

The Corporation of the Town of



Emergency Response Plan

Reviewed: December 9, 2025

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1.2. Emergency Quick Reference Guide

- Upon arrival of three (3) or more Members, the Municipal Emergency Control Group (MECG) may initiate its function.
- The Members should check the communications upon arrival (computers, phones etc.)
 - In the event that IT assistance is required; contact Zycom (IT) support immediately.
 - In the event that telephone set up is required; contact Southeastern immediately.
- Ensure that all municipal departments / support agencies have been notified and placed on standby. Each MECG member is accountable for their own area of responsibility.
- Should the Head of Council (Mayor) declare a state of emergency, the Province of Ontario shall be notified including the nature of the emergency situation. Notification shall be made to the Provincial Emergency Operations Centre (PEOC).
- Turn to individual responsibilities within the Emergency Management Plan, and; provide input and assistance as required.

1.3. Introduction

The Emergency Plan for the Town of Gananoque has been developed to reflect the public safety requirements of the community. The effective use and maintenance of this Plan is reliant upon all concerned being aware of its provisions and prepared to fulfill their roles and responsibilities in the event of an emergency. Responsible individuals are expected to participate in emergency training and exercises which will assist them in the fulfillment of their roles accordingly.

The head of departments and agencies are expected to develop their own internal notification lists, procedures and contingency plans to fulfill their departmental or agency responsibilities.

Together, the Town and its partner agencies will work to ensure that the community is prepared to respond to an emergency in the most effective manner possible.

1.4. Aim

The Aim of this Plan is to protect the health, safety, welfare, and property of the citizens of Gananoque, from the effects of natural, technological, or human caused emergency situations.

1.5. Authority

This Plan has been developed and will be implemented in accordance with the *Emergency Management and Civil Protection Act*, detailed in Appendix 'C', which is the Provincial statute under which all emergency activities are conducted in the Province of Ontario.

4. (1) ***“The head of council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area”***

1.6. Definition of an Emergency

An emergency is defined under the *Emergency Management and Civil Protection Act* as

“a situation, or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.”

1.7. Action Prior to Declaration

When an emergency exists but has not yet been declared to exist, community employees may take such action(s) under this Emergency Response Plan as may be required to protect property and the health, safety and welfare of the Town of Gananoque.

1.8. Requests for Outside Assistance

Assistance may be requested from the United Counties of Leeds Grenville at any time by contacting the County Chief Administrative Officer (CAO) or County Warden. The request shall not be deemed to be a request that the County assume authority and control of the emergency (Ref. Appendix 'O').

Assistance may also be requested from the Province of Ontario at any time without any loss of control or authority. Any request for assistance should be made by contacting Emergency Management Ontario (EMO) via the Provincial Emergency Operation Centre (PEOC).

The Emergency Notification Contact List, including contact numbers for requesting assistance, is contained in Appendix 'A'.

1.9. 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 conducting response to emergencies as defined within the *Emergency Management and Civil Protection Act* (MFIPPA), and the release of information under this Plan shall be made in conformity with MFIPPA.

1.10. Plan Maintenance

The Plan was originally written in 2004, and it is essential that it be kept current and viable by adherence to a maintenance schedule. It is the responsibility of the Community Emergency Management Coordinator (CEMC) to keep the Plan up-to-date. The CEMC may delegate tasks accordingly.

The emergency telephone numbers will be reviewed on an annual basis.

The notification system will be tested annually.

The Plan will be exercised once every year as a minimum requirement.

The Municipal Emergency Control Group (MECG) and support staff shall receive training and participate in an exercise, once every year as a minimum requirement.

The Vital Services and / or Local Service Direction should be updated annually.

The CEMC will determine the schedule under which the maintenance activities will be performed.

The CEMC may update, correct or amend any information contained within the appendices of this Emergency Plan on an as required basis.

1.12 Distribution List of Emergency Response Plan (ERP)

*Head of Council (Mayor)
*Operations Officer / Chief Administrative Officer (CAO)
*Community Emergency Management Coordinator (CEMC) / Clerk
*Emergency Operations Centre
Chief of Police
Fire Chief
Police / Fire Dispatch
Manager of Parks and Recreation
Manager of Planning and Development – Emergency Information Officer (EIO)
Manager of Public Works
Treasurer
Emergency Management Ontario (EMO)

* = Complete copy of Emergency Response Plan with Confidential Appendices

1.13. Emergency Response Plan (ERP) Amendments

Amendment No.	Date of Amendment	Date Entered	Entered by
1.	August 25, 2011	August 25, 2011	CEMC
2.	September 23, 2011	September 23, 2011	CEMC
3.	April 11, 2012	April 11, 2012	CEMC
4.	May 25, 2012	May 25, 2012	CEMC
5.	October 1, 2012	October 1, 2012	CEMC
6.	November 12, 2012	November 12, 2012	CEMC
7.	November 14, 2013	November 14, 2013	CEMC
8.	July 27, 2015	July 27, 2015	CEMC
9.	September 15, 2015	September 15, 2015	CEMC
10.	October 22, 2015	October 22, 2015	By-law No. 2015-108 – Repealed by By-law No. 2019-118
11.	November 15, 2016	November 15, 2016	By-law No. 2016-104 Repealed by By-law No. 2019-118
12.	November 21, 2017	November 21, 2017	By-law No. 2017-088 Repealed by By-law No. 2019-118
13.	December 3, 2019	December 3, 2019	By-law No. 2019-118
14.	December 14, 2022	December 14, 2022	EMPC
15.	September 13, 2023	September 13, 2023	EMPC
16.	December 4, 2024	December 4, 2024	EMPC / MECG
17.	December 9, 2025	December 9, 2025	EMPC / MECG

Part 2.0. – Emergency Operations and Procedures

2.1. Municipal Emergency Management Group (MECG) and Implementation

The Municipal Emergency Control Group (MECG) is the group which is responsible for the direction and control of the overall emergency response within the community. The MECG ensures the provision of the essential services necessary to minimize the effects of an emergency on the community.

