



# Township of Southwold

## Emergency Response Plan

September 2025

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# Introduction

The purpose of this plan is to provide elected officials, personnel, and emergency response agencies with an overview of the guidelines to their expected response and responsibilities to an emergency situation within the Township of Southwold. For this plan to be effective it is imperative that all officials, departments and agencies be aware of their respective roles and be prepared to carry out their assigned responsibilities.

For the purposes of this plan, an “emergency” means a situation, or an impending situation caused by the forces of nature, an accident, an intentional act or otherwise that constitutes a danger or major proportions to life or property; (“situation d’urgence”)

While many emergencies could occur within the Township of Southwold, the most likely to occur are Severe weather – snowstorms, windstorms, ice, fog, sleet, tornado, hazardous materials – transportation incidents and transportation accidents; drought, extreme temperatures; human health emergency, water emergency, Agriculture emergency; erosion and floods.

## The Authority

The Province of Ontario has passed an Act, which provides for the formulation and implementation of Emergency Response Plans (short title – The Emergency Management and Civil Protection Act, R.S.O. 1990, Chapter E.9 as amended) by the Council of the Township of Southwold. This Act makes provision for the Mayor to declare that an emergency exists in the Township and also provides the Mayor with the authority to take such action or deliver such orders as he/she considers necessary, provided such action is not contrary to the laws which implement the Emergency Response Plan of the Township. The Act also provides for the designation of one or more members of council who may exercise the powers and perform the duties of the Mayor during his/her absence or inability to act.

## The Aim

The focus of this plan is to provide a guideline for the most effective response to an emergency situation in the Township of Southwold, and in so doing safeguard the health, safety, welfare and property of its populace. This plan will govern the provision for requested services during an emergency.

# Accessibility

Accessible formats for documentation and communication supports will be provided by the Township of Southwold upon request. To request these services, please contact the CAO/Clerk's office at 519-769-2010 or [service@southwold.ca](mailto:service@southwold.ca).

# ***General Overview of the Township of Southwold***

## **Population**

The population of the Township is: 4,851

The number of households is estimated at 1,760 averaging 2.8 people per household.

## **Education**

The Township's educational facilities consist of 1 Public School.

## **Medical Care**

The Township is serviced by St. Thomas – Elgin General Hospital, London Health Sciences Centre and D.A. Monteith Medical Centre.

Interface Dental Clinic - corner of Ford/Wellington.

Dental Clinic –Lynhurst Dental, corner of Ford/Wellington.

## **Protective Services**

Firefighting operations are the responsibility of the Township through the fire halls in Shedden and Talbotville.

Ambulance service is provided by the Elgin-St. Thomas Ambulance – Medavie Health Services.

Law enforcement is carried out by the Elgin County OPP.

## **Utilities**

Electricity is provided by Hydro One.

Natural gas is provided by Enbridge Gas.

Water is provided by the Township through distribution system in conjunction with Elgin Area Primary Water Supply System.

# **Conservation Authority**

Waterways throughout the Township are under the jurisdiction of the Lower Thames Conservation Authority and Kettle Creek Conservation Authority.

## ***Declaration of an Emergency***

### **Action Prior to Declaration**

When an emergency exists, but has not yet been declared to exist, Township employees may take such action(s) under this Emergency Response Plan as may be necessary to protect the lives and property of the inhabitants of the Township of Southwold.

### **Municipal Emergency**

The Mayor or Acting Mayor of the Township of Southwold, as Head of the Council, is responsible for declaring that a municipal emergency exists within the boundaries of the Township. This decision is made in consultation with other members of the Municipal Emergency Control Group.

Upon such declaration, the Mayor notifies:

1. The County Warden;
2. The Ministry of Emergency Preparedness and Response through Emergency Management Ontario
3. The Council of the Township; and
4. The Mayor shall ensure that the public, the media, and neighbouring municipal officials are also advised of both the declaration and termination of an emergency.

The Mayor may request assistance from the County of Elgin, without activating the County Plan, by contacting the County Warden, or County CAO, or County CEMC.

