

THE CORPORATION OF THE TOWNSHIP OF WARWICK

BY-LAW NO. 81 OF 2022

A By-law requiring an emergency management program for the protection of public safety, health, the environment, the critical infrastructure and property, and to promote economic stability and a disaster-resilient community

WHEREAS, the Province of Ontario has passed an Act, which requires the development and implementation of an emergency management program (short title - *The Emergency Management and Civil Protection Act*) by the Council of a municipality;

AND WHEREAS, this Act requires the emergency management program to conform to the standards promulgated by the Office of the Fire Marshal and Emergency Management, and also makes provision for the municipality and Council to develop and implement an emergency management program to protect public safety, public health, the environment, the critical infrastructure and property, and to promote economic stability and a disaster-resilient community;

AND WHEREAS, this Act makes provision for the Head of Council to declare that an emergency exists in the Municipality or in any part thereof, and also provides the Head of Council with authority to take such action or make such orders as are considered necessary and not contrary to law, to implement the emergency response plan and respond to an emergency;

AND WHEREAS, the Act provides for the designation of one or more members of council who may exercise the powers and perform the duties of the Head of Council during the absence of the Head of Council or the inability of the Head of Council to act;

AND WHEREAS, the Act authorises employees of a municipality to respond to an emergency in accordance with the emergency response plan where an emergency exists but has not yet been declared to exist;

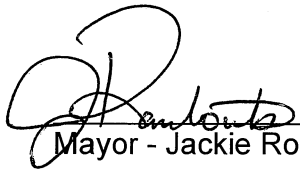
NOW THEREFORE, the Council of the Corporation of the Township of Warwick enacts as follows:

1. That the Township of Warwick Emergency Response Plan attached hereto as Schedule "A" of this By-law is hereby adopted;
2. That an Emergency Management Program continue to be implemented in accordance with the standards published by the Office of the Fire Marshal and Emergency Management in accordance with international best practices;

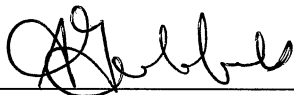
3. That the Head of Council or designated alternate, as provided in the plan, be empowered to declare an emergency and implement the emergency response plan;
4. That certain appointed officials or their designated alternates, as provided in the approved community emergency response plan are empowered to cause an emergency notification to be issued to members of the Municipal Emergency Control Group, and to respond to an emergency in accordance with the emergency response plan where an emergency exists but has not yet been declared to exist;
5. That the Emergency Management Program Committee will be responsible for the oversight and maintenance of this program; and will cause the emergency management program to be reviewed annually and to recommend changes to the program as considered appropriate and refer recommendations to Council for further review and approval;
6. The following positions are hereby confirmed as members ex officio of the Emergency Management Program Committee:
 - Chief Administrative Officer/Clerk
 - Community Emergency Management Coordinator
 - Treasurer/Deputy Chief Administrative Officer
 - Public Works Manager
 - Recreation Manager
 - Township Fire Chiefs
 - Member of Council, as may be appointed by Council
7. In addition to the members set out above, the following position is hereby appointed an ex officio member of the Emergency Management Program Committee, subject to providing his or her consent to join the Committee:
 - Lambton County Emergency Management Coordinator
8. The CAO/Clerk is hereby appointed Chair of the Emergency Management Program Committee;
9. That this By-law and the Township of Warwick Emergency Response Plan attached as Schedule "A" shall come into force and effect on November 8, 2022;

10. That By-law 102 of 2018 is hereby repealed.

Read a first, second and third time and finally passed on the 7th day of November, 2022.

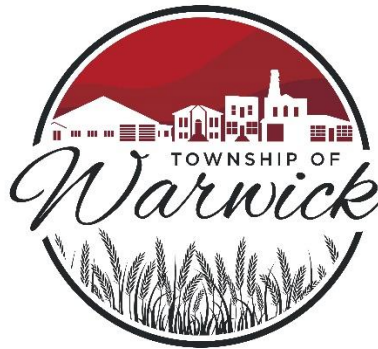


Mayor - Jackie Rombouts



CAO/Clerk - Amanda Gubbels

Draft Emergency Response Plan
Warwick Township



Schedule "X" to By-Law No. XXX of 2022
Enacted on XX XX, 2022

TABLE OF CONTENTS

Acronyms	ii
Revision history	ii
Part 1 - Overview.....	1
Introduction.....	1
Part 2 – Emergency Management Program	2
Adoption of the Emergency Response Plan	2
Maintenance of the Plan	2
Conformity with Upper-Tier Plan.....	2
County of Lambton Emergency Response Plan	2
Training and Exercises	2
Community Risk Profile and Public Education	3
Emergency Management in Ontario	3
Part 3 - Authority	5
Overview.....	5
Emergency Management Legislation.....	5
Authority to Prepare an Emergency Response Plan	5
Definitions.....	6
Aim	6
Part 4 – Procedures	7
Actions Taken Prior to a Declaration of Emergency	7
Suspension of the Township Procurement Policy.....	7
Declaring and Terminating an Emergency.....	7
Public Safety.....	8
Providing Assistance	9
Part 5 – Municipal Emergency Control Group.....	12
Personnel	12
Emergency Operations Centre Staff	12
Additional Representatives	12
Assembly of the Municipal Emergency Control Group.....	13
Placing the Municipal Emergency Control Group on "Standby"	13
Notifying the Municipal Emergency Control Group	14
Emergency Operations Centre	14
Operations Cycle	14
Emergency Information.....	15
Emergency Shelters	15
Part 6 – Roles & Responsibilities	16
Individual Responsibilities of Control Group Members	16
Responsibilities of EOC Staff.....	18
External Support & Advisors	20
Appendices	22
Appendix #1 – Emergency Management in Ontario	22
Appendix #2 – Community Risk Profile.....	23
Appendix #3 – Guidelines for the Declaration and Termination of an Emergency.....	25
Checklist in consideration of a Declaration of Emergency	27
Appendix #4 – Provincial Emergency Response Resources	31

Appendix #5 – Incident Command..... 33
Appendix #6 – Recovery Guidelines..... 35
Appendix #7 – Public Alerting..... 40
Appendix #8 – Managing Public Inquiries During Emergencies 41

ACRONYMS

ARES: Amateur Radio Emergency Service
BASES: Bluewater Association for Safety, Environment, & Sustainability
CBRNE: Chemical / Biological Radioactive / Nuclear / Explosive
CECG: County Emergency Control Group
CEMC: Community Emergency Management Coordinator
EIO: Emergency Information Officer
EMCPA: Emergency Management and Civil Protection Act
EMO: Emergency Management Ontario
EMPC: Emergency Management Program Committee
EMS: Emergency Medical Services
EOC: Emergency Operations Centre
ERP: Emergency Response Plan
ERT: Emergency Response Team
HAZMAT: Hazardous Materials Team
HIRA: Hazard Identification and Risk Assessment
HUSAR: Heavy Urban Search and Rescue
HVAC: Heating, Ventilation, and Air Conditioning
IC: Incident Commander
IMS: Incident Management System
MECG: Municipal Emergency Control Group
MyCNN: My Community Notification Network
OPP: Ontario Provincial Police
PEOC: Provincial Emergency Operations Centre
RFA: Request For Assistance
SAR: Search And Rescue
SORT: Support Operations Response Team
USAR: Urban Search And Rescue

REVISION HISTORY

Date	Revisions	Author

PART 1 - OVERVIEW

Introduction

The Township of Warwick is a predominantly rural community with a population of approximately 3,700 residents (2021 census), occupying 290 square-kilometres in eastern Lambton County. Approximately 1,700 residents live in the community of Watford, which serves as the trade and service centre for the outlying rural areas of the municipality and for the neighbouring Municipality of Brooke-Alvinston.

The Township was formed through the amalgamation of the Village of Watford and the Township of Warwick and is one of 11 municipalities that exists in County of Lambton, the local upper-tier government.

Highway #402, which essentially bisects the Township, leads to the International Blue Water Bridges crossing approximately 20 km to the west, in the Village of Point Edward. The CN Railway line that crosses the St. Clair River at the Paul M. Tellier Tunnel also runs through the Township and through the community of Watford.

The Township's economy comprises a mix of commerce, industry, manufacturing and agriculture.

Emergency response services in the Township are provided by the Ontario Provincial Police, the Watford and Warwick Fire Departments and Lambton County Emergency Medical Services, which has a base in Watford.

This Emergency Response Plan has been developed in accordance with the Emergency Management and Civil Protection Act and sets out how the municipality will respond in the event of an emergency and describes its relationship to other stakeholders during emergencies.

