



Corporation of the Town of Huntsville

Emergency Response and Business Continuity Plan

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EXECUTIVE SUMMARY

Introduction

This emergency response plan has been prepared in order to provide key officials, agencies and departments within the Town of Huntsville with a general guideline to the expected initial response to an emergency and an overview of their responsibilities during an emergency.

For this plan to be effective, it is important that all concerned be made aware of its provisions and that every official, agency and department be prepared to carry out their assigned functions and responsibilities in an emergency. The following paragraphs provide an overview of the background and some of the highlights of this plan.

Background

The *Emergency Management and Civil Protection Act* provides the authority to municipalities to formulate and implement Emergency Plans. The legislation states that a “Head of Council” may declare that an Emergency exists within a municipality and may take such action as may be deemed necessary and are not contrary to law to protect the property, health, safety and welfare of the inhabitants of the Emergency area.

Municipalities routinely respond to situations that require responses from fire, police, ambulance, and public infrastructure. Large- scale emergencies such as chemical spills, plane crashes, tornadoes and floods can severely deplete available resources and require additional personnel, equipment and expertise. In cases such as these, an Emergency Plan must be implemented.

Response to a large-scale Emergency requires an assessment of the situation, an effective determination of resources required, and the efficient deployment and management of these resources. The primary role of District government in an Emergency is to provide the organizational framework within which the coordinated response will take place, thereby reducing the impact of the Emergency on the inhabitants within the District.

Upper-tier Response

Within Muskoka, each of the six Area Municipalities and two First Nations has an individual responsibility to provide the initial response to a large-scale Emergency within their municipal boundaries.

The Mayor of the affected municipality may request assistance from the District by contacting the District Chair. This may be done without activating the Muskoka Emergency Response Plan.

However, when the resources of an Area Municipality are deemed insufficient to control the emergency, the Mayor may request that the District of Muskoka activate the Muskoka Emergency Response Plan. The Muskoka Emergency Control Group would then be activated and the District Chair may declare a District Emergency in the affected area(s).

SECTION 1 – HAZARDS, AIM, AUTHORITY

1.1 Introduction

Huntsville maintains an active Emergency Measures program. The purpose of this program is to protect and preserve life and property during times of crisis, by providing efficient, coordinated emergency services and responsible decision- making. The program will also provide for training of Town staff as required, and for external agencies to the extent practicable. The program will permit coordination of community-based exercises and outreach at the Municipal level. The Emergency Measures program is further designed to ensure that all agencies that may become involved in an Emergency are fully aware of their respective roles and responsibilities and are capable of fulfilling their assigned tasks.

1.2 Hazards

The Emergency Management Act defines an emergency as “a situation caused by the forces of nature, an accident, and an intentional act or otherwise that constitutes a danger of major proportions to life or property”.

1.3 Aim

The aim of the Town of Huntsville Emergency Response Plan is to outline a plan of action for the efficient deployment and coordination of the services, agencies and personnel to provide the earliest possible response in order to:

- protect and preserve life and property
- minimize the effect of the emergency on the Town of Huntsville
- restore essential services
- maintain services in the unaffected areas of the Town of Huntsville
- assist other municipalities

1.4 Authority

The *Emergency Management and Civil Protection Act, 2009* is the legal authority for the emergency response plan in Ontario. The “Act” states that the:

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.

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

- issued under the authority of the Town of Huntsville **By-law 2008-151**; and
- filed with Emergency Management Ontario, Ministry of Community Safety and Correctional Services.

SECTION 2 – NOTIFICATION SYSTEM

2.1 Emergency Notification System

The Mayor, the Chief Administrative Officer, the Ontario Provincial Police Detachment Commander, the Fire Chief, the Medical Officer of Health or the CEMC may activate the Emergency Notification System.

2.2 Emergency Alert Levels

Due to the threat of an emergency situation developing or the potential for an emergency situation to change over time, there are two different levels at which emergency personnel can be alerted.

The Emergency levels are as follows:

Full Alert: Under a “Full Alert” either all or selected members of the Emergency Control Group, the Support Group and the advisory staff are contacted and are instructed to respond to the Emergency Operations Center at a given time or as soon as possible. The balance of the members of the groups will be advised to “Standby”

Standby Alert: Under a “Standby Alert” either all or selected members of the Emergency Control Group, Support Group and the advisory staff are contacted and asked to “Standby” for further information. This alert level may be used if there is an emergency situation developing or the threat of an emergency occurring which does not merit assembling the members of the above groups

THE PROVINCIAL OPERATIONS CENTRE IS TO BE NOTIFIED FOR ANY ALERT THAT IS ISSUED.

SECTION 3 –EMERGENCY OPERATION CENTRE (EOC)

3.1 Introduction

In the event of an Emergency, the Emergency Operation Centre (EOC) will be established. The Emergency Control Group, the Support Staff, Advisory Group and many other groups will congregate and work together at the Emergency Operations Centre to make decisions, share information and provide support as required to mitigate the effects of the emergency. The Community Emergency Measures Coordinator (CEMC), acting as the “Operations Officer”, is responsible for the coordination of all operations within the Emergency Operation Centre.

3.2 Location of Emergency Operation Centre(s)

The Emergency Operation Centre is designated by the first authorized person activating the Emergency Notification System. The decision regarding the location will be made in consultation with the lead agency involved with the emergency.

3.3 Web Page

An electronic copy of the Huntsville Emergency Plan is posted and maintained on the Town web site (www.huntsville.ca)

SECTION 4 - EMERGENCY CONTROL GROUP (ECG)/EMERGENCY MANAGEMENT CONTROL COMMITTEE

4.0 Composition of the ECG/Committee

The Control Group may function with only a limited number of persons depending on the emergency. While the Emergency Control Group may not require the presence of all members, this shall not preclude the notification of all members

4.1 Primary and Support Services

The ECG/Committee is comprised of the following persons, departments, divisions or designated alternates:

PRIMARY and COMMITTEE MEMBERS

- Mayor
- CAO -Chair
- Community Emergency Management Coordinator
- Emergency Operations Centre Manager
- Emergency Information Officer

EMERGENCY CONTROL GROUP SUPPORT SERVICES

ECG Primary Support Services

- Fire Services
- Police Services
- EMS Services
- Community Services
- Human Resources
- Development Services
- Legislative Services
- Financial Services
- Operations

