
Province of New Brunswick

**Municipal Emergency Response
Plan**

**New Brunswick Emergency Measures
Organization**

New  Brunswick

April 2008

ISBN 1-55048-228-9

Table of Contents

| | |
|--------------------------|---|
| Table of Contents | 3 |
| Introduction | 6 |
| Declaration of Agreement | 7 |

Municipal Emergency Response Plan Part I: The Basic Plan

| | | |
|------|--|----|
| 1. | General | 8 |
| 2. | Aim | 8 |
| 3. | Definitions | 8 |
| 3.1 | Emergency | |
| 3.2 | Disaster | |
| 3.3 | Emergency Measures Plan | |
| 4. | Authority | 8 |
| 5. | Direction and Control | 8 |
| 6. | Implementation | 8 |
| 7. | Emergency Operations Centre (EOC) | 8 |
| 8. | Emergency Measures Planning Committee | 8 |
| 9. | Responsibilities | 9 |
| 10. | Alerting | |
| 10.1 | Initial Act | 10 |
| 10.2 | Stages of Alert | 10 |
| 10.3 | Police/Fire Alert | 10 |
| 10.4 | Alerting Procedure | 10 |
| 11. | Telephone Fan-Out Chart | 11 |
| 12. | Emergency Operations Centre Organization Chart | 12 |
| 13. | Municipalities Involved in Mutual Aid Agreements | 13 |

Municipal Emergency Response Plan Part II: The Individual Plans

| | | |
|------|--------------------------|----|
| 14. | Police Department | |
| 14.1 | Role | 14 |
| 14.2 | Responsibilities | 14 |
| 14.3 | Method | 14 |

| | | |
|-------|--|----|
| 15. | Fire Department | |
| | 15.1 Role | 14 |
| | 15.2 Responsibilities | 14 |
| | 15.3 Method | 14 |
| <hr/> | | |
| 16. | Emergency Communications Service | |
| | 16.1 Role | 15 |
| | 16.2 Organization | 15 |
| | 16.3 Responsibilities | 15 |
| | 16.4 Method | 15 |
| | 16.5 Alerting and Assembly | 15 |
| | 16.6 Standing Operating Procedures | 15 |
| | 16.7 Organization Chart | 16 |
| | 16.8 Radio Equipment Available: Type and Owners | 17 |
| | 16.9 Fan-Out Chart | 18 |
| <hr/> | | |
| 17. | Emergency Transportation Service | |
| | 17.1 Role | 19 |
| | 17.2 Responsibilities and Organization | 19 |
| | 17.3 Method | 19 |
| | 17.4 Standing Operating Procedures | 19 |
| | 17.5 Organization Chart | 20 |
| | 17.6 Fan-Out Chart | 21 |
| | 17.7 Transportation Equipment Available: Type and Owners | 22 |
| <hr/> | | |
| 18 | Works Department (<i>Municipal Maintenance</i>) | |
| | 18.1 Role | 23 |
| | 18.2 Responsibilities and Organization | 23 |
| | 18.3 Method and Standing Operating Procedures | 23 |
| | 18.4 Fan-Out Chart | 24 |
| <hr/> | | |
| 19 | Social Services | |
| | 19.1 Role | 25 |
| | 19.2 Organization | 25 |
| | 19.3 Responsibilities | 25 |
| | 19.4 Method | 25 |
| | 19.5 Standing Operating Procedures | 26 |
| | 19.6 Fan-Out Chart | 27 |
| | 19.7 Personnel Available for Reception Centre Services | 28 |
| <hr/> | | |
| 20. | Canadian Red Cross Sub-plan (<i>Sub-plan to Emergency Social Services</i>) | |
| | 20.1 Responsibilities | 29 |
| | 20.2 Fan-Out Chart | 30 |
| | 20.3 Resources | 31 |
| <hr/> | | |

