevent and/or reduce economic and social losses.

### 2.2. EMERGENCY MANAGEMENT PROGRAM

The *Emergency Management and Civil Protection Act* makes it mandatory for every municipality to develop and implement an Emergency Management Program and the council of each municipality shall by by-law adopt the Emergency Management Program. The Act requires that every Emergency Management Program consist of,

- An Emergency Management Program Committee to provide oversight of the program.
- An Emergency Control Group (Emergency Management Team).
- An emergency plan.
- Training programs and exercises for employees of the municipality and other persons with respect to the provision of necessary services and procedures to be followed in emergency response and recovery activities.
- An emergency operations centre with appropriate technological and telecommunications systems.
- Public education on risks to public safety and on public preparedness for emergencies.
- An assessment of various hazards and risks to public safety that could give rise to emergencies and identify the facilities and other infrastructure elements that are at risk of being affected by emergencies.
- Any other element required by the standards for emergency management programs set under Section 14 of the Act.

The City maintains an Emergency Management Program for the purposes of developing, implementing and evaluating plans and strategies to mitigate, prepare for, respond to and recover from emergencies; that safeguard lives, property, the environment, critical infrastructure and welfare of citizens and businesses. Mechanisms are in place to evaluate and update plans and procedures annually and/or as required.

## **2.3 THE AUTHORITY OF THE CITY OF VAUGHAN EMERGENCY PLAN**

1. Under the Act, the Head of Council is authorized to declare that an emergency exists in all or any part of the City and make such orders as considered necessary and are not contrary to law to implement an emergency declaration.
2. That during the absence of, or in the case of his/her inability to act, the designated alternates who shall be a Member of Council, in accordance with Council policy, may exercise the powers and perform the duties of the Head of Council under the *Emergency Management and Civil Protection Act* or this Emergency Plan.
3. Employees of the City are authorized to take action under this plan where an emergency exists but has not yet been declared to exist.
4. Authorizes the Logistics Section Chief to approve unbudgeted expenditures necessary to respond to and manage emergency situations.
5. Authorizes City personnel to obtain and distribute necessary materials, equipment and supplies during an emergency.
6. Authorizes the EMT to make recommendations to Council on emergency measures by-laws as needed to support the response and recovery activities.

## **2.4 PRECEDENCE**

*The Emergency Management and Civil Protection Act*, Section 5 states that

“The emergency plan of a lower-tier municipality in an upper-tier municipality, excluding a county, shall conform to the emergency plan of the upper-tier municipality and has no effect to the extent of any inconsistency.”

The City of Vaughan Emergency Plan conforms to the York Region Emergency Plan.

## **2.5 PROTECTION FROM PERSONAL LIABILITY**

Under the *Emergency Management and Civil Protection Act*, Section 11,

11.(1) “No action or other proceeding lies or shall be instituted against a member of council, an employee of a municipality, an employee of a local services board, an employee of a district 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 or the

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

## **2.6 MUNICIPALITY NOT RELIEVED OF LIABILITY**

11. (3) “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.”

## **2.7 PUBLIC ACCESS TO THE PLAN**

The public electronic version of the Emergency Plan is available on the City’s website: [www.vaughan.ca](http://www.vaughan.ca), and paper copies are available on request through the Emergency Planning Office.

## **2.8 FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY**

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

A head of an institution, as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, may refuse under that Act to disclose a record of personal information collected.

For the purposes of confidentiality for defence reasons and third party information, a head of an institution as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, may refuse under that Act to disclose a record if,

- a. The record contains information required for the identification and assessment of activities under subsection 2.1(3) of the *Emergency Management and Civil Protection Act* – Hazard and risk assessment and infrastructure identification;
- b. Its disclosure could reasonably be expected to prejudice the defence of Canada or of any foreign state allied or associated with Canada or be injurious to the detection, prevention or suppression of espionage, sabotage or terrorism; and
- c. Reveals a trade secret or scientific, technical, commercial, financial or labour relations information, supplied in confidence implicitly or explicitly.

## SECTION 3 – IMPLEMENTATION OF THE PLAN

### 3.1 DETERMINING AN EMERGENCY

At the threat of an impending emergency and/or at the scene of an emergency, the Incident Commanders of the first response agencies and/or the Emergency Management Team (EMT) will assess the situation to determine if this is an extraordinary event that requires extraordinary measures to respond to, contain and recover from the situation.

An EMT Section Chief or the EOC Director may activate this Plan upon determination that the situation exceeds or may exceed day to day response capabilities. Once the request has been made to activate the plan, the response personnel can immediately implement actions under the Plan's authority.

The EOC Director or Section Chiefs, based on the incident assessment will determine whether a full or partial activation of the Emergency Management Team is required.

### 3.2 EMERGENCY NOTIFICATION PROCEDURE

Upon direction from the EOC Director or a Section Chief, the Manager of Emergency Planning or designated alternates will activate the Emergency Notification Procedure. The Emergency Notification Procedure may be activated on whole or in part depending on the scale of the emergency.

The following incident details will be provided to the EMT members:

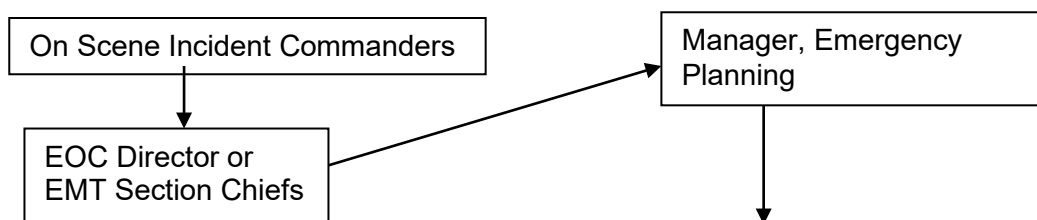
- Nature of the incident.
- Location.
- Extent of the impact area.

The members of the EMT may be directed to

- Deploy immediately to the Emergency Operations Centre (EOC) in person or virtually or in a hybrid manner of part in person and virtually; or
- Remain on standby, monitor the situation and be prepared to deploy rapidly to the EOC or virtually; or
- Alerted to a possible emergency situation, which may be developing and requires monitoring.

Should a response from the first EMT member contacted **not be received within 15 minutes of the initial call**, the second/third call EMT will be contacted. EMT members will then notify designated staff and scribes assigned to their Sections/Positions.

### 3.3 EMERGENCY NOTIFICATION FAN-OUT CHART



EMT Position	Notification Sequence
<b>First Call EOC Director</b>	<ol style="list-style-type: none"> <li>1. Head of Council (Mayor, Regional Councillors, Ward Councillors) – who call their scribes</li> <li>2. Scribe</li> </ol>
<b>First Call Liaison Officer</b>	<ol style="list-style-type: none"> <li>1. York Region Paramedic Service</li> <li>2. York Regional Police</li> <li>3. PEOC</li> <li>4. York Region CEMC – who notifies York Region Community and Health Services</li> <li>5. Alectra, Enbridge, TRCA, transit and rail</li> <li>6. Red Cross, NGO Alliance of Ontario</li> <li>7. Other external agencies as required</li> </ol>
<b>Strategy Section</b>	<ol style="list-style-type: none"> <li>1. Documentation Unit personnel</li> <li>2. Situational Awareness Unit personnel</li> <li>3. Data and Analytics Unit</li> <li>4. Business Data Officer</li> </ol>
<b>First Call Fire Section Chief</b>	<ol style="list-style-type: none"> <li>1. Scribe</li> </ol>
<b>First Call Operations Infrastructure Section Chief</b>	<ol style="list-style-type: none"> <li>1. Sector Leads – who call their Officers</li> <li>2. Scribes</li> </ol>
<b>First Call Operations Community Services Section Chief</b>	<ol style="list-style-type: none"> <li>1. Officers</li> <li>2. Scribes</li> </ol>
<b>First Call Administration Section Chief</b>	<ol style="list-style-type: none"> <li>1. Officers</li> <li>2. Scribes</li> </ol>
<b>First Call Logistics Section Chief</b>	<ol style="list-style-type: none"> <li>1. Officers IT Officer will call Two IT Technicians</li> <li>2. Scribes</li> </ol>
<b>First Call Public Information Section Chief</b>	<ol style="list-style-type: none"> <li>1. Officers</li> <li>2. Section Liaison</li> <li>3. Scribes</li> </ol>

### 3.4 PARTIAL ACTIVATION

Some emergency situations may not require deployment of all positions on the Emergency Management Team. The following Team members shall be deployed during a partial activation:

EOC Director	Head of Council	Liaison Officer
Fire Section Chief	Police Section Chief	Paramedic Section Chief
Strategy Section Chief	Documentation Unit	Situational Awareness Unit
Operations Infrastructure Section Chief	Environmental Officer	Parks and Forestry Officer
Transportation Officer	Infrastructure Officer	Building Standards Officer*
Operations Community Services Section Chief	Facilities Officer	Recreation Officer
Vaughan Public Libraries Officer	By-Law and Compliance Officer	Red Cross** NGO Alliance Ontario**
Administration Section Chief	Human Resources Officer	Risk Management Officer
Logistics Section Chief	Procurement Unit	Finance Officer
IT Technicians	Public Information Section Chief	Public Information Section Liaison
Public Information Officer	Public Inquiry Officer	HOC – Public Information Officer
Scribes (Individual and Section)		

\*Deployed when damage to structures has occurred.

\*\*Deployed if emergency shelters are activated.

External agencies such as York Region Community and Health Services, Alectra, Enbridge Gas and Emergency Management Ontario may be requested to provide information through communication links with the Liaison Officer rather than deploy to the EOC.

Additional positions may be deployed at the discretion of the Section Chiefs depending on the nature of the emergency and response needs.

### 3.5. ACTIVATION LEVELS

Level 1 Routine Monitoring	Level 2 Enhanced Monitoring	Level 3 Partial Activation	Level 4 Full Activation
<p>Standard operations of program of monitoring weather, media and other alerting sources of potential threats to the City.</p> <p>Issuing of alerts to the Severe Weather Email group. Alerts from Fire Management on significant incidents</p> <p>Activation of ANS alert system for immediate threats.</p> <p><b>Examples:</b> severe weather alerts, fires, natural gas leaks, spills, potential for flooding.</p>	<p>Regular alerts and/or situation reports issued for an eminent or occurring situation.</p> <p>Consultation with or response by other departments</p> <p>Coordination with external stakeholders such as police, utilities, paramedics, Red Cross, social services, TRCA, rail etc.</p> <p><b>Examples:</b> localized flooding, ice dams, water system issues, multi-unit fire, road or highway incident impacting travel, small hazmat release, extreme heat</p>	<p>incident requires response from more than two departments, EOC and EMT activated live or virtually</p> <p>Response or planning requires engaging Regional departments and/or other response agencies (TRCA, utilities, rail, Red Cross, etc.</p> <p>Activation of Emergency Shelters, mitigations measures and/or shelter in place</p> <p><b>Examples:</b> ice storm, flooding, sustained power outage, hazardous materials incident, transit incident</p>	<p>Pending or large scale incident requiring full EMT response, activation of EOC, engagement with external partners. (YRP, Red Cross, YRPS, YRCHS)</p> <p>Mutual aid may be activated, assistance from York Region may be required, provincial and federal assistance may be required.</p> <p>Situation reports to the PEOC Daily</p> <p><b>Examples:</b> Large scale industrial and/or hazmat incident, train derailment, pandemic, large scale fire/explosion, nuclear incident, tornado, airplane crash</p>



### 3.6. DECLARATION OF AN EMERGENCY

1. To determine that a situation or impending situation is of the magnitude, that a declaration of emergency should be made; the EMT shall utilize the “Emergency Declaration Checklist” as a guide.
2. The Head of Council or his/her designated alternates are responsible for declaring that a municipal emergency exists within Vaughan’s geographic boundaries in consultation with the EMT.
3. The Head of Council shall sign a written official declaration of emergency.
4. Upon declaration of an emergency, the Head of Council shall make the following notifications:
  - a. City Council,
  - b. The Regional Chair,
  - c. Mayors of neighbouring municipalities,
  - d. The public; and
  - e. MP’s and MPP’s representing the constituents of Vaughan.
5. The Liaison Officer shall
  - a. Notify the Provincial Emergency Operations Centre (PEOC) that an emergency exists in the City by contacting the Duty Officer at (416) 314-0472. Submit the signed official declaration of an emergency by email: [PEOCDO01@Ontario.ca](mailto:PEOCDO01@Ontario.ca).
  - b. Submit daily situation reports to the PEOC.
  - c. Notify the York Region Emergency Management Office
6. The Head of Council or EOC Director may request assistance and resources from another level of government and that request shall not be considered to be a request for implementation of the Emergency Plan for that jurisdiction, unless specifically indicated by the Head of Council.
7. The Premier of Ontario has the authority under the *Act* to declare an emergency in all or any part of Ontario.