The MECG's composition is as follows:

- Head of Council (Mayor)
- Operations Officer (CAO)
- Clerk / CEMC
- Chief of Police
- Fire Chief
- Manager of Parks and Recreation – Logistics
- Manager of Planning and Development – Emergency Information Officer (EIO)
- Manager of Public Works
- Treasurer

Community Partners that may be required to provide assistance / technical information to MECG, may include, but not limited to:

- OFMEM Sector Field Officer
- Ontario Provincial Police (OPP) Representative
- Paramedic / EMS Representative
- Social Services Representative
- Health Unit Representative
- Conservation Representative
- Red Cross Representative
- Legal Advisor

Activation of Municipal Emergency Control Group (MECG)

Any member of the MECG may request, through the Chief Administrative Officer (CAO), that the Emergency Response Plan (ERP) be activated.

It is the responsibility of the agency that is first at the scene of an emergency to decide whether the Emergency Response Plan should be activated. If the size or seriousness of the emergency is beyond the capability or responsibility of that agency and/or if enhanced interagency communication would assist with the management of the incident, the ERP will be activated. The Plan may be implemented in whole, or in part, based on conditions at the site or severity of the situation.

The Operations Officer (CAO) will contact Police / Fire Dispatch, who will immediately notify the Mayor and other members of the MECG. Notification lists and procedures are located in Appendix 'A'.

2.2. Emergency Operations Centre (EOC) Procedures

The Emergency Operations Centre (EOC) has both a primary and secondary or alternate location. MCEG members will be instructed during the notification process regarding the reporting location. (i.e. Members will be notified that this is an Emergency Response Plan activation and that they should report to the primary EOC immediately).

The primary and secondary locations are geographically separated so that if one or the other is endangered or rendered non-functional as a result of the emergency situation the other should be safe and operational.

Primary EOC:	Town Hall Council Chambers, 2 nd Floor 30 King Street East Gananoque, ON
Secondary EOC:	Emergency Services Building (Boardroom) 340 Herbert Street Gananoque, ON

The EOC will be set up and operational with one (1) hour of activation. The Operations Officer will supervise the set up and ensure operational viability.

Upon arrival at the EOC, each MCEG member will:

1. Sign-In.
2. Check telephone / communication devices.
3. Open a personal log.
4. Contact their own agency and obtain a status report.
5. Participate in the initial briefing.
6. Participate in planning initial response / decision making process.
7. Relay MCEG decisions on to member's agencies / area of responsibility.
8. Continue participation in the EOC Operations Cycle.

Upon leaving the EOC, each MCEG member will:

1. Conduct a hand over with the person relieving them.
2. Sign out on the location board indicating where they can be reached.

Once the initial response is established, routines are put into place by the Operations Officer. The MCEG functions most efficiently on system known as an Operations Cycle.

2.3. Operations Cycle

An Operations Cycle is how the Municipal Emergency Control Group (MECG) manages overall emergency operations.

MECG members will come together, usually around a planning board or map, at which time they will report their agencies' status to the Operations Officer. It is essential that every member covering each area of responsibility be heard from during this process. The MECG is a team, and the actions taken by one, or lack of action by one, may have a significant impact upon operations.

The round table discussion should include problems, questions, resources requests and any other relevant information so that timely informed decisions can be made as a group.

Once the meeting is completed, the members should contact their agencies' and pass on any relevant information or directives that come out of the MECG meeting. The frequency of the meetings is determined by the Operations Officer in conjunction with the Head of Council but should reflect the pace of the emergency and occur on a scheduled basis which may be adjusted accordingly.

During the period after the meeting and dissemination of information, members will be in the process of gathering information and preparing for the next scheduled meeting. MECG members use this time to follow up and ensure that their decisions are being implemented. Each member is responsible for informing their respective agency of the schedule for MECG meetings.

No calls are supposed to interrupt the proceedings. All calls must occur prior to or after the formal meetings of the MECG.

It is essential that the EOC is comfortable, has good communications and is secure from unnecessary distractions. Only MECG members and support staff have access to the EOC. No media is allowed into the EOC, nor is anyone who has not been authorized by the Operations Officer.

2.4. Municipal Emergency Control Group (MECG)

The MECG is responsible for the following:

1. Implementing the Emergency Response Plan (ERP) in whole, or in part, to respond to an impending, potential or existing emergency.
2. Coordinating and directing of community resources used to mitigate the effects of an emergency.
3. Ensuring that the composition of the MECG is appropriate to mitigate the effects of a given emergency situation, by determining which, if any, ad-hoc members are required.
4. Advising the Head of Council regarding a need for declaration or termination of an emergency situation.
5. Advising the Head of Council regarding requests for assistance from the Province and the Federal Government.
6. Ensuring the provision of essential resources and services to support emergency response activities.
7. Coordination of services provided by outside agencies.
8. Appointing or confirming an Emergency Site Manager.
9. Ensuring the Emergency Information Officer (EIO) is kept informed and up-to-date to facilitate the information flow to the media and public.
10. Coordinating the evacuation of citizens who may be in danger.
11. Determining the need to discontinue utilities or services provided by public or private concerns (i.e. Hydro, water, gas, closing businesses).
12. Determining the need for volunteers.
13. If required, establish an advisory sub-committee to work on specific problem areas related to the emergency situation.
14. Authorizing expenditures during the emergency; provision for cost accounting and facilitation of cost recovery.
15. Maintain an Operational Log that details the group's decisions and activities.
16. Deactivating the Emergency Response Plan and notify all those who had been notified of its activation.
17. Conducting and participating in debriefing, generating a post-emergency report and implementing recommendations for improvement of the Emergency Response Plan.