ECG Support Services

Personnel from the following departments/divisions may be called upon to support the ECG:

- Facilities
- Legal Services
- Geomatics Department
- Building Services
- Information Technology (IT) Department
- By – Law Enforcement
- Others as required

4.2 ECG Advisory Group

Additional personnel called or added to the Emergency Control Group may include:

- Medical Officer of Health
- District CEMC
- Emergency Management Ontario Field Officer
- Liaison Staff from Provincial Ministries
- Hospital Administrators

- Non-Government Organizations e.g. Salvation Army
- Hydro Representatives – Hydro One, Lakeland Power
- Electrical Safety Authority
- Any other officials, experts or representatives from the Public or Private Sector deemed necessary by the Emergency Control Group

4.3 Emergency Control Group Responsibilities (ECG)

The Emergency Control Group (ECG) *collectively* will:

- Activate the Emergency Plan during emergency operations and provide advice and assistance to the Head of Council in the carrying out of the duties under the Emergency Plan
- Direct, coordinate and monitor the response to ensure that all actions necessary for mitigation of the effects of the emergency are taken in accordance with the law and are carried out effectively and efficiently
- Contact the appropriate emergency response agencies to ensure that all actions necessary for mitigation of the effects of the emergency are taken in accordance with the law and are carried out effectively and efficiently
- Advise the Mayor in making key decisions such as declaration of an emergency, designating sections of the Town as an emergency area
- Appoint or confirm the appointment of an Incident Commander (IC) for each emergency site
- Liaise with the Incident Commander to obtain briefings and/or change in emergency status
- Coordinate the evacuation of inhabitants considered to be in danger
- Order the discontinuation/closure of utilities, services, programs and/or facilities as required
- Arrange for services and equipment from local agencies **not** under Municipal control, i.e. private contractors, volunteer agencies, service clubs
- Notify, request assistance from and/or liaising with various levels of government and any public or private agencies **not** under Town control as considered necessary
- Ensure administrative and logistical support is provided for emergency workers at the emergency site(s) and other locations such as EOC and shelters and post incident (food, water, shelter, maintenance, fuel, CISM)
- Determine if additional volunteers are required and if appeals for volunteers are warranted
- Determine if additional transport is required for evacuation or transport of persons and/or supplies
- Prepare, in coordination with the Emergency Information Officer (EIO), approve and authorize major announcements, information releases and formal statements to the public
- Arrange for experts, advisory groups and/or sub-committees to report to the ECG to provide advice, as required. The ECG has the authority to designate an additional member or dismiss an existing ECG member. The ECG also has the authority to relieve any ECG member with their alternate or other appointed individual
- Authorize expenditures of money required to deal with the emergency
- Notify all services, agencies, groups or persons under the direction of the ECG of the termination of the emergency
- Meet regularly (frequency will be dictated by need) as a group to inform one another of actions being taken, their status and to plan strategies

- Before the response to an emergency has been completed, determine if the Recovery process should be activated
- Conduct and participate in debriefing following the emergency

4.4 Mayor

The Mayor is ultimately responsible for the emergency

The Mayor (or Acting Mayor), as Head of Council and with the advice from the ECG is responsible for:

- declaring an emergency to exist and where practical, identifying the area or location of the emergency within the Town of Huntsville
- declaring an emergency to be terminated
- notifying or initiate the notification of the Mayor(s) or Acting Mayor(s) of any affected neighbouring Municipality and the appropriate Provincial Ministry of the declaration of an emergency and termination of declaration of an emergency
- ensuring that the public, the media, neighboring Municipal officials, if required, are also advised of both the declaration and termination of the emergency
- assuming the role of Primary spokesperson following consultation with ECG regarding media releases and public announcements/ instructions/warnings
- formally requesting Provincial or Federal government assistance through the appropriate Provincial Ministry/Emergency Management Ontario
- participating as required in the Post-Emergency Recovery Plan

4.5 Councillors

During and following an emergency, Councillors are required to:

- provide support and liaison to the community (The only information conveyed to the public will be as provided from the Emergency Information Officer)
- provide assistance in the rehabilitation and restoration of the community
- maintain normal day to day services to the community
- make themselves available for Emergency Council Meetings and/or Debriefing Sessions
- the Mayor or Deputy Mayor will represent Council at meetings of the Emergency Control Group
- Council will be apprised of the emergency status through the following formats:
 - i) information provided by the CAO, Clerk and/or the Head of Council

Confidentiality and discretion must be considered when releasing information to the public

4.6 Community Emergency Management Coordinator (CEMC)

The CEMC is responsible for:

- If required, activating the Emergency Control Group and Resource Groups

- Ensuring that a communications link is established between the ECG and the Incident Commander
- Overseeing the setup, coordination and operation of the EOC (Note: The EOC Manager is responsible for the setup and operation of the EOC while the CEMC oversees this)
- Overseeing the backup EOC if required - Inform the ECG if an alternate EOC is selected
- Formally requesting assistance from neighbouring municipalities if required
- Assigning staff to various support group functions, if required
- Preparing a post-emergency report for submission to the Emergency Control Group
- Other powers as designated under the appropriate Provincial and/or Federal legislation
- Ensuring compliance with Provincial Legislation and submitting annual documentation

4.7 CAO

The Chief Administrator Officer is responsible for:

- Attending at Emergency Operations Center if activated
- Acting as Chair of the ECG
- Assisting the Mayor in their duties and responsibilities
- Advising the Mayor on Town of Huntsville policies and procedures as appropriate
- Liaising with the CAO of the other Area(s) affected by the emergency
- Approving the issuance of news releases to the media and the general public prepared by the Emergency Information Officer (EIO), in consultation with the ECG (this responsibility may be designated to the CEMC or Alternate CEMC)
- Working with emergency information officer to coordinate media centre
- Ensure continual daily operations for Town business
- Ensuring that there is recording all costs expenses incurred for the emergency response and forward them to the Treasurer

4.8 Ontario Provincial Police

The Detachment Commander or designate acting for their area will be responsible for:

- Notifying of necessary emergency and municipal services as required
- Establishing an On-Scene Command Post
- Ensuring that a communication link is established between the Emergency Control Group and the On-Scene Command Post
- Establishing an inner perimeter within the emergency area
- Establishing an outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to essential emergency personnel