### 3.7. TERMINATING AN EMERGENCY

1. To determine that an emergency declaration should be terminated; the EMT will utilize the “Emergency Declaration Checklist” as a guide. The EMT will assess the situation to evaluate if the previously identified declaration criteria are in effect or resolved and advise the Head of Council to terminate the emergency declaration.
2. The authority to terminate an emergency is that of the Head of Council or designated alternates; or City Council; or the Premier of Ontario.

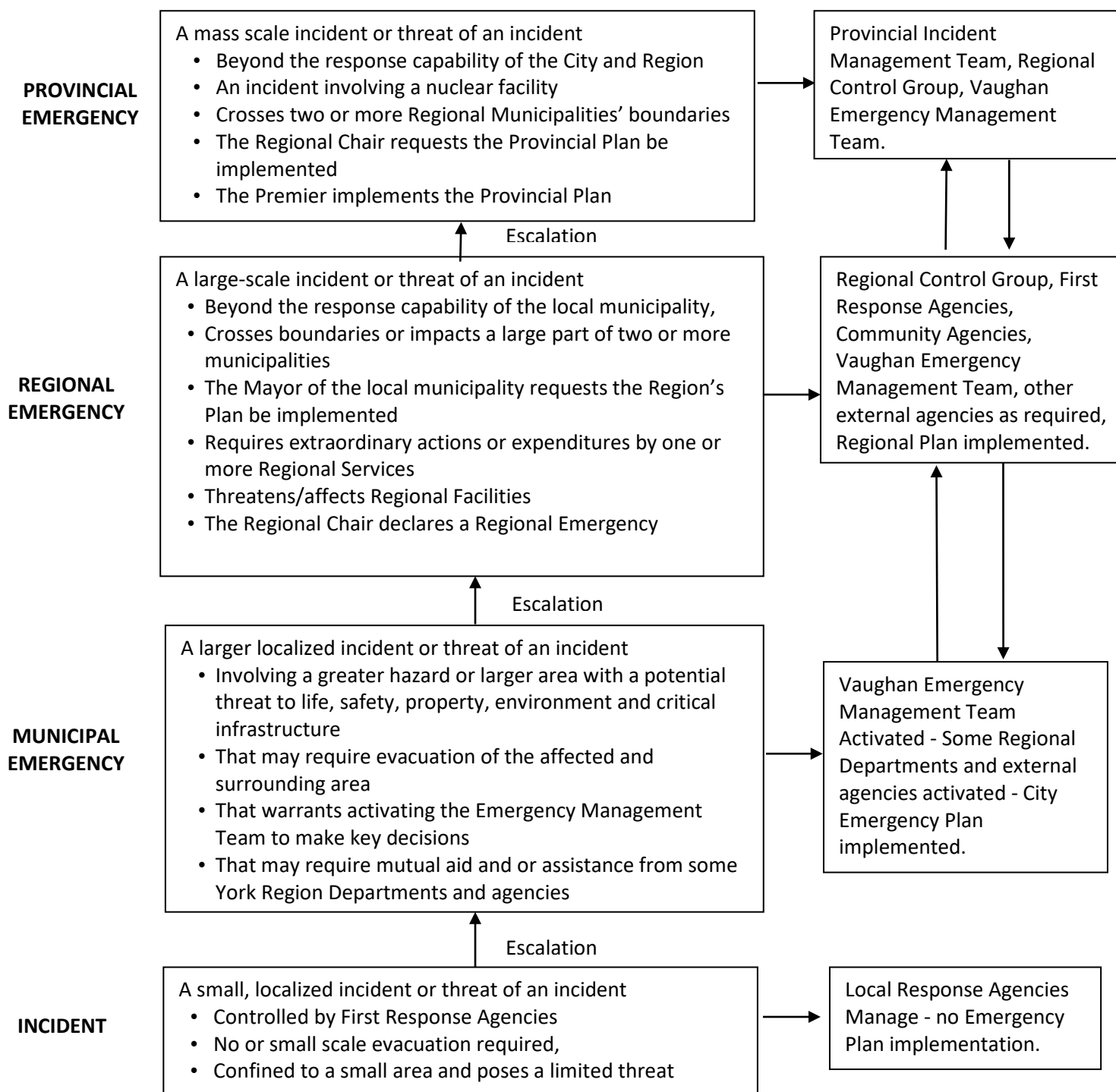
3. Upon declaring an emergency is terminated, the Head of Council shall ensure that a verbal and written notice is issued to
  - a. The public,
  - b. The Regional Chair,
  - c. The Mayors of neighbouring municipalities; and
  - d. The MP's and MPP's who represent the constituents of Vaughan.
4. The Liaison Officer shall
  - a. Notify the PEOC and YREMO that the emergency is terminated
  - b. Submit the official signed termination of emergency document to the PEOC.

### **3.8. ESCALATION OF AN EMERGENCY TO REGIONAL PLAN IMPLEMENTATION**

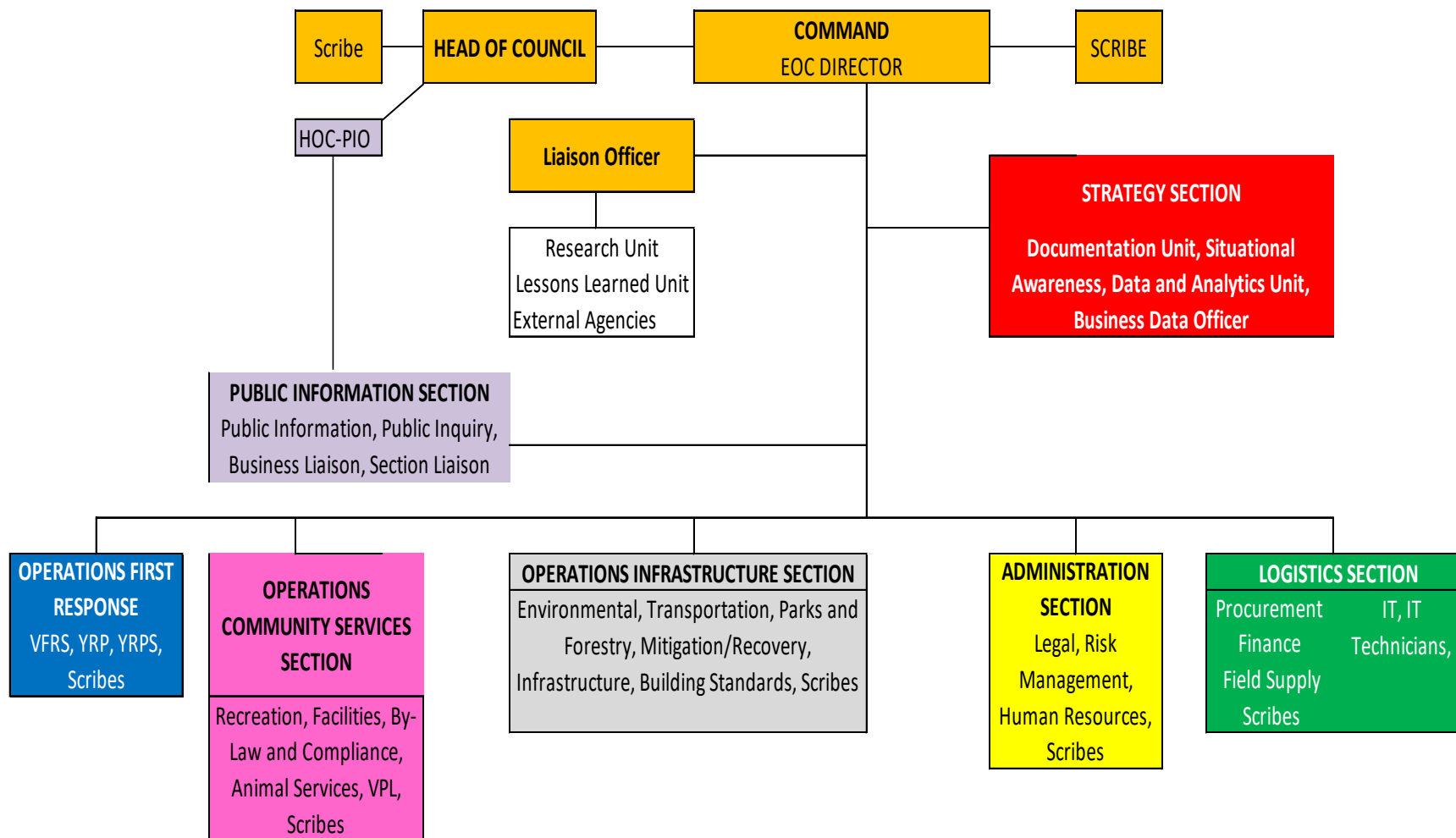
1. In some instances, a localized emergency or impending emergency may escalate in scope or be of such a magnitude that a controlled and coordinated response is required at the Regional Government level. The Head of Council can request through the Regional Chair that the York Region Emergency Plan be activated. The following situations outline instances where the York Region Emergency Plan may be implemented:
  - The incident is beyond the capability of a local municipality and the Head of Council requests implementation of the Regional Plan.
  - The incident crosses boundaries of/or impacts a large part of two or more municipalities.
  - The incident requires extraordinary expenditures of money by one or more Regional Departments.
  - The situation threatens or affects York Region facilities.
  - In a Provincially declared emergency, the Premier directs the Region to activate its Emergency Plan.
2. In the instance of a declaration of a Regional Emergency, the City will
  - Continue to operate and maintain the Vaughan EOC,
  - Continue to provide services to residents,
  - Continue to manage the localized response,
  - Jointly coordinate with the Region in emergency response efforts,
  - Establish a liaison between the City and the Region and provide a representative to the Regional Emergency Operations Centre as required.

These activities will continue until the emergency or impending emergency is terminated.

### 3.9. SCALES OF EMERGENCIES



## SECTION 4 – INCIDENT MANAGEMENT SYSTEM ORGANIZATIONAL CHART



Note: NGO Alliance and Red Cross may deploy a liaison to the EOC who will work with Operations Community Services

## **4.1 EMERGENCY MANAGEMENT TEAM**

The Emergency Management Team (EMT) is responsible for directing and managing emergency operations and for providing the essential services needed to minimize the effects of the emergency. The EMT will commence operations when a situation represents a threat that exceeds the normal response capabilities of the agencies designated to handle such an emergency or it threatens the well-being of the municipality. The EMT is comprised of personnel from departments and external agencies that have the authority to make decisions on all matters affecting their participation in the emergency, technical staff and support staff.

## **4.2 ROLES AND RESPONSIBILITIES OF THE EMT**

### **4.2.1 PRE-EMERGENCY**

- ☐ Maintain a current copy of the Plan.
- ☐ Annually review the Plan and roles and responsibilities.
- ☐ Ensure the safety of their families through a personal emergency preparedness plan.
- ☐ Attend annual emergency management training and exercise sessions.