2.5. Head of Council (Mayor)

The Head of Council is responsible for:

- Providing general guidance / support in responding to an emergency situation.
- Declaration of an Emergency.
- Termination of an Emergency (Of note: Council may also terminate the emergency).
- Notifying the Province of Ontario of the declaration and termination of the emergency. (contact made via Emergency Management Ontario (EMO)).
- Taking such action and making such orders, as considered necessary and not contrary to law, in order to protect the health, safety, welfare, environment and property of residents in the Town of Gananoque.
- Ensuring Members of Council are advised of the declaration and termination of the emergency situation and are kept informed of the emergency operation situation.
- Ensuring that the local MPP and MP, neighbouring municipalities and the County are advised of the declaration and termination and kept informed of the emergency situation.
- Approving all major announcements and media releases prepared by the Emergency Information Officer (EIO), in conjunction with the Operations Office and Municipal Emergency Control Group (MECG).
- Maintaining a personal log.

2.6. Operations Officer (Chief Administrative Officer (CAO))

The Chief Administrative Officer (CAO) is referred to as the Operations Officer for emergency purposes and is responsible for:

- Activating the Emergency Response Plan (ERP) and commence notification system of all Municipal Emergency Control Group (MECG) members or alternates.
- Coordinating all operations within the Emergency Operations Centre (EOC), including the scheduling of regular meetings.
- Chairing meetings of the MECG.
- Advising the Head of Council on policies and procedures, as appropriate.
- Approving, in conjunction with the Head of Council, major announcements and media releases prepared by the Emergency Information Officer (EIO), in tandem with the MECG.
- Being the communication link between the MECG and the Site Incident Commander.
- Contacting additional support staff, if required.
- Maintaining a master record of all events and actions taken (main events board).
- Maintaining a personal log.

2.7. Clerk / Community Emergency Management Coordinator (CEMC)

The Clerk / Community Emergency Management Coordinator (CEMC) is responsible for:

- Activating and arranging the Emergency Operations Centre (EOC).
- Ensuring that security is in place for the EOC and registration of Municipal Emergency Control Group (MECG) members.
- Ensuring that MECG members have necessary plans, resources, supplies, maps, equipment and maintain up-to-date status boards.
- Responsible for the scribe duties in the Emergency Operations Centre (EOC).
- Ensuring all important decisions made and actions taken by the Municipal Emergency Control Group (MECG) are recorded.
- Providing advice and clarification about the implementation details of the Emergency Response Plan (ERP).
- Advising the MECG on municipal by-law matters.
- Upon direction by the Head of Council, arranging special meetings of Council as required and; advising Members of Council of the time, date and location of the meetings.
- Recording minutes of all Operational Cycle and other Emergency Management meetings and ensuring they are transcribed for the following meeting for distribution.
- Ensuring that the operating cycle is met by the MECG and related documentation is maintained and kept for future reference. (i.e. debriefing and post-emergency reporting)
- Ensuring liaison with community support agencies (i.e. St. John Ambulance, Canadian Red Cross).
- Following the closure of the EOC, ensure logs and any minutes are typed and kept for filing and safekeeping.
- Maintaining a personal log.

2.8. Fire Chief

The Fire Chief is responsible for:

- Activating the emergency notification system through the Police Service (Dispatch).
- Providing the Municipal Emergency Control Group (MECG) with information and advice on firefighting and rescue matters.
- Depending on the nature of the emergency, assign a Site Manager and inform the MECG.
- Establishing an ongoing communications link with the Senior Fire Official at the second of the emergency.
- Informing the Mutual Aid Fire Coordinators and / or initiating mutual aid arrangements for the provision of additional firefighters and equipment, if required/needed.
- Determining if additional or special equipment is required and recommend possible sources of supply (i.e. protective suits, Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) (HAZMAT) team, etc.)
- Providing assistance to other community departments and agencies and being prepared to take charge of / or contribute to non-firefighting operations if necessary (i.e. rescue, first aid, casualty collection, evacuation).
- Providing a Site Incident Commander, if required.
- Maintaining a personal log.

2.9. Chief of Police

The Chief of Police is responsible for:

- Activate the emergency notification system and ensure all members of the Municipal Emergency Control Group (MECG) are notified.
- Notifying necessary emergency and community services, as required.
- Establishing a Site Command Post with communications to the Emergency Operations Centre (EOC).
- Depending on the nature of the emergency, assign a Site Manager and inform the MECG.
- Establishing ongoing communications link with the senior police official at the scene of the emergency.
- Establishing the inner perimeter with the emergency area.
- Establishing the outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to all but essential emergency personnel.
- Providing traffic control staff to facilitate the movement of emergency vehicles.
- Alerting persons endangered by the emergency and coordinating evacuation procedures.
- Ensuring liaison with the Social Services Officer regarding the establishment and operation of evacuation and reception centres.
- Ensuring the protection of life and property and the provision of law and order.
- Providing police service in the EOC, evacuee centres, morgues, and other facilities, as required.
- Notifying the coroner of fatalities.
- Ensuring liaison with other communities, provincial and federal police agencies, as required.
- Providing a Site Incident Commander, if requested by the MECG.
- Maintaining a personal log.