- Providing of traffic control to facilitate the movement of emergency vehicles
- Alerting persons endangered by the emergency and the co-ordination of evacuation procedures
- Protecting life and property and the provision of law and order
- Providing police services in reception centres, morgues, and other facilities, as required
- Notifying the coroner of fatalities
- Liaising with other municipal, provincial, and federal police agencies, as required
- When required, provide the Incident Commander as appointed by the Emergency Control Group
- Provide advice on law enforcement

4.9 Fire Chief

The Fire Chief or designate is responsible for:

- Organizing and coordinating emergency response and rescue services
- Attend at the Emergency Operations Centre and coordinate the response of the Fire Services
- Advising the ECG on matters concerning firefighting, emergency response, rescue or fire
- Establish an ongoing communications link with the Fire Incident Commander
- Establishing an emergency fire service plan and program for Huntsville and exercising mobilizing control over participating fire departments in Mutual Aid activities
- Making arrangements for the required additional fire or emergency team responses with the Fire Marshal of Ontario
- Liaising with the Fire Chief(s) of the affected municipalities to determine if any additional assistance is required and assuming responsibility for obtaining such assistance
- Providing assistance to other municipal departments and agencies by being prepared to take charge of, or contribute to, non-firefighting operations, if necessary (e.g. rescue, first aid, casualty collection, evacuation, etc.)

4.10 Operations (Infrastructure)

Operations Department/Division is responsible for:

- Activating and coordinating the response of the Department, including the provision of all storm sewer and road services
- Providing the ECG with information on engineering and public infrastructure
- Liaising with the appropriate District of Muskoka personnel to ensure there is a coordinated response in the affected areas
- Maintaining, constructing and repairing of roads
- Providing emergency traffic detour plans in coordination with the Ontario Provincial Police in the affected area
- Liaising with public utilities to disconnect any service representing a hazard and /or arrange for the provision of alternate services or functions

- Requesting the discontinuing of any District Public Works service or utility as required
- Requesting restoration of discontinued District Public Works services as determined by the Emergency Control Group
- Coordinating the provision of transportation when requested by other departments or the Incident Commander
- When required, providing the Site Commander as appointed by the Emergency Control Group
- Participating as a member of the emergency Recovery Committee

4.11 Community Services -Reception Centre(s) Coordinator

Community Services is responsible for:

- coordinating the facilities and associated requirements for the activation of a Reception Centre utilizing the appropriate staff and other resources as directed by the Emergency Control Group
- liaising with appropriate third-party organizations (under agreement) for the provision of Registration and Inquiry services and
- providing registration and inquiry services with liaison information for relief organizations that are under agreement to provide food, clothing and temporary shelter (information will be provided by the ECG or Human Resources as appropriate)
- Act as liaison to the Resident's Service Recovery Committee

4.12 Human Resources

Human Resources is responsible for:

- Acting as a liaison between dependents of staff involved in the event to ensure that they are informed of staff status, if required, and ensuring that their immediate needs are addressed
- Ensuring staff are provided with information regarding stress management and identification and providing support systems through the Town of Huntsville
- Assist the EOC and ECG with any inquiries of a human resource nature (i.e. WSIB coverages, legislated requirements, preparation of service agreements, labour relations)
- Liaison to town personnel who volunteer to assist another municipality that has declared an emergency but who are not acting under the direction of management

Volunteers - Third Party Agreement

- During emergency events that require the use of volunteers, volunteers MUST be registered and screened under the auspices of an existing emergency response agency with whom the Town has an existing relationship or agreement (e.g. Canadian Red Cross, Salvation Army).
- Agreements must ensure the protection of the vulnerable community
- Individual volunteers will NOT be accepted, except in circumstances approved by the Emergency Operations Centre
- Volunteers recruited by other local municipalities will be considered to be acting under the direction of the affected municipality

4.13 Development Services

Development Services is responsible for:

- Coordinating the Building and Planning requirements during all phases of an emergency event
- Acting as liaison for the Dwelling Evaluation sub-committee
- Advising the ECG on policy, procedures and legislative requirements (Building and Planning legislation)

4.14 Legislative Services

Legislative Services is responsible for:

- Ensuring that Councillors and senior officials are advised of the declaration and termination of the declaration of the emergency, and are kept apprised of the emergency situation
- Providing access to GIS/mapping
- Access to information technology services
- Acting as liaison for the Corporate Tracking sub-committee
- Advising the ECG on policy, procedures and legislative requirements

4.15 Financial Services

- Processing emergency/disaster funding
- Advising on risk management
- Ensuring that there is a recording of all costs and expenses incurred for the emergency response
- Acting as liaison for the Financial Services sub-committee
- Advising the ECG on policy and procedures

4.16 Emergency Information Officer

Emergency Information Officer is responsible for:

- Writing and issuing news releases and arranging media briefings as required to communicate “key messages” to the public
- Provides communication advice to the Mayor, CAO CEMC, ECG as appropriate
- Submit media releases for approval by the CAO or designate

4.17 EOC Manager

In all emergency situations, the EOC Manager is responsible for:

- the Emergency Operations Center set up and establishing security if required
- Ensuring all listed Emergency Control Group primary or alternate members are contacted, advised of the situation, and informed if they are required to report to the Emergency Operations Centre

- Acting in a resource and advisory capacity to the Emergency Control Group, and other emergency and support staff on emergency management matters, as required
- Carrying out detailed liaison with the Emergency Management Ontario (EMO) Emergency Management Operations Centre and District of Muskoka
- Providing guidance and assistance to the various sub-committees, groups, departments and personnel involved at the Emergency Operations Centre, and any other location, as required
- Liaising with other agencies as required by the Emergency Control Group
- When required, assisting the Incident Commander as appointed by the ECG in fulfilling their responsibilities
- When required, ensuring that a secondary Emergency Operations Centre is established as advised by the CEMC or the Fire Chief
- Maintaining the records and logs for the purpose of debriefs and post-emergency reporting that will be prepared
- Ensuring that the operating cycle is met by the ECG and related documentation is maintained and kept for future reference
- Posting and maintaining the unrestricted emergency plan on the Town website and a restricted emergency plan on the Inner Circle

4.18 Emergency Management Ontario Field Officer

If requested to be present the, EMO's Field Officer will be responsible for:

- Providing advice and assistance to community officials pertaining to the emergency situation, as requested or required
- Coordinating community requests for Provincial and/or Federal assistance
- Assisting in coordinating communications with the Provincial Emergency Operations Centre
- Providing on-going liaison with communities who have experienced or are experiencing emergency situations

4.19 Emergency Control Group Sub-Committees

Recovery Sub-Committees: The establishment of these sub-committees should coincide with the stabilization of the event and continue throughout the recovery phase until the emergency has been terminated or when it is determined that the recovery activities should be terminated. Each Sub-Committee will meet at the direction of their Chair as required and report/update the ECG during scheduled EOC meetings.