### **4.2.2 DURING THE EMERGENCY**

- ☐ Sign in and out of the EOC.
- ☐ Establish and maintain lines of communication to field staff.
- ☐ Direct and manage emergency operations and department responses.
- ☐ Provide essential services to minimize the effects of the emergency.
- ☐ Make decisions on behalf of their agency/department on emergency matters.
- ☐ Gather, document and disseminate information related to the emergency.
- ☐ Document activities, decisions and information in the Incident Point Software
- ☐ Create personal and provide input into Section incident action plans for each operating cycle.
- ☐ Provide input into response and recovery planning.
- ☐ Ensure scribes have up to date information.
- ☐ Advise the Head of Council on declaring or terminating an emergency.
- ☐ Identify human resources, equipment, supplies and services required.
- ☐ Implement continuity of operations strategies to maintain critical services.

### **4.2.3 POST EMERGENCY**

- ☐ Submit all handwritten documentation to the Strategy Section and financial records to the Logistics Section.
- ☐ Provide input and recommendations for continuous improvement at the post emergency debriefing meeting.
- ☐ Participate in the Recovery Plan operations.

## 4.3 INDIVIDUAL RESPONSIBILITIES

### 4.3.1 HEAD OF COUNCIL

#### Reports to Council

- ☐ Respond to EOC and establishes a workstation or joins virtual EOC.
- ☐ Notify and deploys scribe.
- ☐ Open and maintain a log (may be delegated to a scribe) in Incident Point.
- ☐ On the advice of the Emergency Management Team (EMT) officially declares and terminates an emergency.
- ☐ In coordination with the PIO and EMT, acts as the City's official spokesperson.
- ☐ Notifies the Regional Chair, City Council, neighbouring municipal officials, Members of Parliament, Members of Provincial Parliament and the public of the emergency declaration and termination.
- ☐ Briefs City Council on changes in the status of the emergency.
- ☐ Makes formal requests to the Region to implement the Regional Emergency Plan.
- ☐ Makes formal requests to the Province for assistance.
- ☐ Attends Briefing Meetings.
- ☐ Delegate duties to an alternate as needed and briefs replacement of actions taken, outstanding issues and status of emergency.

### 4.3.2 EOC DIRECTOR

- ☐ Orders activation of the Emergency Plan and Notification Procedure.
- ☐ Notifies the Mayor, designated Council Members, and scribe.
- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log (may be delegated to a scribe) in Incident Point.
- ☐ Directs relocation to the alternate EOC.
- ☐ Manages the operations of the EMT.

- ☐ Schedules and chairs Briefing Meetings.
  - ☐ Receives briefings from Section Chiefs and specialists
  - ☐ Directs identification of response priorities
  - ☐ Directs identification of recovery priorities; and
  - ☐ Approves incident action plan and authorizes implementation for response and recovery objectives
- ☐ Liaises with City Managers and Chief Administrative Officers of neighbouring municipalities and the Region.
- ☐ Coordinates with Public Information Officer, approves media/public safety messages and may act as Spokesperson as required.
- ☐ Delegates duties to and briefs replacement on actions taken, outstanding issues and status of the emergency.
- ☐ Authorizes demobilization of Sections as required.
- ☐ Ensures any open actions will be handled after demobilization of a Section.
- ☐ Ensures that post-emergency debriefing conducted and after action report prepared.

#### **4.3.3 LIAISON OFFICER**

##### **Reports To: EOC Director**

- ☐ On direction from the EOC Director or Section Chiefs initiates the Emergency Notification Procedures.
- ☐ Notifies PEOC Duty Officer of emergency situation.
- ☐ Responds to EOC and establishes a workstation or activates virtual EOC in Teams.
- ☐ Opens and maintains a log in Incident Point.
- ☐ Coordinates with Facilities Management Officer and I.T. Officer/Technicians to set up and decommission the alternate EOC.
- ☐ Records EMT members present, posts and maintains EOC organizational chart.
- ☐ Liaises with the Community Emergency Management Coordinators (CEMC) for the Region, neighbouring municipalities and province.
- ☐ Liaises with external agencies not represented in the EOC.

- ☐ Advises the EMT on emergency management matters, procedures and plan implementation.
- ☐ Monitors and reports on weather conditions.
- ☐ Ensures that the EMT has all necessary plans, supplies, maps and equipment.
- ☐ Administers Incident Point Software and provides support to EMT on using software.
- ☐ Liaises with EMT members to collect data and operational updates.
- ☐ Issues situation reports to the Provincial Emergency Operations Centre.
- ☐ Attends and provides updates at Briefing Meetings.
- ☐ Delegates duties to and briefs replacement on actions taken, outstanding issues and status of the emergency.
- ☐ Schedules and conducts a post emergency debriefing and prepares the after action report.

#### **4.3.4 STRATEGY SECTION CHIEF**

##### **Reports to the EOC Director**

- ☐ Orders activation of the Emergency Plan and Notification Procedure.
- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log (may be delegated to a scribe) in Incident Point.
- ☐ Obtains briefing on the status of the incident.
- ☐ Oversees Documentation, Situational Awareness , and Data and Analytics Units.
- ☐ Advises EMT to complete and submit Incident Action Plans 10 minutes prior to the start of the briefing meetings.
- ☐ Schedules Briefing Meetings and sets agendas in consultation with the EOC Director.
- ☐ Arranges for minutes to be recorded at and distributed for all meetings of the EOC members.
- ☐ Coordinates with EMT for current information to post to Incident Point and



situational awareness map.

- ☐ Coordinates with the Medical Officer of Health, Operations Community Services Section Chief, Coroner's Office and local funeral homes to organize large scale burial operations if required.
- ☐ Ensures Section Chiefs submit handwritten documents for all members daily.
- ☐ Coordinates implementation of strategies to maintain continuity of and rapidly recover critical services.
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.
- ☐ Provides input into response and recovery planning process.
- ☐ Submits records of expenditures to Logistics Section Chief daily.

#### **4.3.5 STRATEGY SECTION – DOCUMENTATION UNIT**

**Reports to: Strategy Section Chief**

- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains Incident Point, ensuring it is current.
- ☐ Deploys additional staff to assist with data management.
- ☐ Implements document control and records management measures.
- ☐ Takes minutes at all meetings and distributes information to all EMT members or delegates to a replacement.
- ☐ Ensures that a current list of property owners is available to EMT.
- ☐ Coordinates implementation of strategies to maintain continuity of and rapidly recover critical services.
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.

#### **4.3.6 STRATEGY SECTION – SITUATIONAL AWARENESS UNIT (2 Technicians)**

**Reports to the Strategy Section Chief**

- ☐ Responds to EOC and establishes workstation or joins virtual EOC.

- ☐ Receives information from all Sections on the emergency situation and documents it electronically and/or manually on a city map.
- ☐ Opens and maintains a log in Incident Point.
- ☐ Documents response activities on the incident map and saves hourly or as directed by Section Chief.
- ☐ Prints maps daily and as requested.
- ☐ Briefs replacement at change of shift.

#### **4.3.7 STRATEGY SECTION - DATA AND ANALYTICS UNIT**

##### **Reports to the Strategy Section Chief**

- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains log in Incident Point, ensuring it is current.
- ☐ Coordinates with EMT sections to identify data and analytics needs.
- ☐ Provides quantitative and qualitative analysis of the event.
- ☐ Coordinates with Section Chief to post analytics on Incident Point Master Events Page.
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.

#### **4.3.8 STRATEGY SECTION – BUSINESS DATA OFFICER**

##### **Reports to the Strategy Section Chief**

- ☐ Responds to the EOC and establishes a workstation or joins a virtual EOC.
- ☐ Opens and maintains log in Incident Point , ensuring it is current.
- ☐ Coordinates with EMT sections to identify business data needs.
- ☐ Provides data on businesses, industry, products and manufacturing processes, demographic information and vacant land/building inventory.
- ☐ Provides business data to Situational Awareness Unit to include in incident maps.
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.

#### **4.3.9 OPERATIONS FIRST RESPONSE – FIRE SECTION CHIEF**

##### **Reports to the EOC Director**

- ☐ Orders activation of the Emergency Plan and Notification Procedure.
- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log (may be delegated to a scribe) in Incident Point.
- ☐ Obtains briefing from and maintains communication with on scene Fire Incident Commander on the status of the incident.
- ☐ Coordinates with Police and Paramedic Services to establish a Unified Command Post at the scene with interoperable communications systems.
- ☐ Coordinates Fire and Rescue Services activities to ensure coverage and continuity of critical services.
- ☐ Advises EMT on fire and rescue matters.
- ☐ Coordinates the provision of equipment, resources, and specialists through EMT Sections to the scene.
- ☐ Activates Mutual Aid Agreements and/or supplier contracts as needed.
- ☐ Coordinates with Police, York Paramedic Services, Logistics Section Chief and Operations Community Service Section Chief regarding evacuation of scene.
- ☐ Liaises with Fire Services from neighbouring municipalities and the Regional Fire Coordinator.
- ☐ Liaise with PIO to provide expert information at media conferences.
- ☐ Attends and provides updates at Briefing Meetings.
- ☐ Delegates duties to and briefs replacement on actions taken, outstanding issues and status of the emergency.

#### **4.3.10 OPERATIONS FIRST RESPONSE – POLICE SECTION CHIEF**

##### **Reports to the EOC Director and Regional Emergency Operations Centre (REOC) Police Chief**

- ☐ Recommends activation of the Emergency Plan and Notification Procedure.

- ☐ Responds to EOC and establishes a workstation.
- ☐ Opens and maintains a log (may be delegated to a scribe) in Incident Point.
- ☐ Requests activation of the York Regional Police Emergency Operations Plan.
- ☐ Coordinates with Fire and York Region Paramedic Services to establish a Unified Command System, Command Post and interoperable communications systems.
- ☐ May deploy the York Regional Police Mobile Command Unit to the Emergency Scene.
- ☐ Coordinates the Police response with Unified Command to
  - ☐ Establish inner and outer perimeters at the site
  - ☐ Establish access control measures
  - ☐ Provide traffic control to facilitate the movement of emergency vehicles
  - ☐ Alert residential, commercial and industrial buildings of need to evacuate
  - ☐ Implement crowd control measures, and
  - ☐ Investigate the incident
- ☐ Obtains a briefing from and establishes communications with Police Incident Commander.
- ☐ Advises the EMT on policing matters.
- ☐ In coordination with Unified Command and EMT plans evacuation of the emergency area and implements the Evacuation Plan.
- ☐ Dispatches specialized police units and activate mutual aid agreements as needed.
- ☐ Maintains an inventory of Regional, Municipal and private sector communications equipment and facilities that may be accessed during an emergency.
- ☐ Coordinates with Coroner's Office on fatalities, morgues, investigation of deaths, establishing a property recovery centre, identification of victims and notification of next of kin.
- ☐ Delegates duties to and briefs replacement on actions taken, outstanding issues and status of the emergency.
- ☐ Attends and provides updates at Briefing Meetings.

#### **4.3.11 OPERATIONS FIRST RESPONSE - PARAMEDIC SECTION CHIEF**

##### **Reports to the EOC Director and REOC Paramedic Chief**

- ☐ May recommend activation of the Emergency Plan and Notification Procedure.
- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log (may be delegated to a scribe in Incident Point) .
- ☐ Requests activation of the York Region Paramedic Services Contingency Plan.
- ☐ Coordinates with Fire and Police to establish a Unified Command System, Command Post and interoperable communications systems.
- ☐ Provide an Incident commander, if required.
- ☐ Obtains briefing from and establishes communications with Paramedic Incident Commander.
- ☐ Liaises with the Ontario Ministry of Health.
- ☐ Advises the EMT on Paramedic Services matters.
- ☐ Liaise with the allied paramedic agencies on areas of mutual concern which may include:
  - ☐ Triage
  - ☐ Stabilization of patients
  - ☐ Transportation to hospitals
  - ☐ Any other issues needed in pre-hospital care
- ☐ Liaise with other agencies as required to augment and coordinate paramedic resources.
- ☐ Liaises with neighbouring municipal paramedic agencies for mutual assistance.
- ☐ Attends and provides updates at Briefing Meetings.
- ☐ Delegates duties to and briefs replacement on actions taken, outstanding issues and status of the emergency.

