

TOWN OF AJAX - EMERGENCY RESPONSE PLAN		
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The Town of Ajax’s (Ajax) Emergency Response Plan provides the procedures to implement Ajax’s Nuclear Emergency and Municipal Emergency Plans. It details the role of Ajax’s Municipal Operations Centre (MOC), its physical layout, staffing requirements and responsibilities. To ensure operational efficiency during an emergency, all members of the emergency organization shall be thoroughly familiar with the procedures beforehand. The procedures should be reviewed and updated annually and after every operation and exercise.

Section 1 - MOC PERSONNEL

This section details the MOC personnel, their roles and responsibilities for all type of emergencies.

Section 2 - MOC OPERATIONAL PROCEDURES

This section contains the instructions on how to implement Ajax’s Nuclear Emergency Plan and Municipal Emergency Plan. The procedures contain the critical actions that are required during an emergency and are broken down into sub-sections as follows:

- A. Activation
- B. Information Management
- C. Decision Making
- D. Emergency Public Information
- E. MOC shifts
- F. Logistics
- G. Telecommunications
- H. Relocation of the MOC

Section 3 - MOC ACTIVATION CHECK LISTS

This section contains guides for members of the emergency organization to verify implementation of Ajax’s emergency plans and procedures.

Section 4 - FORMS

Recording and communication forms used during an emergency are contained in this section. The forms are crossed-referenced with the procedures.

Section 5 - BLANK

Section 6 - BLANK

Section 7 - GLOSSARY

Glossary of terms used in this manual and during emergencies.

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Section 8 - ACRONYMS

Acronyms defined that are used in this manual and during emergencies.

Section 9 - DECLARATION OF EMERGENCY

Declaration of Emergency issued by the Mayor.

Section 10 - POLICY

The Emergency Measures Policy Statement.

Section 11- BY-LAW

The Town of Ajax’s Emergency Measures By-law.

Section 12- DEPARTMENTAL EMERGENCY PLANS

Individual departments emergency plans.

Section to allow each department to insert their emergency plan.

SECTION 1 – MOC PERSONNEL

AIM: To detail the emergency roles and responsibilities of the MOC staff.

The MOC is the facility in which emergency information is collected, analysed and disseminated. In the MOC decisions and policies governing emergencies are formulated and emergency plans developed and implemented. The Directors, Managers or their alternates will execute the responsibilities detailed below from the MOC.

This section details the composition, roles and responsibilities of the following:

1. Executive
2. Municipal Control Group
3. Additional MOC Representatives
4. Municipal Operations Centre Support group

1 EXECUTIVE (General Government Committee)

Municipal Emergency

1.1 Mayor and Council

- 1.1.1 Declaration/termination of a state of emergency within the Town of Ajax

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- 1.1.2 Decisions beyond the authority of the Operations Officer (e.g., policy)
- 1.1.3 Coordination with Durham Region Chair
- 1.1.4 Keeping Council informed

Nuclear Emergency

During any municipal emergency the Mayor will exercise executive authority. The Council may not be required. It will depend on the severity of the incident. However, one Councillor may attend the MOC to keep Council informed on the emergency. The Councillor will not exercise any executive authority. Concerns of Council may be raised directly with the Mayor.

2 MUNICIPAL CONTROL GROUP

Nuclear Emergency

For a response to a nuclear emergency the Municipal Control Group (MCG) will consist of the following personnel.

2.1 Operations Officer (C.A.O.)

- 2.1.1 Operational planning and decisions
- 2.1.2 Coordination of the MCG
- 2.1.3 Chief advisor to the Executive
- 2.1.4 MOC security
- 2.1.5 Supervision of the MOC staff
- 2.1.6 Consideration of legal issues

2.2 Fire Chief/Emergency Coordinator

- 2.2.1 Deputy Operations Officer
- 2.2.2 Operational, planning, decisions and coordination within the Fire Service
- 2.2.3 Staffing a vehicle wash at Durham College and/or Oshawa Civic Centre
- 2.2.4 Operational support to Durham Region Fire Coordinator
- 2.2.5 Emergency fires service
- 2.2.6 Implementation of emergency measures ordered by the MOC / ROC
- 2.2.7 Maintain an activity and telephone log

2.3 Durham Regional Police Representative (19 Division)

- 2.3.1 Operational planning and decisions

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- 2.3.2 Coordination of assigned police resources
- 2.3.3 Operational coordination with Durham Region Police Headquarters
- 2.3.4 Emergency police services
- 2.3.5 Implementation of emergency measures ordered by the MOC / ROC
- 2.3.6 Criminal reference checks
- 2.3.7 Maintain an activity and telephone log

2.4 Ajax Operations and Environmental Services

- 2.4.1 Departmental operational planning, decisions, and coordination
- 2.4.2 Operational support to Durham Region Public Works Department
- 2.4.3 Provision of resources to other departments as required
- 2.4.4 Public notification in municipal parks, cemeteries and outdoor recreation areas
- 2.4.5 Maintain an activity and telephone log

2.5 Ajax Recreation and Culture

- 2.5.1 Departmental operational planning, decisions, and coordination
- 2.5.2 Public notification in municipal arenas
- 2.5.3 Provision of resources to other departments as required
- 2.5.4 Maintain an activity and telephone log

2.6 Ajax Human Resources

- 2.6.1 Departmental operational planning, decisions, and coordination
- 2.6.2 Public notification for registration & employment of volunteers
- 2.6.3 Citizens' inquiry
- 2.6.4 Registration and employment of volunteers
- 2.6.5 Maintain an activity & telephone log

2.7 Ajax Planning and Development

- 2.7.1 Operational planning, decisions, and coordination within the Planning and Development Department
- 2.7.2 Provision of resources to Control Officer and Support Clerk
- 2.7.3 Primary responsibility for maps
- 2.7.4 Maintain an activity and telephone log

2.8 Control Officer (Municipal Clerk)

- 2.8.1 Assistant to the Operations Officer
- 2.8.2 MOC clerical and housekeeping support
- 2.8.3 Information routing within the MOC
- 2.8.4 Supervision of the clerical support staff

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- 2.8.5 Control of the operations map(s)
- 2.8.6 Maintain an activity and telephone log

2.9 Durham Region Transit Authority

- 2.9.1 Coordination of emergency transportation services
- 2.9.2 Maintain an activity and telephone log
- 2.9.3 The provision of transportation services to Durham Region as required and available

2.10 Finance

- 2.10.1 Maintain emergency expenditure records for recovery action
- 2.10.2 Ensures spending authorities are respected
- 2.10.3 Maintain an activity and telephone log

2.11 Public Information Officer

- 2.11.1 Media spokesperson
- 2.11.2 Management of emergency public information
- 2.11.3 Maintain an activity and telephone log

2.12 Durham Emergency Medical Services

- 2.12.1 Direct and coordinate on-scene emergency medical services
- 2.12.2 Liaison with medical facilities
- 2.12.3 Assist with evacuation of hospitals, other special facilities and people who need assistance
- 2.12.4 Maintain an activity and telephone log

The following Durham Region staff may be requested for a municipal emergency. During a nuclear emergency the services listed will be coordinated by the ROC.

2.13 Durham Health Services Representative

- 2.13.1 Provision of emergency medical services
- 2.13.2 Advice on all health related matters
- 2.13.3 Provision of critical incident stress services
- 2.13.4 Coordination with Durham Medical Services

Municipal Emergencies

The MCG may request additional representatives to join the MCG to provide expertise in specialized areas as required. The following list is not inclusive.

Regional Services shall be requested through the on-call DEMO staff.

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2.14 Durham Social Services

2.14.1 Liaison with Social Services for the delivery of the following emergency services:

- accommodations
- feeding
- clothing
- counselling
- financial assistance
- registration and enquiries

3 ADDITIONAL MOC REPRESENTATIVES

3.1 Departmental Duty Officers/ Communicators (as required)

3.1.1 Assistant to the applicable MCG member

3.1.2 Communicate instructions from the MCG to departmental HQ.

3.2 Deputy Clerk

3.2.1 Maintenance of the MOC major events status board

3.2.2 Maintenance of the MOC master Log

3.2.3 Maintenance of the MOC staff register

3.2.4 Maintenance of the message in/out register

3.2.5 Clerical support to the MOC

3.2.6 Maintain prompt flow of information within the MOC (runner duties)

3.2.7 Provide photocopying and office equipment as required

3.2.8 MOC house keeping

3.3 Systems Section

3.3.1 Ensuring all communications equipment is operational (including preparing the alternate MOC)

3.3.2 Provision of emergency telecommunications equipment

3.3.3 Communications systems security

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SECTION 2 - MOC OPERATING PROCEDURES

SECTION 2A - ACTIVATION

AIM: To activate the Town of Ajax's emergency organizations.

This procedure contains instructions on the following:

1. Initial actions
2. Municipal Emergency Activation
3. Nuclear Emergency Activation
4. MOC Activation
5. Appendix A-1 - Activation List 1

1. INITIAL ACTIONS

Ajax Fire Dispatch receives notification of an emergency.

Regardless of the emergency type or nuclear classification, the dispatcher will notify the Fire Chief or, in his absence, the on-call Senior Officer.

Dispatcher will ascertain the following information. Use ERP 028.

- caller's name, position, and contact information
- detailed description of the event
- for a nuclear emergency determine the classification and the response level required. i.e. notification of Fire Chief, Mayor and C.A.O. or partial activation of MOC.

2. MUNICIPAL EMERGENCY ACTIVATION

A senior response officer at the scene of an emergency or potential emergency may request the activation of the Ajax Municipal Emergency Plan. The plan may also be activated by any member of the MCG.

Any member of the MCG may activate the plan through the Ajax Fire and Emergency Services Dispatch.

3. NUCLEAR EMERGENCY ACTIVATION

It is expected that the Durham Regional Police will receive the initial notification of a nuclear emergency. The police will notify Ajax's Fire Dispatch. The call taker dispatcher will immediately notify the Fire Chief or, in his absence, the on-call Senior Officer. Ajax's nuclear emergency organizations will be activated to a level

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appropriate for the emergency classification.

Ajax Fire Dispatch receives notification of a nuclear emergency.

The dispatcher completes the following actions immediately:

- inform the Fire Chief or, in his absence, the on-call Senior Officer
- confirm report with Durham Region Police if notification was received from another source
- request the Regional Initial Notification be faxed to the Ajax Fire and Emergency Services.

PUBLIC INTEREST NOTIFICATION

For a Public Interest Notification, the Fire Chief will notify the following:

- Mayor
- C.A.O.

Depending on the N.G.S. involved and through discussions, the Mayor, C.A.O. and Fire Chief will decide if the MOC will be activated and to what level.

REPORTABLE EVENT/ABNORMAL INCIDENT

For a reportable event or abnormal incident, the Fire Chief will notify the following:

- Mayor
- C.A.O.

Through discussions, the Mayor, C.A.O. and Fire Chief will decide if the MOC will be activated and to what level.

