



Bylaw #98-2005 as amended

City of Windsor

EMERGENCY RESPONSE PLAN

NOVEMBER 6, 2007

City of Windsor
EMERGENCY RESPONSE PLAN

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CITY OF WINDSOR EMERGENCY RESPONSE PLAN

PART A: INTRODUCTION

Emergencies are defined 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. They affect public safety, meaning the health, welfare and property, as well as the environment and economic health of the City of Windsor. The population of the City of Windsor is approx. 209,000 residents.

In order to protect residents, businesses and visitors, the City of Windsor requires a coordinated emergency response by a number of agencies under the direction of the Community Control Group. These are distinct arrangement and procedures from the normal, day-to-day operations carried out by emergency services.

The City of Windsor Emergency Management Program Committee developed this emergency response plan. Every official, municipal department and agency must be prepared to carry out assigned responsibilities in an emergency. The response plan has been prepared to provide key officials, agencies and departments of the City of Windsor important emergency response information related to:

- Arrangements, services and equipment; and
- Roles and responsibilities during an emergency.

In addition, it is important that residents, businesses and interested visitors be aware of its provisions. Copies of the City of Windsor Emergency Response Plan may be viewed at:

- City Hall;
- Fire Headquarters;
- City Libraries;
- The City of Windsor Website

For more information, please contact:

Community Emergency Management Coordinator
Fire Chief Dave Fields
City of Windsor
(519) 253-6573

PART B: AIM

The aim of this plan is to make provision for the extraordinary arrangements and measures that may have to be taken to protect the health, safety, welfare, environment and economic health of the residents, businesses and visitors of the City of Windsor when faced with an emergency.

It enables a centralized controlled and coordinated response to emergencies in the City of Windsor, and meets the legislated requirements of the *Emergency Management and Civil Protection Act*.

For further details, please contact the Community Emergency Management Coordinator (CEMC).

PART C: AUTHORITY

The *Emergency Management and Civil Protection Act* R.S.O. 1990, CHAPTER E.9 is the legal authority for this emergency response plan in Ontario.

The *Emergency Management and Civil Protection Act* states that:

“Every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan.” [Section 3 (1)]

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

As enabled by the *Emergency Management and Civil Protection Act*, this emergency response plan and its' elements have been:

- Issued under the authority of City of Windsor *By-law* #98-2005 as amended and
- Filed with Emergency Management Ontario, Ministry of Community Safety and Correctional Services.

a) Definition of an Emergency

The *Emergency Management and Civil Protection Act* defines an emergency 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.”

The Emergency Operations Centre (EOC) can be activated for any emergency for the purposes of managing an emergency, maintaining services to the community and supporting the emergency site.

b) Action Prior to Declaration

When an emergency exists but has not yet been declared to exist, employees of the City, it's Boards and Commissions may take such action(s) under this emergency response plan as may be required to protect property and the health, safety and welfare of the City of Windsor.

PART D: EMERGENCY NOTIFICATION PROCEDURES

The executive authority for the management and mitigation of a potential or declared emergency lies with the Community Control Group (CCG) as defined in this Emergency Response Plan and lead by the Mayor or designate.

Upon receipt of a warning of a real or potential emergency, the responding department will immediately contact the City of Windsor Fire Dispatch Centre, to request that the notification system be activated.

Upon receipt of the warning, the City of Windsor Fire Dispatch will notify the Fire Chief, or Deputy Fire Chief.

The above personnel will make the determination to consult with the C.A.O., and to activate the system. The Fire Chief or designate will notify Fire Department Dispatch to start the notification procedure as listed below

Upon being notified, it is the responsibility of all CCG officials to notify their support staff and volunteer organizations.

Where a threat of an impending emergency exists, the CCG will be notified and placed on standby.

a) Requests for Assistance

Assistance may be requested from the County of Essex at any time by contacting the County Warden, or neighboring Municipality, and contacting the Mayor of the said

Municipality. The request shall not be deemed to be a request that the County or Municipality assume authority and control of the emergency.

Assistance may also be requested from the Province of Ontario at any time without any loss of control or authority. Requests for provincial assistance should be made through Emergency Management Ontario.

The Emergency notification contact list, including contact numbers for requesting assistance, is attached as **Annex A**.

b) A Declared Community Emergency

The Mayor or Acting Mayor of the City of Windsor as the Head of Council is responsible for declaring an emergency. This decision is usually made in consultation with other members of the CCG.

Upon declaring an emergency, the Mayor will notify:

- Emergency Management Ontario, Ministry of Community Safety and Correctional Services;
- City Council;
- County Warden, as appropriate;
- Public;
- Neighbouring community officials, as required;
- Local Member of the Provincial Parliament (MPP);
- Local Member of Parliament (MP).

A community emergency may be terminated at any time by:

- Mayor or Acting Mayor; or
- City Council; or
- Premier of Ontario.

When terminating an emergency, the Mayor will notify:

- Emergency Management Ontario, Ministry of Community Safety and Correctional Services;
- City Council;
- County Warden, as appropriate;
- Public;
- Neighboring community officials, as required;
- Local Member of the Provincial Parliament (MPP);
- Local Member of Parliament (MP).