#### **4.3.12 OPERATIONS INFRASTRUCTURE SECTION CHIEF**

##### **Reports to the EOC Director**

- ☐ Orders activation of the Emergency Plan and Notification Procedure.

- ☐ Responds to EOC and establishes a workstation or joins virtual EOC
- ☐ Opens and maintains a log in Incident Point.
- ☐ Obtains a briefing from Section Officers.
- ☐ Advises EMT on Engineering and Public Works related matters.
- ☐ Oversees and directs the Operations Infrastructure Section response activities
- ☐ Liaises with York Region Transportation and Environmental Services, and neighbouring municipalities' Public Works Departments.
- ☐ Coordinates implementation of strategies to maintain continuity of critical services.
- ☐ Briefs and updates Section regularly.
- ☐ Oversees response, mitigation and recovery planning processes.
- ☐ Attends and provides updates at Briefing Meetings.
- ☐ Ensures replacement personnel are scheduled for Section.
- ☐ Delegates duties to and briefs replacement on actions taken, outstanding issues and status of the emergency.

#### **4.3.13 OPERATIONS INFRASTRUCTURE– ENVIRONMENTAL OFFICER**

##### **Reports to the Operations Infrastructure Sector Chief**

- ☐ Responds to the EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log .
- ☐ Activates department emergency plan and notification procedure.
- ☐ Coordinates the provision of environmental services.
- ☐ Appoints a site incident commander as needed to liaise with Unified Command.
- ☐ Liaises with and advises EMT on environmental services, roads, parks and forestry matters.
- ☐ Provides response updates to Situational Awareness for incident mapping.

- ☐ Provides regular updates to Section Chief.
- ☐ Coordinates with EMT to ensure sufficient staffing is available, scheduled and additional human resources needs identified.
- ☐ Identifies supplies, equipment and services required and coordinates with EMT to procure.
- ☐ Coordinates with community and government agencies (TRCA, SAC, MOECC, CANUTEC etc).
- ☐ Coordinates implementation of strategies to maintain continuity of critical services.
- ☐ Delegates duties and provides briefing to the replacement on actions taken, outstanding issues and status of the emergency

#### **4.3.14 OPERATIONS INFRASTRUCTURE – PARKS AND FORESTRY OFFICER**

##### **Reports to the Operations Infrastructure Section Chief**

- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log in Incident Point.
- ☐ Appoints an on scene Incident Commander to coordinate with Unified Command.
- ☐ Obtains a briefing from and establishes communications with the Parks and Forestry on scene Incident Commander.
- ☐ Coordinates clearing, storage and disposal of debris on city-owned properties, roads and sidewalks in accordance with legislation.
- ☐ Provides response updates to Situational Awareness for incident mapping.
- ☐ Coordinates with Strategy Section for mass burials in City owned cemeteries.
- ☐ Coordinates repair of damaged woodlots, trails, parks and open spaces.
- ☐ Coordinate with Ministry of Natural Resources, Toronto Region Conservation Authority, York Region and neighbouring municipalities.
- ☐ Updates Section Chief on activities.
- ☐ Coordinates implementation of strategies to maintain continuity of and rapidly

recover critical services.

- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.

#### **4.3.15 OPERATIONS INFRASTRUCTURE– TRANSPORTATION OFFICER**

##### **Reports to the Operations Infrastructure Section Chief**

- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log in Incident Point.
- ☐ Appoints an on scene Incident Commander to coordinate with Unified Command.
- ☐ Coordinate with Parks and Forestry Officer and Alectra to clear roads of debris.
- ☐ Coordinate clearing roads of snow and ice.
- ☐ Coordinate deployment of barricades to close roads.
- ☐ Coordinates the planning and provision of traffic engineering services of;
  - ☐ Emergency vehicle routes,
  - ☐ Evacuation route signage and barriers,
  - ☐ Detours and road closures, and
  - ☐ Altering and maintaining traffic signals.
- ☐ Advises EMT on traffic matters.
- ☐ Provides response updates to Situational Awareness for incident mapping.
- ☐ Coordinate with York Region Transportation on maintaining safety of roads.
- ☐ Updates Section Chief on activities.
- ☐ Coordinates implementation of strategies to maintain continuity of and rapidly recover critical services.
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.

#### **4.3.16 OPERATIONS INFRASTRUCTURE SECTION – MITIGATION/RECOVERY OFFICER/UNIT**

##### **Reports to the Operations Infrastructure Section Chief**



- ☐ Responds to EOC and establishes workstation or joins virtual EOC.
- ☐ Opens and maintains a log in Incident Point.
- ☐ Oversees provision of services related to infrastructure mitigation and recovery, infrastructure protection, flood mitigation and recovery, building inspections and maintaining/recovering utilities.
- ☐ Coordinates with Alectra and Enbridge representatives on utility recovery and maintenance.
- ☐ Coordinates with EMT members to procure equipment, supplies, human resources, contractors and experts to support the mitigation and recovery efforts.
- ☐ Coordinates with Toronto Region Conservation Authority (416) 661-6600 on flood management, mitigation and recovery matters.
- ☐ Oversees implementation of strategies to maintain continuity of critical services.
- ☐ Ensures replacement personnel are scheduled.
- ☐ Delegates duties to and briefs replacement on actions taken, outstanding issues and status of the emergency.

#### **4.3.17 OPERATIONS INFRASTRUCTURE - INFRASTRUCTURE OFFICER**

##### **Reports to the Operations Infrastructure Section Chief**

- ☐ Responds to the EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log.
- ☐ Coordinates the provision of Engineering Services.
  - ☐ Infrastructure data,
  - ☐ Mitigation planning for impact of the emergency on infrastructure
  - ☐ Planning for and implementing recovery of infrastructure; and
  - ☐ Engineering drawings.
- ☐ Advises EMT on infrastructure matters.
- ☐ Coordinates implementation of strategies to maintain continuity of critical services.
- ☐ Provides regular updates to Section Chief.

- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.

#### **4.3.18 OPERATIONS INFRASTRUCTURE -- BUILDING STANDARDS OFFICER**

##### **Reports to the Operations Infrastructure Section Chief**

- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log.
- ☐ May appoint an on scene incident commander.
- ☐ Establishes inspection criteria for damaged structures.
- ☐ Identifies and prioritizes damaged structures to be inspected.
- ☐ Deploys Inspectors to impact areas.
- ☐ Issues orders on damaged structures.
- ☐ Establishes a system to facilitate issuing of permits.
- ☐ Advises EMT on Building Standards matters.
- ☐ Liaises with Building Standards Departments at neighbouring municipalities.
- ☐ Coordinates implementation of strategies to maintain continuity of and rapidly recover critical services
- ☐ Updates Sector Lead on actions taken.
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.

#### **4.3.19 OPERATIONS COMMUNITY SERVICES SECTION CHIEF**

##### **Reports to the EOC Director**

- ☐ Orders activation of the Emergency Plan and Notification Procedures.
- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log in Incident Point.
- ☐ Oversees and directs the Operations Community Services Section functions and responses.

- ☐ Facilities management,
  - ☐ Identify emergency shelters.
  - ☐ Support services for emergency shelters,
  - ☐ Establish an emergency worker centre if required,
  - ☐ Coordination with Vaughan Public Libraries,
  - ☐ By-Law and Compliance; and
  - ☐ Animal care and services.
- ☐ Coordinates with Operations First Response Section, York Region Community and Health Services Representative and Red Cross to identify and activate City facilities as Emergency Shelters.
  - ☐ Briefs and updates Section regularly.
  - ☐ Advises and coordinates with EMT on operations related matters.
  - ☐ Liaises with neighbouring municipalities, the Region, School Boards and community agencies to support the provision of assistance to residents.
  - ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.
  - ☐ Ensures sufficient personnel are available and scheduled to support the Operations Community Services functions in coordination with EMT.
  - ☐ Coordinates implementation of strategies to maintain continuity of and rapidly recover critical services.
  - ☐ Attends and provides updates at Briefing Meetings.
  - ☐ Ensures replacement personnel are scheduled for Operations Community Services Section.

#### **4.3.20 OPERATIONS COMMUNITY SERVICES SECTION - FACILITIES OFFICER**

##### **Reports to the Operations Community Services Section Chief**

- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log in Incident Point
- ☐ Coordinates securing of municipal buildings.
- ☐ Coordinates with IT Officer, VPL Officer, By-law and Compliance Officer and Liaison

Officer to set up, maintain and decommission the alternate EOC.

- ☐ Coordinates with PIO and IT Officer to set up and maintain a media centre.
- ☐ Coordinates with PIC Officer and IT Officer to set up and maintain an alternate Public Inquiry Centre as required.
- ☐ Coordinates with By-law and Compliance Officer to establish an alternate animal shelter.
- ☐ Establishes a rest area at the EOC facilities for EMT members.
- ☐ Coordinates with Recreation Officer, Vaughan Public Libraries Officer, Red Cross and York Region Community and Health Services to open, set up, maintain and close, city facilities being used as Emergency Shelters and Emergency Worker Centres.
- ☐ Coordinates with Fire Section Chief, Building Standards Officer and York Region Community and Health Services to arrange for inspections of emergency shelters.
- ☐ Maintains a record of supplies used in the Emergency Shelters.
- ☐ Coordinates with EMT to identify facility needs during the emergency.
- ☐ Coordinates with Risk Management Officer to obtain generators for municipal facilities.
- ☐ Liaises with neighbouring municipal and regional departments.
- ☐ Coordinates with Field Supply Officer to move supplies and equipment to emergency facilities.
- ☐ Coordinates close down of City facilities that are impacted by the emergency.
- ☐ Coordinates restoration of damaged City facilities.
- ☐ Coordinates implementation of strategies to maintain continuity of and rapidly recover critical services.
- ☐ Updates Section Chief on activities.
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.

**4.3.21 OPERATIONS COMMUNITY SERVICES SECTION - RECREATION OFFICER****Reports to: Operations Community Services Section Chief**

- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log in Incident Point.
- ☐ Coordinates with VPL Officer, Facilities Officer, Red Cross and York Region Community and Health Services with setting up, operating and closing Emergency Shelters in community centres
- ☐ Appoints the Recreation Lead at facilities being used as Emergency Shelters.
- ☐ Coordinates with Vaughan Public Libraries Officer for human resources and services for shelters.
- ☐ Coordinates with Facilities Officer to maintain an inventory of facilities and supplies that may be used for evacuees.
- ☐ Coordinates with Public Information Officer on release of up-to-date information of available shelters in community centres.
- ☐ Coordinates with York Region Community and Health Services, Red Cross and Vaughan Public Libraries to provide leisure activities at the Emergency Shelters.
- ☐ Coordinates implementation of strategies to maintain continuity of and rapidly recover critical services.
- ☐ Provides regular updates to Section Chief on Recreation activities.
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.
- ☐ Provides input into response and recovery planning process.
- ☐ Submits logs and records of expenditure to the Section Chief daily.

**4.3.22 OPERATIONS COMMUNITY SERVICES SECTION - BY-LAW AND COMPLIANCE OFFICER****Reports to: Operations Community Services Section Chief**

- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log in Incident Point.