ON-SITE EMERGENCY

For an on-site emergency, all members of the MCG will be notified.

- The MOC will be activated to the level to commensurate with the situation. As a minimum the C.A.O., Fire Chief, Durham Region Police Representative, and MOC support staff will open the MOC.

GENERAL EMERGENCY

For a general emergency, all members of the MCG will be notified.

- The MOC will be fully activated.

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- All MOC staff will report for a situation briefing, and to be organized into shifts. Off-duty shifts will be sent home for rest.

4. MOC ACTIVATION

The primary MOC & The secondary MOC are activated in the following manner:

- On activation of an emergency plan the third position Fire Dispatcher will contact the control group using Appendix A1- Activation List.
- To add telephones at either the primary or secondary MOC, call Bell Canada's Provincial Operations Centre (PNOC).

SECTION 2B – INFORMATION MANAGEMENT

AIM: To ensure that information is recorded and disseminated effectively.

This procedure contains instructions on the following:

1. Operation Logs
2. Message Handling
3. Situation Reports and Briefings
4. Status Boards and Maps
5. Appendix B-1 - Status Board; Weather Reporting
6. Appendix B-2 - Map Marking Protocol

1. OPERATIONS LOGS

1.2 All members of the MCG will maintain an operations log.

1.2.1 Use Form ERP 033.

1.2.2 As a minimum, the following information will be recorded at every position:

- critical timings (e.g., when a protective measure has been ordered/implemented)
- information received and sent
- critical decisions
- instructions received and sent
- actions planned/implemented

1.2.3 As minimum, the following records are maintained at each work station:

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- hard copies of all messages sent/received
- completed emergency forms (e.g., situation reports)

1.2.4 When a person is relieved from duty, they sign off their log and pass it to their replacement.

1.3 Support Officer maintains a master log.

1.3.1 As a minimum, approved/completed copies of the following are stored in the master log:

- MOC Registration
- emergency notification
- completed emergency forms (e.g., situation reports)
- hard copy of all messages sent/received
- copies of MCG's logs

1.3.2 Whenever possible the original version of all correspondence should be stored in the master log.

1.4 Support Officer maintains copies of the relevant documents for the Joint Information Centre.

1.4.1 As a minimum, approved/completed copies of the following will be sent (by runner or fax) to the Joint Information Centre:

- media announcements
- situation reports
- copies for the master log

2. MESSAGE HANDLING

Information from all communications, including telephone calls, will be entered in the sender's and receiver's log. (ERP 033)

Hard copies of all correspondence, including E-mail will be distributed to MCG members, as required.

Correspondence will be distributed as follows:

- retain one copy at the work station
- other members in the MOC with direct or collateral interest
- Master Log

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Deputy Clerk will log all incoming and outgoing correspondence before it is distributed or transmitted.

- standard security procedures apply
- copies of all messages sent and received are filed in the master log.

3. SITUATION REPORTS AND BRIEFINGS

3.1 MOC briefings will be scheduled or announced at least 10 min in advance

Members of the MCG obtain a briefing from their organization 5 min prior to the MOC briefing.

3.2 Members of the MCG brief the MOC

Use ERP 030
 Support Officer records major points on the major events status board.
 Copy goes to Operations Officer.

3.3 On completion of the MOC briefing the following actions are taken:

The Operations Officer prepares and delivers a consolidated situation Report to the ROC (if ROC opens)
 MOC members brief their organizations
 Situation reports are stored in the master log
 MCG members may request situation reports from other members, as required

4. STATUS BOARDS AND MAPS

The following status boards and maps will be used in the MOC.

- *Major events board significant events, decisions and times, summaries of briefings*
- *Weather within the Municipality*
- *Site maps of affected area(s) or area(s) where protective measures have been ordered/implemented*
- *Municipal maps*
- *Work schedules of the MOC staff for the next two shifts*

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4.1 Support Officer maintains the major events status boards.

MCG members will report major events to the Operations officer immediately and highlight (underline or mark) them in their logs.

Examples of major events include:

- all information on protective measures
- traffic problems
- requirements beyond department capability

The Support Officer attends MOC briefings, reviews logs and makes appropriate entries on the major events board.

4.2 Ajax Planning & Development will manage the maps.

The map marking protocol is as follows:

- plume - solid red line
- contaminated areas - solid red outline with red cross hatching
- dose rates and/or radiation measures (including units) - red writing
- area(s) to be sheltered - solid yellow outline
- area(s) sheltered - solid yellow outline with yellow cross hatching
- area(s) to be evacuated - solid blue outline
- area(s) evacuated - solid blue outline with blue cross hatching
- evacuation route(s) - solid black line(s) with arrows showing direction of travel
- obstacles to movement (including traffic control barriers) - green X

For other information indicate symbol in the legend of the map.

Ajax area maps are stored at the MOC.

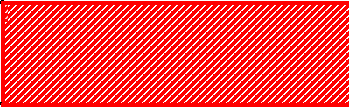

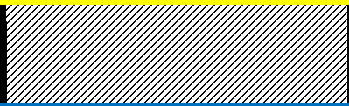




A standard 1:250,000 (TBC) scale map will be used when coordinating with the ROC and other agencies.

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APPENDIX B-2 - STATUS BOARD; MAP MARKING PROTOCOL

Plume	Outside edges and centre line marked by solid red lines	
Contaminated area	Solid red outline with red cross hatching	
Dose rate and measurements	Black writing	40 REM (1200 h)
Areas to be sheltered	Solid yellow outline	
Areas sheltered	Solid yellow outline with yellow cross hatching	
Area(s) to be evacuated	Solid blue outline	
Area(s) evacuated	Solid blue outline with blue cross hatching	
Evacuation route(s)	Solid black line with arrows showing the direction of travel	
Obstacles to movement	Green X	
Others as required	User designated symbol shown in the map legend	

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SECTION 2C – DECISION MAKING

AIM: To detail Ajax's emergency organization decision making process and authorities

- 1 Department operations staff and/or dispatchers make decisions within their normal authority and qualifications. All other decisions are deferred to their MCG representative (Department designate).**
- 2 All MCG members make decisions within their normal authority and qualifications. All other decisions are referred to the Operations Officer.**
- 3 The Operations Officer makes decisions within his/her normal authority and qualifications.**
- 4 Other decisions will be handled as follows:**
 - for requirements within Ajax's capability, the matter will be reviewed by the MCG as a whole. Decisions should be made by consensus; however, the Operations Officer retains final authority.
 - for requirements requiring extraordinary powers, the Operations Officer will confer with the Mayor.
 - for requirements beyond the capability and/or authority of Ajax, the matter will be referred to the ROC.

SECTION 2D – EMERGENCY PUBLIC INFORMATION

Aim: To coordinate Ajax's emergency public information strategy with Durham Region.

The Public Information Officer or alternate is the designated Ajax spokesperson, responsible for delivering major announcements, formal interviews, and media conferences. In addition, the Director will coordinate media appearances by the Mayor and/or other municipal officials. The emergency media centre is co-located with the MOC. During a municipal emergency, Ajax is responsible for all aspects of emergency public information.

During a nuclear emergency, Durham Region has the overall responsibility for the management of emergency public information. However, Ajax must be able to respond to public and media inquiries related to the implementation of protective measures within the municipality. Furthermore, Ajax officials and employees must be able to manage all inquiries in a manner that will retain public confidence. Ajax's role is restricted to providing information on actions being taken by the community and keeping the Regional Operations Centre fully informed of events within the Municipality. All releases of emergency public information must be fully coordinated with the Regional Operations Centre. This procedure contains instructions on the following:

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1. Media Announcements
2. Media Conferences
3. Inquiries
4. Media Monitoring

1. MEDIA ANNOUNCEMENTS

The Media Spokesperson drafts media announcement material

- Time permitting all MCG Members review and comment on the material.
- During a municipal emergency the Operations Officer approves the release of public information.
- During a nuclear emergency, the Operations Officer approves all public information / media material before it is passed to the Regional Operations Centre.

2. MEDIA CONFERENCES

a. The Media Spokesperson will recommend:

Municipal Emergency

- When Ajax should conduct a media conference.

Nuclear Emergency

- When the Regional Operations Centre should conduct a media conference
- When Ajax officials should participate in media conferences organized by the Regional Operations Centre or other organizations

The Operations Officer is the approving authority for all aspects of media conferences.

Recommendations include the objectives, participants and tentative schedule for the media conference.

A local media conference may be directed/requested by the Regional Operations Centre.

b. Once approved by the Operations Officer and/or the Regional Operations Centre, the Media Spokesperson will organize the media

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conference or Ajax's participation in other conferences.

- Organizing media conferences include:
 - preparing the facility
 - advance notification of the media
 - advance notification of the Regional Operations Centre
 - arrangements for technical and other resource persons to support Ajax's spokesperson
 - preparation and approval of the spokesperson's statement
 - seating arrangements for moderator, spokesperson and resource people
 - visual aids as required
 - preparing media kits for distribution at the end of the conference (if required)
 - coordinating content with the Joint Information Centre (nuclear emergency only)
 - rehearsals

c. On completion of an Ajax media conference, the Media Spokesperson will debrief all persons who made statements or answered questions during the media conference.

- Debriefing includes:
 - assessment whether objectives were achieved
 - identification of issues arising from the conference
 - identification of follow-up actions

d. The Media Spokesperson conducts follow-up actions as required.

- Follow-up actions include:
 - briefing the Mayor and Operations Officer
 - briefing the Regional Operations Centre (nuclear).
 - providing additional information to media as requested/promised during the conference

3. INQUIRIES

This section applies to general inquiries from the media, private citizens, non-government organizations, and special interest groups.

- a. All inquiries related to the emergency received by Ajax staff will be forwarded to the Media Spokesperson.**
- b. The Media Spokesperson will answer inquiries on the implementation of protective measures within the municipality. Answers will be based on approved media announcements and**

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statements issued by the Regional Operations Centre.

- For enquires which are not related to the emergency measures implementation, Ajax, or where Ajax's involvement is incidental or indirect, they will be directed to the Regional Operations Centre.
- The Media Spokesperson will record: sources of calls; questions asked and answers given; rumours/misinformation detected; and emerging issues. Use ERP 031. The information obtained is disseminated in situation reports, or immediately, if necessary. Disseminated through regular situation reports.
- If officials/employees are approached in person by members of the media in a situation where refusal to respond to questions may be damaging to Ajax's or the official/employee's credibility or effectiveness during the progress of the emergency, the following guidelines apply:
- For questions not related directly to Ajax or the official/employee's emergency role, refer the person to the Joint Information Centre. Give phone number and address if known.
- For questions related to Ajax, straightforward answers may be given to any questions dealing with the official/employee's own activities, or those of their staff. All other questions are to be referred to the Control Officer.

4. MEDIA MONITORING

a. During a municipal emergency, the Media Spokesperson is responsible for media monitoring.