When the resources of the Township are deemed insufficient to control the emergency, the Mayor may request that the County Warden, or the County CAO, or County CEMC, or their alternates activate the County Plan, once a local emergency has been declared.



For Coordination, if the emergency affects more than one Elgin County municipality, the County Plan will be activated.

The staff from the Municipal Emergency Control Group within the Township will remain as the support group or support staff to the Mayor, or the Acting Mayor, or the designated Senior Municipal Official.

All decisions by the Municipal Emergency Control Group (as appropriate) affecting the lives and property of the inhabitants within the Township of Southwold shall be made in consultation with the Mayor or Acting Mayor of the Township.

## **Termination of Emergency**

A Township Emergency may be declared terminated at any time by:

1. The Mayor or Acting Mayor; or
2. The Township Council; or
3. The Premier of Ontario.

Upon termination of a Township Emergency, the Mayor or Acting Mayor shall notify:

1. The County Warden; and
2. The Township Council; and
3. The Ministry of Emergency Preparedness and Response through, Emergency Management Ontario; and
4. The public, media, and neighbouring municipal officials.

## ***Request for Provincial/Federal Assistance***

If locally available resources, including those that might be available from bordering municipalities and/or county sources, are insufficient to meet emergency requirements, then assistance may be requested from the Province.

The Ministry of Emergency Preparedness and Response through, Emergency Management Ontario, is the focal point for provincial assistance during an emergency. It **should** be notified if the threat of an emergency exists, and **must** be notified when an emergency has been declared. While it will not take over and manage the emergency, it can provide liaison and coordination, and a central point for contact with other provincial ministries and the federal government if required.

All requests for provincial and federal assistance should be directed through Emergency Management Ontario at (416) 314-0472 or 1-877-314-3723 (Toll Free)

## ***Control Group Operations***

### **Emergency Operation Centre (EOC)**

The Municipal Emergency Control Group will assemble at the Emergency Operations Centre or an alternate EOC, as set out in the EOC Annex document. The EOC can convene online, as required, via Microsoft Teams, Webex, Zoom, or other similar online platforms.

### **Communications Room**

While the Municipal Emergency Control Group is engaged in meetings, they will require assistants to take messages and convey their decisions. Therefore, a separate communications room must be established within the same building in close proximity to the Emergency Operations Centre.

Each member of the Municipal Emergency Control Group should designate at least one person, depending on the nature and scope of the emergency, to handle in-coming and out-going communications or assist as otherwise required.

The communicators will be responsible for operating telephones and radios within the communications room and relaying messages between their respective representatives on the Municipal Emergency Control Group and other key locations.

### **Operating Cycle**

It is important that the Municipal Emergency Control Group (MECG) meets regularly to share information and make decisions. It is also important that members of the group

have time to deal with their individual responsibilities.

When the Emergency Response Plan is activated, frequency of meetings and agenda items will be established by the CAO/Clerk. Meetings will be kept as brief as possible to allow members to carry out their individual responsibilities.

At each meeting the members will bring each other up to date on what has happened since the last meeting, make recommendations on issues presented, and arrive at decisions. Maps and status boards will be prominently displayed and kept up to date by the CAO/Clerk. When the meeting ends, each member will do what is individually required of them and gather information to share at the next meeting.

Although each member of the MCEG represents an individual agency, it is important that individual members function as a team to establish the most effective response to the emergency situation. It is equally important the individual members of the Municipal Emergency Control Group are relieved of their duties at regular intervals.

## **Municipal Emergency Control Group Fan Out List**

The Municipal Emergency Control Group (MECG) may be alerted to an emergency by any member of the MECG, or emergency response agency. The MECG members will be notified as set out in the Fan Out List that will be maintained as an Appendix to the Emergency Response Plan.