- ☐ Advises EMT on municipal by-law, permits and security matters.
- ☐ Coordinates with Liaison Officer to provide security at Emergency Operations Centre.
- ☐ Provide damage assessment information collected by field officers to appropriate sections.
- ☐ Coordinates with Recreation and Facilities Officers to provide security at emergency shelters.
- ☐ Provides regular updates to Section Chief.
- ☐ Coordinates implementation of strategies to maintain continuity of and rapidly recover critical services
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency
- ☐ In coordination with Section Chief and EMT, ensures that sufficient staffing is available and scheduled.

#### **4.3.23 OPERATIONS COMMUNITY SERVICES SECTION - ANIMAL SERVICES OFFICER**

##### **Reports to: Operations Community Services Section Chief**

- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log in Incident Point
- ☐ Advises EMT on animal services matters.
- ☐ Deploys Animal Services Officers to Emergency Shelters to coordinate care of evacuated pets.
- ☐ Intakes information from citizens on pets left behind in the emergency areas.
- ☐ Coordinates with Emergency Services to advise of pets left behind and plans to retrieve pets
- ☐ Intakes and responds to wildlife in crises calls related to the emergency.
- ☐ Coordinates with Facilities Officer and IT Officer for alternate emergency animal shelters.

- ☐ Provides regular updates to Section Chief.
- ☐ Coordinates implementation of strategies to maintain continuity of and rapidly recover critical services
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency
- ☐ In coordination with Section Chief and EMT, ensures that sufficient staffing is available and scheduled.

#### **4.3.24 OPERATIONS COMMUNITY SERVICES SECTION – VAUGHAN PUBLIC LIBRARIES OFFICER**

##### **Reports to the Operations Community Services Section Chief**

- ☐ Respond to EOC and establish workstation or joins virtual EOC.
- ☐ Opens and maintains a log- in Incident Point.
- ☐ Establishes communication link to Vaughan Public Libraries administration and libraries.
- ☐ Coordinates with Recreation, Facilities, By-law and Compliance, York Region Community Health and Safety, and Red Cross to assist with setup, operation and closing emergency shelter.
- ☐ Coordinates with Facilities, Liaison and IT Officers to establish alternate Emergency Operations Centre.
- ☐ Schedule staff resources for emergency shelter.
- ☐ Coordinates provision of reading materials, videos, etc. for the shelter's evacuees.
- ☐ Advises Community Services Section and Emergency Management Team on resources available at libraries to support the response efforts
- ☐ Maintains inventory of supplies used in response
- ☐ Closes facilities impacted. Cancels, reschedules or relocates programs.
- ☐ Coordinates implementation of strategies to maintain continuity and rapid recovery of critical services
- ☐ Provides regular updates to the Section Chief on VPL activities.

- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.
- ☐ Appoints a Vaughan Public Libraries lead at facilities used as emergency shelters.

#### **4.3.25 ADMINISTRATION SECTION CHIEF**

##### **Reports to the EOC Director**

- ☐ Orders activation of the Emergency Plan and Notification Procedure.
- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log in Incident Point.
- ☐ Oversees and directs all administrative operations in the EOC to provide;
  - ☐ Sufficient staffing for response, mitigation and recovery activities.
  - ☐ Health and safety protocols for response and recovery.
  - ☐ Legislated and regulated requirements.
  - ☐ Legal advice to EMT.
  - ☐ Risk management and insurance; and.
  - ☐ EAP services to staff.
- ☐ Coordinates implementation of strategies to maintain continuity of and rapidly recover critical services.
- ☐ Ensures replacement personnel are scheduled for Administration Section members.
- ☐ Briefs and updates Administration Section members at regularly scheduled team meetings.
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.
- ☐ Provides input into response and recovery planning process.
- ☐ Attends and provides updates at Briefing Meetings.
- ☐ Collects logs from Officers daily and submits to Strategy Section daily.
- ☐ Submits Records of expenditures to Logistics Section Chief daily.



**4.3.26 ADMINISTRATION SECTION – HUMAN RESOURCES OFFICER****Reports to the Administration Section Chief**

- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log in Incident Point
- ☐ Establishes a site for assembly, intake, registration and orientation of city staff, temporary workers and volunteers.
- ☐ Coordinates with and refers citizen volunteers to Non-Government Organizations.
- ☐ Coordinates with EMT to identify and process requests for additional staff.
- ☐ Establishes a registration system and generate files for all temporary and mutual assistance workers recruited and ensures files are kept secured.
- ☐ Provides identification to staff, temporary workers and volunteers.
- ☐ Coordinates with Field Supply Officer to arrange transportation of workers to and from work sites.
- ☐ Issues work assignments, work description, work site supervisor and insurance information to temporary workers.
- ☐ Advises EMT on human resources, health and safety and personal protective equipment matters.
- ☐ Arranges for critical incident stress counseling services for response staff as needed.
- ☐ Assesses situation for Health and Safety considerations.
- ☐ Establishes Health and Safety protocols.
- ☐ Identifies staff who are overtired or in distress and takes steps to relieve them.
- ☐ Ensures there is sufficient human resources scheduled to manage the emergency for second, third shifts and for an extended duration.
- ☐ Coordinates implementation of strategies to maintain continuity of and rapidly recover critical services
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.

**4.3.27 ADMINISTRATION SECTION – LEGAL OFFICER****Reports to the Administration Section Chief**

- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log in Incident Point.
- ☐ Advises the EMT on legal matters and applicable legislation.
- ☐ Coordinates with the EMT members to ensure that appropriate site cleanup arrangements are made and carried out at the expense of the responsible party
- ☐ Collects evidence of any legal violations related to the emergency.
- ☐ Liaises with the Regional Solicitor and solicitors for neighbouring municipalities.
- ☐ Coordinates implementation of strategies to maintain continuity of and rapidly recover critical services.
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.

**4.3.28 ADMINISTRATION SECTION – RISK MANAGEMENT OFFICER****Reports to the Administration Section Chief**

- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log in Incident Point.
- ☐ Advise EMT on insurance and risk management.
- ☐ Liaise with City insurers.
- ☐ In consultation with the Sections develops a damage assessment process.
- ☐ Coordinate collection of data/evidence on damage assessments on City owned property.
- ☐ Coordinate with insurer to access disaster relief services (generators, mobile crisis units, IT equipment, etc).
- ☐ Assists Logistics with developing application for Municipal Disaster Recovery Assistance (MDRA) funding.

- ☐ Coordinates with HR and other sections for staff to document damage in community.
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.

#### **4.3.29 LOGISTICS SECTION CHIEF**

##### **Reports to the EOC Director**

- ☐ Orders activation of the Emergency Plan and Notification Procedure.
- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log in Incident Point (may be delegated to a scribe).
- ☐ Authorizes unbudgeted expenditures related to the response.
- ☐ Oversees and directs Logistics Section functions for the response and recovery by providing;
  - ☐ Financial management
  - ☐ Procurement
  - ☐ Information Technology
  - ☐ Provide equipment/vehicle supplies to the field,
  - ☐ Municipal Disaster Recovery Assistance program application, and
  - ☐ Information related to and liaison with business sector.
- ☐ Briefs and updates Logistics Section on a regular basis.
- ☐ Advises EMT on logistics related matters.
- ☐ Approves unbudgeted expenditures
- ☐ Ensures records of expenditures are obtained from EMT members daily for consolidation by Finance Officer.
- ☐ Coordinates with EMT members to ensure all financial transactions, purchases, ITM, Economic Development Planning and Building Standards needs for the response are managed by the Logistics Section Officers.
- ☐ Approves supplier agreements and contracts as required.
- ☐ Coordinates implementation of strategies to maintain continuity of and rapidly recover critical services.

- ☐ Liaises with neighbouring municipalities and the Region.
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.
- ☐ Ensures replacement personnel are scheduled for Logistics Section.
- ☐ Attends and provides updates at Briefing Meetings.

#### **4.3.30 LOGISTICS SECTION – FINANCE OFFICER**

##### **Reports to the Logistics Section Chief**

- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log in Incident Point.
- ☐ Advises the EMT on financial matters and coordinates with EMT members to support the response.
- ☐ Opens a cost center to record financial expenditures for the emergency.
- ☐ Coordinates with Risk Management Officer on MDRA application process.
- ☐ Ensure Credit Cards, cheques and cash are available to make emergency purchases.
- ☐ Collects information on purchases from Procurement Unit and Section Chiefs.
- ☐ Prepares daily financial reports for EMT.
- ☐ Ensures prompt payment of invoices.
- ☐ Updates Section Chief regularly.
- ☐ Coordinates implementation of strategies to maintain continuity of and rapidly recover critical services
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.

#### **4.3.31 LOGISTICS SECTION – PROCUREMENT UNIT (INTAKE, PROCUREMENT AND RECORDING – 3 OFFICERS)**

##### **Reports to: Logistics Section Chief**

- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.

- ☐ Opens and maintains a log in Incident Point.

## **INTAKE**

- ☐ Intake procurement requests from EMT including
  - ☐ Type of resource being requested
  - ☐ Number of resources
  - ☐ Specifications
  - ☐ Location resource required at
  - ☐ Time resource required
  - ☐ Feeding needs for frontline responders, emergency shelters and Emergency Operations Centre personnel
  - ☐ Specialized contractors and services

## **PROCUREMENT**

- ☐ Maintains a current list of vendors.
- ☐ Orders and arranges delivery of requested resources.
- ☐ Sources contractors and specialized services.
- ☐ Advises EMT on purchasing matters.
- ☐ Liaises with purchasing departments of neighbouring municipalities and the Region.

## **RECORDING**

- ☐ Accurately documents all requests for resources and procurement processes used by unit.
- ☐ Submits purchasing documentation to Finance Officer daily
- ☐ Updates Section Chief regularly.
- ☐ Coordinates implementation of strategies to maintain continuity of and rapidly recover critical services
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.

**4.3.32 LOGISTICS SECTION – IT OFFICER****Reports to the Logistics Section Chief**

- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log in Incident Point.
- ☐ Deploys IT Technicians to Emergency Operations Centre.
- ☐ Coordinates with Facilities Officer and Liaison Officer for technology for Emergency Facilities.
- ☐ Coordinates with PIO to post key messages and update Vaughan on Line Site with current information related to the emergency and protective measures.
- ☐ Ensures corporate databases and applications are in place and functional.
- ☐ Coordinates with EMT to identify and support their needs.
- ☐ Ensures that IT support personnel are available 24 hour/day to support the response.
- ☐ Coordinates implementation of strategies to maintain continuity of and rapidly recover critical services
- ☐ Advises EMT on Information Technology matters.
- ☐ Liaises with IT departments of neighbouring municipalities and the Region.
- ☐ Regularly updates Section Chief on actions taken.
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.

**4.3.33 LOGISTICS SECTION – FIELD SUPPLY OFFICER****Reports to: Logistics Section Chief**

- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log in Incident Point.
- ☐ Activates department emergency plan and notification procedure, calls alternates.
- ☐ Liaises and coordinates with EMT to provide transportation vehicles to support the

response.

- ☐ Liaises and coordinates with York Region Police, Transit and school boards to access buses for evacuees.
- ☐ Coordinates with private transportation companies to access vehicles.
- ☐ Arranges for the provision of fuel for emergency vehicles, other response vehicles and equipment.
- ☐ Coordinates with EMT and Unified Command to designate pick up and drop off locations for evacuees, volunteers, staff and supplies.
- ☐ Coordinates with Unified Command and EMT on re-entry planning.
- ☐ Provides regular updates to Section Chief.
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.
- ☐ In coordination with Section Chief and EMT, ensures that sufficient staffing is available and scheduled as drivers.