The Media Spokesperson will provide the following information to the media monitoring staff:

- media outlets to be monitored
- critical subjects
- how often reports are required (usually every two hours)
- report distribution

Examples of critical subjects are:

- reports critical of Ajax, that may undermine public confidence
- rumours
- accidents
- casualties

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b. During a nuclear emergency, the formal monitoring of the media is a Regional Operations Centre function. However, any critical subjects concerning Ajax or the overall operation will be reported to the Control officer.

c. The Media Spokesperson provides periodic media monitoring reports to:

- the Mayor and C.A.O.
- the Regional Operations Centre (nuclear)

Reports are filed in the master log

SECTION 2E – MOC SHIFTS

AIM: To detail the MOC shift system.

This procedure contains instructions on the following:

1. Shifts
2. Breaks
3. Handover procedures

1 SHIFTS

1.1 Departments will organize shifts to cover their MOC responsibilities on 24/7 basis.

1.1.1 Departments must ensure personnel have the appropriate training and experience to work in the MOC.

1.1.2 In addition to the on duty shift, the next shift will be identified and warned.

1.2 Twelve hour shift schedules should be used.

1.2.1 Shifts longer than twelve hours must be authorized by the Operations Officer.

1.2.2 Shift lengths apply to all personnel, including senior management, even if they must remain on call in the immediate area of the MOC.

1.3 Senior Municipal Staff will be evenly distributed among all shifts.

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2 BREAKS

2.1 All MOC staff should take frequent breaks.

2.1.1 Smoking and eating in the MOC is prohibited. Beverages are allowed at work stations.

3 SHIFT HANDOVERS

3.1 All members reporting for duty will arrive 15 minutes before the start of their shift.

3.1.1 Personnel reporting for duty will read all entries in the outgoing person's log for the last two hours and ascertain the following information:

- numbers and locations of deployed personnel
- danger areas and personal protective measures required
- status of ongoing operations
- outstanding issues and requirements

3.2 All departing members of the MOC brief their replacements before going off duty.

3.2.1 The Operations officer will call for a MOC briefing before every shift change.

3.2.2 Handovers are staggered to ensure continuity of operations.

3.3 All departing members "sign-off" their log.

3.4 The Support Officer records departure times and contact information.

SECTION 2F - LOGISTICS

AIM: To provide logistical support to Ajax's emergency organization.

This procedure contains instructions on the following:

1. Departmental Requirements
2. Emergency Purchasing Authority
3. MOC Support

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1 DEPARTMENTAL REQUIREMENTS

1.1 To the extent possible, logistic support will be provided through the normal system.

1.1.1 This includes normal inter-department cooperation. For example, request from police for traffic control barriers would go directly to Public Works. Public Works would supply within capability and go to Durham Regions Public Works to fill additional requirements.

1.2 Normal departmental purchasing authority remains in effect.

1.2.1 All departmental emergency expenditures will be documented for possible recovery.

1.3 For requirements beyond the capability of departments, requests for services, support, supplies or equipment will be submitted to the MOC.

1.3.1 As a minimum, the following information is required with each request:

- name, position, location, and contact information of the persons making the request
- service, support, supplies and/or equipment required
- when and where it is required
- reason why it is required
- possible source, if known

1.3.2 For requirements beyond Ajax’s capability, support will be requested through the ROC.

2 EMERGENCY PURCHASING AUTHORITY

2.1 The Operations Officer is the approving authority for emergency purchase of goods, equipment and services over and above normal departmental purchasing authority.

2.1.1 All emergency expenditures will be documented for possible recovery.

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3 MOC SUPPORT

3.1 The Control Officer is responsible for providing administrative and logistic support to the MOC.

3.1.1 Administrative and logistic support includes, but is not limited to:

- feeding
- stationary supplies
- housekeeping
- staff comforts

SECTION 2G - TELECOMMUNICATIONS

AIM: to detail telecommunications arrangements within the MOC.

This procedure contains instructions on the following:

1. Responsibilities
2. Available telecommunications systems
3. Maintenance support

1. RESPONSIBILITIES

1.1 During non-emergency times, the Ajax Fire and Emergency Services is responsible for the availability and serviceability of the telecommunications equipment installed in the MOC (primary and secondary).

- 1.1.1 Includes spare telephone sets
- 1.1.2 Ensure fax machine functional
- 1.1.3 Provisions for computers
- 1.1.4 Emergency Generators tested and functional
- 1.1.5 All accessory wiring and telephone cords are serviceable
- 1.1.6 Liaise with amateur radio operators to ensure their equipment is ready
- 1.1.7 Ensure all two-way radios are operational

1.2 Departments are responsible for the provision of department radios and other specialized telecommunications equipment.

- 1.2.1 Includes all spares

2. AVAILABLE SYSTEMS

a. The MOC is equipped with the following:

- Telephone and laptop at each work station

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- All laptop computers on the municipal network, Municipal wireless and Rogers wireless
- One television
- One Smartboard and projector
- One fax machine
- One photocopier

3. MAINTENANCE SUPPORT

- a. **Once the MOC is operational telecommunication problems will be reported to the Manager, Information Systems.**

Manager, Information Systems will contact the telecommunication maintenance contractor for on-site repairs.

SECTION 2H – RELOCATION OF THE MOC

AIM: To ensure the MOC can be relocated, if required with minimal interruption.

This procedure contains instructions on the following:

1. Responsibility
2. Planned Move
3. Short Notice Move
4. Nuclear 10 km Move

1. RESPONSIBILITY

- 1.1 The Operations Officer will decide if and when relocation of the MOC is required.
- 1.2 Normally relocation is prompted by the need to protect members of the MOC or to provide adequate operating facilities and equipment.
- 1.3 The alternate location for the MOC is:

2. PLANNED MOVE

- a. **If time allows a stepped move will be conducted as follows:**

- An off-duty MOC shift will be recalled to the MOC and given a situation briefing.
- The recalled shift, under the direction of a Deputy Operations Officer will move to the alternate location.
- Telecommunication at the new location will be confirmed.
- When directed by the operations officer the new MOC will assume

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operations.

- The remainder of the MOC staff and essential equipment will move to the new MOC.
- For a planned move, the original MOC will operate until enough resources can be deployed to the new location to provide a minimum capability.
- Copies of the logs, maps and status boards will be taken to the new location.
- The new contact information will be passed to the emergency organization.
- Before moving, MOC members will inform their contacts that the old MOC is closing and ensure that the new contact information is known.

3. SHORT NOTICE MOVE

- a. Staff will move to the new location and establish communications as quickly as possible.
- b. Staff will take all logs, maps, status boards and essential equipment with them.

4. NUCLEAR - 10 KM MOVE

4.1 Both MOC locations are within the 10 km zone of the Pickering Nuclear Generating Station. In the event an evacuation order is given for a full 10 km evacuation, the following will be considered:

- 4.1.1 Contact Regional OC and request use of the Regional backup centre in Scugog, Highway 12 and Reach Street Durham Regional Police.
- 4.1.2 If unavailable, contact EMO Provincial OPS Centre and request use of mobile MOC vehicle.
- 4.1.3 Take all logs, maps, status boards and essential equipment to the new location.
- 4.1.4 Engage systems personnel to confirm adequate communications.

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SECTION 3 – MOC ACTIVATION CHECKLISTS

Emergency operations centres, by their very function, are very high stress environments. The following checklists are designed to assist people working under such conditions. However, it is impossible to design checklists which are all inclusive for every situation. Therefore, they do not replace the need for routine training and good judgement.

MOC SET UP

The following actions are to be completed by the first MOC staff member arriving at the MOC.

- If the MOC is not open, the doors are key fobbed.
- Confirm the availability of essential services and call for maintenance support as required. Check the following:
 - Electric power - raise board room table exposing workstations (key is in cupboard lock box)
 - Plug in all telephones and ensure laptop computers are plugged in.
 - lights
 - Heat/air condition
 - Clear work surfaces (including white boards) of all non-emergency material and equipment.
- Setup status boards in the order listed.
 1. Major event status board
 2. Municipal maps
 3. MCG Personnel location board
 4. Work schedules
- Record all available information on the major events status board
- Open desk top at HQ MOC
- Set clocks to correct time
- Distribute/confirm the availability of log binders and plans and procedures at each work station
- Distribute/confirm the availability of stationary supplies at each work station

WORK STATION ACTIVITIES

The following actions will be conducted by the designated staff member or alternate on arrival at the MOC.

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Operations Officer

- Confirm all MOC staff members have been notified
- Appoint alternate members as required
- Determine operational status of the MOC
- Obtain a telecommunications status report
- Obtain an operation status report from each department
- Give initial direction and deal with immediate problems
- Request a situation report from Durham ROC when activated and report Ajax's operational status
- Demand frequent briefing from operations staff (at least every 30 minutes)
- Issue operational direction to departments in response to municipal needs and direction from the ROC, if activated
- Keep the ROC fully informed of Ajax's emergency situation and actions
- Organize and direct long-range planning

Fire Chief

- Open operations log
- Confirm/establish telecommunications and obtain a status report from the following:
 - Ajax Fire Dispatcher
 - Durham Region Fire Coordinator at the ROC
 - Mutual Aid Fire Departments as required
 - Brief Operations Officer on departmental status
- Check for any messages delivered prior to your arrival
- Issue operational instructions to the Fire Service in accordance with direction and priorities issued by Operations Officer

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Assist with long-range planning

Durham Region Police Representative

Open operations log

Confirm/establish telecommunications and obtain a situation report from the following:

- Durham Region Police dispatch
- Durham Region Police Chief at the ROC

Obtain a police department status report

Brief Operations Officer on departmental status

Check for any messages delivered prior to your arrival

Issue operational instructions to assigned police resources in accordance with direction and priorities issued by Operations Officer

Coordinate the evacuation of Ajax

Coordinate traffic control within Ajax

Coordinate emergency police services within Ajax

Assist with long-range planning

Operations and Environmental Services

Open operations log

Confirm/establish telecommunications and obtain a situation report from the following:

- Ajax's Public Works Department.
- Durham Region Public Works Department
- Durham Region Commissioner of Works at the ROC

Brief Operations Officer on departmental status

Check for any messages delivered prior to your arrival

Issue operational instructions to the Public Works Department in

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accordance with direction and priorities issued by the Operations Officer

Assist with long-range planning

Recreation & Culture

Open operations log

Confirm/establish telecommunications and obtain a status report from Recreation Services

Brief the Operations Officer on departmental status

Check for any messages delivered prior to your arrival

Issue operational instructions to Recreation & Culture in accordance with direction and priorities issued by the Operations Officer

Assist with long-range planning

Planning and Development

Open operations log

Confirm/establish telecommunications and obtain a status report from the Regional Operations centre, if it has been activated

Brief the Operations Officer on departmental status

Check for any messages delivered prior to your arrival

Issue operational instructions to the Planning and Development Department in accordance with direction and priorities issued by the Operations Officer