SECTION 5 – DECLARATION OF AN EMERGENCY

5.1 Action Prior to Declaration

When an emergency exists, but has not yet been declared to exist, municipal employees may take such action(s) under this emergency response plan as Town of Huntsville Municipality of Muskoka.

5.2 Municipal Emergency

The Mayor or Acting Mayor, as the Head of Council, has the authority to declare that a municipal emergency exists within the boundaries of the Town of Huntsville. This decision is made in consultation with other members of the Emergency Control Group.

The Mayor may request assistance from the District Municipality of Muskoka by contacting the District Chair without activating the Muskoka Emergency Response Plan.

When the Town of Huntsville has deemed its resources are insufficient to control the emergency, the Mayor may request that the District Chair or the District Chief Administrative Officer activate the Muskoka Emergency Response Plan.

5.3 Provincial Emergency

Under section 7 of the Emergency Management and Civil Protection Act, RSO 1990, Chapter E.9, the Premier of Ontario may:

- upon receiving such a request, declare that an emergency exists throughout Ontario 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, and exercise any power or perform any duty conferred upon a minister of the Crown or a Crown employee by or under an Act of Legislature, and
- where a declaration is made and the emergency area or any part thereof is within the jurisdiction of a municipality, the Premier of Ontario may, where he or she considers it necessary, direct and control the administration, facilities and equipment of the municipality to ensure the provisions of necessary services in the emergency area. Without restricting the generality of the foregoing, the exercise by the municipality of its power and duties, in the emergency area, whether under and emergency plan or otherwise, is subject to the direction and control of the Premier, and
- require any municipality to provide such assistance, as he or she considers necessary to an emergency area or any part thereof that is **not** within the jurisdiction of the municipality and may direct and control the provision of such assistance.



5.4 Checklist in Consideration of a Declaration of Emergency

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

** This checklist is for use by municipal heads of council considering the declaration of an emergency within their municipality. This checklist is not intended to provide any sort of legal advice – it is merely a reference tool.*

An emergency is defined under the *Emergency Management and Civil Protection Act* as “a situation, or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise” [Section 1, definition of an emergency].

Under the *Emergency Management and Civil Protection Act*, only the head of council of a municipality (or his or her designate) and the Lieutenant Governor in Council or the Premier have the authority to declare an emergency. The Premier, the head of council, as well as a municipal council, have the authority to terminate an emergency declaration [Sections 4 (1), (2), (4)].

An emergency declaration may extend to all or any part of the geo graphical area under the jurisdiction of the municipality [Section 4 (1)].

If the decision is made to declare an emergency, the municipality must notify Emergency Management Ontario (on behalf of the Minister of Community Safety and Correctional Services) as soon as possible [Section 4 (3)]. Although a verbal declaration of emergency is permitted, all declarations should ultimately be made in writing to ensure proper documentation is maintained. Written declarations should be made on municipal letterhead, using the template provided by Emergency Management Ontario, and should be faxed to (416) 314-0474. When declaring an emergency, please notify the Provincial Emergency Operations Centre at 1-866-314-0472.

When considering whether to declare an emergency, a positive response to one or more of the following criteria **may** indicate that a situation, whether actual or anticipated, warrants the declaration of an emergency:

General and Government:

- **Is the situation an extraordinary event requiring extraordinary measures?** [Section 4 (1) permits a head of council to “take such action and make such orders as he or she considers necessary and are not contrary to law” during an emergency.]
- **Does the situation pose a danger of major proportions to life or property?** [Section 1, definition of an emergency]
- **Does the situation pose a threat to the provision of essential services (e.g., energy, potable water, sewage treatment/containment, supply of goods or medical care)?** [Some situations may require extraordinary measures be taken or expenditures be made to maintain or restore essential services. A declaration of emergency may allow a head of council to expend funds outside of his or her spending resolutions and/or the regular approval process of the municipality.]
- **Does the situation threaten social order and the ability to govern?** [Whether due to a loss of infrastructure or social unrest (e.g., a riot), a crisis situation has the potential to threaten a council’s ability to govern. In such cases, extraordinary measures may need to be taken. Section 4 (1) provides

for extraordinary measures, not contrary to law. Section 55 (1) of the *Police Services Act* provides for the creation of special policing arrangements during an emergency.]

- **Is the event attracting significant media and/or public interest?** [Experience demonstrates that the media and public often view the declaration of an emergency as a decisive action toward addressing a crisis. It must be made clear that an “emergency” is a legal declaration and does not indicate that the municipality has lost control. An emergency declaration provides an opportunity to highlight action being taken under your municipal emergency response plan.]
- **Has there been a declaration of emergency by another level of government?** [A declaration of emergency on the part of another level of government (e.g., lower-tier, upper-tier, provincial, federal) may indicate that you should declare an emergency within your municipality. For example, in the event of a widespread disaster affecting numerous lower-tier municipalities within a county, the county will likely need to enact its emergency response plan and should strongly consider the declaration of an emergency. In some cases, however, a declaration of emergency by a higher level of government may provide sufficient authorities to the lower-tier communities involved (e.g., municipalities operating under the authority of a provincial or federal declaration).]

Legal:

- **Might legal action be taken against municipal employees or councilors related to their actions during the current crisis?** [Section 11 (1) states that “no action or other proceeding lies or shall be instituted against a member of council, an employee of a municipality, an employee of a local services board, an employee of a district social services administration board, a minister of the Crown, a Crown employee or any other individual acting pursuant to this Act or an order made under this Act for any act done in good faith in the exercise or performance or the intended exercise or performance of any power or duty under this Act or an order under this Act or for neglect or default in the good faith exercise or performance of such a power or duty.” Section 11 (3), however, states “subsection (1) does not relieve a municipality of liability for the acts or omissions of a member of council or an employee of the municipality....”]
- **Are volunteers assisting?** [The *Workplace Safety and Insurance Act* provides that persons who assist in connection with a declared emergency are considered “workers” under the Act and are eligible for benefits if they become injured or ill as a result of the assistance they are providing. This is in addition to workers already covered by the Act.]