2.10. Manager of Parks and Recreation / Logistics Coordinator

The Manager of Parks and Recreation / Logistics Coordinator is responsible for:

- Activating the emergency notification system through the Police Service.
- Ensuring municipal facilities are available for evacuation or reception center as may be required by the United Counties of Leeds and Grenville, Director of Social Services.
- Supporting the Municipal Emergency Control Group (MECG) and Emergency Operation Centre (EOC) by ensuring that there is sufficient food, water, general office material, etc.
- Arranging for delivery, from reputable suppliers, of specialized equipment and services as the need arises.
- In cooperation with the Treasurer, issue purchase orders to pre-selected Outside Emergency Assistance suppliers that have been previously secured.
- Maintaining a personal log.

2.11. Emergency Information Officer (EIO)

The Emergency Information Officer (EIO) is responsible for:

- Notifying information centre staff of an emergency situation.
- Ensuring that the Media Centre is set up and operational.
- Initial and subsequent media releases, subject to approved by the Head of Council and Operations Officer.
- Establishing and maintaining linkage with provincial, county and industry media officials, as appropriate.
- Coordinating interview and media conferences.
- Designating a site media spokesperson, as appropriate.
- Ensuring set-up of staffing for public enquiry lines.
- Coordinating public enquiries.
- Monitoring news coverage.
- Maintaining copies of all media releases.
- Updating social media as required.
- Maintaining a personal log.

2.12. Manager of Public Works

The Manager of Public Works is responsible for:

- Activating the emergency notification system through the Police Service.
- Providing the Municipal Emergency Control Group (MECG) with information on Public Works matters.
- Ensuring municipal facilities are available for evacuation or reception centre purposes, if required.
- Liaising with senior public works officers from neighbouring community(s) to ensure a coordinated response.
- Providing engineering assistance.
- The construction, maintenance and repair of public roads.
- Assistance with road closures and / or roadblocks.
- Maintenance of sanitation and safe supply of potable water, as required.
- Providing equipment for emergency pumping operations.
- Discontinuing any public works service to any consumer, as required, and restoring these services when appropriate.
- Liaising with electrical and gas utilities.
- Providing public works vehicles and resources to any other emergency service, as required.
- Maintaining liaison with flood control, conservation and environmental agencies and being prepared to take preventative action.
- Providing a Site Incident Commander, if required.
- Maintaining a personal log.

2.13. Treasurer

The Treasurer is responsible for:

- Documentation of expenditures, accounts payable and receivable.
- Advice regarding all financial aspects of an emergency.
- Other duties assigned by the Operations Officer (CAO).
- Administering possible funding for emergencies.
- Ensuring liaison, if required, with the Treasurers / Directors of Finance of neighbouring communities.
- Ensuring that records of expenses are maintained for future claim purposes.
- Ensuring prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency.
- Contacting Ministry of Municipal Affairs and Housing (MMAH) regarding the possibility of funding for emergencies.
- Maintaining a personal log.

3.1. Administrative Assistant(s)

The Administrative Assistants(s) are responsible for:

- Assisting the Operations Officer (CAO) and Community Emergency Management Coordinator (CEMC) / Clerk, as required.
- Providing a process for registering Municipal Emergency Management Group (MECG) members and maintaining a MECG member list, if required.
- Notifying the required support and advisory staff of the emergency, and the location of the Emergency Operations Centre, as requested.
- Arrange for printing materials, as required.
- Contacting administrative staff to assist in the EOC, as requested.
- If requested by the Head of Council, ensure that all Council members are advised of the declaration and termination of an emergency.
- Other duties as assigned by the Operations Officer and / or CEMC.
- Maintaining a personal log.

3.2. Role of EMS/Ambulance

The EMS/Ambulance is responsible for:

- Requesting activation of the emergency notification system.
- Providing the Municipal Emergency Control Group (MECG) with information and advice on treatment and transport of casualties.
- Liaising with the Medical Officer of Health, area hospitals, police and fire officials during an emergency situation.
- Alerting all staff using the Provincial Health Emergency Alert System.
- Taking charge of casualties within the emergency area and being responsible for triage, lifesaving care and the transport to area hospitals.
- Maintaining a personal log.

3.3. Medical Officer of Health

The Medical Officer of Health, or alternate, is responsible for:

- Acting as a coordinating link for all emergency health services for the Municipal Emergency Control Group (MECG).
- Ensuring liaison with the Ontario Ministry of Health and Long-Term Care, Public Health Branch.
- Depending on the nature of the emergency, assigning a Site Manager and informing the MECG.
- Establishing an ongoing communication link with the senior health official at the scene of the emergency.
- Ensuring liaison with ambulance service representatives.
- Providing advice on any matter, which may adversely affect public health.
- Providing authoritative instructions on health and safety matters to the public through the Emergency Information Officer (EIO).
- Coordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to the Ministry of Health and Long-Term Care policies.
- Ensuring coordination of care of bed-ridden citizens and invalids at home and in evacuee centres.
- Ensuring liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources.
- Ensuring coordination of all efforts to prevent and control the spread of disease during an emergency.
- Notifying the Manager of Public Works regarding the need for potable water supplies and sanitation facilities.
- Ensuring liaison with Social Services Representative on areas of mutual concern regarding health services in evacuee centres.
- Maintaining a personal log.

