

**Municipal  
Emergency Response Plan**

**Municipality of Hartland**

## **Introduction**

The Municipal Emergency Response Plan outlines herein comprises two parts. Part I is the Basic Plan. Part II, the Individual Plans, provides detailed plans for the various departments and agencies involved in the emergency preparedness operation.

This plan was prepared in conjunction with the provincial Emergency Measures Organization. All appointed and elected municipal officials and employees involved in the plan must be aware of, and prepared to carry out their responsibilities and duties during an emergency situation. The plan's success and effectiveness depends on their commitment.

The plan is to be exercised annually, in full or part. We hope it will never have to be used in crises. Nonetheless, being prepared for emergencies may help reduce injuries, loss of life and damage to property, should a disaster or emergency occur.

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Mayor -

# Declaration of Agreement

## **Emergency Response Plan For the Municipality of Hartland**

**Approved by EMO Committee**

**Susan MacLeod  
Chairperson**

**Approved by Council**

**Date -**

Judy Dee  
**Clerk**

**Amended**

**Date -**





# Municipal Emergency Response Plan

## Part I

### The Basic Plan

#### **1. General**

The Municipality of Hartland recognizes its responsibilities to plan for peace time emergencies that may endanger lives, property or the environment, either in this municipality or in others.

#### **2. Aim**

This plan designates the responsibilities and immediate actions to be taken by individuals, municipal services and volunteer agencies, in the event of a peacetime emergency.

#### **3. Definitions**

The following definitions are applied throughout the plan:

**3.1 Emergency:** A present or imminent event, which the municipality believes to warrant prompt, coordinated action (and/or the regulation of persons or property) so as to safeguard the health or welfare of the population, and to protect property and the environment

**3.2 Disaster:** A real or anticipated occurrence such as disease, pestilence, fire, flood, tempest, explosion, enemy attack, sabotage, or release of any commodity which endangers the health, safety and welfare of the population, property or the environment.

**3.3 Emergency Measure Plan:** Any plan, program or procedure prepared by the municipality that aims (1) to mitigate the effects of an emergency or disaster, and (2) to safeguard the health or welfare of the population, and to protect property and the environment, in the event of an emergency or disaster.

#### **4. Authority**

This plan is authority under:

1. The Provincial Emergency Measures Act, dated 1978

2. The Municipality of Hartland By-Law #B-8 dated March 5, 1979

#### **5. Direction and Control**

The Mayor or Deputy Mayor is ultimately responsible for the control of all the operations mentioned within this plan.

#### **6. Implementation**

This plan may be implemented in full or in part by the Mayor, or by the Emergency Measure Coordinator, when required to combat an emergency or to provide coordinated assistance to any municipality where a Mutual aid agreement is recognized.

#### **7. Emergency Operations Centre (EOC)**

All disaster / emergency operations will be controlled and coordinated from the EOC, usually located in the Municipal Office. This also applies to a response for assistance from: any Organization with respect to Mutual Aid agreements.

#### **8. Emergency Measures Planning**

##### **Committee**

The committee comprises: (1) the Municipal Emergency Measures Coordinator, who acts as committee supervisor (2) heads of Municipal Services (3) representative from the province Dept. of Health and Community Services, and from volunteer agencies.

The District Coordinator for the Provincial Emergency Measures Organization acts as and advisor.