Operational:

- **Does the situation require a response that exceeds, or threatens to exceed the capabilities of the municipality for either resources or deployment of personnel?** [Section 4 (1) permits the head of council to “take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan.” Section 13 (3) empowers a municipal council to “make an agreement with the council of any other municipality or with any person for the provision of any personnel, service, equipment or material during an emergency.”]
- **Does the situation create sufficient strain on the municipal response capability that areas within the municipality may be impacted by a lack of services, thereby further endangering life and property outside areas directly affected by the current crisis?** [Some situations may require the creation of special response agreements between the municipality and other jurisdictions, private industry, non-government organizations, etc. Section 13 (3) states that the “council of a municipality may make an agreement with the council of any other municipality or with any person for the provision of personnel, service, equipment or material during an emergency.”]
- **Is it a consideration that the municipal response may be of such duration that additional personnel and resources may be required to maintain the continuity of operations?** [In the event of a large-scale crisis, such as an epidemic or prolonged natural disaster, municipal resources may not be able to sustain an increased operational tempo for more than a few days. This is particularly true if emergency workers are injured or become ill as a result of the crisis. In such a case, the municipality may need to utilize outside emergency response personnel. Section 13 (3) provides for mutual assistance agreements between municipalities.]
- **Does, or might, the situation require provincial support or resources?** [Provincial response

(e.g., air quality monitoring, scientific advice, airlift capabilities, material resources, etc.) may involve numerous ministries and personnel. Activation of the municipal emergency response plan, including the opening of the Emergency Operations Centre and meeting of the Community Control Group, can greatly facilitate multi-agency and multi-government response.]

- **Does, or might, the situation require assistance from the federal government (e.g., military equipment)?** [Section 13 (2) authorizes the Solicitor General, with the approval of the Lieutenant Governor in Council, to make agreements with the federal government. In Canada, federal emergency assistance is accessed through, and
- coordinated by the province. The declaration of an emergency may assist a municipality in obtaining federal assistance.]
- **Does the situation involve a structural collapse?** [Structural collapses involving the entrapment of persons *may* require the deployment of one or more Heavy Urban Search and Rescue (HUSAR) teams. Ontario has a HUSAR team. This team is specially equipped and trained to rescue persons trapped as a result of a structural collapse. Any municipality in the province can request a HUSAR deployment to a declared emergency. Requests for HUSAR resources should be made through your local mutual aid fire coordinator. Approval for the dispatch of the HUSAR team comes from the Commissioner of Emergency Management.]
- **Is the situation a large-scale or complex chemical, biological, radiological, or nuclear (CBRN) incident?** [Response to CBRN incidents requires specialized resources and training. Ontario is developing three CBRN teams to respond to incidents throughout the province. CBRN teams are only dispatched to declared emergencies. Requests for a CBRN deployment should be made through your local mutual aid fire coordinator. Approval for the dispatch of CBRN teams comes from the Commissioner of Emergency Management.]
- **Does the situation require, or have the potential to require the evacuation and/or shelter of people or animals [livestock] from your municipality?** [Evacuee and reception centres often use volunteers as staff. As noted above, the declaration of an emergency enacts certain parts of the *Workplace Insurance and Safety Act* related to volunteer workers. Secondly, an evacuation or sheltering of citizens has the potential to generate issues pertaining to liability. Section 11 of the *Emergency Management and Civil Protection Act* may provide municipal councilors and employees with certain protections against personal liability.]
- **Will your municipality be receiving evacuees from another community?** [The issues discussed in the previous bullet may apply equally to municipalities accepting evacuees.]

Economic and Financial:

- **Does the situation pose a large-scale disruption to routine patterns of transportation, or re-routing of large numbers of people and vehicles?** [The rerouting of people and vehicles poses a potential liability risk. Keeping persons from their homes and delaying commercial traffic are both sensitive issues. Section 11 of the Act may provide certain protection from liability. Section 4 (1) allows for extraordinary measures to be taken, providing they are not contrary to law.]
- **Is an event likely to have a long term negative impact on a community's economic viability/sustainability, including resulting unemployment, lack of available banking services and restorative measures necessary to re-establish commercial activity?** [The declaration of an emergency may facilitate the ability of the municipality to respond to economic losses.]
- **Is it possible that a specific person, corporation, or other party has caused the situation?** [Section 12 states that "where money is expended or cost is incurred by a municipality or the Crown in the implementation of an emergency plan or in connection with an emergency, the municipality or the Crown, as the case may be, has a right of action against any person who caused the emergency for the recovery of such money or cost...."]

Termination of an Emergency

5.5 Municipal Emergency

A Municipal Emergency may be terminated at any time by:

- The Mayor or Acting Mayor
- The Municipal Council
- The Premier of Ontario

5.6 Provincial Emergency

A Provincial Emergency can be terminated at any time by:

- The Premier of Ontario

5.8 Scales of Emergency

<u>SCALE OF EMERGENCY</u>	<u>PLAN IMPLEMENTED</u>	<u>WHO RESPONDS</u>
<p>An incident or threat of an incident:</p> <ul style="list-style-type: none"> • That can be controlled by the first response agencies • Does not require evacuation, other than any involved structures or the immediate outdoor area • Is confined to a small area and poses a limited threat to life or property 	<p><u>No Plan implemented; first responders can control situation</u></p>	<ul style="list-style-type: none"> • Local response agencies
<p>An incident or threat of an incident:</p> <ul style="list-style-type: none"> • Involving a greater hazard or larger area that poses a potential threat to life, limb, property or the environment • That may require a limited evacuation of the surrounding area • That warrants the gathering of the Area Municipal Control Group to make key decisions • That may require Mutual Aid and/or help from some District agencies 	<p>Local Municipal Plan implemented</p>	<ul style="list-style-type: none"> • Local response agencies • Area Municipal Control Group • External agencies, including District of Muskoka, as required
<p>A large-scale emergency (or threat of):</p> <ul style="list-style-type: none"> • That is beyond the response capability of the local municipality, and/or; • That crosses the boundaries or (or impacts a large part of) two or more municipalities, and/or; • Where the Mayor of the local municipality requests the District Plan to be implemented, and/or; • That requires extraordinary actions or extraordinary expenditures of money by one or more District service • As a result of an incident that immediately or rapidly develops into a District level emergency, without prior declaration of an Area Municipality such as a pandemic or large-scale emergency. • Where District Chair declares a District emergency 	<p>District Plan implemented</p>	<ul style="list-style-type: none"> • First response agencies • MECG Control Group • Muskoka Support Group • District agencies • Affected Area Municipal Control Groups • External agencies as required
<p>A large-scale emergency (or threat of):</p> <ul style="list-style-type: none"> • That is beyond the response capability of the District, or; • The emergency crosses two or more regional boundaries, or; • The District Chair requests the Provincial Plan to be implemented, or; • The Premier of Ontario implements the Provincial Plan. 	<p>Provincial Plan implemented</p>	<ul style="list-style-type: none"> • All of the above, plus, Provincial and Federal Agencies as required

6.2 Flood Emergency Plan

Localized flooding in low lying residential areas occurs annually during high spring runoff and heavy rainstorm events.

Mission Statement

The Mission Statement intent is to enable the Town of Huntsville to effectively mobilize and respond to the possible impact of a flood in low lying areas.

All efforts will be directed toward the following objectives:

- protection of persons and property
- public information
- pre impact operations readiness made
- warning the public
- allocation of evacuation boats and vehicles
- establishment of reception centre

Execution

In the event of a Flood Emergency all or part of the following procedures will be initiated, as part of the Emergency Control Group actions, depending on the severity of the Flood event.

Flood Advisory

1. Upon notification of a **Flood Advisory** by the Ministry of Natural Resources, the Town of Huntsville will initiate field visits to determine actual conditions and flow depths at physical locations in the affected areas.

The CEMC or designate will monitor the flow levels via the Ministry of Natural Resources Surface Water Monitoring website at regular intervals.

NOTE:

Rivercove

Road flooding may begin in Rivercove Subdivision at 65 ± cms. Houses may begin to be flooded at 110 ± cms. Flood warning signs should be considered at 55 cms. Flows take approximately 10 hours to reach Rivercove after passing by the MNR Williamsport Road bridge flow gauge.

Old North Road

Old North Road may begin to flood at 90 ± cms., approximately 13 hours after passing the MNR Williamsport Road Bridge flow gauge. Lands abutting Old North Road may begin to flood at 65 cms.

Bridgeview Lane

Bridgeview Lane and abutting cottages to the north of the Big East River begin to flood at 65 cms approximately 18 hours after passing the MNR Williamsport Road bridge flow gauge.

Glen Acres Road

Glen Acres Road and abutting residential lands on the north side of the Big East River begin to flood at 120 +cms., approximately 18 hours after passing the MNR Williamsport Road bridge flow gauge.

Flood Warning

2. Upon notification of a **Flood Warning** by the Ministry of Natural Resources, the CEMC or Alternate will:

- Contact the OPP, Fire Department, Public Infrastructure, and Ambulance to advise of increased flows and potential flooding.

b) **For localized low land flooding and road flooding (slow to moderate increase in volume of flow)**

Flood warning signage will be erected at the following locations:

- Rivercove Drive entrance
- Old North Road at the bridge (north end)
- Silver Sands Trailer Park Road (south end)
- Glen Acres Road
- Bridgeview Lane

c) **In the event of quickly increasing flows resulting in widespread flooding, property damage and potential risk to persons**, all or part of the ECG will be convened.

- affected area residents will be notified of the situation in a manner that is decided upon by the Emergency Control Group
- a Reception or Evacuation Centre will be set up if an evacuation is required
- Town Press Release will be issued in consultation with MNR
- Fire Department and OPP to check readiness of OPP and Fire Department boats in the event of an evacuation

Flood Evacuation

3. In coordination with the Ministry of Natural Resources and the Town of Huntsville ECG, a **Flood Evacuation Notice** will be issued.

To initiate this process:

- The Mayor will declare a State of Emergency in the Town of Huntsville
- The Ministry of The Solicitor General and EMO will be notified of the declaration of the Emergency by the Mayor of the Town of Huntsville. (see index, Emergency Alert Procedure, Provincial/Federal Emergency Assistance Requests)
- A FLOOD EVACUATION NOTICE will be issued to the media. A news conference will be prepared and scheduled by the Community Emergency Management Coordinator (CEMC) of the ECG. The news conference will be presented by the Mayor and/or spokesperson
- The OPP and Huntsville Fire Department will initiate evacuation process of the specific flood prone areas
- The OPP will secure the appropriate grounds, and will act as the lead agency on site
- Community Services will open Evacuation Centre
- Evacuees will be directed to the Evacuation Centre for registration, further care and billeting.

Background:

<u>1998 Flood</u>	(15 Return Event – 170 cm). Significant property damage in the Rivercove area.
<u>2001 – Flood</u>	112 cm.
<u>2002 –Flood</u>	97 cms. Road and property flooding. Rivercove, Old North Road and Bridgeview Lane.
<u>2008 – Flood</u>	220 cms Road and property flooding. Rivercove, Old North Road and Bridgeview Lane, and Glen Acres

6.3 Freezing Rainstorm Plan

Mission Statement

Upon notification by Environment Canada of significant accumulation of freezing rain the following procedures will be initiated as required.

Significant freezing rain of 25 to 50mm could cause widespread power outages if main power lines are disrupted.

Execution

1. A meeting will be held between all/or part of the ECG
2. The Public Infrastructure Department will confirm availability of sufficient material, supplies, equipment and staffing to ensure essential services are maintained
3. Monitor approach of freezing rainstorm with input from adjacent municipalities
4. Consider putting REC on standby
5. Sub-committees will be appointed as required

6.4 Snowstorm/Hail/Blizzard Plan

Mission Statement

Upon notification by Environment Canada of significant accumulation of snow or other precipitation the following procedures will be initiated as required.

Execution

To enable the Town of Huntsville to effectively mobilize and respond to the possible impact of a severe winter storm.