## **Municipal Emergency Control Group (MECG)**

The Township emergency response will be directed and controlled by a Municipal Emergency Control Group consisting of the following Township officials:

1. Mayor (Head of Council)
2. Chief Administrative Officer / Clerk (CEMC)
3. Elgin County Manager of Emergency Management & Elgin-Middlesex Regional Fire Training School (Alternate CEMC)
4. Community Services and Communications Clerk (EIO)
5. Director of Emergency Services / Fire Chief (Alternate CEMC)
6. Director of Infrastructure and Development

In addition, the EOC Director will consider what Support & Advisory Staff should be notified and which organizations should be asked to attend the Emergency Operations Centre. The CEMC will act as Liaison for any involved agency not represented in the EOC.

An alternate contact person shall be designated for each member of the MECG. Names and telephone numbers of MECG members and alternates appear in the Emergency Plan schedules.

The MECG may function with only a limited number of persons depending upon the emergency. While the MECG may not require the presence of all persons listed as members of the control group, all members of the MECG must be notified.

## **Municipal Emergency Control Group (MECG) Responsibilities**

Some or all of the following actions/decisions will have to be considered and dealt with by the MECG:

- Determining the status of the emergency situation by acquiring and assessing information;
- Advising the Mayor as to whether the declaration of an emergency is recommended;
- Mobilizing emergency services, personnel and equipment;
- Coordinating and directing these services and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
- Coordinating and/or overseeing the evacuation of inhabitants considered to be in danger, and working with the Red Cross in establishing a Registration and Inquiry Centre to handle requests regarding evacuees;
- Arranging for services and equipment from local agencies not under municipal control, i.e. private contractors, volunteer agencies, services clubs;
- Notifying and requesting assistance from various levels of government and any public or private agencies not under Municipal control, as considered necessary;
- Determining if additional volunteers are required and if appeals for volunteers are warranted;
- Determining if additional transportation is required for evacuation or transport of persons and/or supplies;
- Ensuring that pertinent information regarding the emergency is promptly forwarded for dissemination to the media and public;

- Determining the need to establish advisory group(s) and/or sub-committees;
- Authorizing expenditure of funds required to deal with the emergency for the preservation of life and health;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the Administrator within one week of the termination of the emergency, as required;
- Arranging for emergency accommodation and/or welfare services for residents temporarily evacuated from their homes;
- Establishing a reporting and inquiry centre to handle individual requests concerning any aspect of the emergency;
- Ensuring that all emergency personnel are advised of the termination of the declared emergency;
- Appointing an Emergency Site Manager;
- Reviewing and revision of the Emergency Response Plan;
- Ensuring that the Critical Incident Stress Management is available to responders;
- Ensuring that the emergency is reviewed and a recovery plan, if required, is in place before the local emergency is terminated;
- Participating in the debriefing following the emergency;
- Addressing the emotional trauma to the Community.

# ***Composition of the Municipal Emergency Control Group (MECG)***

## **Mayor/Acting Head of Council**

The Mayor, or Acting Head of Council, will be responsible for the following duties:

- Implementing the Plan in response to a request for assistance from a member of the MECG;
- Declaring an emergency to exist;
- Declaring that the emergency has terminated;
- Notifying the Solicitor General of Ontario via Emergency Management Ontario of the declaration of the emergency, and termination of the emergency;
- Chairing meetings of the MECG;
- Making decisions, determining priorities, and issuing direction to the Heads of Departments;
- Requesting assistance from senior levels of government and from constituent municipalities not involved with the emergency, when required;
- Authorizing expenditures and the acquisition of equipment and personnel when necessary;
- Approving and making news releases and public announcements in conjunction with the Emergency Information Officer;
- Ensuring that all members of the MECG are kept apprised of developments as soon as possible.

# Community Emergency Management Coordinator (CAO/Clerk)

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

- Coordinating setup of the Emergency Operations Centre;
- Ensuring that security is in place for the EOC and registration of MCEG members;
- Ensuring that all members of the MCEG have necessary plans, resources, supplies, maps and equipment;
- Providing advice and clarifications about the implementation details of the Emergency Response Plan;
- Ensuring that the operating cycle is met by the MCEG and related documentation is maintained and kept for future reference;
- Addressing any action items that may result from the activation of the Emergency Response Plan and keeping MCEG informed of implementation needs;
- Maintaining the records and logs for the purpose of debriefings and post-emergency reporting that will be prepared.
- Gathering information for the Operations Manager;
- Regularly reviewing the contents of the Emergency Response Plan to ensure that they are up to date and in conformity with Provincial procedures;
- Organizing and coordinating training and participation in drills and exercises.