Assist with long-range planning

Mark maps with all available information

Public Information Officer

Open operations log

Confirm/establish communications and obtain a Media Status Report

Brief Operations Officer on media status

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Check any messages delivered prior to your arrival

Set up Media Centre & Public Inquiry
Establish contact with media outlets

Process emergency public information in accordance with Section 2

Assist with long-range planning

Human Resources

Establish staff presence at EOC

Open and maintain an HR Operations Log

Confirm EOC telecommunications assigned to HR is functional

Contact each EOC section for early estimate of volunteer personnel needs. Distribute volunteer requisition forms

Develop comprehensive volunteer recruiting plan for approval of Operation Officer

Staff the citizen volunteer enquiries service, completing a registration form for each volunteer

Control Officer (Clerk)

Open operations log

Confirm availability of MOC clerical support staff

Check for any messages delivered prior to your arrival

Prepare initial public announcement / media release

For a nuclear emergency contact the Regional Operations Centre and obtain a status report

For a municipal emergency issue media monitoring instructions

Assist the Operations Officer as required

Assist with long-range planning

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Support Clerk (Deputy Clerk)

Turn on and check all computers, photocopier and other office equipment

Log all correspondence in and out

Distribute all correspondence within the MOC

Make copies of all correspondence and file in the master log

Collect copies of all logs and file in the master log

Maintain the major events status board

Perform light housekeeping in the MOC

Provide administrative support to the MOC in accordance with priorities set by the Control Officer

Finance

Open operations log

Monitor emergency expenditures and record details of same

Ensure spending authorities are respected

Keep the Operations Officer fully informed on financial matters

Assist with long-range planning

Durham Regional Transit Authority

Open operations log

Confirm/establish telecommunications and obtain a list of available transport resources from all available sources

Check for any messages delivered prior to your arrival

Keep the Recreation & Culture representative fully briefed on availability of resources and deployment timings

Coordinate transport resources in accordance with direction and priorities issued by the Operations Officer

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Assist with evacuation planning

Durham Region Department of Health Services (municipal emergencies only)

Open operations log

Confirm/establish telecommunications and obtain a status report from the following:

- Durham Region Department of Health Headquarters
- Durham Region Health Commissioner at the ROC

Brief Operations Officer on departmental status

Check for any messages delivered prior to your arrival

Issue operational instructions to assigned Health Department resources in accordance with direction and priorities issued by Operations Officer

Monitor and provide advice on health and sanitary conditions within Ajax

Monitor and provide advice on the quality of food and water

Coordinate emergency health services within Ajax

Assist with long-range planning

Durham Region Department of Social Services (municipal emergencies only)

Open operations log

Confirm/establish telecommunications and obtain a status report from the following:

- Durham Region Department of Social Services Headquarters
- Durham Region Social Services Commissioner at the ROC

Brief Operations Officer on departmental status

Check for any messages delivered prior to your arrival

Issue operational instructions to assigned Social Services Department

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resources in accordance with direction and priorities issued by Operations Officer

Coordinate financial assistance for victims

Coordinate between the MOC and evacuation centre(s)

Coordinate the provision of emergency feeding

Coordinate the provision of emergency clothing

Assist with long-range planning

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SECTION 4 – FORMS

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EMERGENCY NOTIFICATION FORM

A. Date / Time of Call:
B. Caller Information: Organization Location Name and position Telephone number / extension
C. Confirm call by looking up the phone number of the organization and calling back Was call verified <input type="checkbox"/> Yes <input type="checkbox"/> No Number called to verify report:
D. Description of the Emergency (Use addition pages as required) 1. Location: 2. Casualties: <input type="checkbox"/> No <input type="checkbox"/> Yes Numbers: 3. Nuclear Classification (if applicable) <input type="checkbox"/> Reportable event <input type="checkbox"/> Abnormal incident <input type="checkbox"/> On-site emergency <input type="checkbox"/> Off-site emergency Event Details:
E. Notified: <input type="checkbox"/> Fire Chief <input type="checkbox"/> CAO <input type="checkbox"/> DEMO <input type="checkbox"/> Durham Police <input type="checkbox"/> Master Log <input type="checkbox"/> Others
F. Person receiving report: Name Phone Number Signature

ERP

98 04

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INTERNAL SITUATION REPORT

Date and time of delivery:		Time:	
From:			
Organization		Name and position	
Telephone number / extension		Fax	
1. Description of Event			
2. Action Taken			
3. Suggested Time to Complete			
4. Problems and Concern			
5. Other Relevant Information			
6. Person Receiving Report			
Distribution:	White Sender	Yellow Operations Officer	Pink Master Events Board
		ERP 030	03 09 16

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TOWN OF AJAX **INQUIRY RECORD FORM**

Date	Time	Answered by	Initials
Source <input type="checkbox"/> Media <input type="checkbox"/> General (public) <input type="checkbox"/> Government			
Caller Name	Position/Organization	Location	
Telephone number / extension			
Fax number	Other		
Language	<input type="checkbox"/> English	<input type="checkbox"/> French	<input type="checkbox"/> Other
Questions / answers / information obtained from caller <i>-For questions and answers on media announcements, record the date and time of the announcement</i> <i>- Use addition pages as required</i>			
Call back required		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Call back completed		Date/time	
Distribution: <input type="checkbox"/> Originator <input type="checkbox"/> Master Log <input type="checkbox"/> Joint Information Centre <input type="checkbox"/> Others			

ERP 031	98 04 16
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SOURCE OF WEATHER INFORMATION

ACTUAL	<p>Wind Speed km/h Direction from to (e.g.,from NE to SW) Height metres</p> <p>Temperature Degrees C</p> <p>Atmospheric pressure KPa(a)</p> <p>Cloud cover (Otkas, 0-8; 0=clear, 8=full cover)</p> <p>Precipitation rain <input type="checkbox"/> freezing rain <input type="checkbox"/> snow <input type="checkbox"/> sleet <input type="checkbox"/> hail <input type="checkbox"/> other _____</p> <p>Ground/driving conditions</p>
FORECASTED	<p>Forecast period</p> <p>Wind - beginning of period Speed km/h Direction from to (e.g.,from NE to SW) Height metres</p> <p>Wind - end of period Speed km/h Direction from to (e.g.,from NE to SW) Height metres</p> <p>Shift direction Clockwise <input type="checkbox"/> Counter clockwise <input type="checkbox"/></p> <p>Temperature Degrees C</p> <p>Atmospheric pressure KPa(a)</p> <p>Cloud cover (Otkas, 0-8; 0=clear, 8=full cover)</p> <p>Precipitation rain <input type="checkbox"/> freezing rain <input type="checkbox"/> snow <input type="checkbox"/> sleet <input type="checkbox"/> hail <input type="checkbox"/> other _____</p>

ERP 034

98 04 16

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POSITION	SHIFT ONE time	SHIFT TWO time	SHIFT THREE time	SHIFT FOUR time	REMARKS
EXECUTIVE					
Mayor/Council					
MUNICIPAL CONTROL GROUP					
Operations Officer					
Fire					
Durham Police					
Operations & Envir. Services					
Recreation Services					
Control Officer(Clerk)					
Dir. Of Finance					
Dir. Planning & Development					
Dir. Of Human Resources					
Dir. Of Transit					
MOC SUPPORT GROUP					
Health Services					
Social Services					

ERP 036

98 04 16

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VOLUNTEER REQUISITION FORM	
TYPE OF WORK	
NUMBERS NEEDED	
SPECIAL SKILLS	
PHYSICAL DEMANDS	
DRESS AND EQUIPMENT REQUIRED	
CRIMINAL RECORDS CHECK COMPLETED	<input type="checkbox"/>
REPORT TO:	AT
FROM	TO

ERP 037	99 08 16
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VOLUNTEER REGISTRATION FORM	
NAME	
CONTACT (Phone or Address)	
VOLUNTEERING FOR (Type of Work)	
SPECIAL SKILLS	
PHYSICAL ABILITIES	
EQUIPMENT OFFERED	
AVAILABLE (When)	
CRIMINAL RECORDS	
CHECK COMPLETED	<input type="checkbox"/>

ERP 038	99 08 16
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SECTION 7 - GLOSSARY

Abnormal Event:	An event or situation at a NGS which may have significant cause or could lead to more serious offsite consequences concerning public safety. There would be no significant emission of radioactive material.
Agency On-Scene Commander:	The person in charge of an agency's emergency response at the scene of an incident. He/she will coordinate with the Emergency Site Manager. Each agency will appoint an On-Scene Commander.
C.A.C.C.	Oshawa Central Ambulance Communications Centre
CAER:	(Community Awareness and Emergency Response): a program of the Canadian Chemical Producers Association (CCPA) that promotes cooperation between industry, local government and the public in improving community awareness and developing community emergency response plans.
CAMEO:	(Computer-Aided Management of Emergency Operations): a computer program and data base which assists emergency responders in the event of an accident. CAMEO is capable of displaying detailed maps of facilities with dangerous goods, providing detailed reference information and forecasting downwind concentrations of chemicals released in incidents.
Canadian Centre for Occupational Health and Safety:	Has a chemical data base in Ottawa that can be referenced by phone modem or may be purchased. The information includes updates for operations on personal computers.

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- CANDU:** The name of the Canadian developed nuclear power reactor system (from Canada Deuterium Uranium).
- CANUTEC: (Canadian Transportation Emergency Centre)** Information service offered by Transport Canada for response personnel involved in dangerous goods incidents. Provides technical information and communication assistance.
- CARE:** (Computer Assisted Response Information): located at CN's Central Emergency Operations Centre in Toronto, CARE provides a computer data system and videotape of conditions along all segments of track in the CN system.
- Chain of Command:** Concept whereby authority is delegated in a hierarchical manner.
- CHEMIS:** (Chemical Hazards and Emergency Measures Information System): an integrated computer graphics and data base information system. It provides access to information regarding types, locations, quantities, properties and emergency response procedures for dangerous goods stored or produced at a facility.
- Chemtrec:** The Chemical Transportation Engineering Centre, a telephone hotline for dangerous goods emergencies in the United States.

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- CHERIS:** (Chemical Emergency Response Information System): a computer-based version of the Association of American Railroads publication, "Emergency Handling of Hazardous Materials in Surface Transportation", the association's standard reference book. CHERIS provides the emergency responder with detailed information for handling chemical emergencies, including procedures for fire fighting, evacuation, environmental protection and first aid recommendations.
- CHLOREP:** (Chlorine Emergency Plan): a program operated by the Chlorine Institute to respond to chlorine-related emergencies that occur during transportation and use of chlorine products.
- Command Post:** A mobile communications/central control centre from which the emergency responders can communicate with one another and with the Municipal Control Group (MCG).
- Consignee:** The person who is to receive a shipment.
- Consist:** A document carried in the engine or caboose of a train which lists in detail what the train is carrying and where it is located.
- Containment:** See sheltering.
- Contaminant:** A toxic material that forms a residue in or on a substance.
- Contiguous Zone:** Sectors 1, 2, and 3 of the Primary Zone, which surrounds Pickering Nuclear Generating Station (PNGS).
- Control Group:** See Municipal Control Group (MCG).