All efforts will be directed toward the following objectives:

- meeting of all or part of ECG
- protection of persons and property
- keeping roadways clear
- public information
- pre impact operations readiness made:
- warning the public
- allocation and marking of main evacuation routes to reception area
- establishment of reception centres
- keep essential services intact
- all departments on standby
- check, identify and ensure availability of resources
- determine if an emergency should be declared by the Mayor
- contact media to provide information to the public about situation
- conduct of emergency operation will be focused on keeping essential services operational while recognizing changing conditions (i.e. weather)

Emergency Information Officers

- release of media advisory
- provide information line number
- inquiry/media centre activated

Public Infrastructure

Prioritize:

- access for emergency centres – hospital/ambulance, OPP, Fire, Water & Sewer Plants
- access to main streets
- access to secondary roads
- if emergency declared, contact private sector plow operators in the event of prolonged storm

Police – Standard Operating Procedure

- contact snowmobile clubs for stranded motorists

Fire - Standard Operating Procedure

- place personnel on duty
- place personnel on standby

Health - Standard Operating Procedure

- senior's homes
- 1 hospital (2 entrances)

Other Organizations

- alert and put on standby Red Cross, Salvation Army
- activate various evacuation centres based on situation

Tasks of the emergency agencies/organizations will be assigned in order of importance.

SECTION 7 – REGISTRATION AND INQUIRY CENTRES

7.1 Registration and Inquiry Centres

Registration/Inquiry centres have been identified throughout the municipality. Each centre is chosen for its location, facilities and access to the public.

The location of these centres during an emergency will be announced through the media and any other manner as appropriate.

SECTION 8 – REQUEST FOR ASSISTANCE

Part 1 - General

8.1 Mutual Assistance Agreements

The *Emergency Plans Act* authorizes municipalities to enter into agreements wherein each party may provide assistance, in the form of personnel, services, equipment and material, if called upon to do so by a requesting municipality in times of emergency.

Mutual Assistance Agreements enable municipalities, in advance of an Emergency, to set the terms and conditions of the assistance which may be requested or provided. Municipalities requesting and providing assistance are therefore not required to negotiate the basic terms and conditions under stressful conditions and may request, offer and receive assistance according to predetermined and mutually agreeable relationships.

8.2 Current Agreements

It is intended that Mutual Assistance Agreements will be established with the Town of Bracebridge, Township of Lake of Bays, Township of Perry, Township of McMurrich and the Township of Muskoka Lakes.

8.3 Execution of Mutual Assistance Agreements

The request or response to a request is made by the CEMC

The CEMC on advice from the ECG, makes the final determination to ask for assistance from a neighbouring municipality. The CEMC also makes the decision to provide assistance to a neighbouring municipality under a Mutual Assistance Agreement.

Part 2 – Assistance from the Province of Ontario

8.4 Request for Provincial Assistance

Under certain circumstances and/or when the combined resources of the District Municipality of Muskoka and the six Area Municipalities are deemed insufficient to control the emergency, then the District Chair may request assistance from the Premier of Ontario. The requesting of said services shall **not** be deemed to be a request that the Government of the Province of Ontario assume authority and control of the emergency.

Such a request shall be made to the Ministry of Community Safety and Correctional Services, Emergency Management Ontario.

Assistance may be requested from Emergency Management Ontario at any time. Emergency Management Ontario maintains a 24-hour duty roster. Telephone contact numbers are shown on page 32. Emergency Management Ontario can coordinate assistance from a number of Provincial agencies and the Federal Government, including Military Aid to the Civil Authority. When requested by the District, Emergency Management Ontario will send a staff member(s) to the District of Muskoka to provide provincial liaison and advice on provincial matters.

In the event of a disease outbreak, the Medical Officer of Health can notify the Rapid Response Team of the Ministry of Health and Long Term Care for assistance.

8.5 Emergency Management Ontario

On the declaration of an Emergency by the Head of Council, Emergency Management Ontario will deploy a liaison team to the ECG. This team will provide advice and assistance to the ECG.

8.6 Disaster Recovery Assistance for Ontarians Program

Disaster Recovery Assistance for Ontarians a program to assist people affected by natural disasters.

After a natural disaster, people may need help to cover the costs of cleaning, repairing and replacing essential property. Disaster Recovery Assistance for Ontarians provides financial assistance to individuals, small owner-operated businesses, farmers and not-for-profit organizations. It may assist with emergency expenses, repairs, or replacement of essential property after a natural disaster.

The Ontario Minister of Municipal Affairs and Housing may activate the program in the event of a natural disaster such as a flood or a tornado. Homeowners and residential tenants, small business owners, farmers, and not-for-profit organizations can apply for assistance under the program if they are located in the defined geographical area for which the program has been activated following a natural disaster.

Further information is available on the Ministry of Municipal Affairs and Housing <http://www.mah.gov.on.ca/>

Part 3 – Assistance from the Federal Government

8.7 Assistance from the Federal Government

Requests for personnel or resources from the Federal Government must be submitted through the Province of Ontario. Federal assistance will only be provided once the resources of the District and Province have been exhausted.

Financial assistance for natural disasters is available through the Federal Government's Disaster Financial Assistance Fund. This assistance is initiated by the Province.

SECTION 9 - TELECOMMUNICATIONS

9.1 Telecommunications

For emergency operations to be successful, the timely and effective use of telecommunications facilities must be made. To ensure that the Town of Huntsville retains control over its operations and its ability to coordinate activities, various forms of communications equipment are utilized.

These methods include cellular phones, central telephone systems, data exchange through e-mail and facsimiles and VHF radio systems.