## 9. Positions and Responsibilities

Position / Agency	Responsibilities
<b>Emergency Measures Coordinator</b>	<ol style="list-style-type: none"> <li>1. coordinates disaster planning</li> <li>2. directs operations from EOC</li> <li>3. acts on behalf of Mayor and Council, as instructed</li> </ol>
<b>Emergency Transport Services</b>	<ol style="list-style-type: none"> <li>1. provides and controls emergency transportation</li> </ol>
<b>Police Department</b>	<ol style="list-style-type: none"> <li>1. alerts EOC Director and hospital</li> <li>2. unless other wise specified, the senior police officer at incident sit performs duties of Emergency Site manager (ESM)</li> <li>3. police services (evacuations/traffic control etc.)</li> <li>4. assistance to other services</li> </ol>
Municipal Maintenance	<ol style="list-style-type: none"> <li>1. cuts off and restores utilities</li> <li>2. provides water for emergency purposes where required</li> <li>3. clears debris and wreckage</li> <li>4. assists other services</li> </ol>
<b>Fire Department</b>	<ol style="list-style-type: none"> <li>1. fights fires</li> <li>2. rescues from buildings and wreckage</li> <li>3. assists other services such as cutting off or restoring utilities where necessary</li> <li>4. provides water for emergency purposes</li> <li>5. responds to incidents involving dangerous commodities</li> </ol>
<b>Emergency Health Services</b>	<ol style="list-style-type: none"> <li>1. provides emergency health services</li> <li>2. assists other emergency services</li> <li>3. coordinates health services with regional/provincial counterparts</li> </ol>
<b>Emergency Communications Services</b>	<ol style="list-style-type: none"> <li>1. establishes communications between EOC, hospital and incident scene</li> <li>2. provides telephone operators and messengers at EOC</li> <li>3. receives messages from EOC</li> <li>4. maintains pool of radios on call</li> </ol>
<b>Emergency Public Information Service</b>	<ol style="list-style-type: none"> <li>1. obtains and collates information</li> <li>2. disseminates public safety messages</li> <li>3. monitors information flow</li> </ol>
<b>Emergency Social Services</b>	<ol style="list-style-type: none"> <li>1. provide accommodation for people evacuated from their homes</li> <li>2. provide emergency clothing when required</li> <li>3. feed evacuees and emergency workers</li> <li>4. provide registration and inquiry services</li> <li>5. provide personal services for those in need</li> </ol>

Position / Agency	Responsibilities
Emergency Manpower	<ol style="list-style-type: none"> <li>1. maintains source list of local manpower</li> <li>2. arranges for registration and allocation of volunteers</li> <li>3. provides specialists, as required</li> </ol>
Supply and Administration	<ol style="list-style-type: none"> <li>1. procure, allocate and distribute necessary goods and services</li> <li>2. maintain records of purchases and services</li> <li>3. control resources in short supply</li> <li>4. administers the EOC</li> </ol>

## 10. Alerting

### 10.1 Initial Alert

Anyone learning of an emergency situation should immediately contact either:

1. The RCMP, phone # 911
2. The Fire Dept. dispatcher, phone # 911

The public should periodically be informed of this system through pamphlets distributed in the mail, local meetings and the media. The Fire or Police department dispatchers ascertain details of the event, and decide whether or not it can be handled by regular municipal services. If it cannot be handled normally, the Emergency Measures Coordinator or Deputy is informed of the situation.

### 10.2 Stages of Alert and Assembly

If the Coordinator or Deputy decides that the incident should be handled through the EOC, then one of two stages of alert are adopted.

**Full Alert:** All personnel are notified of emergency via the fan out, described in Section II

**Partial Alert:** Only personnel required to handle the incident are called to the EOC by the Emergency Measures Coordinator. Others may be placed on standby.

Once alerted, the Heads or Services meant to be at the EOC must go there immediately and report to the Coordinator or Deputy Coordinator. Heads of Services whose place of duty lies elsewhere must send a representative to the EOC. The representative then reports to the Coordinator or Deputy.

### 10.3 Police/ Fire Alert

Police and Fire departments have 24 hour duty systems that include pre-existing alert arrangements. The systems do not conflict with this emergency response plan, and need not be changed.

### 10.4 Alerting Procedure

If an emergency situation requires that the EOC become activated, personnel are notified via the fan-out chart. After receiving a call, an individual initiates the Standing Operating Procedure (SOP) The SOPs for each department or agency are given in the Individual Plans (Part B of the Municipal Emergency Plan)

If a designated individual on the fan-out chart cannot be reached, the caller must tell the Emergency Measures Coordinator after reaching the EOC.