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Coroner's Investigation:

Involves taking possession of all bodies, the identification of the bodies, the determination of the cause of death (i.e. autopsy), the circumstances related to the death, and the eventual release of the bodies and issuance of medical certificates of death.

CVECO:

(Chemical Valley Emergency Coordinating Organization): this group involves over 50 organizations (including local fire and police departments, OPP, industry and the Coast Guard) in the Sarnia area. CVECO has formulated a plan for response and mutual aid in emergency situations, and tries to carry out a major exercise annually.

Dangerous Goods:

Term used to describe both dangerous commodities and special dangerous commodities.

Dangerous Commodities (DC):

Substances which can cause death or injury to humans, short-term or irreparable damage to the environment, or result in property damage or evacuation if released into the environment.

DC:

Dangerous commodities.

Debriefing:

Process whereby past events are reviewed with respect to their implications for emergency planning/procedures.

Decontamination:

A process involving the removal of dangerous goods and/or radioactive materials from persons, equipment and vehicles which have been exposed to the same.

DNGS:

Acronym for Darlington Nuclear Generating Station.

Dosimeter:

A device for measuring doses of radioactivity.

DRPS:

Acronym for Durham Region Police Service.

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EC: Acronym for Evacuee Centre. See Evacuee Centre.

ECC: Acronym for Exposure Control Centre. See Exposure Control Centre.

Emergency Notification Procedure (Municipal Emergency): A telephone fan-out system (calls made in order of hierarchy) implemented by the Ajax Fire & Emergency Services where, on implementation of the Emergency Plan, first responders, Municipal Control Group members and various agencies are notified immediately.

Emergency Plans Act, R.S.O. 1990: Province of Ontario legislation which provides authority for a municipal emergency plan.

Emergency Preparedness: The state of readiness with respect to responding to emergencies; dependent upon both planning and response capability (the ability to implement a plan effectively).

Emergency Site Manager (ESM): An individual with extensive day-to-day experience with emergency situations, selected to coordinate the overall response and public safety at the scene of an emergency.

Emergency Notification Procedure: A telephone fan-out system (calls made in order of hierarchy) implemented by the Ajax Fire & Emergency Services where, on implementation of the Emergency Plan, first responders, Municipal Control Group Members and various agencies are notified immediately.

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Emergency Planning Ontario (EPO):

A component of the Ontario Ministry of the Solicitor General responsible for helping municipalities develop emergency plans.

Emergency Area:

The area in which the emergency exists.

Emergency:

Situations or the threat of impending situations abnormally affecting the lives and property of society, which by their nature and magnitude require a controlled and coordinated response by many agencies distinct from routine operations.

Emergency Internal Fan-Out Notification System (Nuclear Emergency):

A telephone fan-out system (calls made in order of hierarchy) implemented by the Municipal fire department where, on implementation of the Municipal Nuclear Emergency Plan, first responders and members of the Municipal Control Group (MCG) are telephoned immediately and instructed to remain on standby (On-Site Emergency) or report to the Municipal Operations Centre (MOC) and activate the Plan (General Emergency). Each department then conducts a fan-out notification within the department.

Emergency Preparedness Canada (EPC):

A federal agency responsible for coordinating the federal response to emergencies and for encouraging emergency preparedness to protect the health, life and property of Canadians.

Emergency Planning:

A process whereby the designations of authority, agreements regarding the use of equipment and personnel, general operational concepts and emergency policies that form the basis for a coordinated approach to emergency response are identified and developed.

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Emergency Plan:	Documentation of the designation of authority, general operational concepts and emergency policies that form the basis for a coordinated approach to emergency response.
ESM:	See Emergency Site Manager.
Etiological Agent:	A living micro-organism or its toxin that may cause human disease.
Evacuation Route:	A transportation route designated to direct evacuees away from the evacuation area while providing access for emergency response vehicles to the emergency area.
Evacuee Centre (EC):	A facility which is designated to provide shelter, food and clothing for evacuees for a period of several days.
Exercise:	Various types and degrees of practice ranging in complexity and serving different functions to test an emergency plan and the level of preparedness in a community (e.g. tabletop exercises, emergency operation simulations, drills, field exercises).
Exposure Control:	See Protective Measures.

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Exposure Control Centre (ECC):

A Centre at Iroquois Park established with the implementation of the Durham Region Pickering Nuclear Emergency Plan to receive emergency workers, control the entry and exit of emergency workers in exposed areas, monitor them for radiation contamination (to ensure they are not exposed to radiation levels higher than the limits prescribed) and provide protective equipment.

Fan-Out Procedure:

See Emergency Internal Fan-Out Notification System.

First Responders:

Emergency response personnel who are normally the first to respond to an emergency. First responders include the Fire, Police and Ambulance Services.

General Emergency:

There are two sub-categories for this level of emergency when a major release is expected within 12 hours: no emission occurring or considered imminent; and an emission occurring or considered imminent. An imminent emission is a release of radioactive material expected to commence within 4 hours or the anticipated delay in its commencement would not provide adequate time for the Region to complete the required protective measure(s).

Haz Mat:

An abbreviation for “hazardous materials”, defined above.

Hazardous Materials:

An American term that can be interchanged with “dangerous goods” in the Canadian context.

Ingestion Control:

See Protective Measures.

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- Inner Perimeter:** A dangerous zone surrounding an emergency site into which entry is restricted to authorized personnel whose role is to specifically control the incident. Full protective clothing is required in the inner perimeter zone.
- Internal Fan-Out Notification System:** See Emergency Internal Fan-Out Notification System.
- JEPP (Joint Emergency Planning Program):** A program funded by Emergency Preparedness Canada and administered by the Ontario Ministry of the Solicitor General, developed to provide monetary assistance to municipalities to improve emergency preparedness (e.g. purchase of specialized equipment, emergency plan development).
- Joint Information Centre (JIC):** A Provincial facility with support provided by local communities and, if applicable, the organization or facility involved with the emergency situation. It will be located in the vicinity of the emergency area and will act as the primary official source of information (usually Regional Building, 650 Rossland Rd E., Whitby).
- Joint Traffic Control Centre (JTCC):** A temporary Centre established in Downsview by the Province from where the Joint Traffic Control Plan will be implemented.
- Joint Traffic Control Plan:** A Plan administered under Provincial control to conduct an organized and efficient evacuation of all or part of the Primary Zone.

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- JOSREP:** (Joint Oil Spill Response Emergency Plan): a joint industry/
Government plan to respond to minor oil spills in Canadian waters.
- JTCC:** See Joint Traffic Control Centre.
- KI:** See Potassium Iodide Pills.
- Line Load Protection:** A system available via Bell Canada whereby phone lines required by emergency response agencies can be protected and kept open for emergency communications.
- Line Load Control (LLC):** See Line Load Protection.
- LLC:** See Line Load Protection.
- LPG Industry Assistance Plan:** Developed by the Propane Gas Association of Canada, the plan provides a 24-hour emergency response phone number and offers product and technical advice for emergencies involving liquefied petroleum gases.
- MCG:** See Municipal Control Group.
- MDU:** Acronym for Monitoring and Decontamination Unit.
- Media Centre:** A temporary facility established near the Municipal Operations Centre, and/or the emergency site (often within the outer perimeter) to release information on a regular basis to the media and public.

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- MOC:** See Municipal Operations Centre.
- MOEE:** Acronym for “Ministry of the Environment and Energy.”
- MOEE Spills Action Centre:** A 24-hour centre operated by the Ontario Ministry of the Environment and Energy,” which receives calls regarding spills, assesses the situation and contacts affected parties, Ministry personnel or other agencies to assist as required.
- MSG & CS:** See Ontario Ministry of the Solicitor General and Correctional Services.
- Municipal Control Group (MCG):** A group comprised of key municipal department heads and officials who are responsible for decision-making and the provision of essential services needed to minimize the effects of an emergency on the municipality. The Town CAO is responsible for coordinating the actions of the MCG.
- Municipal Operations Centre (MOC):** A location outside of the Primary Zone with adequate space and communications for the Municipal Control Group (MCG) to control emergency operations.
- Mutual Aid:** An agreement among government and/or industry to share specific equipment, materials, or personnel in the event of an emergency.
- Notification Coordinator:** See Public Notification Coordinator.
- Nuclear Public Alert Notification System:** See Public Alert Notification System.

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**Nuclear Emergency
Internal Fan-Out
Notification:**

See Emergency Internal Fan-Out Notification System.

OH:

Acronym for Ontario Hydro.

Onsite Emergency:

There are two sub-categories for this level of emergency. A serious system malfunction which results in a significant emission and a situation which is likely to result in a significant emission of radioactive material at a later time but not within the next 12 hours.

**Ontario Ministry of the
Solicitor General and
Correctional Services
(MSG):**

This Ministry is responsible for overseeing law enforcement and public safety across Ontario. More specifically, it administers the Emergency Plans Act, R.S.O. 1990, provides assistance in formulating and implementing emergency plans and coordinates provincial response and staff in emergency operations. Emergency Planning Ontario (EPO), OPP and Ontario Fire Marshals' Office fall under the jurisdiction of this Ministry.

**Ontario Ministry of the
Environment and
Energy
(MOE):**

This Ministry is responsible for achieving and maintaining a quality of the environment that will protect human health and the ecosystem and will contribute to the well-being of the people of Ontario. The Ministry also operates the Spills Action Centre.

Outer perimeter:

A "safe zone" surrounding the inner perimeter where a "staging and support" area is established to coordinate the on scene emergency operations. The Command Post, first aid centre, temporary morgue and property recovery centre would be established in the outer perimeter.

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P.Z.:	See Primary Zone.
PACE:	(Petroleum Association for Conservation of the Canadian Environment): a national non-profit organization established by a number of Canadian petroleum companies to combine resources and expertise to help protect the environment.
PGAC:	(Propane Gas Association of Canada Inc.): an organization which has developed the LPG Industry Assistance Plan to assist in the event of a transportation emergency involving liquefied petroleum gases.
Phase 1:	The emergency phase of a nuclear emergency.
Phase 2:	Ingestion control and restoration phase of a nuclear emergency in the Secondary Zone.
Placard:	A symbol displayed on each side and end of a rail car, trailer or container to identify the type of dangerous goods being carried. The placard signs must be visible from any direction.
PNGS:	Acronym for Pickering Nuclear Generating Station.
Potassium Iodide Pills (KI):	Pills taken to protect the thyroid gland from radiation contamination.
Primary Zone (PZ):	A zone with a 10 km radius around the Pickering Nuclear Generating Station (PNGS) identified for the purposes of nuclear emergency planning. It is subdivided into 26 “sectors”.