# CAO/Clerk (EOC Director)

The CAO/Clerk, or alternate, will be responsible for the following duties:

- Ensuring that all required members are present when the MCEG is assembled;
- Organizing and supervising the Emergency Operations Centre (EOC) during the emergency, including arrangements for feeding and relief of Centre personnel;
- Coordinating all operations within the EOC, including the scheduling of regular meetings;
- Arranging for effective communications to and from the emergency site;
- Providing security for the Emergency Operations Centre, as required;
- Providing identification cards to MCEG members and support staff;
- Coordinating the maintenance and operation of feeding, sleeping, and meeting areas of the MCEG, as required;
- Maintaining a record of actions taken by the MCEG in dealing with the emergency;
- Compiling records of costs incurred as a result of emergency action;
- Providing advice to the MCEG on legal and financial matters;
- Ensuring that records of expenses are maintained for future claim purposes;
- Ensuring the prompt payment and settlement of all legitimate invoices and claims incurred during an emergency;
- Acting as principle staff officer to the Mayor or Acting Mayor;
- Coordinating and processing requests for human resources;
- Under the direction of the MCEG, coordinating offers of and appeals for volunteers;
- Selecting the most appropriate sites for the registration of human resources;
- Ensuring records of human resources and administrative details are completed;
- When volunteers are involved, ensuring that a Volunteers Registration Form is completed and a copy of the form is retained for Township records;
- Ensuring identification cards are issued to volunteers and temporary employees, where practical;
- Arranging for transportation of human resources to and from sites;
- Obtaining assistance, if necessary, from Employment and Immigration Canada, as well as other government departments, public and private agencies, and volunteer groups.
- Compiling reports for council;
- Regularly reviewing the contents of the Emergency Response Plan to ensure that they are up to date and in conformity with Provincial procedures;
- Organizing and coordinating training and participation in drills and exercises;
- Reviewing the Ontario Disaster Relief Program directives on a regular basis;



- Organizing any required debriefing sessions.
- The provision of advice to any member of the MEEG on matters of a legal nature as they may apply to the actions of the Township in its response to the emergency, as required.

## **Director of Emergency Services/Fire Chief**

The Director of Emergency Services/Fire Chief, or alternate, will be responsible for the following duties;

- Providing advice on fire fighting and rescue matters to the MEEG;
- Confirming that local fire fighting rescue and life saving resources are sufficient for the operational situation, and arranging for further assistance as required;
- Providing advice to municipal departments to bring into play other equipment and skills needed to cope with the emergency;
- Coordinating assistance from the Mutual Aid Fire System and the Fire Marshal of Ontario as required;
- Determining if special equipment or supplies, not available can be located elsewhere and advising the MEEG;
- Coordinating assistance of fire equipment and personnel with other departments and agencies in large scale non-firefighting operations (rescue, first aid, casualty collection);
- Liaising with the Ministry of the Environment on fires involving potentially dangerous materials;
- Liaising with the Ministry of Natural Resources on forest fires;
- Providing an Emergency Site Manager if required.

## **Director of Infrastructure & Development**

- Providing the MEEG with advice on engineering matters;
- Arranging for the dispatch of staff and equipment to assist in containing the emergency situation if required;
- Maintaining liaison with flood control, conservation and environmental authorities and preparing for relief or preventative measures;
- Maintaining liaison with and providing assistance to drainage representative in matters involving municipal drains;

- Arranging for the clearing of emergency routes and the marking of obstacles if required, in consultation with the Police Representative;
- Arranging for engineering materials and equipment from the County and Provincial resources, from neighboring municipalities, and from private contractors when necessary;
- Assisting fire fighting authorities in dealing with special hazards such as chemical spills, explosions or noxious fumes;
- Establishing radio communications, if required, and calling on the services of the Amateur Radio Emergency Service;
- Re-establishing essential road services at the end of the emergency period;
- Ensuring that roads are maintained and accessible during an emergency;
- Providing an Emergency Site Manager if required