## Hartland EMO Fan Out Chart

Incoming call from 911 Service, Police, Fire EMO Member, Public

Name	Call #	Home	Work	Other
#1 Ruth Sawler Coordinator-EOC Manager Public Information	2,3,10,13	375-9193	(Cell#)	375-6378 324-5997
#2 Mark Atwater Assistant Coordinator		375-6257	(Cell#)	325-8806
#3 Public Information	(If required)			
#4 Judy Dee Supply & Administration Public Information	6,7,11	375-6637	375-4357	
#5 RCMP Police Services Manpower	-		325-3000	800-665-6663
#6 Fred Roberts-Municipal Fire	8,9	375-6694	375-6762 Pager-1-506-558-3515	328-7676
#7 Mike Walton - Fire Alternate - Fred Roberts	- -	375-6720	375-6720 375-6694	325-8189 375-6762 328-76 76
#8 Jeff Boyd - Manpower Transport	-	328-6749	375-3001	
#9 Jerry Brewer - Transport Supply & Administrative	-	328-9660	375-4538	392-7464
#10 Hugh Clark Danny Swan Communications	-	375-6906 375-6744	375-6906 375-4493	324-5050 324-5798
#11 Health Services Ambulance New Brunswick (Tara Watson) Upper River Valley Hospital (Joy VanTassel)	-		375-2593	323-1188
#12 Red Cross Social Services		-		800-222-9597

# Municipal Emergency Response Plan

## Part II

### The Individual Plans

This portion of the Municipal Emergency Response Plan provides planning and operating information for individual departments and agencies involved in the plan. Included is data on their roles, responsibilities, standing operating procedures, methods and, where applicable, a department fan-out chart.

#### 14. Police Department

**14.1 Role:** The role of police in an emergency as an extension of their normal function. The senior police officer at an emergency scene must assume control of the situation until replaced by a more senior officer.

**14.2 Responsibilities:** The police department has the responsibility to:

- a) alert the EOC director and hospitals
- b) provide an ESM at the incident scene
- c) provide police assistance
- d) assist other services

**14.2.1** After being notified of a major incident, the dispatcher immediately calls the NCO i/c who in turn calls the EOC director. If the information is unknown, the information must be verified by dispatching a car to the scene.

**14.2.2** Radio communication must be restricted to avoid convergence of spectators before a control perimeter can be established around the scene.

**14.3 Method:** Immediate action at the scene must include the following:

**14.3.1** If there are injured people, request headquarters to alert hospital regarding the

need for ambulances medical aid.

**14.3.2** If lives have been lost, inform the coroner

**14.3.3** Assess the situation and report it to Headquarters as soon as possible, (if incident is serious, NCO i/c appoints an ESM) and establish communications with the EOC.

**14.3.4** If the incident involves a commercial carrier vehicle, the police will inform the carrier's dispatcher.

**14.3.5** If incident involves a spill of oil, chemicals or other dangerous goods, report the spill by calling the appropriate agencies (for example, in the Maritimes, the number is 1-800-565-1633) and take preventative action until specialist crews arrive.

#### 15. Fire Department

**15.1 Role:** In addition to the normal role of the fire fighting, the fire department is responsible for rescuing trapped or injured people in non-fire emergencies.

**15.2 Responsibilities:** The fire department is responsible for:

- a) fire fighting
- b) rescue from buildings and wreckage
- c) providing protective action in oil and chemical spills
- d) providing assistance to other services
- e) providing water for emergency purposes

**15.3 Method:** 15.3.1 Follow normal procedures as for any conventional alarm.

**15.3.2** On alert of an unusual incident, the Chief is to be automatically informed.

**15.3.3** In the case of an oil or chemical spill, call the appropriate agencies and take appropriate action until the specialist crew arrives.

## **16. Emergency Communications Service**

**16.1 Role:** The Emergency Communications Service provides messenger services and emergency communications (except for Police and Fire) between the emergency site, and the EOC, hospital and other agencies.

**16.2 Organization:** Emergency communications are established first at the site, the EOC, hospital and Emergency Transport Rendezvous Point (see Section 17.3) and later at other locations, as required. Volunteers and amateur radio operators provide the necessary manpower and emergency equipment.