Copies of this Plan are available to the public upon request. For more information, please contact:

The Township of Warwick
6332 Nauvoo Road, RR#8
Watford, Ontario N0M 2S0
519-849-3926

PART 2 – EMERGENCY MANAGEMENT PROGRAM

Adoption of the Emergency Response Plan

The Township of Warwick Emergency Response Plan has been prepared under Section 3(1) of the Emergency Management and Civil Protection Act, R.S.O. 1990, Chapter E.9. and replaces the previous Emergency Response Plan adopted by Township Council under By-Law 102 of 2018 on December 10, 2018. This Plan generally follows the format recommended by Emergency Management Ontario (EMO).

Maintenance of the Plan

As required under the Emergency Management and Civil Protection Act, this Plan will be reviewed yearly. Any major revisions to the Plan will be circulated to local stakeholders for review and comments prior to approval. Once updated, approved Plans will be forwarded to local stakeholders and the County of Lambton.

This Emergency Response Plan may be amended to reflect minor changes in names or titles, or to make other administrative adjustments without the need for a replacement by-law. Such changes will be noted in a list of amendments attached to the Plan.

Conformity with Upper-Tier Plan

The Emergency Management and Civil Protection Act states that local emergency response plans must be consistent with the upper-tier plan in a two-tier system. The County of Lambton is specifically named in the Act as an upper-tier municipality for the purposes of the Act. Therefore, local Emergency Response Plans are to be consistent with the County Plan where there is reference to County services and responsibilities.

County of Lambton Emergency Response Plan

The County of Lambton recognizes and agrees with the concept of emergency management authority being vested with local municipalities. Every municipality in the County has developed an Emergency Management Program that includes a local Emergency Response Plan. The County, being a municipality for the purposes of the Emergency Management and Civil Protection Act, has also developed an emergency management program and Response Plan that supports the notion of local authority for emergency response, but also addresses incidents that might involve County assistance and response.

Local municipalities are encouraged to circulate draft Plans to the County Emergency Management Coordinator so they may be reviewed for consistency with the County Emergency Response Plan. Once approved by municipal council, Plans should be forwarded to the County.

Training and Exercises

As required under the Emergency Management and Civil Protection Act, the Township will conduct annual exercises to test its Emergency Response Plan and provide training to employees and stakeholders to ensure their readiness in the event of an emergency.

Community Risk Profile and Public Education

Emergencies are caused by hazards - conditions that have the potential to cause harm or loss. In basic terms, a hazard becomes a risk to a community if it produces adverse consequences to residents, and public and private property.

Municipalities in Ontario must identify local hazards and inform residents about those hazards and their inherent risks.

The Township has identified a number of potential hazards that could impact residents and property. Hazard identification is based on the probability of an event occurring, and the consequences of that event occurring. Common hazards include severe weather, critical infrastructure failure, and transportation and chemical incidents. The municipality's emergency management public education program is based on the identified hazards and provides specific information to residents about how they can prepare for emergencies, and how to respond if an emergency occurs.

Emergency Management in Ontario

As the coordinator of emergency management programs in the province, Emergency Management Ontario (EMO) refers to emergency management as “organized activities undertaken to prevent, mitigate, prepare for, respond to and recover from actual or potential emergencies.”

Individuals

Individuals and families are responsible for their own safety, preparedness, and well-being. In the event of a large-scale emergency, entire neighbourhoods may temporarily be isolated from local emergency service providers and utilities. Individuals and families should be prepared to take care of themselves for at least 72 hours in the event of an emergency.

Municipalities

Each municipality must develop and implement an emergency management program to protect the lives and property of its citizens. All levels of local government (both single-tier and two-tier) must complete the mandatory annual program required by the *Emergency Management and Civil Protection Act* (EMCPA).

Provincial Government

Emergency Management Ontario (EMO) coordinates emergency management programs in the province and ensures the implementation in all municipalities and provincial ministries. A municipality or ministry may reach out to EMO for advice on their program at any time. In emergencies where the local capacity is overwhelmed by the emergency, it may be advised that the municipality declare an emergency to receive more support and resources.

During large-scale emergencies, the premier and cabinet may declare a provincial emergency and make special emergency orders to protect public safety.

Federal Government

If an emergency requires support or resources beyond what a municipality or the province can provide, the province can make a formal request through the provincial emergency operations centre (PEOC) for assistance from the federal government. The federal government intervenes only when requested to do so by provincial emergency

management organizations or when an emergency impacts on areas of federal jurisdiction.

PART 3 - AUTHORITY

Overview

This Emergency Response Plan prescribes how Township personnel and other stakeholders will respond to an incident or emergency that impacts or threatens the public, property and/or the continuity of essential services.

The Plan also provides authority for the municipality to lend or receive assistance from other municipalities, where available. An emergency declaration is not required for either party to provide or receive assistance, nor does the receiving municipality give up authority when receiving assistance.

The following are just a few of the important measures enabled under the legislation and developed more fully in this Plan:

- Making financial expenditures in preparation for or responding to an incident or emergency.
- Authorizing Township personnel to take appropriate action before a formal declaration of an emergency is made.
- Issuing emergency orders within the authority of the *Municipal Act*.
- Designating Township personnel to exercise powers and perform duties as members of the Municipal Emergency Control Group (MECG).
- Designating persons to be responsible for reviewing the Emergency Response Plan, and for training personnel and stakeholders about their roles during an incident or emergency.
- Implementing the Township of Warwick Emergency Response Plan before, during or following an incident or emergency.
- Obtaining and distributing materials, equipment, and supplies during a declared emergency.
- Providing and requesting assistance to and from local municipalities during an incident or emergency.
- Such other matters as are considered necessary or advisable for the implementation of the Emergency Response Plan during an emergency.

Emergency Management Legislation

The Emergency Management and Civil Protection Act, R.S.O. 1990, Chapter E.9 provides the legislative authority for the passing of the By-law formulating this Emergency Response Plan, which will govern the provision of necessary services in the event of an emergency.

Authority to Prepare an Emergency Response Plan

Under Section 3.(1) of the Emergency Management and Civil Protection Act, "every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan."

The Emergency Management and Civil Protection Act further states in Section 4.(1) that "The head of council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as

he or she considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect the property and the health, safety and welfare of the inhabitants of the emergency area."

Definitions

Incident: An occurrence or event that requires an emergency response to protect people, property, the environment, the economy and/or services.

The Township's Emergency Response Plan may be activated and the Municipal Emergency Control Group assembled, but a "declaration of emergency" under the Emergency Management and Civil Protection Act would not likely be required to respond in this situation.

Emergency: 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 (*Emergency Management and Civil Protection Act*).

Depending on the nature or magnitude of the emergency, a coordinated response by a number of agencies may be required. These situations are distinct from the normal, day-to-day operations carried out by the Township, municipalities and local emergency response agencies.

Aim

The aim of this Plan is to make provisions for the extraordinary arrangements and measures that may have to be taken to respond to emergencies, or to lend assistance to neighbouring municipalities. Such assistance may be provided by the Township without declaring an emergency, and regardless of whether a declaration of emergency has been made by the requesting municipality.

The Plan provides for and enables a controlled and coordinated Township response to emergencies and meets the legislated requirements of the Emergency Management and Civil Protection Act.

The Township of Warwick Response Plan reflects the approach recommended by Emergency Management Ontario and incorporates supporting documents as Appendices listed in the table of contents.

PART 4 – PROCEDURES

Actions Taken Prior to a Declaration of Emergency

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 required to protect lives and property in the Township.

Suspension of the Township Procurement Policy

The Township Procurement Policy applies to purchasing goods and services. During an emergency response, equipment, supplies and services could be required immediately, without adequate time to follow the formal Procurement Policy.

Therefore, in order to provide effective and timely emergency response and assistance, this Plan authorizes the suspension of the Township's Procurement Policy at the discretion of individual Municipal Emergency Control Group (MECG) members receiving requests for assistance, and at the discretion of the MECG as a whole, when the Group is assembled.

Declaring and Terminating an Emergency

Under the Emergency Management and Civil Protection Act, the Head of Council of a municipality, the Lieutenant Governor in Council, and the Premier all have the authority to declare an emergency. An emergency declaration may extend to all, or any part of the geographical area under the jurisdiction of the municipality.

The Premier, Head of Council and municipal council all have authority to terminate an emergency declaration.

Therefore, under the Act, the Mayor (or their alternate) has the authority to declare and terminate an emergency in the Township of Warwick.