#### **4.3.34 PUBLIC INFORMATION SECTION CHIEF**

##### **Reports to: EOC Director**

- ☐ Orders activation of the Emergency Plan and Notification Procedure, calls officers and scribes.
- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log in Incident (may be delegated to a scribe).
- ☐ Activates Crises Communications Plan.
- ☐ Coordinates with Head of Council.
- ☐ Oversees and directs Public Information Section functions and response.
- ☐ Ensures information is provided to public and media.
- ☐ Ensures website is updated with emergency information:
- ☐ Coordinates with EMT on outreach calls, social media and videos messages.

- ☐ Ensures information is provided to Public Inquiry Centre (AV) to respond to public inquires.
- ☐ Briefs and updates team on a regular basis.
- ☐ Directs the establishment of a media centre, and alternate public inquiry call centre as required.
- ☐ Appoints and Incident Site Public Information Officer as required.
- ☐ Advises and coordinates with EMT on public information matters.
- ☐ Ensures that Public Information Section receives current information on the status of the emergency and public safety precautions being implemented.
- ☐ Ensures media broadcasts and print articles related to the emergency are monitored for content and accuracy.
- ☐ Coordinates with the EMT to ensure sufficient numbers of staff are available and scheduled for the Public Information Section.
- ☐ Coordinates implementation of strategies to maintain continuity of and rapidly recover critical services.
- ☐ May be required to act a Public Information Officer.
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.
- ☐ Attends and provides updates at Briefing Meetings.

#### **4.3.35 PUBLIC INFORMATION SECTION – PUBLIC INFORMATION OFFICER**

##### **Reports to the Public Information Section Chief**

- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log in Incident Point.
- ☐ Coordinates with Facility Officer and IT Officer to establish a media centre with appropriate equipment and supplies.
- ☐ Coordinates with EMT to gather and obtains approval for release key information to the public, City staff and stakeholders.



- ☐ Informs public, staff and stakeholders of the status of the emergency, response activities and public action directives through various media sources.
- ☐ Updates VOL:
  - ☐ Social media
  - ☐ Video Messages
  - ☐ Outreach calls
- ☐ Informs Public Inquiry Centre Officer of key messages.
- ☐ Ensures the City's Website has current emergency information posted.
- ☐ Ensures communications links are established with Incident Site PIO's, external agencies' PIO's and Regional PIO.
- ☐ Provides support to, liaises and coordinates with Incident Site PIO's to ensure uniform messaging.
- ☐ Coordinates the preparation of photographic and /or video footage for the media if access to the scene is not possible.
- ☐ Coordinates pooling for the media to take pictures.
- ☐ Advises EMT on media procedures and strategies.
- ☐ Arranges for EMT members and other experts to speak to the media.
- ☐ Coordinates with EMT to set a schedule for regular media briefings and act as moderators at the media briefings.
- ☐ Monitors media coverage for accuracy and takes immediate action to correct misinformation.
- ☐ Coordinates implementation of strategies to maintain continuity of and rapidly recover critical services
- ☐ Provides updates to Section Chief regularly.
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.

#### **4.3.36 PUBLIC INFORMATION – HEAD OF COUNCIL PUBLIC INFORMATION OFFICER**

##### **Reports to the Public Information Section Chief**

- ☐ Responds to EOC and establishes a workstation next to Head of Council or joins virtual EOC.
- ☐ Opens and maintains a log in Incident Point.
- ☐ Liaises with Public information Section and Head of Council to ensure most up-to-date information is available.
- ☐ Coordinates with the Head of Council and media to schedule interviews and media conferences.
- ☐ Develops media releases and ensures approval by EMT.
- ☐ Coordinates and manages site visits for Head of Council, dignitaries and media.
- ☐ Accompanies Head of Council on site visits, media conferences and interview and acts as emcee where appropriate.
- ☐ Provides updates to Section Chief regularly.
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.

#### **4.3.37 PUBLIC INFORMATION SECTION – PUBLIC INQUIRY CENTRE OFFICER**

##### **Reports to the Public Information Section Chief**

- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log in Incident Point.
- ☐ Activates Public Inquiry Centre Plan and notification procedure, calls alternates.
- ☐ In coordination with Facilities Officer and IT Officer, establishes an alternate Public Inquiry Centre with the appropriate equipment and supplies.
- ☐ Identifies staff requirements and coordinates with Section Chief and EMT to appropriately staff Public Inquiry Centre.
- ☐ Ensures recorded messages are current on City phone systems.
- ☐ Ensures PIC staff log all calls to track inquires and collect statistics.

- ☐ Liaises with PIO and EMT to ensure that call takers have up to date information to provide to the public.
- ☐ Ensures that call takers are oriented to their duties and know the appropriate agencies to redirect callers.
- ☐ Ensures a translation service is accessible as required for call takers.
- ☐ Coordinates implementation of strategies to maintain continuity of and rapidly recover critical services
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.
- ☐ Provides updates to Section Chief regularly.

#### **4.3.38 BUSINESS LIAISON OFFICER**

##### **Reports to Public Information Section Chief**

- ☐ Responds to EOC and establishes a works station or joins virtual EOC.
- ☐ Opens and maintains a log in Incident Point.
- ☐ Liaises with business sector.
- ☐ Liaises with Economic Development Departments at neighbouring municipalities and the Region.
- ☐ Coordinates implementation of strategies to maintain continuity of and rapidly recover critical services
- ☐ Provides input into the response and recovery planning process.
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency

#### **4.3.39 PUBLIC INFORMATION LIAISON**

##### **Reports to the Public Information Section Chief**

- ☐ Responds to the EOC and establishes a workstation.
- ☐ Sets up Teams platform with Public Information Section.
- ☐ Facilitates flow of information from EOC to Public Information Section personnel operating remotely.

- ☐ Maintains log in Incident Point.
- ☐ Coordinates creation of Section incident action plan.
- ☐ Monitors status of Section incident action plans and revises as needed.
- ☐ Supports Section Chief.
- ☐ Ensures Section Chief receives updates from Section members prior to briefing meetings.
- ☐ Disseminates information from briefing meetings to Section members.

#### **4.4 EOC SUPPORT STAFF AND ADHOC UNITS**

##### **4.4.1 INDIVIDUAL SCRIBE**

**Assigned to the Head of Council, EOC Director, and Section Chiefs.**

Note: Operations First Response – Police Section Chief and Paramedic Section Chief are responsible for bringing their own scribes.

- ☐ Upon notification, deploys to the EOC and report to designated EMT member or joins virtual EOC.
- ☐ Establish workstation with designated individual.
- ☐ Open and maintain a log, for assigned EMT member in Incident Point.
- ☐ Ensure that all important decisions made and actions taken by the individual are recorded.
- ☐ Ensure that the Documentation Unit receives information to update Master Events Log.
- ☐ Track outstanding issues and alert appropriate individual.
- ☐ Delegates duties and provides briefing to designated replacement on actions taken, outstanding issues and status of the emergency.

##### **4.4.2 SECTION SCRIBE**

Assigned to: Each Functional Section (Operations Infrastructure, Operations Community Services, Administration, Logistics and Public Information)

**Reports to the Section Chief**

- ☐ Upon arrival at EOC, signs in.
- ☐ Reports to Section Chief.
- ☐ Establishes workstation within Section area.
- ☐ Opens and maintains the Incident Action Plan and log in Incident Point
- ☐ Ensures that Incident Action Plan for Section is updated in promoted to briefing.
- ☐ Documents Section's resources that are deployed, available and out of service.
- ☐ Ensures that the Documentation Unit receives information to update Master Events Log.
- ☐ Tracks outstanding issues and alerts in Section IAP.
- ☐ Provides briefing to designated replacement on actions taken, outstanding issues and status of the emergency.
- ☐ Submits records and logs to Strategy Sections for storage.

#### **4.4.3 IT TECHNICIAN**

##### **Reports to: Logistics Section – ITM Officer**

- ☐ Upon arrival at the EOC reports to ITM Officer
- ☐ Trouble shoots hardware and software issues in the EOC.
- ☐ Repairs and/or replaces malfunctioning hardware.
- ☐ Assists EMT with hardware and software issues.
- ☐ Configures hardware as needed.
- ☐ Updates IT Officer of actions taken.
- ☐ Briefs replacement on actions taken, outstanding issues and status.
- ☐ Other duties as required.

#### 4.4.4 RESEARCH UNIT

May be established in long duration emergencies that impact beyond municipal boundaries.

##### Reports to Liaison Officer

- ☐ Liaison Officer will request support from Vaughan Public Libraries and HR Officer for staff for the unit.
- ☐ Staff assigned to the unit will monitor global, national, provincial and municipal sources to gather information related to;
  - ☐ Response activities.
  - ☐ Issues occurring.
  - ☐ Orders issued.
  - ☐ New treatments.
  - ☐ Best practices.
- ☐ Report research findings to the Liaison Officer on a mutually agreed upon schedule.

#### 4.4.5 LESSONS LEARNED UNIT

This unit may be formed for the purposes of conducting debriefings during and/or post emergency response.

- ☐ The Liaison Officer will coordinate with People Leaders to assign staff not directly involved in the response to the Unit
- ☐ A lead will be appointed for the Unit
- ☐ Unit members will set up individual or group interviews with EMT members to obtain feedback on
  - ☐ What went well?
  - ☐ What could we do better?
  - ☐ What recommendations do you have to enhance our emergency management capabilities?
  - ☐ What did you learn?
  - ☐ And other questions to identify gaps and best practices.
- ☐ The unit will provide a draft report of the responses and analytics on the findings to the Liaison Officer.

#### 4.5 EXTERNAL AGENCIES

Most external agencies will provide input into the EOC through virtual operations. The Liaison Officer will be the primary contact with external agencies and coordinate collaboration and sharing of information with the EMT and specific sections.

#### **4.5.1 ALECTRA OFFICER**

##### **Reports through Liaison Officer and Alectra Senior Management**

- ☐ Responds to EOC and establishes a workstation or joins virtual EOC.
- ☐ Opens and maintains a log in Incident Point.
- ☐ Coordinates with Operations Infrastructure Response and Mitigation/Recovery Sectors on electricity systems matters.
- ☐ Establishes communication link to Alectra Operations Centre or with City of Vaughan EOC.
- ☐ Provides information on Alectra's response activities.
- ☐ Provides information on power outage areas, load shedding and restoration timelines.
- ☐ Provides Situational Awareness with information for incident mapping.
- ☐ Advises the EMT on electricity systems matters.
- ☐ Coordinates with Mitigation/Recovery Sector on long term restoration matters.
- ☐ May attend and provide input at the Briefing Meetings.
- ☐ Provides regular updates to Sector Leads.
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.

#### **4.5.2 ENBRIDGE, INDUSTRY, TTC, RAIL.**

##### **Reports through Liaison Officer**

- ☐ Establishes a workstation in the EOC Operations Infrastructure Section as required or joins virtual EOC.
- ☐ Advises EMT on utilities, major/minor pipelines, rail, subway and industry related matters.
- ☐ Coordinates with Mapping Team for infrastructure maps.
- ☐ Coordinates with Mitigation/Recovery Sector on long term restoration matters.

- ☐ Provides response updates to Situational Awareness for incident mapping.
- ☐ Deploys Incident Commander to emergency scene to liaise with Unified Command as needed.
- ☐ Disconnects, maintains, and restores services

#### **4.5.3 TORONTO AND REGION CONSERVATION AUTHORITY** **Reports through Liaison Officer**

- ☐ Monitors flood areas and weather conditions and issues alerts.
- ☐ Provides flood plain maps to EOC.