## **The Emergency Information Officer (EIO)**

The Emergency Information Officer shall be responsible for the following duties:

- Establishing a communications link with the On-Site Media Spokesperson, the Citizen Inquiry Representative, and any other media coordinator(s) (i.e. Provincial, Federal, private industry, etc.) involved in the incident;
- The dissemination of information, and planning for news releases at appointed times;
- Ensuring that all information released to the media and public is consistent and accurate;
- Appointing an assistant to attend the On-Site Media Information Centre, and appointing any other personnel required;
- Designating and coordinating a Media Information Centre for members of the media to assemble for the issuance of accurate media releases and authoritative instructions to the public;
- Briefing the MECG on how the Media Information Centre will be set up;
- Liaising regularly with the MECG to obtain the appropriate information for media releases, coordinate individual interviews, and organize press conferences;
- Establishing telephone numbers for media inquiries and ensuring that the following are advised accordingly:

- Media
  - MECCG
  - Switchboard for Emergency Services
  - On-Site Media Spokesperson
  - Township Citizen Inquiry Representative (provided by the township)
  - Any other appropriate persons, agencies, or businesses;
- Providing direction and regular updates to the Citizen Inquiry Representative to ensure that the most accurate and up-to-date information is disseminated to the public;
  - Ensuring that all information released to the media and public is first approved by the Mayor;
  - Monitoring news coverage and correcting any erroneous information.
  - Provide the Administrator with reports on the emergency situation and any other pertinent information at regular intervals, or as requested;
  - Provide assistance to the communicators in relation to communications equipment problems, where possible and practical;
  - Coordinate and prioritize the flow of messages between the Communications Room and the Municipal Emergency Control Group, and other desired groups or locations;
  - Maintenance of a chronological log of significant communications and events;
  - Maintenance of a situation or status board, and;
  - Maintenance of a map(s) containing vital information related to the emergency.

## **Support and Advisory Staff**

Staff from the following Support and Advisory Services may be required to provide support, logistics and advice to the MECCG and include:

- Township Building Department Representative
- Township Drainage Department Representative
- Township Water Department Representative
- Township Roads/Public Works Representative
- Township Treasury Department Representative
- Township Parks and Facilities

- Township Legal Representative
- Utilities Representative  
The Utilities Representative, or alternate, will be responsible for the following duties:
  - Providing the MCEG with advice on utility matters;
  - Arranging for the dispatch of staff and equipment to assist in containing the emergency situation if required;
  - Maintaining liaison with public and private utility companies (hydro, gas, telephone, etc.) and making recommendations for discontinuation of any utilities, public or private, when necessary in the interest of public safety.
- Ontario Clean Water Agency (OCWA) Representative
- Paramedic Services Representative  
The Elgin County EMS – Medavie Health Services Representative will be responsible for the following duties:
  - Providing information on the movement of casualties from the disaster site;
  - Advising the County MCEG on requirements for additional casualty transportation means, beyond ambulance resources, that the County MCEG may be able to obtain;
  - Determining if additional medical resources are needed for casualty management at the emergency site.
  - Identify or request additional Ministry of Health resources required by any facility which operates under the direction of the Ministry of Health in accordance with Ministry procedures.
  - Liaise with CACC(Communication Centre)
  - Liaise with Hospital
- County Fire Coordinator
- Police Services Representative(s)  
The Police Services Representative, or alternate, will be responsible for the following duties:
  - Providing advice on police (law enforcement) matters to the MCEG;
  - Arranging for assistance to local authorities in implementing traffic control to permit rapid movement of emergency equipment;