A decision by the Mayor to declare (or terminate) an emergency should be made in consultation with the Municipal Emergency Control Group (MECG) and other stakeholders knowledgeable about the situation.

Appendix 3 of this Emergency Response Plan contains a checklist for guidance in declaring an emergency and will be referred to by the Mayor and MECG when considering such a decision.

Upon declaring an emergency, the Township will notify:

- The Province (through the Provincial Emergency Operations Centre)
- Township Council
- Neighbouring municipalities
- The County of Lambton
- The public
- Local Members of Provincial Parliament
- Local Members of Parliament

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

- The Mayor or alternate
- Township Council
- The Premier of Ontario

Upon terminating an emergency, the Township will notify:

- The Province (through the Provincial Emergency Operations Centre)
- Township Council
- Neighbouring municipalities
- The County of Lambton
- The public
- Local Members of Provincial Parliament
- Local Members of Parliament

Emergency Orders

Under Section 4.(1) of the Emergency Management and Civil Protection Act:

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

In a declared Township emergency where a pressing or urgent decision is required in the interest of public health and safety or the protection of property, and when the decision cannot wait until the next Township Council meeting, the Mayor (or alternate) is authorized to make a timely and lawful decision by way of issuing an Emergency Order. The Emergency Order will detail a temporary regulation, instruction, obligation, prohibition, enforcement action, or penalty, for example a temporary curfew or closure. Considerations for the use of an Emergency Order will include but are not limited to: if the order is the only means by which the Township can achieve its objective, the resources required to enforce or carry out the order, and the safety of the personnel assigned to enforce or carry out the order.

Public Safety

The local municipality has authority and responsibility to alert the public of an existing or impending emergency.

When an emergency situation warrants public alerting for the safety or evacuation of persons in an emergency area, the local municipality may issue such advisories.

Shelter-in-Place Advisories

Shelter-in-Place advisories are issued by municipalities when it is deemed to be safer for individuals to remain where they are rather than evacuating.

Shelter-in-place advisories will be disseminated to the public using public notification systems (i.e., MyCNN, Alert Ready, etc.), the news media, and official websites and social media channels.

Shelter-in-place advisories will identify the geographic boundaries of the impacted area and will provide public safety instructions to residents (i.e., go inside and remain inside, turn-off HVAC systems, monitor local radio and/or government channels for updates).

Evacuation Advisories

When individuals are advised to evacuate, notification will be issued by local municipalities through the use of public notification systems (i.e., MyCNN, Alert Ready,

etc.), vehicle loud hailers, door-to-door notification, the news media, and official websites and social media channels.

Evacuations will be conducted by the local municipality through the respective fire department, police service, or Municipal Emergency Control Group.

In these situations, the local municipality should be prepared to open reception centres or emergency shelters to provide support and the necessities of life to displaced residents.

Similar to shelter-in-place advisories, evacuation advisories will include the geographic boundaries of the evacuation zone, the location of nearby reception centres or emergency shelters, and any other pertinent public safety instructions or information.

Providing Assistance

When requested by a neighbouring municipality or the County, the Township may provide assistance in terms of staff or resources, if able.

Under the Emergency Management and Civil Protection Act, the Premier can order municipalities to provide resources and assistance to other jurisdictions, in a declared Provincial emergency.

Many local municipalities list the same County departments or program areas to serve with their Municipal Emergency Control Groups (i.e., Lambton Public Health, Social Services, Emergency Medical Services, etc.). In a multi-municipal emergency, it will not likely be possible for these departments to provide representation at every operational Emergency Operations Centre (EOC). Therefore, it is expected that these departments will be represented at the County EOC to coordinate their department's response. The County will in turn liaise with municipal and Provincial EOCs.

Mutual Assistance During a Crisis or Declared Emergency

Municipalities may request assistance from each other or the County at any time without giving up control of the local response. The County may also request resources and/or assistance from local municipalities.

This section sets out the relationship between any parties requesting assistance and the party(ies) providing assistance. The County is included as a "municipality" in this section.

Mutual Assistance - Limitations

The municipality being requested to provide assistance may at its discretion, provide the requested assistance in its entirety, or any part thereof.

Nothing requires or obligates a municipality to provide assistance. Municipalities shall have the right to refuse to provide assistance at any time and for any reason.

No liability shall arise against a municipality if it fails to provide assistance.

Nothing shall prevent the municipality providing assistance from withdrawing any or all assistance at any time. An attempt should be made to provide reasonable notice, but it is recognized that advance notice may not be possible in all circumstances.

Any existing mutual assistance agreements supersede the provisions of this Part.

Supervision Of Personnel Providing Assistance

The municipality providing assistance will assign its personnel to the municipality requesting assistance. Unless indicated otherwise, the municipality receiving assistance

will direct and assign tasks to the responding personnel. The lending municipality shall however, have the right to assign its own supervisory personnel to supervise the work of its own personnel and equipment.

Employment Relationship

Unless agreed to otherwise, the municipality receiving assistance will assume direction over equipment and personnel assigned to it. Notwithstanding the sharing of resources, staff will not be considered employees of the assisted municipality.

Indemnity

The assisted municipality shall indemnify and save harmless the assisting municipality(ies) from all claims, costs, actions or other proceedings for providing assistance under this Plan, save and except claims, costs, actions or proceedings arising out of the willful misconduct, gross negligence or recklessness of the municipality providing assistance.

Reimbursement For Providing Assistance

Any costs incurred in connection with the provision of assistance shall be borne by the municipality providing assistance unless:

- an alternate arrangement is reached prior to the provision of assistance.
- Provincial or Federal funding becomes available to offset costs.

Informally Requesting County Assistance

The Township may request assistance from the County when additional personnel or equipment is required to respond to a local incident. Such a response will typically be managed by the Township utilizing local resources.

Assistance may be requested from the County by directly contacting any member of the County Emergency Control Group (CECG). The requesting municipality does not need to have formally declared an emergency to request informal assistance from the County. Further, it is not likely that the County would need to assemble the Emergency Control Group or declare an emergency to respond, particularly if the request is minor, limited to a few personnel or pieces of equipment.

For example, if barricades or heavy equipment are required to deal with an incident, the Township may contact the General Manager (or alternate) of Infrastructure and Development Services directly, or request assistance through the County Emergency Management Coordinator, who would then make the appropriate contacts to fulfill the request. The General Manager is authorized under the County Emergency Response Plan to provide the requested assistance.

Formally Requesting County Assistance

The County of Lambton recognizes and agrees with the concept of emergency management authority being vested with local municipalities.

When a local municipality declares an emergency, it may submit a formal Request for Assistance (RFA) to the County through any member of the County Emergency Control Group or EOC Personnel, without relinquishing control of the response.

County Request for Municipal Assistance

Local municipalities have significant staff and equipment resources that may be useful during a County-declared emergency. For instance, local municipalities are responsible for managing emergency shelters. In a large-scale County emergency for example, municipalities may be requested to open emergency shelters to accommodate residents from other communities, or travelers in need of lodging.

PART 5 – MUNICIPAL EMERGENCY CONTROL GROUP

Personnel

The Municipal Emergency Control Group (MECG) will direct the Township's response to an incident or emergency. The MECG is comprised of individuals who have the authority to direct staff and/or make decisions on behalf of the corporation.

The MECG may function with only a limited number of personnel, depending on the incident or emergency. Though it is possible not every member of the MECG will be required in the Emergency Operations Centre (EOC), all MECG members will be notified and kept apprised of developments.

The MECG includes the following positions:

- Mayor
- Chief Administrative Officer/Clerk (EOC Chair)
- Treasurer/Deputy Administrator
- Township Fire Chiefs
- Manager, Public Works

Emergency Operations Centre Staff

Depending on the scenario, additional staff may be required to direct or support the Township's response to an incident or emergency.

The following positions (or their alternates) may be required to attend the EOC to provide advice to the MECG, coordinate the deployment of resources (i.e., staff, equipment, etc.), and liaise with other program areas or stakeholders involved in the response:

- Manager, Parks & Recreation
- Community Emergency Management Coordinator (CEMC)
- Emergency Information Officer (Economic Development & Promotions Officer)
- Scribes

Additional Representatives

If deemed necessary, and depending on the nature of the incident, representation from external agencies may be required in the EOC for their knowledge and expertise.