PART E: COMMUNITY CONTROL GROUP

a) Emergency Operations Centre (EOC)

The CCG will report to the Municipal Emergency Operations Centre located at 65 Elliot St East. In the event this operation centre cannot be used, then the alternate location will be the Police Station, 2696 Jefferson Blvd. In the event of an incident requiring an out-of-City alternate EOC this will be at the County of Essex Civic Centre, 360 Fairview Rd in the Town of Essex.

b) Community Control Group (CCG)

The emergency response will be directed and controlled by the Community Control Group (CCG) - a group of officials who are responsible for coordinating the provision of the essential services necessary to minimize the effects of an emergency on the community.

The CCG consists of the following officials:

- Mayor of the City of Windsor, or alternate;
- Chief Administrative Officer, or alternate;
- Chief of Police, or alternate;
- Fire Chief, or alternate;
- Public Works Representative, or alternate;
- Medical Officer of Health, or alternate;
- Social Services Representative, or alternate;
- Emergency Medical Services (EMS), or alternate;
- Community Emergency Management Coordinator, or alternate;
- Local electrical/water utility representative, or alternate, if required;
- General Manager Community and Protective Services, or alternate;
- Corporate Radio and Telecommunications Coordinator.

Additional personnel called or added to the CCG may include:

- Emergency Management Ontario Representative;
- Ontario Provincial Police Representative;
- Liaison staff from provincial ministries;
- Any other officials, experts or representatives from the public or private sector as deemed necessary by the CCG.

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

c) *Operating Cycle*

Members of the CCG will gather at regular intervals during the emergency to inform each other of actions taken and problems encountered. The Community Emergency Management Coordinator (CEMC) will establish the frequency of meetings and agenda items. Meetings will be kept as brief as possible and may be by electronic conferencing when appropriate and available thus allowing members to carry out their individual responsibilities. The CEMC Assistant will maintain status board and maps which will be prominently displayed and kept up to date.

d) *Community Control Group Responsibilities*

The members of the Community Control Group (CCG) are likely to be responsible for the following actions or decisions:

- Calling out and mobilizing their emergency service, agency and equipment;
- Coordinating and directing their service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
- Determining if the location and composition of the CCG are appropriate;
- Advising the Mayor as to whether the declaration of an emergency is recommended;
- Advising the Mayor on the need to designate all or part of the city as an emergency area;
- Ensuring that an Emergency Site Manager (ESM) is appointed;
- Ensuring support to the ESM by offering Corporate Radio System and other electronic and non-electronic equipment, staff and resources, as required;
- Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger;
- Discontinuing utilities or services provided by public or private concerns, i.e. hydro, water, gas, closing down a shopping plaza/mall;
- Arranging for services and equipment from local agencies not under community control i.e. private contractors, industry, volunteer agencies, service clubs;
- Notifying, requesting assistance from and/or liaison with various levels of government and any public or private agencies not under community control, as considered necessary;
- Determining if additional volunteers are required and if appeals for volunteers are warranted;
- Determining if additional transport is required for evacuation or transport of persons and/or supplies;
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Coordinator and Citizen Inquiry Supervisor, for dissemination to the media and public;
- Determining the need to establish advisory groups and/or sub-committees/working groups for any aspect of the emergency including recovery;
- Authorizing expenditure of money required dealing with the emergency;
- Notifying the service, agency or group under their direction, of the termination of the emergency;

- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participating in the debriefing following the emergency.

PART F: EMERGENCY RESPONSE SYSTEM

a) The individual responsibilities of the Community Control Group:

1. Mayor or Acting Mayor

The Mayor or Acting Mayor is responsible for:

- Providing overall leadership in responding to an emergency;
- Declaring an emergency within the designated area;
- Declaring that the emergency has terminated (Note: Council may also terminate the emergency);
- Notifying the Emergency Management Ontario, Ministry of Community Safety and Correctional Services of the declaration of the emergency, and termination of the emergency;
- Ensuring the members of council are advised of the declaration and termination of an emergency, and are kept informed of the emergency situation.
- Notifying the local Member of the Provincial Parliament and Local Member of Parliament.

2. Chief Administrative Officer or Alternate

The Chief Administrative Officer for the City of Windsor is responsible for:

- Advising the Mayor on policies and procedures, as appropriate;
- Approving, in conjunction with the Mayor, major announcements and media releases prepared by the Emergency Information Coordinator and 311 briefing notes made by the Citizen Inquiry Coordinator, in consultation with the CCG;
- Ensuring that a redundant and secure, voice and data wireless or fibre optic communication link is established between the CCG and the Executive Director of Information Technology.
- Calling out additional city staff to provide assistance, as required.
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participating in the debriefing following the emergency.

3. Police Chief or Alternate

The Police Chief is responsible for:

- Activating the emergency notification system through Windsor Fire Dispatch Centre and ensuring all members of the CCG are notified;
- Ensuring the protection of life and property and the provision of law and order;
- Notifying necessary emergency and community services, as required;
- Establishing a site command post with redundant and secure, voice and data wireless or fibre optic communications to the EOC;
- Depending on the nature of the emergency, assign the Site Manager and inform the CCG;
- Establishing an ongoing redundant and secure, voice and data wireless communications link with the senior police official at the scene of the emergency;
- Establishing the inner perimeter within the emergency area;
- Establishing the outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to all but essential emergency personnel;
- Providing traffic control staff to facilitate the movement of emergency vehicles;
- Alerting persons endangered by the emergency and coordinating evacuation procedures;
- Opening of evacuation centres in collaboration with the Social Services Representative;
- Ensuring liaison with the Social Services Officer regarding the establishment and operation of evacuation and reception centres;
- Providing police service in EOC, evacuation centres, morgues, and other facilities, as required;
- Notifying the coroner of fatalities;
- Ensuring liaison with other community, provincial and federal police agencies, as required;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participating in the debriefing following the emergency.