- Coordinating police operations and responses with Township Service Departments and with neighboring police authorities;
  - Establishing security around the emergency area to control access and protect property;
  - Sealing off the area of concern, controlling and, if necessary, dispersing crowds within the emergency area;
  - Alerting persons endangered by the emergency and coordinating evacuation procedures;
  - Liaising with the Ontario Works Representative regarding the establishment and operation of evacuation and reception centres;
  - Providing for police services in evacuee centres, morgues, and other facilities, as required;
  - Liaising with other Municipal, provincial or federal police agencies as required;
  - Informing the MCEG on the actions taken by the Police;
  - Providing an Emergency Site Manager if required
- St. Thomas Elgin General Hospital Representative  
The St. Thomas Elgin General Hospital Representative will be responsible for the following duties:
    - Implementing their respective Hospital Disaster Plan;
    - Liaising with the Health Care and Paramedic Services Representatives with respect to hospital and medical matters, as required;
    - Evaluating requests for the provision of medical site teams/medical triage teams;
    - Liaising with the Ministry of Health, as appropriate;
    - Maintaining a log of all actions taken.
- Head(s) of Council from Affected Municipalities
- Southwestern Public Health Representative  
The Southwest Public Health Representative will be responsible for the following duties:
    - Providing advice to the MCEG on health matters;
    - Taking a lead role in the EOC for a human health emergency, or during a pandemic as outlined in the Elgin St. Thomas Pandemic influenza Plan;
    - Keeping the Health Unit staff informed;

- Consulting regarding staffing and resources at each Evacuation Centre to support the Manager of each Reception/ Evacuation Centre in public in efforts to meet the needs of evacuees;
  - Arranging for mass immunization where needed;
  - Arranging for precautions in regard to water supplies when warranted;
  - Notifying other agencies and senior levels of government about health related matters in the emergency;
  - Consulting regarding the safety of food supplies and the safe disposal of sewage and waste;
  - Consulting regarding adequate general sanitation and personal hygiene at emergency reception centers;
  - Consulting regarding proper burial of the dead;
  - Coordinating the response of health unit services and facilities.
  - Maintaining a personal Log of all actions taken
- Social Services Representative
 

The St. Thomas Elgin Social Services Representative will be responsible for the following duties:

    - Providing advice to the County MCEG on Social Service matters;
    - Providing Registration and Intake at the Reception / Evacuation Center
    - Will be the primary contact with NGOs or other service providers as deemed necessary;
    - According to the nature of the emergency, in consultation with community partners and NGOs, be prepared to assist municipalities in their efforts to support their residents whose lives have been impacted by the emergency with the provision of:
      - a) Providing Emergency clothing
      - b) Providing Emergency lodging
      - c) Registration and inquiry services to reunite families and to collect information and answer queries concerning the safety and whereabouts of missing persons;
      - d) Emergency feeding to sustain those without food
      - e) Providing qualified staff at Evacuation/Reception Centre(s) housing evacuees as required and as resources permit;
    - Liaising with the Health Representatives in addition to nursing staff, pharmacies etc.. on areas of mutual concern required during operations in Evacuation Centers;

- Facilitate or arrange assistances and counseling to individual and family services to assist and counsel individuals and families in need and to provide special care to unattached children and dependent adults;
  - In consultation with the Southwest Public Health Representative, establishing an 'outreach program' for victims of the emergency;
  - Notifying the Police of the number and locations of the Emergency Reception/ Evacuation Centers;
  - Contacting and providing direction to volunteer agencies able to assist in welfare functions, such as Red Cross, Women's Institutes, etc.;
  - Notifying senior levels of government on Social Service matters in the emergency.
  - Maintaining a personal log of all actions taken
- Emergency Management Ontario Representative
- Conservation Authority Representative  
The Conservation Authority will be responsible for:
    - Providing advice on the abatement of flood emergencies;
- Assisting in acquiring resources to assist in flood emergencies.
- School Board Representative  
Upon being contacted by the Ontario Works Representative, the School Board Representative will be responsible for:
    - Providing any school for use as an evacuation or reception centre;
    - Notifying required transportation companies to transport residents to evacuation or reception centres;
    - Providing school board representatives to coordinate activities with respect to maintenance, use and operation of the facilities being used as evacuation or reception centres.
- Provincial Ministry Representative  
Provincial Ministry Representatives will be responsible for:
    - Providing advice on matters of Provincial concern to members of the MECG;
    - Assisting in the garner of resources;
    - Coordination of Provincial response agencies.