Those agencies include:

- Neighbouring municipalities
- County of Lambton
- Emergency Management Ontario
- Ontario Provincial Police (Lambton)
- County Fire Coordinator or Deputy
- Bluewater Power
- Hydro One
- Lambton ARES (amateur radio operators)
- St. Clair Region Conservation Authority
- Non-Governmental Organizations
- Various federal or provincial ministries
- Others as identified

County of Lambton Representation

Local Emergency Response Plans often include representatives from County departments participating in their respective Emergency Operations Centres (EOCs). Depending on the nature of the emergency, such as when County resources are being employed in the emergency response, it could be beneficial to have County representation at the Township EOC, if available.

The County may also be able to provide support personnel (i.e., County CEMC, EIO, scribes, etc.) to assist at the Township EOC, under the direction of the EOC Chair. Such requests to the County may be made at any time during an emergency, and the Township would retain full control and coordination of local response activities.

Assembly of the Municipal Emergency Control Group

Any MECG member who considers that an emergency exists or is impending in the Township of Warwick, may contact and advise the remainder of the MECG to assemble, or contact the Township Community Emergency Management Coordinator to initiate a call-out.

The group may elect to assemble by videoconference or teleconference to share information and gain situational awareness. For incidents that are expected to last over multiple operational periods, it is recommended the MECG assemble at the Emergency Operations Centre.

The initial notification will include the time, date, and Emergency Operations Centre (EOC) location for the group's initial meeting, along with a brief description of the incident.

Request to Assemble by External Stakeholders

The MECG may be requested to assemble by external emergency response agencies, the Province, County, or local stakeholders.

Placing the Municipal Emergency Control Group on "Standby"

As stated previously, an emergency need not be declared before notifying or assembling the MECG. For example, the MECG may be notified in advance of an anticipated or developing event (such as severe weather) and advised to "standby" and be ready report to the EOC.

Notifying the Municipal Emergency Control Group

The MECG (and alternates) will be notified using a prescribed call-out process via telephone, email or other available means as necessary.

If communications are lost following an incident, MECG members will automatically report to the primary EOC, if it is safe to do so, in order to assess the situation and determine the degree of involvement required by the Township to respond.

Emergency Operations Centre

The Emergency Operations Centre is where the Municipal Emergency Control Group meets to manage and coordinate the Township's response to an emergency. An emergency need not be declared for the MECG to assemble, or for the EOC to be activated.

Access to the EOC should be limited to members of the MECG and EOC staff. The EOC Chair should confirm with the CEMC that any necessary security arrangements are in place when the EOC is activated.

In the event that the Township EOC or a back-up facility cannot be used, arrangements will be made to use the County EOC or a neighbouring municipality's EOC that has not been impacted by the emergency or being used in the response.

When the Emergency Operations Centre is activated, notification and subsequent updates will be provided on a regular basis to all Municipal Emergency Control Group and EOC staff members, Township Councillors, local municipalities, the County, the Provincial Emergency Operations Centre, and other stakeholders as identified.

Operations Cycle

It is important that members of the MECG meet regularly, even while managing their individual responsibilities. This is best accomplished by establishing an Operations Cycle that sets a schedule for various activities that need to be carried out between meetings.

Meetings of the MECG might take place hourly during the early stages of an emergency and then less frequently (perhaps once or twice a day) in an on-going emergency and response. Meetings serve a number of important purposes, such as updating members of the MECG about the incident and response, and discussing what has been accomplished since the previous meeting.

The EOC Chair and will be responsible for coordinating the Operations Cycle.

The purpose of the Operations Cycle is to:

- Assess the situation - determine what has happened and what is required.
- Establish priorities.
- Set clear objectives and timeframes.
- Develop an action plan for the MECG.
- Set timelines for the implementation of assigned tasks.
- Ensure decisions are acted upon and objectives are met.

When the meeting ends, each member of the Control Group carries out their assigned tasks and objectives and gathers information for the next scheduled meeting.

In order to preserve a record of MECG actions and decisions, individual and group logs must be kept. Information relevant to the entire MECG will be shared on a key events board in the EOC.

EOC Scribes will take minutes for every meeting of the MECG. Reports will be prepared for each meeting.

Emergency Information

The management of information is an essential part of emergency operations that includes collecting, collating, evaluating, and disseminating official information and instructions to the public and other stakeholders during an emergency. Information may be communicated through methods such as news media, social media, public notification systems and official websites.

In addition to providing the most current information, it may be necessary to provide advice about actions to be taken by residents to ensure their safety and to protect property. Providing timely, accurate information counteracts the spread of rumors and incorrect information, which can hinder emergency response efforts and endanger the public.

Emergency Shelters

In Lambton, the coordination of emergency shelters is the responsibility of each municipality. Municipalities have options in fulfilling this responsibility such as utilizing municipal staff or entering into agreements with service local clubs or relief agencies. Municipalities are to inform the County Emergency Management Coordinator of arrangements that have been made.

The County Social Services Division has a role to provide emergency financial assistance to residents affected by a disaster. Therefore, the Township may request that Social Services attend any emergency shelters to establish temporary, on-site offices to process applications for emergency financial assistance.

PART 6 – ROLES & RESPONSIBILITIES

The Municipal Emergency Control Group is responsible for managing the Township's response to an emergency.

The MECG is also responsible for contingency planning, continuity of Township operations and services, providing information to the public and supporting the emergency scene. The MECG does not direct activities at the emergency scene.

The specific responsibilities of certain MECG members are provided in the following sections, but in general, the Control Group will:

- Determine if the location of the EOC and composition of the MECG are appropriate.
- Identify the personnel (internal and external) required in the EOC and staff accordingly.
- Advise the Mayor whether an emergency should be declared.
- Activate the Township Emergency Response Plan, if required.
- Notify the Province of declared or impending emergencies.
- Ensure that an Incident Commander is appointed at the emergency scene.
- Provide support to the Incident Commander and responders at the emergency scene by obtaining any requested personnel, equipment and resources.
- Direct Township resources.
- Ensure that critical Township operations are maintained or quickly restored.
- Ensure alternates are kept apprised of the situation, and for emergencies that continue over a long period of time, ensure that replacements are briefed at the beginning of every shift.
- Ensure that pertinent information regarding the emergency is quickly disseminated to the media, local municipalities, stakeholders and the public.
- Authorize expenditures to deal with the emergency.
- Work with service providers to restore utilities and services.
- Liaise with neighbouring municipalities and other levels of government.
- Recommend the termination of the declaration of emergency, when appropriate.
- Develop and implement a recovery strategy.
- Maintain individual logs outlining all decisions made and actions taken.
- Participate in post-emergency debriefings.

Individual Responsibilities of Control Group Members

This section outlines specific responsibilities of individual MECG members and their designated alternates. Personnel filling the role of an alternate should have authority to act and make decisions in the absence of the MECG member.

Mayor

- Work with the MECG to make decisions and provide overall leadership in responding to an emergency.
- Declare an emergency within the designated area(s).
- Terminate the emergency declaration when appropriate.
- Request assistance from senior levels of government, if required.

- Ensure that Township Council is advised of the declaration and termination of an emergency and is kept informed of the situation.
- In consultation with the EOC Chair, approve major announcements and media releases prepared by the Emergency Information Officer (EIO)
- Act as spokesperson for the Township and the MECG.
- Issue emergency orders, where required.

Chief Administrative Officer

- Provide the MECG with information and advice on Township policies and procedures.
- Chair meetings of the MECG.
- Coordinate operations within the EOC, including the scheduling of regular meetings.
- Ensure there is a record of decisions made and actions taken during the emergency.
- With the Mayor, approve major announcements and media releases prepared by the Emergency Information Officer.
- Ensure that arrangements have been made to handle public enquiries.
- Enlist additional staff to provide assistance, as required.

Treasurer/Deputy Administrator

- Assist the Chief Administrative Officer.
- Ensure that scribes are present to record important decisions made, and actions taken by the MECG.
- Coordinate administrative staff assisting in the EOC.
- Arrange special meetings of Council, as directed.
- Provide information and advice on financial matters as they relate to the emergency.
- Ensure that records of expenses are maintained for potential claim purposes.
- Ensure the prompt payment and settlement of all invoices and claims incurred during an emergency.

Township Fire Chiefs

- Provide the MECG with information and advice on firefighting and rescue matters.
- Establish a communications link with fire command at the scene of the emergency.
- Inform the Mutual Aid Fire Coordinators and/or initiate mutual aid arrangements for the provision of additional firefighters and equipment, if needed.
- Determine if additional or special equipment is needed and recommend possible sources of supply, (i.e., breathing apparatus, protective clothing, etc.).
- Provide assistance to other community departments and agencies and be prepared to take charge of or contribute to non-firefighting operations if necessary (i.e., rescue, first aid, casualty collection, evacuation).
- If the emergency scene is located within the Warwick or the Arkona Fire Areas of the Township, the Watford Fire Chief will report to the EOC and sit as a member

of the Control Group while the Warwick Fire Chief will assume fire command duty at the scene. If the emergency scene is located in the Watford Fire Area, the roles will be reversed).