**16.3 Responsibilities:** The Emergency Communications Service has the responsibility to:

- a) establish communications between the EOC, hospitals and incident site
- b) provide telephone operators and messengers at the EOC
- c) maintain pool of radios on call

**16.4 Method:** The EOC has four lines. Three lines have two extensions each, and one line has three extensions, making a total of nine (9) lines. These are the main methods of communication. If necessary, the telephone company will establish two additional lines at headquarters, given two hours notice.

**16.4.1 Telephones:** Two telephone operators and two messengers report to the EOC for duty. They are to be relieved when necessary.

**16.4.2 Radios:** All mobile and portable

radios are controlled from a radio base

station that is established at the EOC. Mobile or portable radios are to be dispatched to the hospital, Emergency transport Rendezvous Points and the incident side.

**16.5 Alerting and Assembly:** Individuals involved in Emergency Communications are to be located and then alerted using the fan-out chart. If necessary, radios rather than telephones may be used for alerting.

### **16.6 Standing Operating Procedures:**

**16.6.1** Once the Communications Officer is alerted, he/she alerts the Assistant Communications Officer and if necessary, takes the base radio station to the EOC.

**16.6.2** The Assistant Communications Officer alerts the communicators and messengers, and then goes to Emergency Transport Rendezvous Point. From there, he/she contacts the Communications Officer by radio at the EOC for instructions, and reports the presence of emergency transport at the Rendezvous Point.

**16.6.3** Two communicators and two messengers report for duty to the Communications Officer at the EOC

**16.6.4** After being briefed by the Coordinator, the Communications Officer ensures that radios are placed at the hospital, the incident scene and wherever else might be required. He/she also ensures that voice contact is maintained.



## **17. Emergency Transportation Service**

**17.1 Role:** The Emergency Transportation Service is to provide and control emergency transportation.

### **17.2 Responsibilities and Organization:**

This service is responsible for providing and controlling emergency transportation, except for specialized vehicles used by Fire, Police and hospitals.

### **17.3 Method:**

**17.3.1** The #1 Transport Rendezvous Point for emergency passenger vehicles is as follows:

The Hartland Arena

If the # 1 Rendezvous Point is affected or otherwise not available for use, the # 2 Rendezvous Point is:

The Hartland Baptist Church

or if it is affected or otherwise not available for use, the #3 Rendezvous Point is:

Peoples Church-Somerville

**17.3.2** Appendix “A” gives the fan -out chart for volunteer passenger transportation.

### **17.4 Standing Operating Procedures:**

**17.4.1** Once the Transportation Officer receives an alert, he/she calls the deputy and proceeds to the EOC for a briefing by the Coordinator.

**17.4.2** The Deputy transportation Officer initiates the volunteer fan -out (Appendix “A”) and then goes to Rendezvous Point #1 to meet the mobile radio operator dispatched there by Communications. As soon as the mobile radio arrives, the Deputy reports to the EOC by radio, being in position and the number

of available vehicles.

**17.4.3** Volunteers proceed to Rendezvous Point # 1 unless told to go to # 2 or #3.

## **18. Works Department: (Municipal Maintenance)**

**18.1 Role:** The Works Department supports emergencies operations by providing assessment services, equipment and manpower.

### **18.2 Responsibilities and Organization:**

The Works Department has the responsibility to:

- a) cut off and restore utilities
- b) provide water for emergency purposes
- c) clear wreckage and debris
- d) assist other services

Department organization remains unchanged from that used during normal operations.

### **18.3 Method and Standing Operating Procedures:**

**18.3.1** Once the Municipal Foreman receives an alert, he/she send a Representative to the EOC for briefing. The representative is responsible for passing requests for assistance from the EOC to the Public Works Officer.

**18.3.2** Meanwhile, the Municipal Foreman proceeds to the incident site and assesses how Public Works can be of assistance. After making initial arrangements, he/she reports to the Director at the EOC. The Foreman then goes to the Public Works Department Office to be ready to receive requests from his/her representative at the EOC.

**18.3.3** Appendix “D” gives fan -out chart for the Works Department.

## **19. Social Services**

**19.1 Role:** Social Services establishes Reception Centres to provide shelter, food, clothing and personal services. Social Services also organizes a registration and inquiry service for evacuees and others during an emergency situation.