| | | |
|-------|---|----|
| 21. | Emergency Health Service | |
| | 21.1 Role | 32 |
| | 21.2 Organization | 32 |
| | 21.3 Responsibilities | 32 |
| | 21.4 Method | 32 |
| | 21.5 Standing Operating Procedures | 32 |
| | 21.6 Medical and Health Personnel Available | 33 |
| <hr/> | | |
| 22. | St. John Ambulance Sub-plan | |
| | <i>(Sub-plan to Emergency Health Service)</i> | |
| | 22.1 Responsibilities | 34 |
| | 22.2 Standing Operating Procedures | 34 |
| | 22.3 Fan-Out Chart | 35 |
| | 22.4 Resources | 36 |
| <hr/> | | |
| 23. | Supply and Administration Service | |
| | 23.1 Role | 37 |
| | 23.2 Responsibilities and Organization | 37 |
| | 23.3 Method | 37 |
| | 23.4 Fan-Out Chart | 38 |
| <hr/> | | |
| 24. | Emergency Public Information Service | |
| | 24.1 Role | 39 |
| | 24.2 Organization | 39 |
| | 24.3 Responsibilities | 39 |
| | 24.4 Method | 39 |
| | 24.5 Fan-Out Chart | 40 |
| | 24.6 Resources | 41 |

Introduction

The Municipal Emergency Response Plan outlined 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.

Federal, provincial and volunteer agencies having a role in the plan must be prepared to meet their responsibilities, and also must be kept informed of any plan revisions.

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

Mayor

Declaration of Agreement

Emergency Response Plan

For the municipality of:

Approved by EMO Committee

Chairman

Approved by Council

Clerk

Date

Municipal Emergency Response Plan - Part I: The Basic Plan

1. General

The Municipality of _____ recognizes its responsibility to plan for peace time emergencies that may endanger lives, property or the environment, either in this municipality or in others. The aforementioned Municipality has concluded mutual aid agreements with _____

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 through-out 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 Measures Plan:** Any plan, program or procedure prepared by the municipality that aims (1) to mitigate the effects of any 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 authorized under:

- 1. The Provincial Emergency Measures Act, dated _____
- 2. The Municipality of _____ By-Law Number _____
Dated _____

5. Direction and Control

The Mayor and his Deputy 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 Measures Coordinator, when required to combat an emergency or to provide coordinated assistance to the municipalities of: _____

7. Emergency Operations Centre (EOC)

All disaster/emergency operations will be controlled and coordinated from the EOC, usually located in the Municipality Office. This also applies to a response for assistance from: _____

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) representatives from the provincial Department of Family and Community Services, and volunteer agencies.

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

9. Responsibilities

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

Position/Agency

Responsibilities

Emergency Manpower

1. maintains source list of local manpower
2. arranges for registration and allocation of volunteers
3. provides specialists, as required

Supply and Administration

1. procure, allocate and distribute necessary goods and services
 2. maintain records of purchases and services
 3. control resources in short supply
 4. administers the EOC
-

10.Alerting

10.1 Initial Alert

Anyone learning of an emergency situation should immediately contact either:

1. The local Police or RCMP,
Phone # _____

2. The Fire Department dispatcher,
Phone # _____

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, then the Emergency Measures Coordinator or Alternate is informed of the situation.

10.2 Stages of Alert, and Assembly

If the Coordinator or Alternate decide that the emergency 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 11.

▪ Partial Alert:

Only personnel required to handle the emergency are called to the EOC by the Emergency Measures Coordinator. Others may be placed on standby.

Once alerted, the Heads of Services meant to be at the EOC must go there immediately and report to the Coordinator or Alternate 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 Alternate Coordinator.