Manager, Public Works

- Provide the MECG with information and advice on public works operations.
- Establish an ongoing communications link with the senior public works official at the emergency scene.
- Liaise with the public works representative from any neighbouring community(ies) to ensure a coordinated response.
- Obtain required resources from municipalities, private contractors, etc.
- Provide for the repair and maintenance of Township infrastructure.
- Liaise with public utilities to disconnect any services that represent a hazard and arrange for the provision of alternate services.
- Discontinue any Township public works services, if required, and restore such services when appropriate.
- Provide staff, vehicles and equipment as required by responding emergency services.
- Liaise with building officials regarding unsafe buildings and structures.
- Re-establish critical services as quickly as possible to facilitate recovery operations.

Responsibilities of EOC Staff

This section outlines specific responsibilities of individual EOC staff members. Personnel substituting for EOC staff members should have the training and authority to act and make decisions in the absence of the noted employee. Depending on the nature of the emergency, the following Township personnel may be required to attend the EOC in a decision-making, advisory, or support capacity to the Municipal Emergency Control Group.

Emergency Information Officer

- Provide the MECG with information and advice on matters relating to media communications.
- Develop media releases in consultation with members of the MECG, to be approved by the Mayor.
- Ensure that information released by the Township to the media and the public is timely and accurate.
- Ensure that an Emergency Information Centre is established, and assist with establishing an Onsite Emergency Information Centre, if requested.
- Disseminate media releases to the Emergency Information Centres and other key stakeholders handling inquiries from the media and the public.
- Monitor media reports and social media and ensure that erroneous information is corrected and reported to the MECG.

Community Emergency Management Coordinator

- Provide the MECG with information and advice on matters relating to the Township Emergency Response Plan and emergency management practices in general.
- Serve as the primary Township contact for Emergency Management Ontario and the PEOC.
- Activate and set up the EOC.
- Ensure that security and safety protocols are in place for the EOC.
- Ensure that a communication link is established between the MECG and the Incident Commander (IC).
- Supervise the Telecommunications Coordinator.
- Ensure that all members of the MECG have the necessary plans, resources, supplies, maps and equipment.
- Ensure that the Province is notified of any declaration and termination of emergency.
- Ensure that the operating cycle is met by the MECG and related documentation is maintained and kept for future reference.
- Manage the EOC records and logs for debriefings and post-emergency reporting.

Manager, Parks & Recreation

- Manage reception centres or emergency shelters, arranging for registration as well as for the nutritional, clothing, welfare, shelter and other essential needs of occupants.
- Executing any related service agreements with third party organizations for the operation of a reception centre or emergency shelter.
- Designation and arranging for the opening of additional reception centre or emergency shelter locations, as required.
- Establishing a communications link between the Township Emergency Operation Centre and the reception centre or emergency shelter.
- Liaising with the Medical Officer of Health and/or Lambton Public Health as needed on areas of mutual concern regarding operations at the reception centre/emergency shelter.
- Overseeing the recruitment, training, registration, and deployment of volunteers at the reception centre/emergency shelter.
- Maintaining a personal log of all actions taken.

Other Responsibilities

A key function of the EOC is information management. Personal logs, meeting notes and other forms of record keeping are crucial during an emergency response and recovery. Therefore, administrative and/or technical assistance might be required to support the Municipal Emergency Control Group in the EOC.

Scribes may be utilized to help ensure that accurate meeting minutes are taken and other records are kept organized.

Recordkeeping, communications and other EOC functions are highly dependent on computers and other digital assets. Therefore, during an emergency, information technology specialists may be required to be placed on “standby” to provide technical assistance within the EOC.

External Support & Advisors

In addition to support staff, the Municipal Emergency Control Group may require special advisors from first response agencies, local municipalities, provincial agencies, federal agencies and representatives from business, industry and non-government organizations.

Ontario Provincial Police - Lambton Detachment

- Provide the MECG with information and advice on law enforcement matters.
- Establish a site command post with communications to the EOC, as required.
- Establish an ongoing communications link with the senior police official at the scene of the emergency.
- Ensure the protection of life and property and the provision of law and order within the emergency area.
- Arrange for additional police assistance and liaise with other community, provincial and federal police agencies, if required.
- Provide assistance with media relations, if required.

County Fire Coordinator or Deputy

- Provide the MECG with information and advice on firefighting and rescue matters.
- Establish an ongoing communications link with the senior fire official at the scene of the emergency.
- Inform the Mutual Aid Fire Coordinators and/or initiating mutual aid arrangements for the provision of additional firefighters and equipment, if needed.
- Liaise with the municipal fire departments involved in the emergency response and arrange for provincial resources, if required.
- Provide assistance to other community departments and agencies and contribute to non-firefighting operations if necessary.

Lambton County Emergency Medical Services

- Provide the MECG with information and advice on matters relating to Emergency Medical Services.
- Coordinate with ambulance dispatch and the EMS Site Coordinator to provide for an emergency medical response at the emergency site and to provide for patient transport from the scene.
- Establish an ongoing communications link with senior EMS personnel on scene and other health care agencies to provide adequate resources and personnel to the emergency site as required.

Medical Officer of Health

- Provide the MECG with information and advice on matters relating to public health.

- Liaise with the Ontario Ministry of Health and Long-Term Care, local health care service providers and other public and private agencies, local municipalities and senior levels of government.
- Assess potential risks to public health and provide authoritative instructions to the public concerning health matters.
- Coordinate the response of Lambton Public Health to the emergency and allocate resources in consultation with senior Public Health personnel.
- Coordinate efforts to prevent and control the spread of disease during an emergency such as arranging mass immunizations when needed.
- Monitor and assess matters relating to public health at local emergency shelters and ensure potential concerns are addressed.

Township Solicitor (as required by Council)

- Provide advice to any member of the Municipal Emergency Control Group on matters of a legal nature as they may apply to the actions of the Township in its response to the emergency.

Telecommunications Coordinator

- Notify the Amateur Radio Emergency Services (ARES) group and report to the Township CEMC, as required.
- Establish back-up communications for the EOC and provide radio operators and technical support for the equipment.
- Relay messages to and from the EOC to other areas of operation such as emergency shelters.
- Obtain additional ARES resources as required during an emergency.

Other Agencies

In a major emergency, many agencies may be required to work together and with the Township. Such agencies might include Emergency Management Ontario, pipeline and utility companies, volunteer groups, conservation authorities and Provincial ministries. Representatives from these agencies could be asked to attend the Township EOC or participate in meetings of the CECG via videoconference, teleconference or through other remote options.

APPENDICES

Appendix #1 – Emergency Management in Ontario

Emergency Management in Ontario

"Emergency management" is defined as "organized activities undertaken to prevent, mitigate, prepare for, respond to and recover from actual or potential emergencies."

Five Components of Emergency Management:

Prevention refers to actions taken to stop an emergency or disaster from occurring. Such actions may include legislative controls, zoning restrictions, improved operating standards/procedures or critical infrastructure management.

Mitigation refers to actions taken reduce the adverse impacts of an emergency or disaster. Such actions may include diversion or containment measures to lessen the impacts of a flood or a spill.

Both Prevention and Mitigation measures can greatly lessen the need for response and recovery activities for certain emergencies. Prevention and Mitigation measures are broadly classified as either structural or non-structural, and include capital improvements, regulations, building codes and public education programs.

Preparedness refers to actions taken prior to an emergency or disaster to ensure an effective response. These actions include the formulation of emergency response plans, business continuity/continuity of operations plans, training, exercises, and public awareness and education.

Response refers to the provision of emergency services and public assistance or intervention during or immediately after an incident in order to protect people, property, the environment, the economy and/or services. This may include the provision of resources such as personnel, services and/or equipment.

Recovery refers to the process of restoring a stricken community to a pre-disaster level of functioning. This may include the provision of financial assistance, repairing buildings and/or restoration of the environment.

Appendix #2 – Community Risk Profile

Introduction

Provincial Regulation requires that every municipality establish and maintain a local Emergency Management Program, which includes developing a “Community Risk Profile”. Warwick’s Emergency Management Program Committee conducted a detailed “Hazard Identification / Risk Analysis” (HIRA) to create its Risk Profile.