9.2 Weather Notification Channels

- Algonquin Park 100.1
- Algonquin Park East and West 101.3
- Parry Sound 88.9

DEFINITIONS AND RELEVANT TERMS

1. **Agency Incident Commander (Incident Dependant)**
The person(s) designated by each agency responding to the Emergency who is responsible for managing the agency's on-scene response operations in consultation and coordination with the Incident Commander and the Emergency Control Group.
2. **Area Municipality**
The municipality or corporation of the Town of Huntsville, Town of Gravenhurst, Town of Bracebridge, Township of Georgian Bay, Township of Lake of Bays, Township of Muskoka Lakes, Moose Deer Point First Nation, Wahta Mohawk First Nation.
3. **Area Municipal Emergency Plan**
An Emergency Plan prepared by one of the Area Municipalities
4. **Chief Administrative Officer (CAO)**
The Chief Administrative Officer of the Corporation of the Town of Huntsville or designate.
5. **Command Post**
A mobile communications/central control centre from which the Incident Commander and Agency Incident Commanders will manage on-site activities and communicate with the Muskoka Emergency Operation Centre and other operational communication centres.
6. **Community Emergency Management Coordinator (CEMC)**
An individual officially designated by a community who is responsible and accountable for the community's emergency management program. The CEMC must be, by definition, a municipal employee, as per the *Municipal Act*. The CEMC is the Chair of the Emergency Control Group and is responsible for coordinating operations within the Emergency Operations Centre.
7. **Critical Incident Stress (CIS) Team**
The CIS Team is a trained team of individuals available for stress debriefing during and succeeding emergencies and major incidents.
8. **Declared Emergency**
A signed declaration made in writing by the Head of Council or the Premier of Ontario in accordance with the *Emergency Management Act*. This declaration is usually based on a situation or an impending situation that threatens public safety, public health, the environment, critical infrastructure, property, and/or economic stability and exceeds the scope of routine community activity.
9. **Disaster**
A widespread or severe emergency that seriously incapacitates a community.
10. **District Fire Coordinator**
A Fire Chief from one of the fire departments in the District, appointed by the District Council, to serve as Coordinator of the District Mutual Aid Fire Plan.
11. **Emergency**
A situation or impending situation caused by the forces of nature, an accident, and an intentional act or otherwise constitutes a danger of major proportions to life or property.

NOTE: Its nature and magnitude must be such as to require a controlled and coordinated response by a number of agencies, both governmental and private, under the direction of an Emergency Control Group, as distinct from routine operation carried out by an agency or agencies (e.g., fire-fighting, police activities, and hospital routines).
12. **Emergency Area**
The area in which the emergency exists.

13. **Emergency Management**
Organized and comprehensive program and activities taken to deal with actual or potential emergencies or disasters. These include mitigation against, preparedness for, response to and recovery from emergencies or disasters.
14. **Emergency Management Ontario (EMO)**
EMO is an organization within the Ministry of Community Safety & Correctional Services, government of the Province of Ontario. EMO is responsible for monitoring, coordinating and assisting in the development and implementation of emergency management programs in Ontario.
15. **Emergency Management and Civil Protection Act, 2009**
16. **Emergency Notification Plan**
A telephone or direct contact fan-out system, which is activated when it is necessary to implement the Emergency Plan, the Emergency Control Group, Support Staff and Advisory Group are notified immediately.
17. **Emergency Operations Centre (EOC)**
The EOC is where the Emergency Control Group, the Emergency Support and Advisory staff and other support personnel assemble to share information, evaluate options and make decisions regarding the administration of the emergency, and provide support to the emergency site.
18. **Emergency Plan**
A plan, which is formulated pursuant to Section 3 of the *Emergency Plans Act* and which govern the provision of necessary services during an Emergency and the procedures under and manner in which Town employees and other persons will respond to an Emergency.
19. **Emergency Shelter**
A site that provides lodging for evacuees and emergency responders during and after an Emergency. It may include municipal buildings, schools, hotels/motels, and private homes or improvised group housing. Depending on the emergency situation, it may include provision for feeding and personal support.
20. **Incident Commander/Incident Command**
The person at the Emergency Site who is designated to coordinate and manage the response to the Emergency.
21. **Evacuation/Reception Centre**
An evacuation/reception centre is the site where comfort services (food, clothing, referral to shelter, referral to social services, registration and inquiry) are offered to persons displaced by the emergency.
22. **Fire Department**
The Fire Department of the Area Municipality or a combined Fire Department of one or more area municipalities.
23. **Full Alert**
The Emergency Alert level utilized when all members of the Emergency Control Group and Support Staff are contacted and advised to report to the Muskoka Emergency Operations Centre.
24. **Emergency Control Group (ECG)**
The ECG is a group of individuals, chaired by the CEMC, which is responsible for directing and controlling all Emergency operations including the provision of personnel and resources needed by the Incident Commander to effectively manage the Emergency within the Town.
25. **Emergency Operation Centre (EOC)**
The EOC is the location from which the ECG operates.

26. **Emergency Support & Advisory Staff**

A group of Town staff members who will provide administrative, logistical, clerical and other support, advice and information to the Emergency Control Group.
27. **Media Information Centre**

The location at or near the Emergency Operation Centre from which the media may gather for updated media releases and press conferences.
28. **Perimeter (Inner)**

The inner perimeter is a restricted area in the immediate vicinity of the emergency scene as established by the Incident Commanders. Access to the inner perimeter is restricted to those essential emergency personnel actively involved in the occurrence. This perimeter will be confirmed by the Incident Commander when so appointed.
29. **Perimeter (Outer)**

The outer perimeter is the geographic area surrounding the inner perimeter. This area will serve as a coordination and assembly point for essential emergency personnel. Access to the outer perimeter is restricted to essential emergency personnel as determined by the Incident Commander.
30. **Public Health Emergency Response Team**

This initial response group is comprised of representatives from the local Health Unit charged with the responsibility of providing public health services during the emergency and working in association with the Area Reception/Evacuation Centre Manager(s) and Area CEMC.
31. **Emergency Information Officer**

Shall act as the Emergency Information Officer during emergencies to communicate accurate information to the news media and the public and provide communication advice to the Mayor, CEMC and ECG.
32. **Recovery**

The Recovery phase begins immediately following an emergency response, with efforts to restore minimum services to the stricken area and continues with long-term efforts to return the community to normal. Immediate recovery activities include assessing damage, clearing debris, restoring food supplies, shelter, and utilities. Long-term recovery activities include rebuilding and redeveloping the community and implementing mitigation programs.
33. **Recovery Committees (Incident Dependent, CEMC Assigned)**

The Recovery Committees shall be composed of Municipal officials and other agencies that will address emergency resources, resident needs and provide direction and coordinate activities addressing the recovery process.
34. **Stand-by Alert**

The Emergency Alert level utilized when some or all members of the Emergency Control Group and the Support staff are contacted and instructed to “stand-by” for further information or instruction.
35. **Triage**

The sorting and allocation of treatment to patients or victims according to a system of priorities designed to maximize the number of survivors.