10.3 Police/Fire Alert

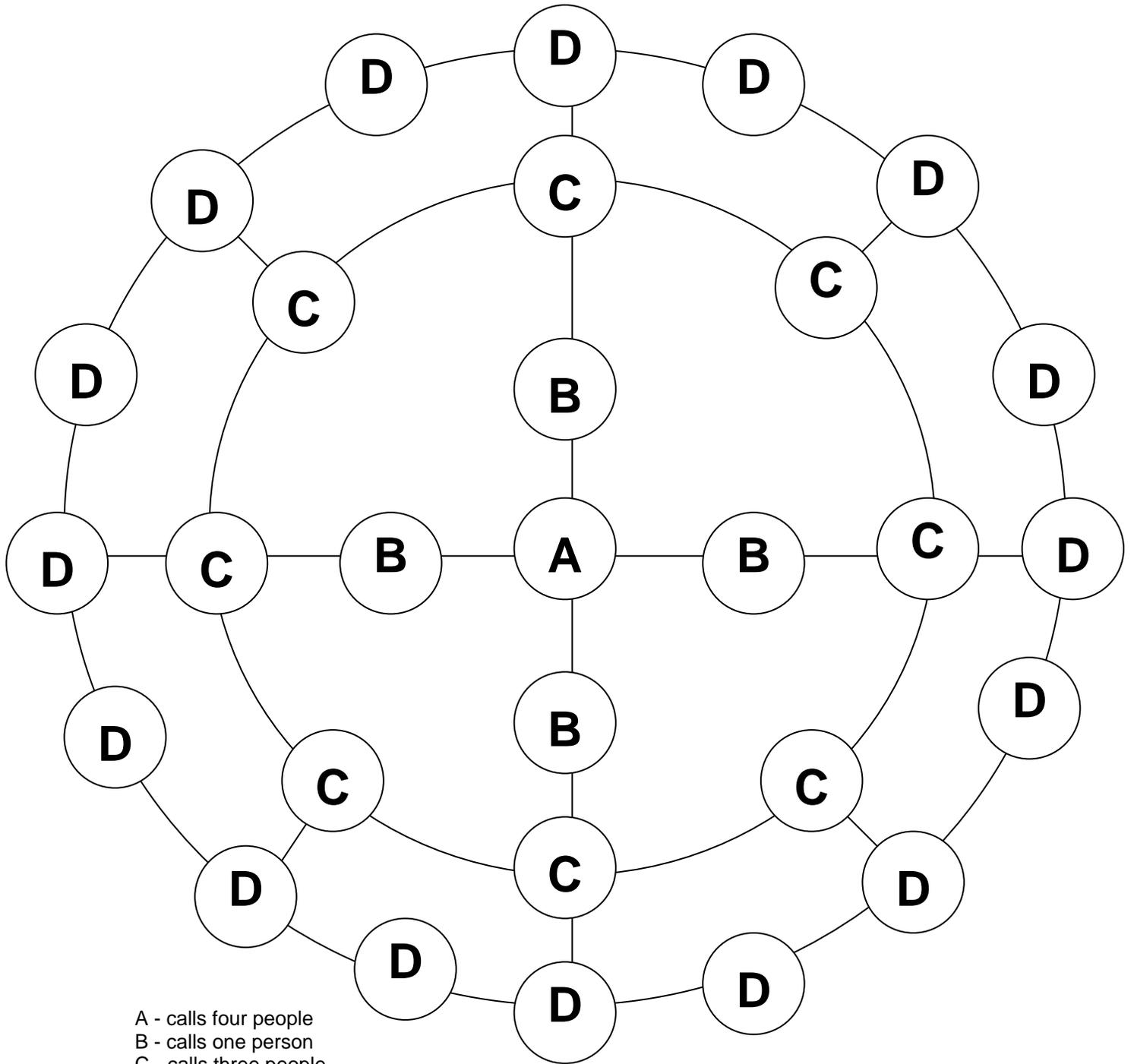
Police and Fire departments have 24-hour duty systems that include pre-existing alert arrangements. The systems do not conflict with this emergency response plan, and need not be changed.

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.