4. Fire Chief or Alternate

The Fire Chief is responsible for:

- Activating the emergency notification system through the Windsor Fire & Rescue Services Dispatch Service;
- Providing the CCG with information and advice on firefighting and rescue matters;
- Establishing a site command post with redundant and secure, voice and data wireless communications to the EOC;
- Depending on the nature of the emergency, assigning the Site Manager and informing the CCG;

- Establishing an ongoing communications link with the senior fire official at the scene of the emergency;
- Informing the Mutual Aid Fire Coordinator and/or initiating mutual aid arrangements for the provision of additional firefighters and equipment, if needed;
- Determining if additional or special equipment is needed and recommending possible sources of supply, e.g., breathing apparatus, protective clothing;
- Providing assistance to other community departments and agencies and being prepared to take charge of or contribute to non-fire fighting operations if necessary, e.g., rescue, first aid, casualty collection, evacuation;
- Providing an Emergency Site Manager, if required.
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participating in the debriefing following the emergency.

5. General Manager of Public Works or Alternate

The Public Works Representative is responsible for:

- Providing the CCG with information and advice on engineering and public works matters;
- Depending on the nature of the emergency, assigning the Site Manager and informing the CCG;
- Establishing an ongoing redundant and secure, voice wireless communications link with the senior public works official at the scene of the emergency;
- Ensuring liaison with the public works representative from the neighbouring community(s) to ensure a coordinated response;
- Ensuring that traffic emergency routes and signalization is maintained in consultation with Police, Fire, and EMS
- Ensuring provision of engineering assistance;
- Ensuring construction, maintenance and repair of city roads;
- Ensuring the maintenance of sanitary sewage
- Providing equipment for emergency pumping operations.
- Discontinuing any public works service to any resident, as required, and restoring these services when appropriate;
- Ensuring liaison with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions;
- Providing public works vehicles and equipment as required by any other emergency services;
- Ensuring liaison with the conservation authority regarding flood control, conservation and environmental matters and being prepared to take preventative action.
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participating in the debriefing following the emergency.

6. Medical Officer of Health or Alternate

The Medical Officer of Health is responsible for:

- Activating the emergency notification system through the Windsor Fire & Rescue Services Dispatch Service;
- Acting as a coordinating link for all emergency health services at the CCG;
- Ensuring liaison with the Ontario Ministry of Health and Long Term Care, Public Health Branch;
- Ensuring liaison with area hospital administrators if required;
- Depending on the nature of the emergency, assigning the Site Manager and informing the CCG;
- Establishing an ongoing redundant and secure, voice wireless communications link with the senior health official at the scene of the emergency;
- Ensuring liaison with the ambulance service representatives;
- Providing advice on any matters, which may adversely affect public health;
- Providing authoritative instructions on health and safety matters to the public through the Emergency Information Coordinator;
- Coordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health and Long Term Care policies;
- Ensuring coordination of care of bed-ridden citizens and invalids at home and in evacuation centres during an emergency;
- Ensuring liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources;
- Ensuring coordination of all efforts to prevent and control the spread of disease during an emergency;
- Notifying the Water Division Representative regarding the need for potable water supplies and sanitation facilities;
- Ensuring liaison with Social Services Representative on areas of mutual concern regarding health services in evacuation centres.
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participating in the debriefing following the emergency.

7. General Manager of Social Services or Alternate

The Senior Social Services Representative is responsible for:

- Ensuring the well-being of residents who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration and inquiries and personal services;
- Supervising the opening and operation of temporary and/or long-term evacuation centres, and ensuring they are adequately staffed;

- Ensuring liaison with the police chief with respect to the pre-designation of evacuation centres which can be opened on short notice;
- Establishing an ongoing redundant and secure, voice wireless communications link with the official at the scene of the emergency;
- Liaison with the Medical Officer of Health on areas of mutual concern regarding operations in evacuation centres;
- Ensuring that a representative of the Public Board of Education and/or Separate School Board is/are notified when facilities are required as evacuation reception centres, and that staff and volunteers utilizing the school facilities take direction from the Board representative(s) with respect to their maintenance, use and operation;
- Coordinate efforts with Salvation Army, Red Cross, or any other partnered group that may assist in providing a service to meet their objectives.
- Ensuring liaison with Homes for the Aged and Nursing Homes as required;
- Making arrangements for meals for the staff/volunteers at the evacuation centres as required
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participating in the debriefing following the emergency.

8. Emergency Medical Services (EMS) Representative or Alternate

The Emergency Medical Services Representative is responsible for:

- Ensuring emergency medical services at the emergency site;
- Depending on the nature of the emergency, assigning the Site Manager and informing the CCG;
- Establishing an ongoing redundant and secure, voice wireless communications link with the senior EMS official at the scene of the emergency;
- Obtaining EMS from other municipalities for support, if required;
- Ensuring triage at the site;
- Advising the CCG if other means of transportation is required for large scale response;
- Liaising with the Ministry of Health and Long Term Care Central Ambulance Communications Centre to ensure balanced emergency coverage is available at all times throughout the community;
- Ensuring liaison with the receiving hospitals;
- Ensuring liaison with the Medical Officer of Health, as required;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participating in the debriefing following the emergency.