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Protective Action Level (PAL):	Lower PAL (desirable) and Upper PAL (mandatory) protective measures in a nuclear emergency.
Protective Measures:	Includes exposure control (entry control sheltering, evacuation, KI pill ingestion), ingestion control (ban consumption and export of food items which may have been exposed to radiation), and/or water control (shut off community water intake and find alternate supply).
Public Alert Notification System:	A system whereby the municipality assists Durham Region with alerting the public to a nuclear emergency by telephoning industries and businesses to notify them to suspend work and tune to designated media for further instructions.
Public Notification Coordinator:	The person responsible for implementing the Nuclear Public Alert Notification System.
R & I:	Acronym for Registration and Inquiry Service offered by Canadian Red Cross.
RC:	See Reception Centre.
RCG:	See Regional Control Group.
Reception Centre (RC):	A facility established by Ontario Hydro and Durham Region to monitor evacuees and automobiles for radiation contamination and, if required, to decontaminate the same.

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Regional Traffic Coordinator (RTC):

An Officer designated by the Durham Region Police Service (DRPS) to plan and coordinate traffic management in the Region.

Regional Traffic Control Centre (RTCC):

Same as Joint Traffic Control Centre (JTCC).

Regional Traffic Control Plan:

A plan linked with the Joint Traffic Control Plan to direct evacuee traffic to Evacuee and Reception Centres.

Regional Control Group (RCG):

A group comprised of key Region department heads and officials who are responsible for decision-making and the provision of essential services needed to minimize the effects of an emergency on Durham Region. The Durham Chairman is responsible for coordinating the actions of the RCG.

Regional Spokesperson:

An appointee by the Regional Control Group (RCG) to be responsible for all media releases and public announcements related to the emergency.

Regional Operations Centre (ROC):

A location with adequate space and communications for the Regional Control Group to control emergency operations.

REM:

A measure of radiation absorbed.

Reportable Event:

An event at the NGS which would be of concern to the offsite authorities responsible for public safety. This would be an unusual event which is not likely to have offsite effects.

ROC:

See Regional Operations Centre.

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- RTC:** See Regional Traffic Coordinator.
- RTCC:** See Regional Traffic Control Centre.
- S.Z.:** See Secondary Zone.
- Safety Zone:** See outer perimeter zone.
- Safety Status Codes:** In the Durham Region Pickering Nuclear Emergency Plan, each nuclear sector is assigned a safety status which determines the precautions to be taken by emergency workers required to enter it (i.e. green = safe; yellow, orange, red = varying degrees of danger).
- Secondary Zone (S.Z.):** A zone within a 50 km radius of the Pickering Nuclear Generating Station (PNGS) (includes Primary and Contiguous Zones). Outside the Primary Zone, the Secondary Zone is divided into sub-zones and sub-sectors. It is identified to assist with nuclear emergency planning.
- Sectors:** 26 units that comprise the 10 km Primary Zone in the Durham Region Pickering Nuclear Emergency Plan.
- Shelter Coordinator:** A member of the MCG (i.e., Commissioner of Social Services) responsible for the selection of evacuee centres, and the organization of volunteer agencies, service clubs and support staff to operate and administer activities at evacuee centres.

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- Sheltering:** To secure oneself in a place offering protection from radiation exposure.
- Site Media Spokesperson:** Appointed by the Police Service to establish a media centre at the emergency site.
- Special Dangerous Commodities (SDC):** Dangerous commodities considered to be especially dangerous, as they could cause damage over a broad area if they are released into the environment.
- Spills Action Centre:** See MOE Spills Action Centre.
- Staging Area:** A designated area within the outer perimeter to which responding agencies will report with rescue and other equipment for assignments.
- Standing Committee for Nuclear Emergency Planning:** A committee with a function to review, revise, update and test the emergency plan and familiarize the potential users with the Plan.
- TC:** Acronym for Traffic Control.
- TCP:** Acronym for Traffic Control Point.

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**TEAP (Transportation
Emergency Assistance
Program):**

A program maintained by the Canadian Chemical Producers Association and its member companies to provide technical information and advice to emergency response personnel at the scene of a dangerous goods incident. Regional response teams are also available for member companies (CANUTEC can request a TEAP response team to respond to an incident not involving a member company).

TLD:

Acronym for Thermo Luminescent Dosimeter - see dosimeter.

Toxic:

Materials that can be poisonous if inhaled, swallowed, or absorbed into the body through cuts or breaks in the skin.

TRANSCAER:

Sponsored by the Canadian Chemical Producers Association, its objectives are to reduce the number and severity of transportation accidents and their impact on people and the environment, to reduce public concern about the hazards and risks of transportation incidents, and to increase cooperation between chemical and transportation industries in reducing incidents and concerns.

Triage:

Assignment of degrees of urgency to decide order of treatment of wounded.

Waybill:

The shipping paper prepared by the railroad from a bill of lading.

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SECTION 8 - ACRONYMS

AECEB	-	Atomic Energy Control Board
AECL	-	Atomic Energy of Canada Limited
BNGS	-	Bruce Nuclear Generating Station
CANDU	-	Canada Deuterium Uranium nuclear power reactor system
CZ	-	Contiguous Zone
DEL	-	Derived Emission Limit
DIL	-	Derived Intervention Level
DNGS	-	Darlington Nuclear Generating Station
ECI	-	Emergency Coolant Injection
EC	-	Evacuation Centre
EMO	-	Emergency Measures Ontario
EWC	-	Emergency Workers Centre
FADS	-	Filtered Air Discharge System
FHQ	-	Field Headquarters
FNEP	-	Federal Nuclear Emergency Plan
GPM Plan	-	General Province-wide Monitoring Plan
HAM	-	Amateur Radio Club

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Info	-	Information
IMO	-	Ingestion Monitoring Organization
IMCG	-	Ingestion Monitoring Control Group
JIC	-	Joint Information Centre
JTCC	-	Joint Traffic Control Centre
KI	-	Potassium Iodide
Km	-	Kilometre
LERP	-	Liquid Emission Response Procedures
LOCA	-	Loss-of-coolant Accident
LOECI	-	Loss of Emergency Coolant Injection
MCG	-	Municipal Control Group
MCSS	-	Ministry of Community and Social Services
MDU	-	Monitoring and Decontamination nit
Met	-	Meteorology, meterological
MMAH	-	Ministry of Municipal Affairs and Housing
MNR	-	Ministry of Natural Resources
MOC	-	Municipal Operations Centre
MOE	-	Ministry of Environment

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MOH	-	Medical Officer of Health
MOL	-	Ministry of Labour
MSGCS	-	Ministry of the Solicitor General and Correctional Services
MTO	-	Ministry of Transportation Ontario
NGS	-	Nuclear Generating Station
OH	-	Ontario Hydro
OMAFRA	-	Ontario Ministry of Agriculture and Food and Rural Affairs
Ops	-	Operations
PAD	-	Public Action Directive
PAL	-	Protective Action Level
PNGS	-	Pickering Nuclear Generating Station
POC	-	Provincial Operations Centre
PTAC	-	Phase 2 Advisor Committee
PZ	-	Primary Zone
rem	-	Roentgen equivalent man (unit to measure biological harm caused by radiation)
ROC	-	Regional Operations Centre
RTCC	-	Regional Traffic Control Centre

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RTC	-	Regional Traffic Control Coordinator
SOP	-	Standard Operating Procedure
Sv	-	Sievert (SI unit of measurement of biological harm caused by radiation)
Tech	-	Technical
Telecom	-	Telecommunication
TC	-	Traffic Control
TCP	-	Traffic Control Point
TLD	-	Thermoluminescent Dosimeter
TRF	-	Tritium Removal Facility (located at the Darlington NGS)

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SECTION 9 – DECLARATION OF EMERGENCY

DECLARATION OF A STATE OF EMERGENCY

REFERENCE: Emergency Management Act

CRITERIA:

A declaration of a state of emergency will be considered whenever the Provincial and/or the Durham Region nuclear emergency plans have been activated for an emergency at the Pickering NGS. More specifically, a declaration of a state of emergency will be considered when Pickering NGS declares an Onsite Emergency. A state of emergency will be declared when Pickering NGS declares a General Emergency.

AUTHORITY:

The Mayor or alternate, when satisfied that an emergency exists or may exist will declare a state of emergency in the Town of Ajax.

PROCEDURE:

To declare a state of emergency complete the following steps in the order shown:

- (1) Complete the attached form
- (2) Forward a copy to the Solicitor General of Ontario, the Minister responsible for the Emergency Management Act.
- (3) Forward a copy to the Chair of Durham Region, through the ROC.
- (4) Issue a media announcement on the declaration, through the Joint Information Centre.
- (5) Issue an executive order for to all groups in the Town of Ajax emergency organization on the declaration, and specifying the

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persons or committees authorized to exercise the associated powers.

- (6) Inform Council.
- (7) Terminate or renew the state of emergency, as required, in accordance with the Emergency Plans Act and Regulations.

DECLARATION OF A STATE OF EMERGENCY

Municipality: _____ (*print*)

I, _____ hereby declare a state of local
(Mayor or Elected Head of Council)

Emergency in accordance with the Emergency Management and Civil Protection Act, R.S.O. 1990, c E.9 s.4.(1) due to the emergency described herein: (*nature of emergency*)

for an Emergency Area or part thereof described as: (*geographic boundary*)

Signed: _____

Title: _____

Dated: _____ at _____ (time)

in the Municipality of:

_____ .

(Note: Fax to EMO Duty Officer)

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TERMINATION OF A DECLARED EMERGENCY

Municipality: _____ (*print*)

I, _____ hereby declare a state of local
(Mayor or Elected Head of Council)

Emergency terminated in accordance with the Emergency Management and Civil Protection Act, R.S.O. 1990, c E.9 s.4.(1) due to the emergency described herein: (*nature of emergency*)

for an Emergency Area or part thereof described as: (*geographic boundary*)

Signed: _____

Title: _____

Dated: _____ at _____ (time)

in the Municipality of:

_____ .

(Note: Fax to EMO Duty Officer)

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Checklist in Consideration of a Declaration of Emergency

(Note: All references in this document refer to the *Emergency Management and Civil Protection Act*, R.S.O. 1990, Chapter E.9, as amended)

** This checklist is for use by municipal heads of council considering the declaration of an emergency within their municipality. This checklist is not intended to provide any sort of legal advice – it is merely a reference tool.*

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 [Section 1, definition of an emergency].

Under the *Emergency Management and Civil Protection Act*, only the head of council of a municipality (or his or her designate) and the Lieutenant Governor in Council or the Premier have the authority to declare an emergency. The Premier, the head of council, as well as a municipal council, have the authority to terminate an emergency declaration [Sections 4 (1), (2), (4)].

An emergency declaration may extend to all or any part of the geographical area under the jurisdiction of the municipality [Section 4 (1)].

If the decision is made to declare an emergency, the municipality must notify Emergency Management Ontario (on behalf of the Minister of Community Safety and Correctional Services) as soon as possible [Section 4 (3)]. Although a verbal declaration of emergency is permitted, all declarations should ultimately be made in writing to ensure proper documentation is maintained. Written declarations should be made on municipal letterhead, using the template provided by Emergency Management Ontario, and should be faxed. When declaring an emergency, please notify the Provincial Emergency Operations Centre.