#### **4.5.4 YORK REGION COMMUNITY AND HEALTH SERVICES** **Reports through the Liaison Officer.**

- ☐ Liaises with EOC and if required will provide a representative.
- ☐ Opens and maintains a log in Incident Point.
- ☐ Activates Emergency Social Services and Public Health plans and notification procedure.
- ☐ Oversees and coordinates Emergency Social Services and Public Health activities for citizens impacted by the emergency
  - ☐ Personal assistance,
  - ☐ Care of unattended children,
  - ☐ Food and water safety,
  - ☐ General safety and sanitation,
  - ☐ Disease control,
  - ☐ Accommodation standards,
  - ☐ Health assessment needs, and
  - ☐ Critical incident stress management.
- ☐ Liaises and coordinates with EMT and Unified Command on evacuation and health protection measures.
- ☐ Maintains an inventory of facilities designated for use as Emergency Shelters.
- ☐ Advises EMT on social services and health related matters.
- ☐ Coordinates with volunteer agencies and City staff to support care of evacuees at the shelters.



- ☐ Deploys a Health Department representative to the scene and emergency shelters as required.
- ☐ Liaises with Field Supply Officer and YRPS to coordinate evacuation of Home Care clients to appropriate facilities.
- ☐ Liaises with Regional Emergency Operations Centre, provincial ministries and neighbouring municipal Social Services and Health Departments.
- ☐ Delegates duties and provides briefing to replacement on actions taken, outstanding issues and status of the emergency.
- ☐ Provides regular updates to Section Chief.

#### **4.5.5 CANADIAN RED CROSS**

##### **Reports through the Liaison Officer**

- ☐ Respond to the EOC and establish a workstation or joins virtual EOC.
- ☐ Opens and maintains a log in Incident Point.
- ☐ Activates the Red Cross Disaster Response Plan.
- ☐ Coordinates with the Operations Community Services Section to provide
  - ☐ Registration and inquiry services to evacuees
  - ☐ Emergency Shelter services
  - ☐ Food
  - ☐ Clothing
  - ☐ Personal services
- ☐ Manage emergency shelter operations.
- ☐ Liaises with and advises EMT on humanitarian aid matters.
- ☐ Establishes a Central Registration and Inquiry Bureau (CRIB) for registration of evacuees, intake of inquiries and reuniting families.
- ☐ Activates a mobile Registration and Inquiry process to travel to designated locations.
- ☐ Management of donations of goods and services.
- ☐ Coordination of other Non-Government Organizations.

- ☐ Coordinate needs assessments on affected residents.
- ☐ Coordinate referrals for assistance for affected residents.
- ☐ Coordinate with EMT to implement outreach procedure for services.
- ☐ Submits daily situation reports of activities to EMT.
- ☐ May attend and provide updates at Briefing Meetings.

#### **4.5.6 NGO ALLIANCE OF ONTARIO**

##### **Reports through the Liaison Officer and Operations Community Services Section Chief**

The NGO Alliance may be utilized to access multiple community response organizations who are coordinated through a single point of contact/agency. The NGO Alliance provides a variety of services in the response and recovery phases.

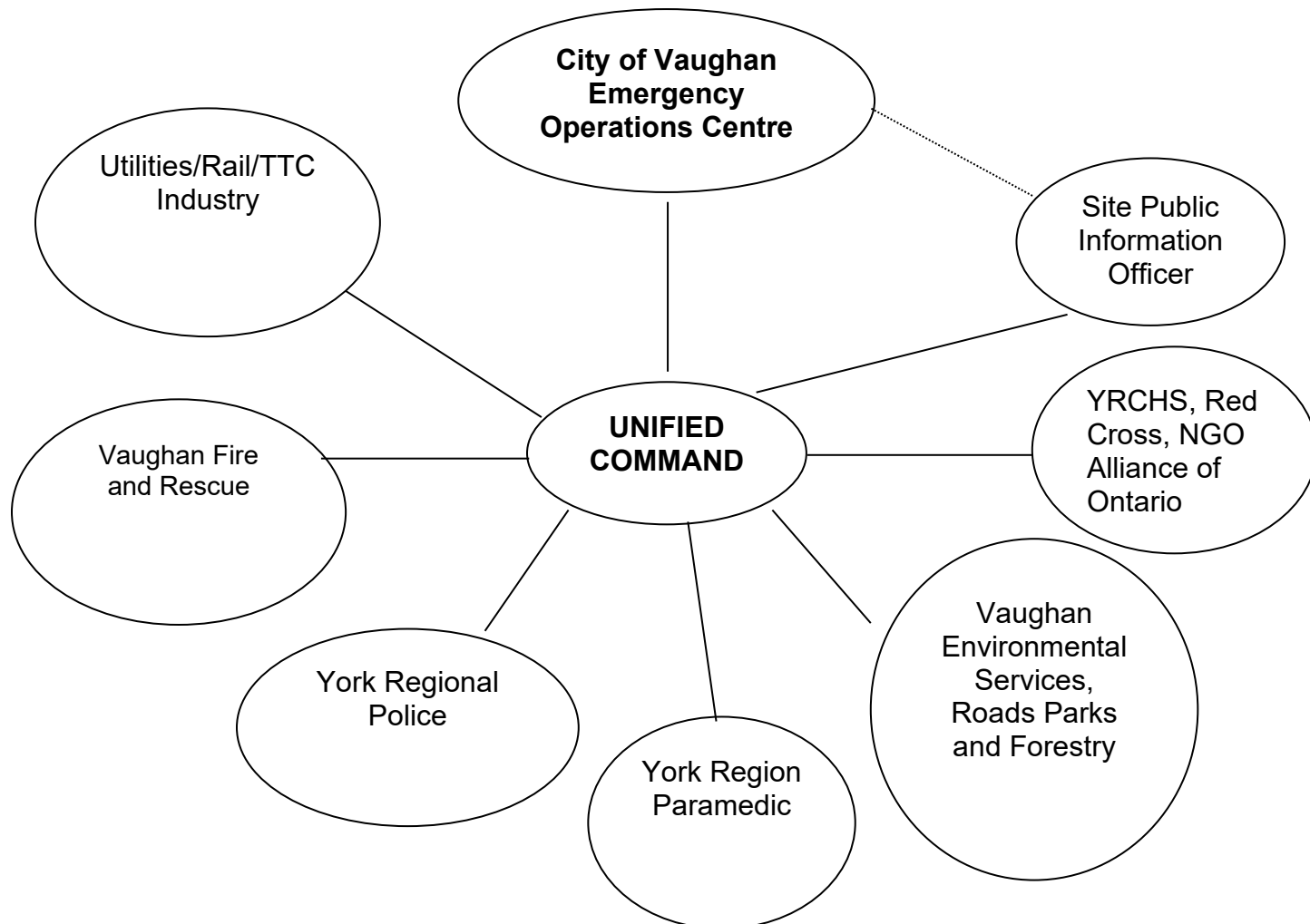
##### *Response Phase*

- ☐ Shelter management
- ☐ Family reunification
- ☐ Feeding
- ☐ Clothing
- ☐ Pet care
- ☐ Donations management
- ☐ Incident management
- ☐ Volunteer resource management
- ☐ Paramedical support
- ☐ Trauma counseling, and
- ☐ Spiritual support

##### *Recovery Phase*

- ☐ Clean-up,
- ☐ Debris removal
- ☐ Minor repairs, and
- ☐ Reconstruction

## 4.6 INCIDENT SITE TEAM



### 4.6.1 UNIFIED COMMAND

Unified Command is a structure that brings together the Incident Commanders of all major organizations involved in the incident at the site level to coordinate an effective response while also carrying out their jurisdictional responsibilities.

Unified Command includes Incident Commanders from first response agencies City Departments, private sector, non-governmental sector, and upper tier government. The make up to the unified command structure will vary for each incident.

## **4.7 OTHER SUPPORT AGENCIES**

### **4.7.1 AREA HOSPITALS**

- ☐ Provide advanced medical care to casualties.
- ☐ Liaises with EMS to determine numbers of casualties, injury types and treatment provided at the scene.

### **4.7.2 EMERGENCY MANAGEMENT ONTARIO**

- ☐ Monitors emergency situation.
- ☐ Advises of services available from the province.
- ☐ Notifies Minister of Community Safety and Correctional Services of declarations and terminations of emergencies.
- ☐ May deploy a community officer to act as liaison to the province.

### **4.7.3 SCHOOL BOARDS**

- ☐ May assist York Region Community Services and Red Cross with the use of Secondary Schools as Evacuation/Reception Centres.
- ☐ Provides maintenance staff and cafeteria staff as required to support the Evacuation/Reception Centres in joint use facilities.

### **4.7.4 ONTARIO PROVINCIAL POLICE (OPP)**

- ☐ Responds to traffic related emergencies on provincial roads.
- ☐ Coordinates with Unified Command on matters of mutual concern.
- ☐ Liaises with EMT through Unified Command structure.

### **4.7.5 CORONER**

- ☐ Oversees and directs the investigation of fatalities.
- ☐ Determines the need for an inquest and initiates proceedings.
- ☐ Coordinates the collection of evidence regarding fatalities.

- ☐ Establishes temporary morgues and initiates autopsies.
- ☐ Coordinates with police to notify next of kin of the deceased.

#### **4.7.6 MINISTRY OF ENVIRONMENT AND CLIMATE CHANGE – SPILLS ACTION CENTRE**

- ☐ Are notified of hazardous materials incidents.
- ☐ Provide computer modelling for worst case scenario impact zone.
- ☐ Assess, advise and approve containment, clean up and disposal of hazardous materials.
- ☐ Monitor and test air, water and soil quality.

#### **4.7.7 YORK REGION CEMC**

- ☐ Acts as liaison between Region and EOC.
- ☐ Notifies Community and Health Services to deploy to City's EOC on request.
- ☐ Arranges for support from Regional Departments not directly involved in the response, as required.

#### **4.7.8 INSURANCE BUREAU OF CANADA**

- ☐ May deploy the Community Assistance Mobile Pavilion (CAMP) to the scene and emergency shelter on request
- ☐ Provides rapid access to insurance related information.

## **SECTION 5 – EMERGENCY OPERATIONS FACILITIES AND PROCEDURES**

### **5.1 EMERGENCY OPERATIONS CENTRE**

1. The primary Emergency Operations Centre (EOC) is located at 2800 Rutherford Road.
2. The alternate EOC location is Pierre Berton Resource Library, 4921 Rutherford Rd.
3. A virtual EOC using the Microsoft Teams platform or a hybrid of virtual and in person may be established.

### **5.2 VIRTUAL EMERGENCY OPERATIONS CENTRE**

1. The Liaison Officer or EOC Director may establish a Teams site for the Emergency Management Team Section Chiefs, Head of Council and Scribes.
2. The EOC Director and/or Liaison Officer will issue a Teams meeting invitation to the Emergency Management Team Section Chiefs, Head of Council and Scribes.
3. The Liaison Officer will establish a Teams platform for external agencies to interact with the emergency operations centre.
4. Section Chiefs or designate will establish a Teams meeting for their members.
5. Only EMT members directed to deploy will join the EOC Teams meeting.
6. EOC Teams meeting shall not be recorded, members must take notes and input into the Incident Point Logs.

### **5.3 HYBRID EMERGENCY OPERATIONS CENTRE**

Section Chiefs may decide to operate in a hybrid manner of some officers deploying in person and others joining through virtual platforms.

1. The Section Chief or delegate will establish a Teams meeting for the Section.
2. Teams meeting invitations will be sent to Section members.
3. Section members in the EOC will utilize their own personal headsets with microphones to join the meeting.
4. Section Teams meets shall not be audio recorded, members are responsible for taking notes and inputting in the Incident Point Software.

5. The Liaison Officer shall establish a Teams platform for external agencies to access.

#### **5.4 MEDIA CENTRE**

1. The Media Centre is a separate facility from the EOC and will be located within a short travelling distance from the EOC. Potential media centre locations include privately owned banquet halls, City-owned facility not being used in the emergency response or a Region-owned facility not being used in the emergency response.
2. The purpose of the media centre is to provide an operating base with telecommunications and power infrastructure for the various media sources who will report on the incident.
3. The Scene Media Centre will be located on the outer perimeter of the incident in close proximity to the Mobile Command Post. The scene media centre will be a designated staging area rather than a facility.
4. Media briefings shall not be held in locations where evacuees are being housed to protect their privacy, safety and dignity.