- Other Officials, Experts or Representatives as deemed necessary  
Other Officials, Experts or Representatives will be responsible for:
  - Any special advice or expertise necessary to abate the emergency situation as required by the MEGG.

## **Elgin Amateur Radio Society (E.A.R.S)**

The Elgin Amateur Radio Society Representatives will be responsible for the following duties:

- Providing auxiliary communication requirements to supplement the County and emergency communications systems, as needed;
- Contacting other communications experts, as required
- Maintaining a personal log of all actions taken

## **St. John Ambulance**

The St. John Ambulance will receive requests for support from the St. Thomas Elgin Social Services or Ambulance Representative during an emergency to:

- Activate the Division's emergency alert system;
- Co-ordinate the Division's response in co-operation with the Health Representative;
- Provide First Aid;
- Establish first aid stations at reception centers, as required;
- Ensure that all St. John Ambulance volunteers are properly registered so that WSIB Insurance coverage is in the event of an Emergency.
- Maintaining a personal log of all actions taken should St. John Ambulance be involved in the EOC
- Provide mental health care through volunteers with training in psychological first aid
- Provide registration and intake at the reception center should the municipality require that support.
- Provide initial health intake for survivors at a reception center require that service
- Provide wellness checks within the community provided the county/ municipality can meet some safety provisions to support the effort.



# Salvation Army Representative

The Salvation Army will receive requests from the St. Thomas Elgin Social Services Representative. The Salvation Army Representative is responsible for the following duties:

- Activate the Division's emergency alert system;
- Coordinate the Division's response in cooperation with the St. Thomas Elgin Social Services Representative, if an evacuation is required;
- Coordinate the provision of meals to personnel at the disaster site and reception center;
- Provide bedding and clothing, in cooperation with St. Thomas Elgin Social Services;
- Provide and coordinate clergy assistance;
- Ensure that volunteers are properly registered so that Workplace Safety Insurance coverage is provided during an emergency.
- Activate the deployment of a reception center trailer with provisions for 30 survivors should the county / municipal resources be exhausted.
- Assist the county / municipality's response through donations management should the situation arise.
- Maintaining a personal log of all actions taken should The Salvation Army be involved in the EOC

# Victim Services Elgin

Victim Services will be responsible for providing the following should the individuals who qualify for services

- Facilitate phone calls to Community Agencies to assist with accommodations/gift cards
- Provide emotional support and practical assistance during the event
- Provide referral information
- Maintaining a personal log of all actions taken

# Telephone Representative

The Telephone Representative will be responsible for:

- When possible, establishing and ensuring that telephone communication needs are provided to the EOC, emergency site, and anywhere else required.

## Emergency Site Manager

The Emergency Site Manager's task is to take control of the scene and coordinate the response. Once appointed, the Emergency Site Manager should be relieved of all other duties and will remain in control of the scene unless the Municipal Emergency Control Group deems it necessary to appoint a replacement.

Some of the duties of an Emergency Site Manager include:

- Setting up a command post, and establishing regular communications with the other agencies on the site, and with the EOC;
- Establishing authority and supervising all operations within the outer perimeters of the site;
- Organizing a management team and arranging a management cycle;
- Determining the inner and outer perimeters, and ensuring they are set up;
- Organizing the layout of the site;
- Conferring with the heads of the other agencies at the site, to ascertain what is happening and what is needed;
- Passing information on what is happening, and requests for resources to the EOC, and passing direction and information from the EOC to others at the site;
- Directing and coordinating the activities of the response agencies at the site;
- Determining what resources are necessary, and asking the EOC to provide them;
- Arranging a system of relief, rest areas, food, etc., for site workers;
- Ensuring worker and volunteer safety;
- Arranging media visits to the site;
- Planning ahead for site activities and the resources to support them;
- Maintaining a log of all actions.