9. Community Emergency Management Coordinator or Alternate

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

- Activating the emergency notification system through the Windsor Fire & Rescue Services Dispatch Service;
- Activating and arranging the Municipal Emergency Operations Centre;
- Ensuring that security is in place for the EOC and registration of CCG members;
- Ensuring that all members of the CCG have necessary plans, resources, supplies, maps, radios and equipment;
- Providing advice and clarifications about the implementation details of the Emergency Response Plan;
- Supervising the Corporate Radio and Telecommunications Coordinator;
- Ensuring liaison with community support agencies
- Ensuring that the operating cycle is met by the CCG and related documentation is maintained and kept for future reference;
- Addressing any action items that may result from the activation of the Emergency Response Plan and keeping CCG informed of implementation needs;
- Maintaining the records and logs for the purpose of debriefings and post-emergency reporting that will be prepared.
- Providing the CCG with the appropriate clerical staff.

10. Utility Representative – Enwin Power/ Windsor Utilities

Enwin Power Representative is responsible for:

- Monitoring the status of power outages and customers without services
- Providing updates on power outages, as required;
- Ensuring liaison with the public works representative;
- Establishing an ongoing redundant and secure, voice wireless communications link with the senior official at the scene of the emergency;
- May provide assistance with accessing generators for essential services, or other temporary power measures;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participating in the debriefing following the emergency.

10 (b) Windsor Utilities Representative (Water Services) is responsible for:

- Ensuring the maintenance of water systems;
- Ensuring liaison with the fire chief concerning emergency water supplies for fire fighting purposes;
- Providing emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health;
- Ensuring liaison with the public works representative;
- Discontinuing any water services to any building, as required, and restoring the services when appropriate;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participating in the debriefing following the emergency.

11. General Manager of Community and Protective Services or Alternate

- Provide liaison, communication and support between the CEMC, CAO, Mayor and the Executive Directors for the Services reporting to him/her.
- Coordinate in conjunction with Parks and Recreation Representative and Social Services for the use of City Recreational Centres/ Buildings for Evacuations and visitors.
- Coordinate with Parks Recreation Representative the use of tools, machinery or vehicles that may be required.
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participating in the debriefing following the emergency.

12. Corporate Radio and Telecommunications Coordinator

- Establishing and maintaining redundant and secure, voice and data wireless communications links, using the Corporate Radio System (CRS) infrastructure with the EOC and all CCG members requiring such service;
- Holding, issuing and maintaining CRS radios to all CCG members requiring them
- Ensuring that the radios issued have the appropriate talk groups;
- In conjunction with the Director of Information Technology or alternate, providing training and advice on any radio and other telecommunications matters;
- Developing and updating the Emergency CRS and Telecommunications Plan
- Liason with and direction to the Amateur Radio Emergency Radio (ARES) Telecommunications Coordinator;
- Maintaining a log outlining decisions made and actions taken and submitting a summary of the log to the Community Emergency Management Coordinator (CEMC) within two (2) weeks of the termination of the emergency, as required;
- Participating in the debriefing following the emergency;
- Initiating all necessary actions to ensure the telephone system at the EOC or alternate EOC (if in use) functions as effectively as the event permits.

b) Support and Advisory Staff

The following staff may be required to provide support, logistics and advice to the CCG:

1. Chief Administrator's Administrative Coordinator or Alternate

The Chief Administrator's Administrative Coordinator or Alternate will be responsible for:

- Coordination in assisting C.A.O.
- Assist the C.A.O. with liason and coordination with the Emergency Information Coordinator and the Citizen Inquiry Coordinator.

- Upon direction of Mayor and C.A.O. provide advice, and contact support staff to assist in duties consistent with decisions of the Community Control Group
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;

2. General Manager of Corporate Services

The General Manager of Corporate Services is responsible for:

- Ensuring city clerks/council services has notified the required support and advisory staff of the emergency, and the location of the Municipal Emergency Operations Centre;
- Ensure that all city human resource activities are coordinated through the Executive Director of Human Recourses;
- Upon direction by the Mayor, city clerks/council will ensure that all councillors are advised of the declaration and termination of declaration of the emergency;
- Upon direction by the Mayor, city clerks/council services will arrange special meetings of council, as required, and advising members of council of the time, date, and location of the meetings;
- Procuring staff to assist, as required;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;

2. (a) Legal Services Representative

The Legal Services Representative is responsible for:

- Providing advice to any member of the CCG on matters of a legal nature as they may apply to the actions of the City of Windsor in its response to the emergency, as requested;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;

2. (b) City Treasurer or Alternate

The City Treasurer is responsible for:

- Providing information and advice on financial matters as they relate to the emergency;
- Ensuring liaison, if necessary, with the Treasurers/Directors of Finance of neighbouring communities;
- Ensuring that records of expenses are maintained for future claim purposes;
- Ensuring the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency;

- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;

2. (c) **Manager of Purchasing and Risk Management or Alternate**

The Manager of Purchasing and Risk Management is responsible for:

- Providing and securing of equipment and supplies not owned by the City of Windsor;
- Ensuring liaison with purchasing agents of the neighbouring communities, if necessary;
- Maintaining and updating a list of all vendors (including 24-hour contact numbers) who may be required to provide supplies and equipment.
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;

2. (d) **Executive Director of Human Resources or Alternate**

The Human Resources Manager is responsible for:

- Coordinating and processing requests for human resources;
- Coordinating offers of, and appeals for, volunteers with the support of the CCG;
- Selecting the most appropriate site(s) for the registration of human resources;
- Ensuring records of human resources and administrative detail, that may involve financial liability, are completed;
- Ensuring that a Volunteer Registration Form is completed, when volunteers are involved and a copy of the form is retained for city records;
- Ensuring identification cards are issued to volunteers and temporary employees, where practical;
- Arranging for transportation of human resources to and from site(s);
- Obtaining assistance, if necessary, from Human Resources Development Canada, as well as other government departments, public and private agencies and volunteer groups.
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;

2. (e) **Executive Director of Information Technology or Alternate**

The Executive Director of Information Technology is responsible for:

- Assisting the community control group by providing access to the corporate applications required for use during the emergency including but not limited to:
 - Email
 - Internet

- GIS
- Facility and equipment data
- Projection capability for any required information.
- Liason and cooperation with the Corporate Radio and Telecommunications Coordinator;
- Coordinating telephone and data communications that may be required;
- Assist with acquiring any mapping that may be used by the community control group;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;

3. **Public Transportation Manager or Alternate – Transit Windsor**

The Public Transportation Manager is responsible for:

- Coordinating the acquisition, distribution and scheduling of various modes of transport (i.e. public transit, school buses, trains, boats, and trucks) for the purpose of transporting persons and/or supplies, as required, by members of the CCG and the support and advisory staff. (including the emergency cross border transit of medical personnel);
- Procuring staff to assist, as required;
- Establishing an ongoing redundant and secure, voice wireless communications link with the senior official at the scene of the emergency;
- Ensuring that a record is maintained of drivers and operators involved.
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;

4. **Amateur Radio Emergency Radio (ARES) Telecommunications Coordinator**

The ARES Telecommunications Coordinator reports to the Corporate Radio and Telecommunications Coordinator and is responsible for:

- Activating the emergency notification system of the local amateur radio operators group;
- Ensuring that the emergency communications centre is properly equipped and staffed, and working to correct any problems which may arise;
- Maintaining an inventory of community and private sector communications equipment and facilities within the community, which could, in an emergency, be used to augment existing communications systems;
- Making arrangements to acquire additional communications resources during an emergency;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;

5. Citizen Inquiry Coordinator (Manager of Customer Service) or Alternate

The Manager of Customer Service will act as the City of Windsor Citizen Inquiry Coordinator during an emergency and is responsible for:

- The dissemination of information to the public under the supervision of the C.A.O;
- Ensuring timely and accurate information is available to the public in the interest of public safety;
- Will be notified to provide this support function at the CCG at the onset of the emergency.

6. Emergency Information Officer or Alternate

The City of Windsor Executive Director of Corporate Communications will act as the Emergency Information Officer during an emergency. The Emergency Information Officer is responsible for the dissemination of news and information to the media for the public under the supervision of the C.A.O. A detailed Emergency Information Plan is included in Part H.

7. Essex County Community Emergency Management Coordinator or Alternate

The Essex County Community Emergency Management Coordinator will assist the CCG with the coordination of any County resources that may be required and to keep neighbouring communities informed of essential information that may be relevant for their own preparedness and safety.

8. City of Detroit Homeland Security Director or Alternate

The Homeland Security Director will assist the CCG with the coordination of any Detroit/Michigan resources that may be required and to keep the U.S. communities informed of essential information that may be relevant for their own preparedness and safety.

9. City/County Board of Education and City/County Separate School Board

The Board of Education and the Separate School Board, local community centres, and other facilities that have been identified are responsible for:

- Providing any school (as appropriate and available) for use as an evacuation or reception centre and a representative(s) to co-ordinate the maintenance, use and operation of the facilities being utilized as evacuation or reception centres;
- Ensuring liaison with the municipality as to protective actions to the schools (i.e., implementing school stay in place procedure and implementing the school evacuation procedure);

10. City of Windsor's Hospital Administrators

The City of Windsor's Hospital Administrators are responsible for:

- Implementing the hospital emergency plan;
- Ensuring that all hospitals provide adequate site security;
- Ensuring liaison with the Medical Officer of Health and local ambulance representatives with respect to hospital and medical matters, as required;
- Evaluating requests for the provision of medical site teams/medical triage teams;
- Ensuring liaison with the Ministry of Health, Long Term Care, and Community Care Access Centre as appropriate.

11. (a) Long-Term Care Administrators or Alternate: Will be required to assist with long-term care facilities.

11. (b) Community Care Access Centre as required for community contacts, rest homes, etc. and hospital discharge resources.

12. Other Agencies

In an emergency, many agencies may be required to work with the CCG. Others might include Emergency Management Ontario, Ontario Provincial Police, the Office of the Fire Marshal, industry, volunteer groups, conservation authorities, and provincial ministries.

c) Relationship between CCG and Emergency Site Manager (ESM):

Depending on the nature of the emergency, and once the ESM has been assigned, the CCG relationship with the ESM is to offer support with equipment, staff and other resources, as required.

The CCG will also ensure that the rest of the community maintains municipal services.

d) Relationship between ESM, and command and control structures of emergency responders

The senior representative for each emergency responder (police, fire, EMS, public works) at the site will consult with the Emergency Site Manager, "so as to offer a coordinated and effective response". Regular briefings will be held at the site and chaired by the Emergency Site Manager, so as to establish the manner and process by which response to the emergency will be provided.