11. Telephone Fan-Out Chart



- A - calls four people
- B - calls one person
- C - calls three people
- D - calls two people

Note: D could call three people - you have to add an additional circle to accommodate more people

12. EOC Organizational Chart

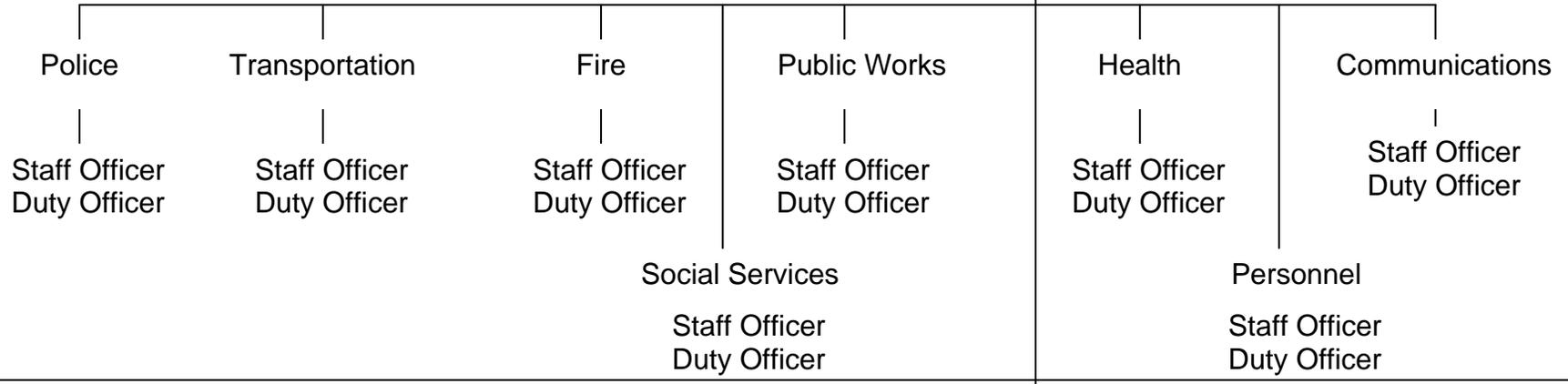
Mayor and small number of councillors

EXECUTIVE

EOC Coordinator

OPERATIONS

- Operations Officer
- EOC - Support Staff
 - Senior Clerk
 - Stenos/Clerks
 - Radio Operators
 - Messengers
 - Draftsperson



PUBLIC INFORMATION

Public Information
Staff Officer
Duty Officer

13. Municipalities Involved in Mutual Aid Agreements

| 1. Municipality | Contact Person | Title | Home Phone | Business Phone |
|-----------------|----------------|-------|------------|----------------|
| _____ | _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ | _____ |

Mutual Aid Summary

| 2. Municipality | Contact Person | Title | Home Phone | Business Phone |
|-----------------|----------------|-------|------------|----------------|
| _____ | _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ | _____ |

Mutual Aid Summary

Municipal Emergency Response Plan

Part II: The Individual Plans

This portion of the Municipality 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 departmental fan-out chart.

14. Police Department

14.1 Role

The role of police in an emergency is an extension of their normal function. The senior police officer at an emergency site must assume control of the situation until replaced by a more senior official.

14.2 Responsibilities

The police department has the responsibility to:

- a. Alert the EOC Coordinator and hospitals
- b. Provide an ESM at the emergency site
- c. Provide police services
- d. Assist other services

14.2.1 After being notified of a major incident, the Dispatcher immediately calls the Chief, who in turn calls the EOC Coordinator. If the informant is unknown, the information must be verified by dispatching a car to the scene.

14.2.2 Radio communications 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 and 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, Chief 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 takes preventative action with specialist crews arrive.

15. Fire Department

15.1 Role

In addition to the normal role of 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 procedure 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, hospitals 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.

Section 16.7 shows the Emergency Communications Service Organization Chart.

16.3 Responsibilities

The Emergency Communications Service has the responsibility to:

- a. Establish communications between the EOC, hospitals and the incident site
- b. Provide telephone operators and messengers at the EOC
- c. Receive and send messages at the EOC
- d. Maintain pool of radios on call

16.4 Method

16.4.1 Telephones

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

Two telephone operators and two messengers (see Section 16.7) 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 (Section 16.8). Mobile or portable radios are to be dispatched to the hospital, Emergency Transport Rendezvous Points and the incident site.