# Media and Public Relations

It is important to coordinate the release of accurate information or instructions to the news media, the public, and individual requests for information concerning any aspect of the emergency.

In order to fulfill these functions during an emergency, the following positions may be established:

- Emergency Information Officer
- On-Site Media Spokesperson
- Citizen Inquiry Representative

Depending on the scope of the emergency, there may be a need for an On-Site Media Centre near the emergency site, and a Media Information Centre near, but not in, the EOC. In some cases a joint media information centre may be more desirable.

## On-Site Media Spokesperson

If necessary an On-Site Media Spokesperson shall be appointed by the Emergency Site Manager and is responsible for:

- Establishing a communication link and regular liaison with the Emergency Information Officer at the EOC;
- Responding to inquiries from the media pertaining to the scene only, and only after clearance by the Emergency Information Officer;
- Redirecting all inquiries regarding decisions made by the MCEG and the emergency as a whole to the Citizen Inquiry Representative;
- Establishing and coordinating a media information centre in a safe, appropriate location, at or near the site, for the media to assemble;
- Advising the following persons and agencies of the location and telephone number(s), as available, of the Site Media Information Center:
  - Media
  - MCEG
  - Switchboard for Emergency Services
  - Township Citizen Inquiry Representatives

- Any other appropriate persons, agencies, or businesses;
- Ensuring that media arriving at the site are directed to the site information centre;
- Where necessary and appropriate, coordinating media photograph sessions at the scene;
- Coordinating on-scene interviews between emergency services personnel and the media.

## **The Citizen Inquiry Representative**

The Citizen Inquiry Representative will be provided for by the Township of Southwold and shall be responsible for:

- Establishing a Citizen Inquiry Service, including the appointment of personnel and designation of telephone lines;
- Informing the Emergency Information Officer of the establishment of the Citizen Inquiry Service and designated telephone number(s);
- Advertising public information phone numbers through the media as quickly as possible, and advising that 9-1-1 is not to be used as an inquiry line;
- Apprising the affected emergency services and the MCEG of the establishment of the Citizen Inquiry Service and designated telephone number(s);
- Liaising with the Emergency Information Officer to obtain current information on the emergency;
- Responding to, and redirecting inquiries and reports from the public based upon information from the Emergency Information Officer;
- Responding to and redirecting inquiries pertaining to the investigation of the emergency, deaths, injuries, or matters of personnel involved with or affected by the emergency to the appropriate emergency service;
- Responding to and redirecting inquiries pertaining to persons who may be located in evacuation or reception centres to the registration and inquiry telephone number(s);
- Procuring staff to assist as required.

## ***Public Information and Inquiry***

Depending on availability, information concerning an emergency situation will be communicated to the public through a number of means. These include newspaper, radio, television, public addressing system, telephone, newsletter, and individual visitation.

Where appropriate, public meetings will be held to provide information to members of the public concerning an emergency situation. Such meetings will be coordinated and conducted by the MCEG.

## ***Evacuation Planning***

In an emergency, it may be necessary for the residents to be temporarily evacuated. When such an evacuation is deemed necessary, one or more emergency reception centres may need to be opened in a safe area. The County has an agreement with the Thames Valley District School board, which allows municipalities to utilize the facilities within the District's jurisdiction.

## ***Recovery Planning***

This plan assigns responsibilities and outlines activities that may be required to bring the Township back to its pre-emergency state. The plan will be activated (in whole or part) at the direction of the Municipal Emergency Control Group. This will be determined by the nature of the emergency and its aftermath but will normally occur once the immediate response to the emergency has been completed.

## ***Plan Review, Testing, and Maintenance***

This plan shall be reviewed annually and where necessary shall be revised by the Community Emergency Management Coordinator.

Each time the plan is revised, it must be forwarded to Council for approval; however, revisions to an appendix or minor administrative changes can be made without Council approval.

The CEMC will arrange for annual training and annual exercise for the Municipal Emergency Control Group and EOC staff as required by Emergency Management Ontario.