PART G: EMERGENCY CORPORATE RADIO SYSTEM (CRS) AND TELECOMMUNICATIONS PLAN

1.0 INTRODUCTION

Upon implementation of the Emergency Response Plan, it will be important to ensure that communications are established between the emergency site(s) and the EOC. Also, communications may be required at various locations including evacuation centres, hospitals, and other key responding agencies.

Past disasters in Canada and the US have demonstrated that cellular networks and other public systems such as *Mike*, *Blackberry* and even the normal fixed telephone system, become rapidly overloaded and cannot be relied upon for critical communications between emergency management personnel. In addition, the public telephone network can be disrupted by the emergency itself.

In any major emergency the ability to effectively communicate between various emergency services and their Command Centers, relief organizations and evacuation facilities and with the Emergency Operations Center (EOC) becomes crucial. The most disaster resistant communications tool available to the City is the Corporate Radio System which is designed to Public Safety standards

In a major emergency, in addition to the normal users of the Corporate Radio System, a number of other entities will be using the radio system, either as a prime communications tool or as a back up in the event of a failure of the public telephone system or of email. In addition it can be expected that the traffic of the Radio system from its normal users (such as, but not limited to, Police, Fire and ambulance) will increase significantly, as will the use of 9-1-1 and 3-1-1. The Corporate Radio System is designed to handle this additional traffic.

2.0 AIM

The aim of this *Radio and Telecommunications Emergency Response Plan* is to provide both operational staff and administrative staff with a tool to help maximize the efficiency of communications in a major emergency.

3.0 EMERGENCY RADIO AND TELECOMMUNICATIONS MEASURES TO BE IN PLACE AT ALL TIMES

In order to be able to meet the communications needs of a major emergency the following equipment in the quantities stated (TBD) should be set aside by the Emergency Radio and Telecommunications Coordinator and dedicated solely to major emergency use:

- Non mission critical radios for EOC participants

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- Additional Fire and Rescue mission critical radios 12
- Additional non mission critical radios for other Corporation of Windsor departments 12
- Headsets 12
- Additional radio batteries 30
- Additional radio battery chargers 30

All of the above Corporate radio system equipment shall be checked for full serviceability by the Emergency Radio and Telecommunications Coordinator or his staff on at least a monthly basis, including checking that the appropriate current channels and talk groups are programmed .The amateur emergency radio station should be similarly checked by the Amateur Radio Emergency Radio (ARES) Telecommunications Coordinator.

Plans are to be drawn up for the rapid distribution of all emergency radio equipment This plan should include brief operating instructions and the emergency radio channels to be used by each group and shall also include plans for the rapid deployment of all mobile repeaters by Fire and Police.

Plans are to be drawn up for the rapid cooperation on radio matters with adjacent jurisdictions including Detroit and Michigan and with the RCMP and OPP. This plan should include brief operating instructions and the emergency radio channels to be used by each group.

The Emergency Radio and Telecommunications Coordinator shall inform all users and potential users on a quarterly basis of the availability of this dedicated emergency radio equipment. Concurrently the radio distribution plan should be circulated.

Emergency communications training exercise and major event participants may use this equipment. Any weakness or discrepancies in the emergency radio equipment thus identified will then be corrected.

4.0 EMERGENCY RADIO AND TELECOMMUNICATIONS MEASURES TO BE TAKEN WHEN AN EMERGENCY EXISTS BUT HAS NOT YET BEEN DECLARED

The Emergency Radio and Telecommunications Coordinator shall inform all users and potential users that an Emergency could be declared in the immediate future and will circulate the distribution plan and user instructions by e-mail.

All emergency radio equipment will be put on charge.

All accessories shall be checked.

5.0 EMERGENCY PLAN FOR THE CORPORATE RADIO SYSTEM AND FOR TELECOMMUNICATIONS

Upon implementation of the Emergency Response Plan, it will be important to ensure that communications are established between the emergency site(s) and the EOC. Also, communications may be required at various locations including evacuation centres, hospitals, and other key responding agencies. The radio communications responsibilities of the Community Control Group are given below.

Members of the CCG will gather at regular intervals during the emergency to inform each other of actions taken and problems encountered. Meetings will be kept as brief as possible and may be by electronic (CITYTAC talk-group) conferencing when appropriate.

5.1 The Emergency Radio and Telecommunications Coordinator

The Emergency Radio and Telecommunications Coordinator has the prime responsibility for emergency radio telecommunications during a declared emergency, with the assistance of the Executive Director of Information Technology and the Amateur Radio Emergency Radio Telecommunications Coordinator.

Other specific responsibilities are:

- Establishing and maintaining appropriate voice communications links, using the Corporate Radio System (CRS) infrastructure with the EOC and all CCG members requiring such service;
- Holding, issuing and maintaining CRS radios to all CCG members requiring them
- Establishing appropriate radio interoperability with all relevant adjacent municipalities and with other Emergency services, making use of the interoperability plan;
- Ensuring that the radios issued have the appropriate talk groups;
- In conjunction with the director of Information Technology or alternate, providing training and advice on any radio and other telecommunications matters;
- Updating the Emergency CRS and Telecommunications Plan;
- Notify and liaise with the Fire and Rescue P.C. Analyst;
- Liaison with and direction to the Amateur Radio Emergency Radio (ARES) Telecommunications Coordinator.

The Emergency Telecommunications Coordinator is part of the initial Emergency Notification Procedure who in turn will call upon his contacts for further communications support, as required.