Identifying the Risks

The HIRA process considers the likelihood of an incident occurring and the consequences if it occurs. If an incident occurs frequently, but has little consequences, that hazard would not likely receive a high rating. Conversely, if a particular incident has never occurred, or occurs very infrequently, it might not receive a high rating, even though it could have significant consequences (i.e., meteor strike).

An example of a hazard in Ontario with relatively high frequency and potentially significant consequences is tornadoes. Ontario experiences an average of 13 tornadoes each year. Some of those tornadoes have rated F-4 (under the previous rating system). Therefore, many Ontario communities have identified tornadoes as a hazard of significant risk.

Communities use their HIRA results to focus emergency planning efforts, such as developing hazard-specific response plans and public education programs.

Risk Profile

Below are the hazards listed in the Township's HIRA. These hazards are not necessarily listed in order of importance, likelihood or consequence.

- Tornadoes / Severe Summer Storms / Significant Rainfall Events
- Severe Winter Storms (i.e. Ice / Sleet Storms, Snow Storms, Blizzards).
- Energy Emergencies
- Transportation Incident
- Critical Infrastructure Failures
- Hazardous Materials Incident: Fixed Site or Transportation-related
- Human and Health Emergencies
- Pipeline Emergencies
- Agricultural and Food Emergencies

Emergency Management Public Education Program

The Township's Emergency Management Public Education Program is based on the developed Risk Profile. Information about local hazards and home preparedness are focused on those risks identified in the evaluation process.

Protection of Sensitive Information

The Emergency Management and Civil Protection Act specifically outlines provisions for the protection of information, which if disclosed, “could reasonably be expected to prejudice the defense of Canada or of any foreign state allied or associated with Canada or be injurious to the detection, prevention, or suppression of espionage, sabotage or terrorism” (Section 2.1(4)(b), Emergency Management and Civil Protection Act, as may be amended). These provisions are specifically aimed at protecting records related to municipal hazards and risk assessments and identified critical infrastructure.

All information collected or used to create a Community Risk Profile is protected under the provisions of the Emergency Management and Civil Protection Act, which subjects information requests to the Freedom of Information and Protection of Privacy Act and requires closed Council discussions as provided for under the Municipal Act.

Appendix #3 – Guidelines for the Declaration and Termination of an Emergency

Introduction

The attached "Checklist in Consideration of a Declaration of Emergency" is provided to municipalities by Emergency Management Ontario to offer general guidance to the Head of Council and the Emergency Control Group in making a decision whether or not to declare an emergency under the Emergency Management and Civil Protection Act. Every incident must be evaluated separately as there are no strict rules for when to declare an emergency, but there are situations when a declaration would not only be in the best interest of the community and the responders, but the municipality itself, from a liability standpoint. The headings and bullets under each can, at the very least, be used to facilitate discussion when considering declaring an emergency.

Declaration of Emergency

The Province must be advised of all declarations of emergency through the Provincial Emergency Operations Centre.

There are no repercussions for declaring an emergency when the Head of Council and Emergency Control Group are truly of the opinion that a declaration is the appropriate action. An emergency may even be declared to take actions in preparation for a forecasted event (i.e., flooding). If the event does not occur, the emergency can be quickly terminated. An emergency declaration is a significant action, but there should be no hesitation to declare, if the situation warrants.

Multi-municipal Emergencies

The County of Lambton has authority to declare an emergency when multiple local municipalities have been impacted by an incident or emergency, and the County is involved in coordinating the response. Municipalities within the impacted area may also declare emergencies in recognition of local response activities - the declaration of a County emergency does not supersede any local declarations. Municipalities retain authority to manage the local response to the incident.

Termination of Emergency

There are no set guidelines for terminating an emergency, but if the impacts of the emergency, and the reasons for the declaration have been resolved, there may be justification for terminating the emergency. There should be no pressure felt by the Head of Council and Emergency Control Group to terminate an emergency until they are satisfied it is appropriate to do so.

Recovery activities should be completed to the point of making the disaster scene safe, and ensuring that all municipal assets are operational, long-term accommodations arranged (i.e. emergency shelters closed) and all community volunteers have been discharged. Activities such as repairing or rebuilding damaged and destroyed buildings and structures, will be on-going, but the emergency response and recovery should be ended.

A declaration of emergency may give the municipality the authority to restore essential infrastructure to their pre-disaster condition without obtaining approvals under

applicable legislation. Therefore, the declaration should not be lifted until such works are substantially completed and operational.

In addition to the Head of Council, the Emergency Management and Civil Protection Act gives the Premier and the municipal council authority to terminate an emergency.

The Provincial Emergency Operations Centre must be notified that a declaration of emergency has been terminated, although it is likely that the PEOC will have been apprised of the local situation prior to the decision to terminate, either by the OFMEM Field Officer or through participation in teleconferences.

Checklist in consideration of a Declaration of Emergency

(Provided by the Office of the Fire Marshal and Emergency Management (OFMEM))

Note: All references in this document refer to the Emergency Management and Civil Protection Act, R.S.O. 1990, Chapter E.9, as amended 2006.

** 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.*

Under the Emergency Management and Civil Protection Act, only the head of council of a municipality (or their 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 the Province 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 the OFMEM.

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:

General and Government

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.

Does the situation pose a danger of major proportions to life or property?

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).

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.

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 council's 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.

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.

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 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

Might legal action be taken against municipal employees or councillors 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..."

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

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 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."

- 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."

- 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.

- 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 Emergency Control Group, can greatly facilitate multi-agency and multi-government response.

- 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 assistance.

- 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.

- 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 has 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.

- 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 councillors and employees with certain protections against personal liability.

- 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

- 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 law.

- Is an event likely to have a long term negative impact on a community's 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.

- 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..."

Appendix #4 – Provincial Emergency Response Resources

Introduction

The Government of Ontario, through a variety of partnerships and agreements, maintains a significant response capacity in support of the province's communities. The province can also access Federal resources such as military personnel and equipment on behalf of municipalities.

Communities requiring assistance can contact the Provincial Emergency Operations Centre (PEOC) at any time for advice related to managing emergencies and to request the resources listed below.

Emergency Medical Assistance Team (EMAT)

The Emergency Medical Assistance Team (EMAT) was established to help safeguard the healthcare system from health emergencies, mass casualties and infectious diseases outbreaks.

The EMAT is a 56-bed mobile field unit that can be deployed by the Ministry of Health and Long-Term Care to any place in Ontario with road access and a large building to house the unit (i.e., arena).

Deployment is based on an established set of criteria, including when a local health facility (such as a hospital) does not have the capacity to respond to a health emergency.

The EMAT is the first mobile medical field unit of its kind in Canada.

Chemical / Biological / Radiological / Nuclear / Explosive (CBRNE) & Heavy Urban Search and Rescue (HUSAR) Teams

On behalf of the Province, the Office of the Fire Marshal and Emergency Management oversees, administers and supports Memorandums of Understanding (MOUs) with nine municipal fire services. These MOUs enable trained responders to be deployed throughout Ontario. When an emergency is being declared or contemplated, these teams can support local responders dealing with large-scale natural or human-caused emergencies that exceed local response capabilities.

- Three specialized expert (technician) Level 3 Chemical / Biological / Radiological / Nuclear / Explosive (CBRNE) Response Teams (located in Toronto, Windsor and Ottawa)
- Six operational support Level 2 teams (located in Peterborough, Cornwall, Sault Ste. Marie, Thunder Bay, North Bay, and Cambridge/Waterloo/Kitchener)
- One heavy urban search and rescue (HUSAR) team based in Toronto to respond anywhere in Ontario.

The Provincial HUSAR and CBRNE teams work and train collaboratively with the OPP's Emergency Response Team (ERT).

The OPP maintains its own USAR (Urban Search and Rescue) CBRNE (Chemical, Biological, Radiological and Nuclear) Response Team or UCRT. As name suggests, this Team also responds to incidents involving Chemical, Biological, Radiological and Nuclear, and Urban Search and Rescue.

In conjunction with their specialized functions, UCRT members can provide assistance to the OPP's Emergency Response Teams.

UCRT maintains a working partnership/relationship with municipal, provincial and federal responders to ensure a seamless response to incidents.

Requesting Provincial Resources

Fire Coordinators for counties/regions/districts may request access to support from the Provincial CBRNE and HUSAR teams by contacting the Provincial Emergency Operations Centre.

OPP resources would typically be requested by the local Detachment Commander.