3.4. Director of Social Services

The Director of Social Services, or alternate, is responsible for:

- Ensuring the well-being of residents who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration and enquiries and personal services.
- Supervising the opening and operation of temporary and/or long-term evacuee centres, and ensuring they are adequately staffed.
- Ensuring liaison with the Police Chief with respect to pre-designation of evacuee centres which can be opened on short notice.
- Liaising with the Medical Officer of Health on areas of mutual concern regarding operations in evacuee centres.
- Ensuring that a representative of the Board of Education and/or Separate School Board are notified when facilities are required as evacuee reception centres, and that staff and volunteers utilizing the school facilities take direction from the Board representative(s) with respect to their maintenance, use and operation.
- Ensuring liaison with Home for the Aged and Nursing Homes, as required.
- Planning meals for the staff/volunteers at the Emergency Operations Centre (EOC) and the site.
- Maintaining a personal log.

3.5. Canadian Red Cross

Upon receiving notification from the Director of Social Services, or alternate, activate the local Red Cross Emergency Response Plan. The Canadian Red Cross are responsible for:

- Providing support to the emergency response.
- Providing registration and enquiry services, if required.
- Assisting EMS/Ambulance personnel at first aid stations established at reception centres, on an as-needed basis.
- Liaising with Regional Red Cross to access additional resources (i.e. Emergency Response Team).
- Establishing and maintaining contact with the Director of Social Services or alternate in the Emergency Operations Centre (EOC) to coordinate activities.
- Maintaining a personal log.

3.6. Clergy / Band Council

- Providing for multi-denomination religious or spiritual observances.
- Establishing visitations to evacuees in evacuation centres on a scheduled basis.
- Providing guidance to the Municipal Emergency Control Group (MECG) regarding matters of a religious or spiritual nature.
- Providing advice regarding care of the deceased in areas which relate to religious or spiritual observances.
- Liaising with the Director of Social Services regarding the use of places of worship / observances and related facilities for reception and evacuation centres.
- Maintaining a personal log.

3.7. Board of Education

- Providing schools for reception centres, as required and / or practical.
- Providing schools for evacuation centres, as required and / or practical.
- Providing access to school facilities in accordance with the agreement regarding access / use of schools by the municipality in the event of an emergency for reception and evacuation facilities.
- Providing a liaison with the Director of Social Services and the Municipal Emergency Control Group (MECG).
- Maintaining a personal log.

3.8. Legal Advisor

- Providing legal opinions and advice to the Municipal Emergency Control Group (MECG), as required.
- Providing legal representation as required.
- Maintaining a personal log.

3.9. IT Support / Disaster Recovery Strategy

The IT Support / Disaster Recovery Strategy explained below pertains specifically to a disaster disabling one (1) or more of the server computers. There are three (3) phases of response, with an optional intermediate phase in the event of a prolonged outage. The phases are as follows:

1. Emergency Response
2. Move to a temporary site (optional)
3. Recovery Phase

Emergency Response:

The emergency phase begins with the initial response to a disaster. During this phase, the existing Emergency Response Plan (ERP) and procedures direct efforts to protect life and property, the primary goal of initial response. Depending on the situation, Police, Fire and/or ambulance services may be contacted.

Should the emergency situation appear to affect the server computers, either through damage to computer room or support facilities; or if access to the facility is prohibited, the Community Emergency Management Coordinator (CEMC) will notify personnel, as required, to assist in damage assessment.

When a situation occurs that could result in the widespread interruption of computers or networks, the following people must be notified:

1. Chief Administrative Officer (CAO);
2. Treasurer;
3. IT Support Providers
 - 3.1. ITI Canada Inc.;
 - 3.2. Vadim;
 - 3.3. Internet Service Provider, and;
 - 3.4. Southeastern.

A Damage Assessment Team should be designated / created.

Once access to the facility is permitted, an assessment of the damage is made to determine the estimated length of the outage.

As soon as possible, photograph(s) of all damaged areas should be taken for potential insurance claims.

The Damage Assessment Team reviews and assesses the damage to the facility and equipment and prepares a list detailing the damage to all equipment and support systems (power, A/C, fire suppression, communications, etc.).

If the estimated outage is less than twenty-four (24) hours, recovery will be initiated under normal recovery procedures. If the outage is estimated longer than twenty-four (24) hours, then some computer functions may be set up at a temporary site. Staff can be relocated to other buildings temporarily, and computers can be set-up for their use as needed.

Contact Insurance provider if applicable.

In the initial stage of the back-up phase, the goal is to resume processing critical applications. Processing will resume either at the main office or at the designated emergency site, depending on the results of the assessment of damage to equipment and physical structure of the building. During this period, computer operations resume, possibly in a degraded mode, in order to carry on the essential business of the Town.

Disseminate public information if applicable.

Move to a Temporary Site (Optional):

The responsibility for activating a designated “hot-site” or back-up resources is delegated to the Chief Administrative Officer (CAO) or designated alternate.

Within eight (8) hours of the occurrence, the CAO determines the prognosis for recovery of the damaged functional area through consultation with IT Support Contractors. If the estimated occupancy or recovery of the damaged functional area cannot be accomplished within twenty-four (24) hours, the usual occupants of the chosen back-up site are notified of the intention to occupy their facility.

Recovery Phase:

The time required for recovery of the functional area and the eventual restoration of normal processing depends on the damage caused by the disaster. The timeframe for recovery can vary from several days to several weeks. In either case, the recovery process begins immediately after the disaster takes place in parallel with back-up operations at the designated “hot-site”. The primary goal is to restore normal operations as soon as possible, starting with minimum functionality and building from there.

