



EMERGENCY PLAN CITY OF THUNDER BAY

1. AIM

To establish a general plan of action for the co-ordinated response in the event of an emergency, or impending emergency, in order to preserve life, health, property and the environment.

2. COMPOSITION, RESPONSIBILITIES AND POWERS OF THE MUNICIPAL EMERGENCY CONTROL GROUP

All emergency operations shall be directed and controlled by the Municipal Emergency Control Group primary members who will assemble at the Emergency Operation Centre. The Municipal Emergency Control Group shall be comprised of positions listed below.

1. City Manager
2. General Manager – Development & Emergency Services
3. Fire Chief
4. Police Chief
5. EMS Chief
6. Community Emergency Management Coordinator
7. General Manager – Infrastructure & Operations
8. General Manager – Community Services
9. Emergency Information Officer

SUPPORT POSITIONS to the MUNICIPAL EMERGENCY CONTROL GROUP

1. Mayor
2. District of Thunder Bay Social Services Administration Board
3. Red Cross
4. Medical Officer of Health – T.B.D.H.U.
5. Tbaytel
6. Synergy North Hydro
7. Emergency Operations Scribe

EOC Security (Fire Prevention Division)

Additional Resources to the MUNICIPAL EMERGENCY CONTROL GROUP

Airport Manager
N.D.M.N.R.F.
Lakehead Region Conservation Authority
CAER Group
Min. of Environment and Climate Change
Salvation Army



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St. John Ambulance
Min. of Municipal Affairs
Lakehead Search & Rescue
Environment Canada Weather Office
Ontario Health North - Area Hospitals
Hydro One & OPG
Lakehead Amateur Radio Club
Boards of Education
Law Enforcement - O.P.P. & R.C.M.P.
Canadian Coast Guard
211
Central Ambulance Communications Centre

In the case of a major aircraft accident off airport: Airport Manager

In the case of a flood: District Manager, Ministry of N.D.M.N.R.F.

General Manager - Lakehead Region Conservation Authority

In the case of a forest fire: District Manager - Ministry of N.D.M.N.R.F.

In the event of Hydro One having major outages: Manager – Hydro One

In the event of an emergency involving or impacting the Thunder Bay Regional Health Sciences Centre (TBRHSC), and/or St. Joseph's Care Group :

Senior Manager – TBRHSC

Senior Manager – St. Joseph's Care Group

In the event of a Hazardous Materials or Dangerous Goods Incident:

Community Awareness & Emergency Response Group

3. IMPLEMENTATION OF THE PLAN

It is the responsibility of the first responding agency at the scene of an emergency to assess the



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situation and to recommend whether this plan should be implemented. If the situation warrants, a site manager will be appointed. If the size or seriousness of the emergency appears beyond the capability or responsibilities of that department/agency, the plan shall be put into effect. Any member of the Municipal Emergency Control Group, upon realizing the magnitude of an emergency or impending emergency warrants the plan's implementation, may do so.

4. EMERGENCY ALERTING OF THE MUNICIPAL EMERGENCY CONTROL GROUP

A. On receipt of instructions from a member of the Municipal Emergency Control Group, **POLICE COMMUNICATIONS CENTRE (684-1555)** will call out the Municipal Emergency Control Group (MECG). All members of the MECG and Support Positions (listed in Appendix 'A') will be called or their alternates if the MECG member cannot be contacted. Two attempts should be made to contact each MECG member and Support Position member or alternate. The E.O.C. can function without all members in attendance. Central Communications should advise the CEMC of who was not contactable. In the event telephone service is out, the Police Communications Centre will contact the MECG and Support positions by the most effective means. The member of the group giving the call-out instruction will decide if this is to be a call-out or standby. The Thunder Bay Police Communications staff shall ensure the instructions are explicit. Instructions will include:

(i) This is an emergency call-out. Please attend the Emergency Operations Centre at:

OR

(ii) This is an emergency standby call only. Please remain by your telephone until further notice (etc.). The standby call may also be made by one of the E.O.C. MECG members who would supply more information.