16.5 Alerting and Assembly

Individuals involved in Emergency Communications are to be located and then alerted (Section 16.9) using the fan-out chart. If necessary, radios rather than telephones may be used for alerting.

16.6 Standing Operating Procedures

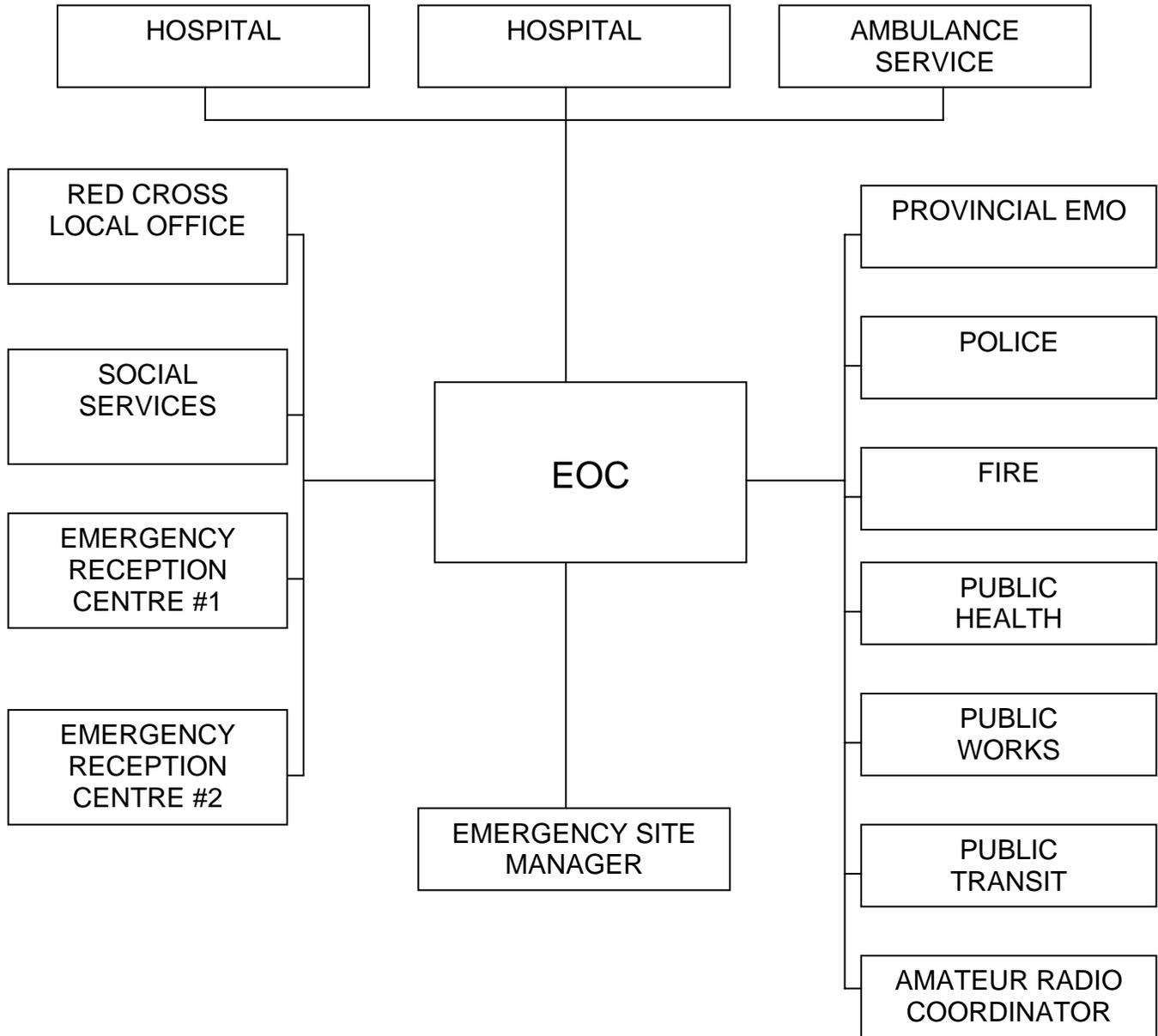
16.6.1 Once the Communications Officer is alerted, he/she alerts the Assistant Communications Officer and, if necessary, takes the base radio station to the EOC.