#### **5.5 PUBLIC INQUIRY CENTRE (PIC)**

1. The Public Inquiry Centre is a component of emergency operations that will operate at City Hall through Access Vaughan or in the alternate location as needed or virtually.

#### **5.6 COMMAND POST**

1. The Vaughan Fire and Rescue Service and/or York Regional Police Mobile Command Posts can be dispatched to the scene and upon arrival will be used by Unified Command as the central base of operations.
2. The Mobile Command Post will be situated on the outer perimeter, upwind of and with an unobstructed view of the incident site.
3. The Command Post provides integrated communications systems for first response agencies and communications links with the EOC.

#### **5.7 CENTRAL REGISTRATION AND INQUIRY BUREAU**

1. The Red Cross will establish a Central Registration and Inquiry Bureau (CRIB) to intake registration information on evacuees, intake inquiries and reunite families.

2. The Red Cross will provide the Public Information Officer with the contact number for the CRIB for broadcast.

## **5.8 INCIDENT POINT – EOC SOFTWARE AND DOCUMENTATION**

Incident Point is a cloud based documentation program with access restricted to staff and external agencies representatives appointed to the EMT.

1. Incident Point is administered by the Liaison Officer, Strategy Section Chief and a designated staff member from the Office of the Chief Information Officer.
2. EMT members are responsible for documenting the following information in the log:
  - a. Actions taken during the activation of the plan.
  - b. Requests made and received.
  - c. Directives issued.
  - d. Situation updates.
  - e. Completion of tasks listed in the incident action plan.
  - f. Other information relevant to the situation and response.
3. EMT members are responsible for uploading any documents created electronically that are related to their designated file folder in Incident Point.
4. The Strategy Section Chief and/or Liaison Officer are responsible for updating the master events page with the following information.
  - a. Incident date/time.
  - b. Activation date/time.
  - c. Incident summary – description of the incident.
  - d. Emergency declaration date/time.
  - e. Emergency termination date/time.
  - f. Active emergency shelters.

## **5.9 INCIDENT ACTION PLANS**

Incident action plans provide all incident response personnel with direction for actions to be implemented and the ability to track progress for each operating cycle of the response.

1. Incident action plans are based on the eight response goals in Section 2.1 of this plan for a specific operating cycle.
2. Each Officer shall develop incident action plans for the operating cycle in the Incident Point software for their position.



3. Incident action plans shall include:
  - A. Statement of objectives.
  - B. Actions to be implemented.
  - C. Resources assigned.
  - D. Date and time for completion of actions.
  - E. Priority of objective.
  - F. Status of the IAP.
4. The incident action plans are developed using the principles of management by objective of being specific, measurable, attainable, results-oriented and time limited.
5. Section incident action plans are documented by the Section Scribe in consultation with Section members and promoted to briefing for each operating cycle.
6. The Section incident action plans include tasks that each Officer will complete to meet the Section's goals.
7. Only Section incident action plans are promoted to briefing.
8. Section Chiefs will report on their incident action plans through the briefing meeting process.

#### **5.10 BRIEFING MEETINGS**

1. The EOC Director will establish a schedule of Briefing Meetings and will chair the meetings.
2. The EOC Director in consultation with the Strategy Section Chief will set the agenda.
3. The Initial Briefing Meeting is first conducted when a representative, who holds a Section Chief or Officer position from each Section, the EOC Director and Head of Council have arrived at the EOC or on the virtual EOC platform. The following positions should attend the Briefing Meetings:
  - a. EOC Director
  - b. Fire Section Chief
  - c. Police Section Chief
  - d. Paramedic Section Chief
  - e. Strategy Section Chief
  - f. Operations Infrastructure Section representative
  - g. Operations Community Services representative

- h. Liaison Officer
- i. Public Information Section Chief
- j. Administration Section Chief
- k. Logistics Section Chief
- l. Documentation Unit (to record minutes)

Representatives from Utilities, Rail, TTC, Industry and/or Red Cross may attend the briefing meetings on the discretion of the appropriate Section Chiefs.

4. Section Chiefs will ensure that Section IAP's are promoted to the Strategy Section Chief 10 minutes prior to the start of the meeting.
5. The Briefing Meetings will address the following:
  - i. Situation updates.
  - ii. Operating cycle objectives and key tasks from Section IAP's.
  - iii. Identification of problems.
  - iv. Decision-making, planning actions and strategies.
  - v. Coordination of expertise, personnel, equipment and supplies.
  - vi. Formulating requests for assistance.
6. The attendees may conduct an incident assessment using the declaration of emergency guidelines checklist to determine if the situation meets the criteria for declaring an emergency.
7. The Strategy Section Chief will coordinate recording and circulating of the meeting minutes.
8. Each attendee is responsible for briefing the members of their Section on the information provided and changes to IAP's from the Briefing Meetings.
9. The Strategy Section Chief will post the incident information on the master events page in Incident Point and distribute minutes to Sections.

#### **5.11 DEMOBILIZATION AND RECOVERY PLANNING**

1. Each Section Chief is responsible for ensuring demobilizing of resources and recovery planning is conducted.
2. The purpose of demobilization and recovery planning is to establish a schedule and process for withdrawing resources dedicated to the emergency and planning for restoration of City Services and rehabilitation of the community as the situation is resolved.

- i. Sections will identify EMT positions, frontline staff and resources to be demobilized when the situation shifts from the response to recovery phase.
- ii. Identify outstanding actions to be implemented and assign the necessary resources.
- iii. Create a schedule and advise the HR Officer of staff being demobilized and Field Supply Officer of demobilized equipment.
- iv. In coordination with HR Officer, schedule debriefing sessions for demobilized personnel.
- v. Identify equipment, vehicles and structures requiring repair and prioritize.
- vi. Identify City infrastructure requiring repair or replacement and prioritize.
- vii. Develop an action plan for recovery of infrastructure and coordinate with appropriate Sections/City Departments for necessary resources.
- viii. Evaluate effectiveness of plans and strategies.

3. Section Chiefs will share demobilization and recovery plans at the briefing meetings.

## **5.12 EVACUATION AND PROTECTIVE MEASURES**

In an emergency situation or impending emergency, evacuation directives may be issued for the purpose of protecting lives, safety, health, property and/or the environment. The decision to evacuate an area that may be impacted or is impacted by an emergency situation is usually made by Unified Command-Incident Commanders and whenever possible with the Emergency Management Team. All community centres are designated as emergency shelters. The community centres closest to the impact area but are not directly affected and are safe will be activated first. Additional shelters may be activated based on the number of citizens requiring safe haven.

Evacuation may occur prior to an incident occurring, when the incident occurs or after the onset of the incident. Evacuation is initiated based upon the level of threat to and safety of the public. In some instances, sheltering in place directives will be issued, when the external environment poses a greater threat than remaining in the building.

## **5.13 TASKFORCES**

During an emergency situation, issues may arise that may require specialized planning and response that results in adjustments to the emergency plan and procedures. The EMT Command Group (EOC Director, Section Chiefs and Liaison Officer) will conduct an assessment that includes answering the questions,

- a. Can the issue be addressed by utilizing the existing structures within the emergency plan?
- b. Are there no processes within the Emergency Plan to address the issue?

If it is determined that a specialized taskforce is necessary, the following protocols will be used:

- a. Taskforce members are appointed by the Section Chiefs

- b. The taskforce shall have a clear mandate.
- c. EMT members assigned to the taskforce shall be replaced in the EOC by other designated personal to fulfill the duties of the vacated position.
- d. A Section Chief will be assigned as the reporting authority for the taskforce.
- e. The taskforce shall develop an incident action plan with their objective, tasks, resource requirements and due date and time for their operating period

## SECTION 6 – REQUESTS FOR ASSISTANCE

### 6.1 GENERAL

1. Section 13(3) of the *Emergency Management and Civil Protection Act* provides the authority to enter into agreements with neighbouring municipalities for assistance during an emergency.
2. The City can request assistance from volunteer organizations, the private sector and community agencies.
3. The EOC Director on the advice of the EMT makes the final determination to ask for assistance from or provide assistance to another municipality.
4. The request or response to a request for assistance from municipalities is initially made by the EOC Director.

### 6.2 ASSISTANCE FROM THE REGION

1. On the advice of the EMT, the Head of Council may request assistance from York Region without the Region's Emergency Response Plan being implemented.
2. The Head of Council may request the implementation of the Regional Emergency Response Plan.

### 6.3 ASSISTANCE FROM THE PROVINCIAL GOVERNMENT

1. On the advice of EMT, the Liaison Officer or designated Community Emergency Management Coordinator may request assistance from the Province through the Provincial Emergency Operations Centre.
2. The City may apply where eligible, to the Municipal Disaster Recovery Assistance Program for financial assistance to respond to and recover from a natural disaster.
3. Private homeowners, small businesses, non-profit agencies and farmers, who have sustained heavy losses for essential items as a result of a natural disaster, may apply to the Disaster Recovery Assistance for Ontarians Program for assistance.

### 6.4 ASSISTANCE FROM THE FEDERAL GOVERNMENT

Requests for assistance from the Federal Government for personnel, resources and financial aid must be made through the Province. Federal assistance is only provided when the resources of the Municipality, Region and Province have been exhausted.

## SECTION 7 – PLAN MAINTENANCE

### 7.1 EMERGENCY MANAGEMENT PROGRAM COMMITTEE

1. The Emergency Management Program Committee shall consist of the following members:
  - a. The City Manager.
  - b. The Fire Chief (the alternate member shall be the Deputy Fire Chief).
  - c. The Deputy City Manager of Corporate Services (the alternate member shall be a Director).
  - d. The Deputy City Manager of Community Services (the alternate member shall be the Director).
  - e. The Deputy City Manager of Infrastructure Development (the alternate shall be a Director).
  - f. The Deputy City Manager of Public Works (the alternate members shall be one of the Director).
  - g. The Deputy City Manager of Legal and Administrative Services and City Solicitor (the alternate member shall be a Director or City Clerk).
  - h. The Deputy City Manager of Planning and Growth Management (the alternate member shall be a Director).
  - i. The Manager of Emergency Planning; (the alternate is the Emergency Planning Advisor).
  - j. The Chief, Communications and Economic Development; (the alternate shall be a Director).
  - k. One senior staff representative of Alectra Utilities., as selected by Alectra Utilities.
  - l. One representative from Vaughan Public Libraries, as selected by Vaughan Public Libraries.
  - m. A representative from York Regional Police.
2. The City Manager shall act as the Chair of the Committee.
3. The City Manager may appoint a DCM or Fire Chief to act as Chair in their absence.
4. The Committee is responsible for overseeing the formulation, development, implementation and evaluation of the City's Emergency Management Program.
5. The Committee is responsible for reviewing and approving emergency response plans, procedures, program activities and recommending adoption of the City Emergency Plan by Council.

## **7.2 PLAN MAINTENANCE AND REVISION**

1. The Emergency Plan is reviewed annually and revised as needed based on feedback from the EMT from exercises, training and responses to emergency situations.
2. The City's Emergency Plan is maintained and distributed by the Manager of Emergency Planning or designate.
3. Proposed administrative changes are forwarded to the Emergency Management Program Committee for review and approval and the Committee recommends context changes for approval by Council.

## **7.3 EXERCISES AND TRAINING**

1. The City's Emergency Plan is exercised in whole or in part annually in accordance with the Act.
2. Emergency Management Team members attend annual training on emergency management theory and practice in accordance with the Act.
3. Each EMT member is responsible for reviewing the plan annually to ensure complete understanding of the processes, procedures, roles and responsibilities.