The Emergency Telecommunications Office is located in the office adjacent to the EOC. It is equipped with portable hand radios, battery back-up, two-way radio with the necessary channels to communicate with Police, Fire, EMS and the Ontario Fire Marshal.

Communications between the EOC and the other responding agencies, if necessary will be with the assistance of the EOC support staff.

5.2 The individual Communications responsibilities of the Other Members of the Community Control Group:

5.2.1 CHIEF ADMINISTRATIVE OFFICER OR ALTERNATE

The Chief Administrative Officer for the City of Windsor is responsible for:

- Ensuring that voice (and where appropriate data) wireless communication links are established between the CCG, the Corporate Radio and Telecommunications Coordinator and the Executive Director of Information Technology consistent with the resources and policies established by the Emergency Radio and Telecommunications Coordinator.

5.2.2 POLICE CHIEF OR ALTERNATE

The Police Chief is responsible for:

- Establishing a site command post with voice (and where appropriate data) wireless communications to the EOC;
- Establishing an ongoing voice (and where appropriate data) wireless communications link with the senior police official at the scene of the emergency consistent with the resources and policies established by the Emergency Radio and Telecommunications Coordinator.

5.2.3 FIRE CHIEF OR ALTERNATE

The Fire Chief is responsible for:

- Activating the emergency notification system through the Windsor Fire & Rescue Services Dispatch Service;
- Establishing a site command post with appropriate ongoing voice,(and data if required) wireless communications with the EOC emergency using the plan developed and distributed by the Emergency Radio and Telecommunications Coordinator
- Establishing an ongoing voice (and where appropriate data) wireless mobile communications link with the senior officials command vehicles consistent with the resources and policies established by the Emergency Radio and Telecommunications Coordinator

5.2.4 COMMUNITY EMERGENCY MANAGEMENT COORDINATOR OR ALTERNATE

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

- Ensuring that all members of the CCG have necessary plans, resources, supplies, maps, radios and equipment;
- Supervising the Emergency Radio and Telecommunications Coordinator or alternate;
- Establishing an ongoing voice (and where appropriate data) wireless communications link with the senior police official at the scene of the emergency, consistent with the resources and policies established by the Emergency Radio and Telecommunications Coordinator.

5.2.5 EMERGENCY MEDICAL SERVICES REPRESENTATIVE OR ALTERNATE

The Emergency Medical Services (EMS) Representative is responsible for:

- Establishing an ongoing appropriate voice wireless communications link, with the senior EMS official at the scene of the emergency consistent with the resources and policies established by the Emergency Radio and Telecommunications Coordinator;
- Liaising with the Ministry of Health and Long Term Care Central Ambulance Communications Centre to ensure balanced emergency coverage is available at all times throughout the community.

5.2.6 COMMON COMMUNICATIONS RESPONSIBILITIES OF THE REMAINING MEMBERS OF THE COMMUNITY CONTROL GROUP:

- All of the following members of the Community Control Group: are responsible for establishing an ongoing appropriate voice wireless communications link, consistent with the resources and policies established by the Emergency Radio and Telecommunications Coordinator, with the senior official of their own organization at the scene of the emergency.

General Manager of Public Works or Alternate
Medical Officer of Health or Alternate
General Manager of Social and Health Services or Alternate
General Manager of Community and Protective Services or Alternate
Utility Representative – Enwin Power/ Windsor Utilities
Police Chief or Alternate
Fire Chief or Alternate
Emergency Medical Services Representative or Alternate
General Manager of Transit Windsor or Alternate

5.3 The individual Communications responsibilities of Members of the Support and Advisory Staff

5.3.1 FIRE DISPATCHER OR ALTERNATE

- Notifying the 311 Call Center Manager of the emergency;

5.3.2 PUBLIC TRANSPORTATION MAMAGER OR ALTERNATE – TRANSIT WINDSOR

- Establishing an ongoing voice (and where appropriate data) wireless communication links with the senior official at the scene of the emergency, consistent with the resources and policies established by the Emergency Radio and Telecommunications Coordinator;
- Liaison and cooperation with the Emergency Radio and Telecommunications Coordinator.

5.3.3 EXECUTIVE DIRECTOR OF INFORMATION TECHNOLOGY OR ALTERNATE

- Assisting the Community Control Group by providing access to the corporate IT applications required for use during the emergency including but not necessarily limited to:
 - Email
 - Internet
 - GIS
 - Facility and equipment
- Projection capability for any required information;
- Liaison and cooperation with the Emergency Radio and Telecommunications Coordinator;
- Initiating all necessary actions to ensure the telephone system at the EOC or alternate EOC (if in use) functions as effectively as the event permits;
- Coordinating all telephone and data communications that may be required.

5.3.4 AMATEUR RADIO EMERGENCY RADIO (ARES) TELECOMMUNICATIONS COORDINATOR

- Activating the emergency notification system of the local amateur radio operators group;
- Ensuring that the ARES emergency communications facilities are properly equipped and staffed and that any problems, which may arise, are corrected;
- Liaison and cooperation with the Emergency Radio and Telecommunications Coordinator;
- Maintaining an inventory of community and private sector ARES communications equipment and facilities within the community, which could, in an emergency, be used to augment existing communications systems;
- Making arrangements to acquire additional ARES communications resources during an emergency;
- Establishing an ongoing voice (and where appropriate data) wireless communications link with the senior official at the scene of the emergency, consistent with the resources and policies established by the Emergency Radio and Telecommunications Coordinator;
- All messages are to be written on the Amateur Radio Message Forms and logged.