**19.2 Organization:** The Department of Health and Community Services and the Department of Income Assistance supply the key staff and rely largely upon local volunteers.

**19.3 Responsibilities:** Social Services has the responsibility to:

- a) provide accommodation for people evacuated from their homes
- b) provide emergency clothing
- c) feed evacuees and emergency workers
- d) provide registration and inquiry services
- e) provide personal services for those in need

### **19.4 Method:**

**19.4.1** Be prepared to set up two Reception Centres. Workers are alerted and told which centre they must report to.

Centre #1: Hartland Community School

Centre #2: N.B.B.I - Victoria Corner

Centre #3: Hartland Wesleyan Church

**19.4.2** The Reception Centre Manager oversees the setting up and operation of the centres. He also is responsible for forming and dispatching mobile teams, as instructed by the Social Service Administrator.

**19.4.3** The Social Services Administrator operates from the EOC and is in constant touch with the Reception Centre Manager.

**19.4.4** Five services are to be operated from within the Centres, as follows:

1. Emergency Feeding: Provides food as required, using volunteers for preparation and serving
2. Emergency Lodging: Obtains and allocates alternate accommodation for evacuees.
3. Emergency Clothing: Provides emergency clothing
4. Emergency Registration/ Inquiry: (Is handled by Red Cross) Registers all persons being relocated and provides information concerning their whereabouts upon request.
5. Emergency Personal Services: Provides personal services that cannot be performed by other services.

### **19.5 Standing Operating Procedures:**

**19.5.1** After receiving an alert, the Administrator must:

- a) alert the Centre Manager of his/her duty to set up the Centre (either Centre #1,2 or 3 depending on time or day, and the requirements of situation)
- b) proceed to the EOC and report to the Coordinator.
- c) establish communications between the Centre and the EOC

**19.5.2** The Centre Manager or Deputy must:

- a) continue the fan -out, relaying the alert and telling personnel which centre they must report to
- b) obtain keys for the Centre and go there to begin setting it up
- c) contact the Director as soon as possible after arriving at the Centre.

**19.5.3** Supervisors of the five services must call volunteers as needed, and detail which centre they must report to Supervisors then proceed to the Centre themselves, and receive further instructions from the Centre Manager.

**19.5.4** Section 20 provides information on the Canadian Red Cross Sub - plan that supplements this individual plan.

## **20. Canadian Red Cross Sub - Plan: (Sub Plan to emergency Social Services)**

**20.1 Responsibilities:** The Area Manager or alternate for the Canadian Red Cross Society has the following responsibilities during an emergency or evacuation.

- a) activate the Society's fan - out chart
- b) support emergency or disaster operations.
- c) operate an inquiry bureau (Red Cross House) to handle national and international requests
- d) assist Health & Community Services with registration and inquiry at Reception Centres
- e) assist with other Reception Centre activities as required
- f) provide or request mutual aid where required.

## **21. Emergency Health Services**

**21.1 Role:** Emergency Health Services provides:

- a) health hazard information to the public
- b) first aid, casualty collection and distribution of casualties to treatment facilities
- c) ambulance services
- d) emergency medical treatment

**21.2 Organization:** The Emergency Health Services includes local volunteer resources such as the St. John Ambulance and Canadian Red Cross. The District Medical Health Officer provides medical, technical and public health advice.

The Mutual Aid Agreement stipulates that the Hospital or the Extramural Hospital will provide additional health assistance if necessary.

**21.3 Responsibilities:** In addition to the items listed in Section 21.1, Emergency Health Services has the responsibility to obtain additional supplies and equipment, where necessary

## **21.4 Method:**

**21.4.1** During an emergency situation, Emergency Health Service is responsible for ensuring that the Police or Fire Departments have alerted the hospital of casualties.

**21.4.2** Continuous contact must be maintained with the hospital to remain informed about numbers and severity of casualties.