If necessary, replacement equipment may be purchased and installed – either temporarily at the “hot-site” or at the original location.

4.1. Evacuation Plan – Town of Gananoque

Aim:

To withdraw from a place in an organized way, especially for protection.

Introduction:

This Evacuation Plan provides an effective response mechanism for the safe evacuation of persons within the Town of Gananoque (population approximately 5,300).

Circumstances, whether they are natural or man-made, may cause one (1) section or the entire Town to be evacuated for short or extended period of time.

This Evacuation Plan is a guide ONLY. No emergency evacuation of persons will be the same, and; each will present unique problems, challenges or circumstances. Consultations with Lead Agency representatives will assist in determining the scope and size of the evacuated areas.

This Evacuation Plan has been developed based on the following conditions:

1. That the Town of Gananoque and its agencies agree to cooperate to the fullest extent of their capabilities in the evacuation of persons in the time of a major emergency / disaster situation.
2. The Lead Agency in a major emergency / disaster situation (may include, but not limited to: Police, Fire or Health Official etc.) may constitute an evacuation order as deemed necessary in the public interest for the safety of the community and will be responsible to determine the area to be evacuated. The Gananoque Police Service will coordinate evacuation orders. Other departments and agencies that are available will work under the supervision and guidance of the Chief of Police, or designate, to carry out the evacuation order.

Purpose:

The purpose of the Evacuation Plan is to establish pre-planned working procedures which will be necessary to establish an orderly control of evacuees from one (1) section or the entire Town and / or surrounding communities.

Immediate Response:

The Evacuation Plan is applicable to major incidents involving the evacuation of large numbers of people. The number of persons to be evacuated will determine the level of response required by the Town. The evacuation of persons, when implemented, pursuant to this Plan, will be reported immediately by the Police to:

1. Gananoque Fire Department;
2. Ambulance Services;
3. Social Services Medical Officer of Health, and;
4. Municipal Emergency Control Group (MECG).

Assessment of an Evacuation Situation:

The decision to evacuate persons includes the necessity to assess the magnitude of the major emergency / disaster situation and potential number of evacuees.

It is understood that the Senior Official of the Lead Agency on the scene, having assessed the situation and having consulted with ranking officials of other Emergency Services on the scene, has the authority to order an evacuation of an immediate or larger area, depending on the circumstances. Consideration must be given as to where evacuees shall be directed to in order to avoid a secondary evacuation of the same people. Ongoing evacuation of an area will be determined in consultation with the MCEG.

Implementation of the Evacuation Plan:

The Town of Gananoque's Evacuation Plan will be implemented when:

1. It is deemed necessary by the Senior Official of the Lead Agency on-site.
2. A situation develops that warrants the implementation of the Plan and is of such magnitude so as to endanger the well-being of the citizens of Gananoque.
3. Circumstances in the surrounding area(s) of Gananoque dictate that preventative evacuation be taken and evacuees be brought to a place of safety in Gananoque.

Municipal Emergency Control Group (MECG):

If the initial report received indicates that evacuation may have to be considered, the members of the Municipal Emergency Control Group (MECG) shall be alerted to "Stand-By" status.

When the MECG is required to be called out, the requesting agency shall contact the Police Communications Dispatcher (613-382-4422) and inform them of a major emergency and to report immediately to the Emergency Operations Centre (EOC).

Evacuation Phases:

There are three (3) distinct phases of an evacuation:

Phase I	Discovery and Notification
Phase II	Evacuation Procedures and Protection of the Public
Phase III	Return of the Evacuees and Normalization

Phase I – Discovery and Notification

Notification of an evacuation could come from a number of sources but would **primarily** be from the Police or Fire Departments. In any event, the decision will immediately be reported to the Police Services.

Staff members receiving the Evacuation Order will obtain all the information they can concerning the evacuation (i.e. the approximate number of persons involved, the areas affected, the involvement of chemicals, and; if so, what kind, which area(s) of the Town it is safe to evacuate into, etc.) and will inform the On-site Supervisors of Emergency Services.

Major emergencies include, but are not limited to, explosions of a large magnitude, train derailments involving hazardous chemicals, aircraft crashes, fires, gas leaks etc. These events may cause the Evacuation Plan to be activated by the Lead Agency.

The Senior Official of the Lead Agency will determine the area to be evacuated, and; Police Services will coordinate the Evacuation Order(s). A designated Police On-Site Commander shall be assigned to coordinate and liaise with other involved agencies.

Phase II – Evacuation Procedures and Protection of the Public

Actions to be taken during this phase will depend entirely on the type and extent of the evacuation.

The Senior Official of the Lead Agency on the scene, after assessing the situation and in consultation with experts in the field, will decide upon the area to be evacuated. The Police Service will decide what measures are required to carry out the Evacuation Order and will put these measures into effect. If the situation involves hazardous chemicals or gases, Fire Officials will determine the priority measures required and again, Police Services will carry out the evacuation in coordination with Social Services, who will coordinate reception / evacuation centres.

The primary responsibility of Police Service is notification, direction and assistance to the public, traffic control, security of evacuated areas and Public Service Announcements (PSAs) and media releases.

Responsibilities of Fire Service

The primary functions and responsibilities of Fire Service is:

1. Rescue;
2. Stabilizing the emergency scene;
3. Extinguishing fires;
4. Eliminating sources of ignition;
5. Determining a hot zone where only absolutely essential, properly trained persons are allowed (Police terminology – Inner Perimeter);
6. Determining a warm and cold zone (Police terminology – Outer Perimeter).