When considering whether to declare an emergency, a positive response to one or more of the following criteria **may** indicate that a situation, whether actual or anticipated, warrants the declaration of an emergency:

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General and Government:

1. **Is the situation an extraordinary event requiring extraordinary measures?** [Section 4 (1) permits a head of council to “take such action and make such orders as he or she considers necessary and are not contrary to law” during an emergency.]

2. **Does the situation pose a danger of major proportions to life or property?** [Section 1, definition of an emergency]

3. **Does the situation pose a threat to the provision of essential services (e.g., energy, potable water, sewage treatment/containment, supply of goods or medical care)?** [Some situations may require extraordinary measures be taken or expenditures be made to maintain or restore essential services. A declaration of emergency may allow a head of council to expend funds outside of his or her spending resolutions and/or the regular approval process of the municipality.]

4. **Does the situation threaten social order and the ability to govern?** [Whether due to a loss of infrastructure or social unrest (e.g., a riot), a crisis situation has the potential to threaten a councils ability to govern. In such cases, extraordinary measures may need to be taken. Section 4 (1) provides for extraordinary measures, not contrary to law. Section 55 (1) of the *Police Services Act* provides for the creation of special policing arrangements during an emergency.]

5. **Is the event attracting significant media and/or public interest?** [Experience demonstrates that the media and public often view the declaration of an emergency as a decisive action toward addressing a crisis. It must be made clear that an “emergency” is a legal declaration and does not indicate that the municipality has lost control. An emergency declaration provides an opportunity to highlight action being taken under your municipal emergency response plan.]

6. **Has there been a declaration of emergency by another level of government?** [A declaration of emergency on the part of another level of government (e.g., lower-tier, upper-tier, provincial, federal) may indicate

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that you should declare an emergency within your municipality. For example, in the event of a widespread disaster affecting numerous lower-tier municipalities within a county, the county will likely need to enact its emergency response plan and should strongly consider the declaration of an emergency. In some cases, however, a declaration of emergency by a higher level of government may provide sufficient authorities to the lower-tier communities involved (e.g., municipalities operating under the authority of a provincial or federal declaration).]

Legal:

1. **Might legal action be taken against municipal employees or councilors related to their actions during the current crisis?** [Section 11 (1) states that 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 Crown employee 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. Section 11 (3), however, states “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.]

2. **Are volunteers assisting?** [The *Workplace Safety and Insurance Act* provides that persons who assist in connection with a declared emergency are considered workers under the Act and are eligible for benefits if they become injured or ill as a result of the assistance they are providing. This is in addition to workers already covered by the Act.]

Operational:

1. **Does the situation require a response that exceeds, or threatens to exceed the capabilities of the municipality for either resources or deployment of personnel?** [Section 4 (1) permits the head of council to “take such action and

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make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan. Section 13 (3) empowers a municipal council to “make an agreement with the council of any other municipality or with any person for the provision of any personnel, service, equipment or material during an emergency.]

2. **Does the situation create sufficient strain on the municipal response capability that areas within the municipality may be impacted by a lack of services, thereby further endangering life and property outside areas directly affected by the current crisis?** [Some situations may require the creation of special response agreements between the municipality and other jurisdictions, private industry, non-government organizations, etc. Section 13 (3) states that the “council of a municipality may make an agreement with the council of any other municipality or with any person for the provision of personnel, service, equipment or material during an emergency.]
3. **Is it a consideration that the municipal response may be of such duration that additional personnel and resources may be required to maintain the continuity of operations?** [In the event of a large-scale crisis, such as an epidemic or prolonged natural disaster, municipal resources may not be able to sustain an increased operational tempo for more than a few days. This is particularly true if emergency workers are injured or become ill as a result of the crisis. In such a case, the municipality may need to utilize outside emergency response personnel. Section 13 (3) provides for mutual assistance agreements between municipalities.]
4. **Does, or might, the situation require provincial support or resources?** [Provincial response (e.g., air quality monitoring, scientific advice, airlift capabilities, material resources, etc.) may involve numerous ministries and personnel. Activation of the municipal emergency response plan, including the opening of the Emergency Operations Centre and meeting of the Community Control Group, can greatly facilitate multi-agency and multi-government response.]
5. **Does, or might, the situation require assistance from the federal government (e.g., military equipment)?** [Section 13 (2) authorizes the Solicitor General, with the approval of the Lieutenant Governor in Council, to make agreements with the federal government. In Canada, federal emergency assistance is accessed through, and coordinated by, the province. The declaration of an emergency may assist a municipality in obtaining federal

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assistance.]

6. **Does the situation involve a structural collapse?** [Structural collapses involving the entrapment of persons *may* require the deployment of one or more Heavy Urban Search and Rescue (HUSAR) teams. Ontario has a HUSAR team. This team is specially equipped and trained to rescue persons trapped as a result of a structural collapse. Any municipality in the province can request a HUSAR deployment to a declared emergency. Requests for HUSAR resources should be made through your local mutual aid fire coordinator. Approval for the dispatch of the HUSAR team comes from the Commissioner of Emergency Management.]
7. **Is the situation a large-scale or complex chemical, biological, radiological, or nuclear (CBRN) incident?** [Response to CBRN incidents requires specialized resources and training. Ontario is developing three CBRN teams to respond to incidents throughout the province. CBRN teams are only dispatched to declared emergencies. Requests for a CBRN deployment should be made through your local mutual aid fire coordinator. Approval for the dispatch of CBRN teams comes from the Commissioner of Emergency Management.]
8. **Does the situation require, or have the potential to require the evacuation and/or shelter of people or animals [livestock] from your municipality?** [Evacuee and reception centres often use volunteers as staff. As noted above, the declaration of an emergency enacts certain parts of the *Workplace Insurance and Safety Act* related to volunteer workers. Secondly, an evacuation or sheltering of citizens has the potential to generate issues pertaining to liability. Section 11 of the *Emergency Management and Civil Protection Act* may provide municipal councilors and employees with certain protections against personal liability.]
9. **Will your municipality be receiving evacuees from another community?** [The issues discussed in the previous bullet may apply equally to municipalities accepting evacuees.]

Economic and Financial:

1. **Does the situation pose a large-scale disruption to routine patterns of transportation, or re-routing of large numbers of people and vehicles?** [The rerouting of people and vehicles poses a potential liability risk. Keeping persons from their homes and delaying commercial traffic are both sensitive issues. Section 11 of the Act may provide certain protection from liability. Section 4 (1) allows for extraordinary measures to be taken, providing they are not contrary to

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law.]

2. **Is an event likely to have a long term negative impact on a communitys economic viability/sustainability, including resulting unemployment, lack of available banking services and restorative measures necessary to re-establish commercial activity?** [The declaration of an emergency may facilitate the ability of the municipality to respond to economic losses.]
3. **Is it possible that a specific person, corporation, or other party has caused the situation?** [Section 12 states that where money is expended or cost is incurred by a municipality or the Crown in the implementation of an emergency plan or in connection with an emergency, the municipality or the Crown, as the case may be, has a right of action against any person who caused the emergency for the recovery of such money or cost.]

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SECTION 10 - POLICY

TOWN OF AJAX EMERGENCY MEASURES POLICY STATEMENT

INTRODUCTION

For the Town of Ajax, an emergency is an abnormal event or threat of an event of a severity and magnitude that it may result in deaths, injuries, property damage, environmental damage and/or disruption of Ajax operations. It will also require a coordinated response beyond the routine procedures, resources, and/or authority of the management and employees of Town of Ajax.

The Town of Ajax has legislated and operational responsibility for response to emergencies within its area of jurisdiction. This policy outlines how the Ajax prepares for that responsibility.

COMMITMENT

Town of Ajax is dedicated to excellence in emergency preparedness for any emergency in or affecting the Town of Ajax. In support of this objective, management commits to provide the necessary leadership, training and resources to accomplish continuous improvement.

RESPONSIBILITIES

Town of Ajax

The Town of Ajax has emergency measures plans and procedures and an emergency measures organization. The emergency measures plans and procedures are intended to minimize the effects of an emergency and to provide for the safety of persons and property within the Town of Ajax in the event of an emergency. The Town of Ajax's emergency measures organization consists of Ajax officials and employees, volunteers and Ajax businesses/industries. The emergency measures organization fulfills emergency duties detailed in the Emergency Plans. That includes developing and implementing emergency plans, programs, procedures, and agreements. At all times the emergency measures organization is attentive to the protection, equipment and support needed by employees. In addition, the emergency measures organization seeks to maintain

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employee and public confidence in the Town of Ajax's state of emergency preparedness.

The Town of Ajax is responsible for providing a facility with the required telecommunications and support equipment for the effective coordination of emergency response actions with the emergency measures organization and the emergency measures network. The Town of Ajax has established a Municipal Operations Centre for that purpose. In addition to Ajax officials, other required emergency agencies will be represented in that centre. The Municipal Operations Centre supports emergency site operations and coordinates with the emergency measures network.

Employees of the Town of Ajax

Participation of the employees is required in order to implement and maintain emergency measures plans and procedures. Therefore, employees will be consulted and involved in the emergency preparedness program. Furthermore, in order that employees can carry out assigned emergency roles and responsibilities in a safe and effective manner, they will take part in training sessions, drills and exercises. In the event of an emergency, employees will conduct their assigned roles under the direction and supervision of the emergency measures organization.

Ajax Business/Industries

The involvement of Ajax businesses/industries is required to ensure an effective and coordinated response. To the extent possible, agreements and joint plans are established before an emergency. During an emergency, response actions of Ajax businesses/industries will be fully coordinated with the Ajax authorities. Ajax businesses/industries are responsible for the safety and supervision of their employees during response operations.

In accordance with federal and provincial legislation, some industries or businesses situated in Ajax may be required to develop emergency plans to remedy or alleviate hazards to persons or property from their activities. It is the responsibility of businesses/industries to identify all work place hazards and to develop emergency plans accordingly. It is also their responsibility to ensure that their emergency plans are compatible and coordinated with the Ajax's Emergency Plans.

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Individuals Employed by the Town of Ajax

The responsibility for initial actions in an emergency lie with individual employees. Therefore, as a minimum, all individuals should have an understanding of the Plans and supporting procedures. They should also be prepared to implement initial emergency measures to protect life, property, the environment, and Ajax operations.

PROTECTION AND COMPENSATION

The Town of Ajax protects and compensates employees in accordance with contracts, agreements, legislation and regulations in force at the time of the emergency. That applies when employees act in any capacity as so directed by the emergency measures organization in an emergency training/exercise session, or an actual emergency response in accordance with the following paragraph.