5.3.5 EMERGENCY INFORMATION OFFICER

- Establishing a communication link with the Community Spokesperson, the Citizen Inquiry Supervisor and any other media coordinator(s) (i.e. provincial, federal, private industry, etc.) involved in the incident, ensuring that all information released to the media and public is timely, full and accurate.

5.3.6 COMMUNITY SPOKESPERSONS

- Establishing a communication link and regular liaison with the Emergency Information Officer at the EOC, consistent with the resources and policies established by the Emergency Radio and Telecommunications Coordinator.

5.3.7 CITIZEN INQUIRY SUPERVISOR

The Citizen Inquiry Supervisor is responsible for:

- Establishing the 311 Call Centre as the Citizen Inquiry Service, including the appointment of additional personnel as required;
- Informing the Emergency Information Officer of the establishment of the Citizen Inquiry Service at the 311 Call Centre;
- Informing the affected emergency services, the CCG and City of Windsor switchboards of the establishment of the Citizen Inquiry Service at the 311 Call Centre;
- Liaison and cooperation with the Emergency Radio and Telecommunications Coordinator.

PART H: EMERGENCY INFORMATION PLAN

Upon implementation of this Emergency Response Plan, it will be important to coordinate the release of accurate information to the news media, issue authoritative instructions to the public, and respond to or redirect individual requests for, or reports on, information concerning any aspect of the emergency.

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

- Emergency Information Officer;
- Community Spokesperson
- Citizen Inquiry Supervisor (Manager of Customer Service)
- Chief Administrator's Administrative Coordinator

During the first 12 hours of an emergency, the following positions may also be required:

- Emergency Information Coordinator
- Media Centre Coordinator
- Writer

The local Emergency Information Centre (EIC) will be located at the Municipal Emergency Operations Centre with a media briefing facility to be located at Windsor Public Library 850 Ouellette Ave. Depending on the nature of the emergency, it may be necessary to establish a media information area adjacent to the emergency site, as decided by the Community Control Group. This area, if established, will be staffed as determined by the community spokesperson.

The Citizen Inquiry Section is to be located at the 311 Call Centre if possible and practical under the supervision of the Manager of Customer Service.

1. Emergency Information Officer

The Emergency Information Officer reports to the C.A.O. and is responsible for:

- Establishing a communication link with the Community Spokesperson, the Citizen Inquiry Supervisor and any other media coordinator(s) (i.e. provincial, federal, private industry, etc.) involved in the incident, ensuring that all information released to the media and public is timely, full and accurate;
- Ensuring that the EIC is set up and staffed and a site EIC, if required;
- Ensuring liaison with the CCG to obtain up-to-date information for media; releases, co-ordinated individual interviews and organize press conferences;
- Ensuring that the following are advised of the telephone number of the media centre:
 - Media;
 - Community Control Group;
 - Switchboard (City and Emergency Services);
 - Community Spokesperson;
 - Police/Fire Public Relations Officer;
 - Neighbouring Communities;
 - Citizen Inquiry Supervisor;
 - Media contact at the Evacuation Centres;
 - Any other appropriate persons, agencies or businesses.
- Providing direction and regular updates to the Citizen Inquiry Supervisor to ensure that the most accurate and up-to-date information is disseminated to the public;
- Ensuring that the media releases are approved by the Chief Administrative Officer (in consultation with the mayor) prior to dissemination, and distributing hard copies of the media release to the EIC, the CCG, Citizen Inquiry Supervisor and other key persons handling inquiries from the media;
- Maintaining copies of media releases and newspaper articles pertaining to the emergency in cooperation with the E.O.C. logistical staff.

2. Community Spokespersons

The community spokespersons will be appointed by the Community Control Group and is responsible for:

- Giving interviews on behalf of the City of Windsor with the assistance of the C.A.O.
- Establishing a communication link and regular liaison with the Emergency Information Officer at the EOC;
- Redirecting all inquires about decisions made by the CCG and about the emergency as a whole, to the Emergency Information Officer;
- Coordinating media photograph sessions at the scene when necessary and appropriate;
- Coordinating on-scene interviews between the emergency services personnel and the media if practical and appropriate.

3. **Citizen Inquiry Supervisor**

The Citizen Inquiry Supervisor reports to the C.A.O. and is responsible for:

- Establishing the 311 Call Centre as the Citizen Inquiry Service, including the appointment of additional personnel as required;
- Informing the Emergency Information Officer of the establishment of the Citizen Inquiry Service at the 311 Call Centre and designated telephone number(s);
- Informing the affected emergency services, the CCG and City of Windsor switchboards of the establishment of the Citizen Inquiry Service at the 311 Call Centre;
- Ensuring liaison with the Emergency Information Officer to obtain current information on the emergency;
- Responding to, and re-directing inquires and reports from the public based upon information from the Emergency Information Officer. (Such information may be related to school closings, access routes or the location of evacuation centers.);
- Responding to and redirecting inquiries pertaining to the investigation of the emergency, deaths, injuries or matters of personnel involved with or affected by the emergency to the appropriate emergency service;
- Responding to and redirecting inquiries pertaining to persons who may be located in evacuation and reception centers to the registration and inquiry telephone number(s);
- Procuring city staff to assist, as required;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required.

4. **Chief Administrator's Administrative Coordinator**

- Duties outlined under Part F (b) Support and Advisory Staff - Page 20