The number of people involved, the weather conditions, the time of year, will determine where the evacuees are to be located (i.e. churches, schools, public buildings, hotels etc.) based on pre-arranged reception centres by Social Services. Which section of the Town is safe to be evacuated to will be determined after an assessment to ensure the cause of the emergency does not have the ability to affect the area where evacuees are being sent to.

If, in the opinion of the Emergency Services on-scene, the evacuation will be long term, the Municipal Emergency Control Group (MECG) is to be implemented so that food, clothing, registration, etc., can be initiated for the care and well-being of citizens.

The Police Service / Fire Service are to use Town resources as much as possible, but have the authority to call in any agency they may require to effectively normalize the major emergency / disaster.

During an evacuation, the Police Service will make all reasonable efforts to safeguard the property of the evacuees against criminal activities and willful damage.

Phase III – Return of the Evacuees and Normalization

The responsibility of the Police Service is to maintain law and order in the evacuated area, to direct evacuees to a place of safety and provide regular media updates to keep the public informed of public safety issues.

Once it is determined by the Emergency On-Scene Commander or the Municipal Emergency Control Group (MECG), if applicable, that the evacuated area is safe to return people, a general announcement will be made on local radio, television and / or any other form of communication (i.e. social media platforms) available indicating that it is safe to return and the specific directions for ensuring an orderly flow of traffic and return for evacuees.

The Police and all other departments or agencies, under the supervision of Police Service, will make every effort to maintain a safe and orderly return of evacuees to their homes.

Upon return of the evacuees, all barricades, equipment, signage and associated evacuation material(s) will be removed and returned to the original place of storage by the appropriate agencies.

Any clean-up, dismantling, removal, demolishing or other related acts will be the responsibility of the Public Works Department and / or specialized forces associated with the evacuation implementation upon approval and coordination with Police and Fire Officials.

EVACUATION PLAN – TOWN OF GANANOQUE RESOURCES

Municipal Emergency Control Group (MECG)

If the Municipal Emergency Control Group (MECG) is required to be activated the Operations Officer (CAO) will:

1. Ensure that the appropriate MECG and civic personnel are alerted and manpower, materials and expertise are available as required.
2. Through the MECG appoint a media spokesperson who shall obtain official information from the Emergency Information Officer (EIO) and prepare media releases which shall also serve as a chronological record, only after consultation with the Lead Agency / Police and/or Fire representatives at the On-Scene Command Post.
3. Provide support to Emergency Services in the field as required, and liaise with the On-Scene Command Post.

Social Services

When an evacuation is ordered for a prolonged period, the United Counties of Leeds and Grenville (UCLG) Social Services Department will:

1. Coordinate reception and registration for all persons in need of food, clothing or shelter in conjunction with volunteer agencies (Canadian Red Cross Society, Salvation Army, service clubs etc.).
2. Provide temporary rehabilitation assistance until regular social services are restored.
3. Administer the opening, operation and direction of sufficient reception centres to provide the immediate social services needed.
4. Participate within the Municipal Emergency Control Group (MECG).
5. Operationally: Liaise with other emergency services.
6. Coordinate the transportation evacuation of senior citizens, persons with disabilities, and; nursery / daycare children.
7. Provide and coordinate public transportation as required and as requested by the On-Scene Command Post.
8. Liaise with private bus companies for additional buses as required.

Volunteer Agencies:

Professional Volunteer Agencies such as Coast Guard, Military and others required will be coordinated by the Police Emergency On-Scene Commander.

Public Works Department:

The Public Works Department will:

1. Provide barricades and flashers, aggregates and / or materials, as may be required.
2. Provide municipal equipment, together with operators and supervisory personnel.
3. Provide direction and signage for emergency routing of traffic.
4. Continue to be responsible for the continuity and integrity of the water system.
5. Discontinue water where it is considered necessary in the interest of public safety.
6. Provide temporary supply of water, if required.
7. Provide temporary potable water supply points from the water distribution system.
8. Arrange for, or provide sanitation services.

Eastern Ontario Power (EOP):

1. Continue to be responsible for the continuity and integrity of the electric system.
2. Discontinue power where it is considered necessary in the interest of public safety.
3. Provide temporary supply of lighting, if required.

Health Unit:

1. Provide advice on public health related matters and assign a senior representative to the Municipal Emergency Control Group (MECG).
2. Arrange for the dissemination of all special instructions to the population of health matters, in coordination with the MECG.
3. Arrange for the testing of water supplies, if required.
4. Ensure the potability of emergency water supplies for the municipality.
5. Liaise with Social Services relative to evacuation reception centres and health matters.

Part 5.0. – Emergency Assistance for People with Disabilities / Special Needs

Since not every emergency situation is similar or predictable, every person should rely on and use their best judgement when offering assistance to others in an emergency, without putting their own or other people's safety at risk.

Tips on Helping a Person with a Disability

1. **"Ask First"** if a person needs or wants your help – do not assume that they do.
2. Allow the person to identify how best to assist them.
3. Do not touch the person, their service animal and/or their assistive device / equipment without their permission.
4. Follow instructions posted on special needs equipment and/or assistive device during an emergency.
5. Avoid attempts to lift, support or assist in moving someone unless you are familiar with safe techniques.
6. Never administer any food or liquids to an unconscious or unresponsive person.
7. Be aware that some people who have disabilities may request that you use latex-free gloves to reduce spread of viral infection to them.
8. Ask the person with special needs if areas of their body have reduced sensation and if they need you to check those areas for injuries after a disaster.

Mobility

Mobility limitations may make it difficult for a person to use stairs or to move quickly over long distances. These can include reliance on mobility devices such as a wheelchair, scooter, walker, crutches or a walking cane. In addition, people with a heart condition or various respiratory difficulties can experience certain levels of mobility limitations.