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.

16.7 Emergency Communications Service Organization Chart



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.

Section 17.5 shows the organization chart for Emergency Transportation.

17.3 Method

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

the

—

corner of

parking lot on _____
street.

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

—

17.3.2 Section 17.6 gives the fan-out chart for volunteer passenger transportation. Section 17.7 provides a

contact list for other available transport equipment in the area.

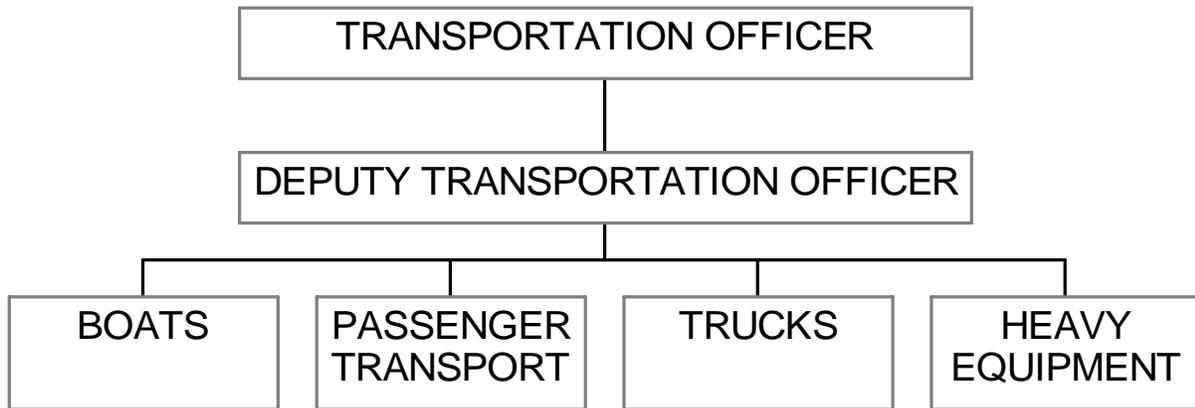
17.4 Standing Operating Procedures

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 (Section 17.6) and then goes to Rendezvous Point #1 to meet 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 #1 unless told to go to #2.

17.5 Emergency Transportation Service Organization Chart



17.7 Transportation Equipment Available: Type and Owners

Boats

Trucks

Heavy Equipment

Passenger Transport

18. Works Department (Municipal Maintenance)

18.1 Role

The Works Department supports emergency operations by providing engineering 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

Departmental organization remains unchanged from that used during normal operations.

18.3 Method and Standing Operating Procedures

18.3.1 Once the Municipal Engineer receives an alert, he/she sends a representative to the EOC for briefing. The representative is responsible for passing requests for assistance from the EOC to the Engineering Office.

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

18.3.3 Section 18.4 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 Family and Community Services supply the key staff and rely largely upon local volunteers.

19.3 Responsibilities

Social Services have 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 or more Reception Centres. Workers are alerted (see Section 19.6) and told which centre they must report to.

Centre #1

Centre #2

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 Services 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:
Supervisor: _____

Provides food as required, using volunteers for preparation and serving.

2. Emergency Lodging:
Supervisor: _____

Obtains and allocates alternate accommodation for evacuees.

3. Emergency Clothing:
Supervisor: _____

Salvation Army provides emergency clothing.

4. Emergency Registration/Inquiry:
Supervisor: _____

(Is handled by Red Cross). Registers all persons being relocated, and provides information concerning their whereabouts upon request.

5. Emergency Personal Services:
Supervisor: _____

Provides personal services that cannot be performed by other services.

Contact information on all personnel involved in these five services appears in Section 19.7.

The Administrator works with the Centre Manager to arrange provisions and supplies for all services.