All employees are responsible for reading and understanding policies, plans and procedures of the Town of Ajax related to emergency response and to act in accordance with the same during a training/exercise session or actual emergency. All routine health and safety policies and procedures of Ajax also apply to emergency planning and response unless otherwise indicated by the Ajax authorities. All routine rules of conduct, including those related to confidentiality; apply to emergency planning and response unless otherwise indicated by authorities of the Town of Ajax.

AJAX EMERGENCY MEASURES PLANS

All Ajax Emergency Plans are issued under the authority of the Chief Administrative Officer. The Fire Chief is accountable for the Plans before, during and after an emergency. The Plans contain the emergency organization, concept of emergency operations and details to guide emergency operations at the Town of Ajax. It also assigns emergency functions to the Ajax departments.

Each Ajax department will maintain emergency plans for the emergency functions assigned to their department. Preparation of an emergency plans includes consultation with employees, acquisition of equipment and resources, production of written plans and procedures, training, exercises and ongoing maintenance.

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INFORMATION

All Ajax emergency plans, agreements and related documents/reports are open to employees of the Town of Ajax and any other interested persons. The Fire Chief is the designated contact person for inquiries.

CONCLUSION

The success of this policy and the related Ajax emergency plans are central to the well-being of the citizens and employees at the Town of Ajax. Ajax is vulnerable to numerous hazards which may affect the citizens, employees, management, industries and businesses in the Town of Ajax. Therefore, the Town of Ajax aims to achieve excellence in emergency preparedness.

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SECTION 11 – BY-LAW

A By-Law to Provide for a Prompt and Coordinated Response to an Emergency

The Council of the Town of Ajax under the authority vested in it by the Municipal Act R.S.O.1990, and the Emergency Plans Act R.S.O, 1990 and in conformance with the Regional Municipality of Durham’s Emergency By-Laws 96-80 and 115-81 enacts a *By-law to Provide for a Prompt and Coordinated Response to an Emergency* as follows:

Short Title

- 1. This by-law may be cited as the "Emergency Measures By-Law"

Interpretation

- 2. In this by-law,
 - (a) "Act" means the Emergency Measures Act, Chapter E.9, R.S.O. 1990;
 - (b) "agent" means a person, persons, company or any other organization employed to act on behalf of the Town of Ajax;
 - (c) "Council" means the Council of the Town of Ajax;
 - (d) "Councillor" means a member of the Council;
 - (e) "Director" means the Director of a Town of Ajax Department;
 - (f) "emergency" means a present or imminent event in respect of which the Town of Ajax believes prompt co-ordination of action or regulation of persons or property must be undertaken to protect property or the health, safety or welfare of people in Ajax;
 - (g) "employee" means a person employed either part or full time by the Town of Ajax;
 - (h) "mayor" means the mayor of the Town of Ajax or a councillor acting in the stead of the mayor;

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- (l) "Minister" means the Solicitor General to whom the administration of the Act and regulations is assigned;
- (j) "Municipal Emergency Measures Plans" means plans, programs or procedures prepared by the Town of Ajax that are intended to mitigate the effects of an emergency or disaster and to provide for the safety, health or welfare of the population and the protection of property in the event of such an occurrence;
- (k) "Municipal Emergency Measures Co-ordinator" means the person appointed by Council pursuant to this by-law;
- (l) "Municipal Emergency Measures Organization" means the organization established pursuant to this by-law;
- (m) "Municipal Control Group" means the control group established pursuant to this by-law;
- (n) "Municipality" means the Town of Ajax;
- (o) "State of Emergency Regulations" means regulations approved by the Lieutenant Governor in Council as amended from time to time;
- (p) "state of emergency" means a state of emergency declared by the Town of Ajax pursuant to the Act or renewed by the Town of Ajax pursuant to the Act and regulations made pursuant thereto and this by-law;

Municipal Emergency Measures Organization

- 3. (1) The Council hereby establishes a Municipal Emergency Measures Organization.
- (2) The Municipal Emergency Measures Organization shall consist of the following committees and persons:
 - (a) a Municipal Control Group; and
 - (b) a Municipal Emergency Measures Co-ordinator.

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Municipal Control Group

4. (1) The Municipal Control Group shall be appointed by Council for such a term as the Council may prescribe.
- (2) The Municipal Control Group shall consist of the Chief Administrative Officer, the Emergency Measures Coordinator, and the director or chief of every municipal department or agency which is assigned emergency related functions under municipal emergency plans and, where no department or agency exists, a qualified person to represent that group. The Chief Administrative Officer will chair the Municipal Control Group.
- (3) The Municipal Control Group shall include, but not be limited to, persons responsible during an emergency to provide:
 - (a) law enforcement
 - (b) search and rescue
 - (c) fire control services
 - (d) hazardous materials control services
 - (e) transportation
 - (f) engineering services
 - (g) water
 - (h) wastewater control services
 - (i) solid waste control services
 - (j) telecommunications
 - (k) financial services
 - (l) legal services
 - (m) administrative services

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- (n) human resource management (including health and safety)
 - (o) information systems
 - (p) purchasing/materials management
 - (q) physical, social and environmental planning information
 - (r) public information
- (4) The Municipal Control Group shall also include persons responsible during an emergency to coordinate the following functions:
- (a) income assistance
 - (b) social services
 - (c) health services
- (5) The Municipal Control Group shall:
- (a) assist the Municipal Emergency Measures Co-ordinator in the development, maintenance, and co-ordination of municipal emergency measures plans;
 - (b) advise the Municipal Council on the development of municipal emergency measures plans;
 - (c) upon request, assist the Municipal Emergency Measures Co-ordinator in the presentation of municipal emergency measures plans to Council;
 - (d) following activation of the municipal or departmental emergency plan or a declaration of state of emergency, prescribe, as necessary, duties to be fulfilled by employees, agents, and volunteer fire fighters of the municipality; and
 - (e) perform such other duties as may be required by the Municipal Emergency Measures Organization or the Council.
- (6) Each member of the Municipal Emergency Measures Organization shall

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prepare an emergency plan for the emergency functions assigned in municipal emergency plans to their department, agency or area of responsibility. Members will submit plans to the Emergency Measures Organization for approval. Plans include training and exercise programs.

Municipal Emergency Measures Coordinator

- 5. (1) The Municipal Emergency Measures Co-ordinator shall be appointed for such a term as the Chief Administrative Officer deems necessary.
- (2) The Municipal Emergency Measures Co-ordinator shall:
 - (a) coordinate and prepare municipal emergency measures plans, training and exercises; and
 - (b) be responsible for on-going public self-help education programs related to emergency preparedness;
 - (c) following activation of a municipal emergency plan or a declaration of state of emergency, prescribe, as necessary, duties to be fulfilled by employees and agents of the Town of Ajax; and
 - (d) perform such other duties as may be required by the Chief Administrative Officer.

Agreements

- 6. (1) Subject to preliminary approval of Council, the Municipal Emergency Measures Control Group may, as part of municipal emergency measures plans, negotiate an agreement to be approved by the Council or person designated by the Council with the Government of Canada, the Province of Ontario, Durham Regional Municipality, a municipality, city or town, or any other agency or any person.
- (2) Any agreement negotiated under subsection (1) is not binding until it is approved by Council.

Duties of Council

- 7. (1) The Council shall review and evaluate municipal emergency plans presented to it by the Municipal Emergency Measures Organization.

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- (2) The Council may specify additional duties to be fulfilled by the Municipal Control Group, and the Municipal Emergency Measures Co-ordinator.
- (3) The Council may appropriate and expend monies.
 - (a) to pay reasonable expenses of members of the Municipal Emergency Measures Co-ordinator and the Municipal Control Group; and
 - (b) to fulfil the terms and conditions of an agreement approved by the Council pursuant to Section 7.

Declaration of a State of Emergency

- 8. (1) The Mayor, acting under Section 4 (2) of the Act shall declare a state of emergency by completing the required documentation in accordance with current regulations.
- (2) With the approval of the Minister, the Council may renew a state of emergency by completing the required documentation in accordance with current regulations.
- (3) The Council may terminate a state of local emergency by completing the required documentation in accordance with current regulations.
- (4) A copy of a declaration signed under this Section shall immediately be delivered or faxed to the Solicitor General, and the Director of Durham Emergency Measures Organization.

Notice

- 9. Following the signature of a declaration under Section 9, the Council shall immediately cause the details of the declaration or termination to be communicated or published by such means as the Council considers the most likely to make the contents of the declaration or termination known to the people of the area affected.

Duties During an Emergency

- 10. (1) Following the activation of any municipal emergency plan(s)

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- (a) every employee, agent, and fire fighter of the municipality, who has a role in such emergencies as assigned in the municipal emergency measures plans, and departmental plans, shall fulfil such reporting duties as may be prescribed by those plans and any additional duties as may be prescribed by the plans and the Municipal Control Group.
- (2) Following the issuance of a declaration under Section 9 and for the duration of the state of emergency
 - (a) every councillor shall keep the Mayor posted respecting their whereabouts.

Departmental emergency plans must contain the following:

- A. Departmental emergency management structures, including authorities and responsibilities;
- B. Procedures to ensure the effective and efficient implementation of departmental responsibilities;
- C. Alert, recall and notification procedures;
- D. Notification of next of kin procedures;
- E. Inventory of emergency response equipment/resources (including and contracted services), indicating storage locations and access information;
- F. Emergency public information procedures;
- G. Procedures to provide essential services to the non affected areas of Ajax;
- H. Location of the departmental emergency headquarters (and alternate location);
- I. Specialised skills and expertise available from among departmental staff, including but not limited to: languages, and certified skills not used in regular position (e.g. first aid and/or CPR);
- J. Worker fatigue and critical incident stress management procedures and
- K. Training standards; and debriefing and reporting procedures.

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SECTION 12A – Human Resources Plan

PURPOSE

The purpose of this plan is to meet the responsibilities assigned to the HR Services Department in the Town’s Emergency Response Manual.

MISSION

The HR Services Department will provide a recruiting service for volunteers to meet the needs of the Municipal EMO.

EXECUTION

General

HR Services will determine personnel needs, notify the public of the needs for volunteers and assign volunteers to match needs.

Notification and Staffing Procedure

Any HR staff member will be prepared to initiate a call out where so directed by the CAO or designate. An up to date contact phone number list will be provided to each HR staff member. The list should be within easy reach at all times.

An HR staff member directed to recall HR staff will call until two available members are dispatched to the EOC. Next of kin should be notified of the situation by each staff member as soon as feasible.

Staff will initially prepare to work 12 hours on 12 hours off in pairs. A half hour handover period will be part of each shift change.

Initial Activities

Commence to work using the HR checklist on page 3-4 of the Emergency Response Manual.

The HR Services Office at the Town Hall will be closed.

Supplies and Equipment

Supplies will be kept in a box marked EOC in HR Services and will be transferred from the Town Hall location to the EOC at the first opportunity.

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SUPPLIES AND EQUIPMENT LIST

Emergency Response Manual
Laptop Computer
Cell Phone
Supply of Forms ERP 037 & ERP 038
Stationery
Phone Directories