Dos & Don'ts When Assisting with Mobility

1. Use latex-free gloves when providing personal care whenever possible (people with spinal cord injury have a greater risk of developing an infectious disease during an emergency. Gloves help control secondary medical conditions that can easily arise if personal care is disrupted.)
2. Ensure that the person's wheelchair goes with the person.
3. Do not push or pull a person's wheelchair without their permission.

Vision Impairments

Vision impairments can include a broad range of conditions ranging from complete blindness to partial or low vision that cannot be corrected with lenses or surgery. A person's ability to read signs or move through familiar environments during an emergency may be challenged, creating a feeling of being lost and/or being dependent on others for guidance.

Dos & Don'ts When Assisting Persons with Vision Impairments

1. Always ask first if you can be of any assistance to them.
2. For people with vision impairments, use your finger to draw an "X" on their back to let them know you are there to help during an emergency.
3. To communicate with a vision impaired person, try tracing letters with your finger on the palm of their hand.
4. To guide the person, offer them your arm instead of taking theirs and walk at their pace. Keep half a step ahead of them.
5. If the person has a service animal, ask them where you should walk to avoid distracting the animal.
6. Provide advance warning of upcoming stairs, curbs, major obstacles or changes in direction.
7. Watch for overhangs or protrusions that the person may walk into.
8. Do not assume the person cannot see you, or that they need your help. Never grab or touch a person with vision loss.
9. Do not touch, make eye contact or distract the person's service animal, as this can seriously endanger the owner. Do not shout at a person with vision loss. Speak clearly and provide specific and precise directions.

Avoid the term "over there". Instead, describe locating positions such as: "To your right / left / straight ahead / behind you", or be relating clock face positions (i.e. 12 o'clock).

Hearing Impairments

A person can be deaf, deafened or hard of hearing. The distinction between these terms is based on the individual's language and means of communicating, rather than the degree of hearing loss.

In an emergency, the method in which emergency warnings are issued becomes critical to how a person with a hearing impairment is able to respond and follow instructions to safety.

Dos & Don'ts When Assisting Persons with Hearing Impairments

1. Get the person's attention via a visual cue or gentle touch on their arm before speaking to them.
2. Face the person and make eye contact when speaking to them as they may rely on speech/lip reading.
3. Communicate in close proximity.
4. Speak clearly and naturally.
5. Use gestures to help explain the meaning of what you are trying to communicate to the person. Write a message if there is time and keep a pencil and paper handy.
6. Avoid approaching the person from behind.
7. Refrain from shouting or speaking unnaturally slowly.
8. Do not make loud noises as hearing aids amplify sounds and can create a physical shock to the user.

Note: Typically, people who are deafened or hard of hearing will need information presented in a text format.

Non-Visible Disabilities

Non-visible disabilities can include communication, cognitive, sensory, mental health, learning or intellectual disabilities in which an individual's ability to respond to an emergency is restricted. They can also range from allergies, epilepsy, hemophilia, diabetes, thyroid condition, multiple sclerosis, pulmonary or heart disease and/or dependency on dialysis, sanitary or urinary supplies. Individuals with non-visible disabilities may have difficulty performing some tasks without appearing to have a disability.

Dos & Don'ts When Assisting Persons with Non-Visible Disabilities

1. Allow the person to describe what help they need from you.
2. Find effective means of communication (i.e. Provide drawn or written instructions. When giving directions use landmarks instead of terms "go left" or "turn right").
3. Be patient, flexible and maintain eye contact when speaking to the person.
4. If needed, repeat instructions.
5. Ask the person about their medication and if they need any help taking it. (Never offer medicines not prescribed by their physician).
6. Keep people with multiple sclerosis cool and dry to avoid making their symptoms worse.

7. Avoid shouting or speaking quickly. Instead, speak clearly but not so slowly as to offend the person.
8. Do not restrain a person having a convulsion. Instead, roll them on their side to keep their airway clear and place something soft (i.e. your jacket) under their head to protect them from further injury. Once the convulsion passes and they become conscious, help them into a resting position, unique to their special need.

Seniors with Special Needs

Since an emergency situation or evacuation can be a frightening and confusing time, it is important that seniors, especially those with special needs, know the steps to take in an emergency.

Dos & Don'ts When Assisting Seniors with Special Needs

1. Allow the person to describe what help they require and how it can be provided to them.
2. Be patient, listen actively.
3. If the person appears anxious or agitated, speak calmly and provide assurance that you are there to help.
4. If evacuation is necessary, offer a ride to seniors who do not have access to a vehicle.
5. If time permits, offer to carry the person's emergency survival kit to your car, along with any equipment or assistive devices they will need.
6. Follow instructions posted on special needs equipment and/or assistive devices during an emergency.
7. Refrain from shouting or speaking unnaturally slowly.
8. Avoid being dismissive of the person's concerns or requests.

High-Rise Safety

High-rise buildings present unique challenges when evacuation is necessary during an emergency situation.

Dos & Don'ts When Assisting with High-Rise Safety

1. Check on neighbours and/or co-workers with special needs to find out if they need your assistance during an emergency situation or evacuation.
2. Listen actively to what the individual with special needs is saying.
3. If time permits, offer to carry the person's survival kit for them along with any special equipment or assistive devices that they require.

4. Review previous categories on how to assist people with specific disabilities and/or special needs.
5. In general, avoid attempts to lift, support or assist in moving a person down the stairs, unless you are familiar with safe techniques.