19.5 Standing Operating Procedures

19.5.1 After receiving an alert, the Administrator must:

- a. Alert the Centre Manager or his/her deputy to set up the Centre (either Centre #1 or #2, 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:

- b. Continue the fan-out, relaying the alert and telling personnel which centre they must report to
- c. Obtain keys for the Centre and go there to begin setting it up
- d. 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.

19.7 Personnel Available for Reception Centre Services

| <u>Service</u> | <u>Contact</u> | <u>Home Phone</u> | <u>Office Phone</u> |
|--|----------------|-------------------|---------------------|
| Feeding | | | |
| _____ | _____ | _____ | _____ |
| Lodging | | | |
| _____ | _____ | _____ | _____ |
| Clothing | | | |
| _____ | _____ | _____ | _____ |
| Registration and Inquiry (Red Cross) | | | |
| _____ | _____ | _____ | _____ |
| Personal Services | | | |
| _____ | _____ | _____ | _____ |

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 disaster:

- a. Activate the Society's fan-out chart (Section 20.2)
- b. Support emergency or disaster operations
- c. Operate an inquiry bureau (Red Cross House) to handle national and international requests.
- d. Assist 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.

20.2 Canadian Red Cross Society Fan-Out Chart

| <u>#</u> | <u>Contact Person</u> | <u>Home Phone</u> | <u>Office Phone</u> |
|----------|-----------------------|-------------------|---------------------|
| | Service Head | | |
| | _____ | _____ | _____ |
| | Alternate | | |
| | _____ | _____ | _____ |
| | Alternate | | |
| | _____ | _____ | _____ |
| | Alternate | | |
| | _____ | _____ | _____ |
| | Alternate | | |
| | _____ | _____ | _____ |
| | Alternate | | |

21. Emergency Health Service

21.1 Role

Emergency Health Service 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 Service 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.

Section 21.6 lists the medical and health personnel involved in this plan.

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 Service has the responsibility to obtain additional supplies and equipment, where necessary.

21.4 Method

21.4.1 During an emergency situation, Emergency Health is responsible for ensuring that the Police or Fire departments have alerted the hospital of casualties. Emergency Health also must alert volunteer agencies (e.g., St. John Ambulance, etc.) of the incident.

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 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 nursing homes (because of danger to buildings).

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

21.5 Standing Operating Procedures

After receiving an alert, the Emergency Health representative will:

- a. Report at once to the EOC
- b. Ensure that the hospital has been alerted
- c. Alert St. John Ambulance, if required (Section 22 provides information on the St. John Ambulance Sub-plan that supplements this individual plan)
- d. Remain at the EOC to provide Emergency Health Support.

21.6 Medical and Health Personnel Available

Medical Doctors _____ Home Phone _____ Office Phone _____

Public Health Nurses _____ _____ _____

Pharmacies _____ _____ _____

22. St. John Ambulance Sub-plan (Sub-plan to Emergency Health Service)

22.1 Responsibilities

The responsibilities of the St. John 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
- 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 (Section 22.3)
2. Report to the EOC
3. Activate the division's Emergency Plan
4. Coordinate the divisions' response with that of the Medical Health Officer.

22.3 St. John Ambulance Emergency Fan-Out Chart

| <u>#</u> | <u>Contact</u> | <u>Home Phone</u> | <u>Office Phone</u> |
|----------|----------------|-------------------|---------------------|
| | Service Head | | |
| | _____ | _____ | _____ |
| | Alternate | | |
| | _____ | _____ | _____ |
| | Alternate | | |
| | _____ | _____ | _____ |
| | Alternate | | |
| | _____ | _____ | _____ |
| | Alternate | | |
| | _____ | _____ | _____ |
| | Alternate | | |

23. Supply and Administration 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 operations, and maintain accountability records for compilation after the emergency.

23.2 Responsibilities and Organization

Supply and Administration comprises 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 Manager assumes responsibility for Supply and Administration. Staff is notified according to fan-out chart. (Section 23.4).

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 meetings and pamphlet distribution.
- b. During an emergency, distribute warnings 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 service at, one or more of the following locations: (1) emergency site (2) the EOC, adjacent to media centre (3) municipal/mayoral office, which also 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 group 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, is 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.