Appendix #5 – Incident Command

Introduction

The Warwick Township Emergency Response Plan makes reference to "Incident Command" and an "Incident Commander". This Appendix provides some basic information about the concept of incident management and the role of the Incident Commander.

The Incident Management System

The Incident Management System (IMS) is a standardized approach to emergency management encompassing personnel, facilities, equipment, procedures, and communications operating within a common organizational structure. IMS is predicated on the understanding that in any and every incident, there are certain management functions that must be carried out regardless of the number of persons who are available or involved in the emergency response.

Although IMS is often employed daily by emergency response agencies, it is not yet commonly used in the Emergency Operations Centre. However, there are elements of IMS (i.e., emergency information, finance, planning) found in the EOC. Therefore, Emergency Control Group members should be aware of the principals of the Incident Management System.

Incident Command

There is only one Incident Command entity, per incident, although Command may either be "Single" or "Unified".

Under a "Single Command" model, the Incident Commander is the individual appointed to coordinate operations and oversee the response to an emergency. The initial Incident Commander is usually the ranking Police or Fire Official at the scene, and personnel from these agencies are also the most likely to hold this position over the course of the response. As the emergency evolves and changes however, the Incident Commander may change, depending on which agency has the lead role in the response. The Incident Commander has one of the most significant roles in the overall emergency response.

Unified Command is a command model of IMS that may be used on occasions when incident decision-making is complex, and interdependent, and a single incident command cannot be established. Organizations work together through their designated members of the Unified Command team, to establish a common set of objectives and strategies and a single Incident Action Plan.

Other organizations in support of incident response will have their own internal Command. However, such Command will be in support of Incident Command.

Relationship Between the Incident Commander and Municipal Emergency Control Group

In order to perform their role effectively, the Incident Commander must be neutral - listening to and representing each agency at the scene equally. The Incident Commander is the "eyes and ears" for the Emergency Control Group, and the primary contact at the emergency scene. Theoretically, the only information that comes from the site to the EOC should be communicated by the Incident Commander, possibly through their Liaison Officer.

The Incident Commander and the MCEG must always be working towards a common goal, which is doing everything in their power to mitigate the effects of the emergency. Therefore, exchange of information between the EOC and the scene and situational awareness of each group's activities is essential.

Duties of the Incident Commander

The following are among the duties that the Incident Commander may be required to perform:

- Establish an Incident Command Post as soon as possible from which all updates and public information will be disseminated from the emergency site.
- Maintain a thorough knowledge of all available resources at the scene.
- Ensure that the needs of those involved in the emergency response at the site are provided for such as meals, fuel, special equipment, etc.
- Ensure good communication among those on the site and also between the site and external links such as the Emergency Operations Centre.
- Ensure that an Incident Action Plan is developed and approved for each stage of the operation.
- Be aware of the legal authority of the various authorities to undertake actions and avoid jurisdictional disputes.
- Promote cooperation and coordination among all responding agencies.

Appendix #6 – Recovery Guidelines

Introduction

The guidelines set out responsibilities and activities that may be required to bring the impacted communities back to their pre-emergency state.

Recovery activities will primarily be coordinated at the local level and these guidelines may be used to coordinate those activities. The Township may be requested to participate or provide staff to assist. In a large-scale emergency, the County may be requested by senior government to coordinate elements of the recovery, such as applying for financial assistance.

These guidelines may be utilized in whole or in part, depending on the scale of the incident. Recovery activities will normally begin once the immediate response to the emergency is completed. The recovery phase of an emergency is often the longest phase, and could last weeks, months or even years.

The following Committees may be established:

- Recovery Committee
- Human Needs Sub-Committee
- Infrastructure Sub-Committee
- Finance Sub-Committee

Recovery Committee

In the preliminary stages, the Municipal Emergency Control Group may function as the Recovery Committee. Later (after the emergency has been terminated for example), the following will form the Recovery Committee:

- Head of Council
- CAO
- Emergency Management Coordinator
- Incident Commander
- Insurance adjusters
- Chairs of the Human Needs, Infrastructure and Finance Sub-committees

Representatives from other municipal and County departments, the Province of Ontario and other agencies may be added to the Committee as appropriate.

The Recovery Committee will:

1. Ensure the public and elected officials of the community are informed of the status and activities of the recovery process.
2. Ensure that elected officials from neighbouring communities are kept abreast of recovery which may have an impact on those communities, or whose resources may be required.
3. Receive information from, and provide direction to, the Recovery Sub-committees to ensure that necessary services are provided and are being coordinated.
4. Request funding from senior levels of government.
5. Provide recommendations to Council concerning expenditure of funds, new by-laws or changes to existing by-laws and such other matters that may require Council approval.

6. Ensure continuity of mandated services to those residents not affected by the emergency.
7. Decide on the termination of recovery activities and the wind-up of Recovery Committees.
8. Prepare final report on the recovery phase of the emergency for submission to Council.

Human Needs Sub-Committee

The following positions may be included on the Human Needs Sub-Committee:

- CAO
- Lambton Public Health representative
- Emergency Shelter Coordinator representative
- Lambton Social Services representative
- Incident Commander

Representatives of other municipal and County departments, the Province of Ontario and other agencies may be added to the Committee as appropriate.

The Human Needs Sub-Committee will:

1. Ensure the continued operation of the evacuation centre(s), including the provision of housing, food, clothing, and personal services (i.e., family reunification).
2. Assist displaced citizens in locating long-term housing and reconnecting utilities.
3. Coordinate storage and distribution of donated materials.
4. Ensure that the needs of "special populations" (i.e., children, elderly, handicapped) are met.
5. Ensure health standards are maintained throughout the community.
6. Provide counselling services as required.
7. Work with affected business / industry to ensure that employment opportunities are restored at the earliest opportunity.
8. Assist affected residents to replace documents that may have been lost in the emergency.
9. Arrange financial assistance to those in need.
10. Ensure that provision is made for the care of pets.
11. Arrange for secure storage of residents' property that has been recovered and cannot immediately be reclaimed.
12. Provide information on sources of assistance for residents whose employment has been affected, or who have been injured and cannot return to their former employment.
13. Coordinate their activities with those of other sub-committees, and report regularly to the Recovery Committee.
14. Ensure that detailed financial records relating to the sub-committee's activities are maintained.
15. Prepare a final report on the sub-committee's activities, together with recommendations for amendments to this Recovery Plan.

Infrastructure Sub-Committee

The following positions may be included on the Infrastructure Sub-Committee, and will meet at the direction of the Chair as required:

- Public Works Manager
- Lambton Public Health representative

- Chief Building Official
- Emergency Management Coordinator
- Incident Commander

Representatives of other municipal or County departments, the Province of Ontario and other agencies may be added to the Committee as appropriate.

The Infrastructure Sub-Committee will:

1. Determine, based on engineering advice, the extent of the damage to homes, municipal and commercial buildings, together with damage to roads, bridges and utilities.
2. Ensure that access to unsafe areas or structures is restricted (in conjunction with the OPP).
3. Maintain liaison with insurance adjusters concerning damaged structures, both private and municipal.
4. Expedite demolition permits as required.
5. Ensure that, when safe to do so, residents are given an opportunity to secure and/or remove personal property from damaged locations.
6. Ensure traffic controls (i.e., signage, lights) are restored.
7. Expedite procedures to establish new housing or rebuild / repair damaged housing or other structures.
8. Ensure appropriate removal of debris (including hazardous and / or organic materials), and arranging for sorting and recycling of as much debris as possible.
9. Ensure that sanitation (drinking water, garbage, vermin control) measures are taken.
10. Recommend, if appropriate, the waiving of tipping fees at waste disposal sites.
11. Ensure the safety of workers in the damaged area, including volunteers.
12. Continue to work with utilities (hydro, gas, phone) to permanently restore services.
13. Coordinate use of volunteer labour to assist residents with clean-up on private property.
14. Coordinate their activities with those of other sub-committees and report regularly to the Recovery Committee.
15. Ensure that detailed financial records relating to the sub-committee's activities are maintained.
16. Prepare a final report on the sub-committee's activities.

Financial Sub-Committee

The following positions may be represented on the Financial Sub-Committee:

- Treasurer/Deputy-Administrator
- Township Solicitor
- Member of Council
- Social Services Representative
- Incident Commander

Representatives of other municipal and County departments, the Province of Ontario and other agencies may be added to the Committee as appropriate.