**21.4.3** Emergency Health Service is responsible through the EOC for providing transportation and additional manpower, should it be necessary to evacuate patients from the hospital (to make room for casualties) or individuals from local nursing homes and/or special care homes (because of danger to buildings)

**21.4.4** Emergency Health Service is responsible for issuing all necessary health advice bulletins from the EOC.

## **21.5 Standing Operating Procedures:**

After receiving an alert, the Emergency Health Service Representative will:

- a) report at once to the EOC
- b) ensure that the hospital has been alerted
- c) alert the St. John Ambulance if required. (Section 22 provides information on the Ambulance Sub- Plan that supplements this individual plan)
- d) remain at the EOC to provide emergency Health support.



## **22. Ambulance Sub - Plan: (Sub Plan to Emergency Health Service)**

**22.1 Responsibilities:** The responsibilities of the Ambulance Superintendent or Deputy during an emergency or disaster are to:

- a) activate the division's fan -out chart
- b) support emergency or disaster operations
- c) provide first aid
- d) provide child care at reception centres, as required
- e) establish first aid posts at reception centres, as required
- f) assist in casualty evacuation in brigade vehicles
- g) provide or request mutual aid when required.

### **22.2 Standing Operations Procedures:**

After receiving an emergency alert, the Superintendent must:

1. activate the division's fan - out chart
2. report to the EOC
3. activate the division's Emergency Plan
4. coordinate the division's response with that of the Medical Health Officer.

### **23. Supply and Administrative Service:**

**23.1 Role:** The Supply and Administration Service has the responsibility to:

- a) attend to the administrative needs of the EOC and its staff during emergency conditions. and to assist in rehabilitation after the emergency.
- b) procure and allocate goods and services required for emergency operation, and maintain accountability records for compilation after the emergency.

### **23.2 Responsibilities and Organization:**

Supply and Administration comprise the normal Municipal Office staff, supplemented by casual employees as

required.

Its responsibilities are to:

- a) procure, allocate and distribute necessary goods and services not available from municipal resources.
- b) maintain records of purchases and services for compilation after the emergency
- c) control resources in short supply
- d) administer the EOC

### **23.3 Method:**

**23.3.1** After being alerted, the Municipal Manger assumes responsibility for Supply and Administration. Staff is notified according to fan - out chart.

**23.3.2** A separate temporary account for emergency expenditures is opened, accompanied by files of supporting vouchers.

**23.3.3** Arrangements are to be made with Social Services for feeding Supply and Administration staff.

## **24. Emergency Public Information Service:**

**24.1 Role:** The Emergency Public Information Service must:

- a) inform the public, in advance of any emergency or disaster, about emergency warning methods. Deliver information to the public through local meeting and pamphlets distribution.
- b) during an emergency, distribute warning and bulletins to the public and municipal government about risks or threats to health and safety. Respond to inquiries and use media effectiveness to advantage.
- c) assist in returning community to normal conditions by providing information on recovery measures, services to disaster victims and financial assistance programs.

### **24.2 Organization:**

**24.2.1** The Public Information Service is supervised by the Information Officer. It coordinates with, and provides services at, one or more of the following locations:

- (1) emergency site
- (2) the EOC adjacent to media centre
- (3) municipal/mayoral office, which must be close to the EOC

**24.2.2** The Service initially may be provided by one individual (the information Officer) or a small group, but must be ready to expand if circumstances dictate.

**24.3 Responsibilities:** The Service is responsible for:

- a) emergency public information planning training and periodic exercises
- b) assembling data about various emergency risks, and advising the operations groups on available public information
- c) notifying public and officials as soon as possible after an emergency situation arises.
- d) arranging news announcements and conferences
- e) answering public and media inquiries
- f) monitoring mass media, correcting rumours and ensuring the effectiveness of public information

#### **24.4 Method:**

**24.4.1** After arriving at the EOC, the Information Officer obtains information from all relevant sources and prepares a situation report. This report is displayed for the EOC staff, it's updated as often as required and is to be the basis for news releases etc.

**24.4.2** Information contained within the report includes, but need not be restricted to the following items: initial alerting, stay - in or evacuation orders, traffic routing and road closures, health precautions/advisories, reception/inquiry centres, post emergency clean up/ restoration and financial assistance services.