The Financial Sub-Committee will:

1. Maintain accurate records of all emergency-related expenses.

2. Formulate recommendations and provide direction to Council regarding the Ministry of Municipal Affairs and Housing's "Municipal Disaster Recovery Assistance Program" and take the lead on overseeing the application.
3. In the event of a human-caused emergency, prepare and submit a claim against the party at fault.
4. Prepare claims for Provincial and/or Federal funding.
5. Analyse the impact of the emergency on the municipality's (or County's) budget.
6. Prepare insurance claims on behalf of the municipality.
7. Coordinate their activities with those of other sub-committees, and report regularly to the Recovery Committee.
8. Prepare a final report on the sub-committee's activities.

Public Information

It is vital that accurate and up-to-date information be provided regularly to residents throughout the recovery phase. During recovery, it is the responsibility of each committee chair to ensure that information flows between the Recovery Committee and its sub-committees to the public.

Disaster Recovery Assistance Programs

The Province of Ontario implemented two financial assistance programs in 2016 to replace the previous Ontario Disaster Relief Assistance Program (ODRAP). Now, the process for obtaining financial relief is separated into two distinct programs - one for private assistance, and the other for municipal assistance.

Disaster Recovery Assistance for Ontarians

Disaster Recovery Assistance for Ontarians is designed to help individuals, small owner-operated businesses, farmers and not-for-profit organizations cover the costs of cleaning, repairing and replacing essential property, not covered by insurance.

The Ontario Minister of Municipal Affairs and Housing may activate the program in the event of a natural disaster that causes costly and widespread damage to eligible private property. Examples of natural disasters for which the program may be activated are floods, tornadoes, landslides and earthquakes. The program does not apply to non-natural disasters such as human-caused events, or to events that occur over an extended period of time, such as droughts.

Homeowners and residential tenants, small business owners, farmers, and not-for-profit organizations can apply for assistance under the program if they are located in the defined geographical area for which the program has been activated.

Financial assistance under the program is subject to caps and deductibles.

Municipal Disaster Recovery Assistance

The Municipal Disaster Recovery Assistance program helps municipalities that have incurred extraordinary costs relating to a natural disaster.

Eligible expenses may include capital costs to repair public infrastructure or property to pre-disaster condition, and operating costs over and above regular budgets that are necessary to protect public health, safety or access to essential services.

Costs are not eligible if they are covered by insurance or if they would have been incurred anyway had the natural disaster not occurred (i.e. road maintenance operations).

The Minister of Municipal Affairs and Housing makes the decision to activate the program based on evidence that the event meets the eligibility criteria for Municipal Disaster Recovery Assistance. The Minister considers both the cause and extent of damage, along with the initial claim and supporting documentation provided by the municipality.

If the program is activated, the province and municipality enter into a grant agreement. All payments under the grant agreement are based on eligible costs actually incurred by the municipality as a result of the natural disaster.

In order to be eligible for the program, a municipality must have:

- Experienced a sudden, unexpected and extraordinary natural disaster.
- Incurred costs over and above regular budgets that can be demonstrably linked to the disaster. These costs must equal at least three per cent of the municipality's Own Purpose Taxation levy.
- Passed a resolution of council and submitted an initial Municipal Disaster Recovery Assistance claim (with supporting documentation) within 120 calendar days of the date of the onset of the disaster.

Donations Management and Fundraising

It is expected that local communities would manage fund-raising campaigns either directly or in conjunction with local service clubs, businesses or financial institutions, or by appointing a recognized non-governmental organization. Many residents donating supplies or money wish to ensure that donations raised locally are distributed locally.

In a large-scale disaster however, where there is regional, or even national and international interest in donating to disaster relief, it may be necessary to coordinate such activities with a provincially or nationally organized body that is well-positioned to manage the collection of financial contributions through website campaigns, donation boxes, etc.

Financial donations are often requested over material donations, unless specific items are needed or are in short supply. One of the greatest challenges related to donations management is dealing with un-wanted or un-needed supplies and perishable goods. Disposal or storage of these materials can become a significant burden to the municipality at a time when it is also managing the disaster response and recovery. Therefore, financial contributions are often requested so that the type and quantity of required items can be purchased.

In addition to engaging local media, government websites, social media, etc., 211 Ontario would be utilized early-on following a disaster to help manage calls about public donations. 211 can advise callers where to donate and what specific items are needed by residents in the affected area.

Appendix #7 – Public Alerting

Effective public alerting poses a significant challenge for many communities. Large, sparsely populated communities cannot feasibly be served by traditional siren systems. Siren systems are highly effective in alerting people who are outside in close proximity to a siren, but siren systems do not convey information or instructions.

My Community Notification Network (MyCNN) is a local alerting system that contacts residents using multiple communications methods such as telephone, cell phone, email and text messaging. MyCNN subscribers can specify how they wish to be notified in their account, whereas non-subscribers may receive a land-line telephone alert, if their number is listed in a public telephone directory. Residents who have not subscribed or are not publicly listed will not receive MyCNN alerts.

MyCNN will typically be used to alert residents of the following incidents:

- Tornado Warnings issued by Environment & Climate Change Canada
- Drinking Water Advisories
- Shelter-in-place Advisories
- Evacuation Advisories
- Missing child

Subscribers to MyCNN also have the option to receive alerts for non-emergency notifications about events that affect their neighbourhood, their home, workplace, school and more. Subscribers manage their own accounts and can deactivate their subscription at any time.

The local CAER organization funded the purchase of the service developed by Everbridge Inc. and has made the system available to all Lambton County municipalities to use for their local public alerting.

In order to receive MyCNN notifications, residents are encouraged to visit the CAER website (www.LambtonBASES.ca) and create a personal account.

Provincial Notification System

Depending on the nature of the emergency, local officials may also request activation of the provincial emergency notification system. Ontario's system utilizes social media and email to send alerts to followers and subscribers, but also integrates with the national notification system "[Alert Ready](#)". Alert Ready can broadcast alerts over local radio and television stations, and send text alerts to compatible, personal wireless devices within a designated alert area.

Appendix #8 – Managing Public Inquiries During Emergencies

Background

Unless a municipality has an equipped call centre staffed by trained personnel, it can be a significant technical and financial challenge to arrange for dedicated telephone lines to receive calls from the public looking for information during a crisis or emergency.

Although arrangements can be made with some Telco providers to establish "hotlines" following an emergency, it can be difficult publicizing that unfamiliar telephone number to the public. Recognizing these challenges, a local partnership was developed with 211 Ontario.

211 Ontario is a telephone and web service that provides information to the public about community and social services in Ontario. The service operates 24 hours a day, every day of the year. Service is available in 175 languages and has been available to Lambton County residents since 2011. In 2012, the seven regional centres across the Province handled approximately 600,000 calls.

In addition to providing assistance to callers looking for information about community and social services, 211 Call Centres have also served as public information centres during emergencies. The ability of 211 to effectively handle questions and assist the public during emergencies has been proven during several major events such as H1N1, the Goderich tornado in 2011 and the Thunder Bay flooding in 2012.

Information During Emergencies

In most instances, the primary source of immediate information to the public will be local radio broadcasts, and increasingly, government web/social media sites and commercial media websites. During large-scale emergencies however, 211 can provide another source of information for residents directly impacted by an emergency and who require information.

211 will provide residents with accurate information and instructions from municipal and emergency officials. Consequently, it is strongly hoped that the public will be less inclined to call 911 for information. 911 is to be used to report emergencies or to request assistance from police, fire or medical services - not to obtain information.

Calling 211

211 is not a public notification system - it is a public inquiry service that can provide authorized information from the affected municipality, or from the County during an emergency.

211 is not a news information line. The service is provided for those who have been directly impacted by a major disaster and who need information about assistance that might be available to them (such as local relief services, the location of the nearest emergency shelters or water distribution centres, etc.).

If 211 is activated during an emergency by a local municipality or the County, residents will be advised through local media and other sources that calling 211 is an additional means available to them to obtain official information and instructions.

When Might 211 be Activated?

- Following a large-scale disaster that requires a community response (i.e. the Highway 402 Snowstorm Emergency, 2011 Central Lambton County tornado, Superstorm Sandy power outages).
- During a large-scale evacuation following a disaster.
- When emergency shelters are opened for residents.
- Following a tornado causing major damage to communities and infrastructure.
- During a drinking water emergency.
- During a widespread power outage in extremely hot or cold temperatures, when emergency shelters, or warming or cooling centres are opened to the public.
- Following an incident or emergency when volunteers or donations are needed.

Promotion of 211

In order to make the public aware that 211 is the number to call for information during emergencies, the Township of Warwick will promote the service as part of its on-going emergency management public education program.