B. The Primary Emergency Operations Centre is at **STATION #3, 60 S. WATER STREET.**

C. The Secondary Emergency Operations Control Centre is at **STATION #1, 330 N. VICKERS STREET.**

D. An Alternate Emergency Operations Centre is the **THUNDER BAY POLICE STATION, 1200 BALMORAL STREET.**

E. Another Alternate Emergency Operations Centre is at **SUPERIOR NORTH EMS, 105 JUNOT AVE SOUTH.**

F. Should the magnitude of an emergency be so extensive that communications are disrupted, and it is apparent to the Municipal Emergency Control Group members that a disaster has



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occurred, they are to proceed to the Emergency Operations Centre immediately.

5. NOTIFICATION OF DECLARATION OF AN EMERGENCY

The Mayor or alternate (as per acting Mayor by-law) can officially declare an emergency at any time and upon doing so, shall immediately notify:

1. the Solicitor General;
2. all members of Council;
3. neighbouring municipal officials as required;
4. the public; and
5. the media

Notification to the Solicitor General must be done through the **Ontario Fire Marshall & Emergency Management (OFMEM) at the Provincial Emergency Operations Centre (PEOC)** by calling **1-866-314-0472**. An oral declaration may be made followed by faxing a hard copy of the declaration on the community's letterhead to the **OFMEM Provincial Emergency Operations Centre at 1-416-314-6220**.

If an emergency situation is pending, the notification process can be put into effect prior to the actual declaration of an emergency to alert the Municipal Emergency Control Group to standby status.

6. OPERATIONS CYCLE REVIEW

A. Meeting and Reporting Schedules

The Community Emergency Management Coordinator (CEMC) shall schedule and coordinate meetings of the Municipal Emergency Control Group at regular intervals to inform each other of actions taken and problems encountered. The frequency of meetings and agenda items will be established by the CEMC. Maps and status boards shall be prominently displayed and kept up to date by the CEMC or by support staff designated by the CEMC.

B. Request for Assistance

Assistance may be requested from neighbouring municipalities and/or the private sector at any time. Such a request for assistance shall not be deemed to be a request that the assisting entity assume authority and control of the emergency.

Assistance may be requested from the Province of Ontario, or from the Federal Government through the Province of Ontario, at any time. Such a request can be made by contacting the **OFMEM Duty Officer at the Provincial Emergency Operations**

Centre by telephone at 1-866-314-0472 (toll free), or by fax at 1-416-314-6220.



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Such a request for assistance shall not be deemed to be a request that the Province assume authority and control of the emergency (see “resource Contact List” attached)

7. TERMINATIONS OF A STATE OF EMERGENCY

The Mayor, or Council as a whole can officially declare the termination of the emergency at any time and upon doing so shall immediately notify:

6. the Solicitor General;
7. all members of Council;
8. neighbouring municipal officials as required;
9. the public; and
10. the media

Notification to the Solicitor General must be done through **OFMEM (at the PEOC)** by calling **1-866-314-0472**. An oral termination may be followed by faxing a hard copy of the termination on the communities' letterhead to OFMEM at 1-416-314-6220.

8. AIRPORT EMERGENCY

In the event of a major emergency at Thunder Bay Airport, the Thunder Bay International Airport Authority Emergency Response Procedures Plan will be activated. All City emergency responding Departments holding this plan will keep their copy updated and respond accordingly.

Should the emergency be of such magnitude that City departments require extra resources, Thunder Bay's Emergency Operations Centre and Emergency Response Plan may be activated to provide additional assistance to City departments and the Thunder Bay International Airport.

9. HARBOUR EMERGENCY

In the event of a major emergency in the Thunder Bay Harbour, Thunder Bay Harbour Commission will activate the Port of Thunder Bay Marine Emergency Plan. All City emergency responding departments will keep their copy of the plan updated. The Harbour Master will be the On-Site Co-ordinator unless he delegates the position. Should the emergency be of such magnitude that responding City Departments require extra resources, Thunder Bay's Municipal Emergency Control Group may be activated to provide additional assistance to City departments and Thunder Bay Harbour Commission.

10. FLOOD EMERGENCY

In the event of a flood or anticipated flood, the Lakehead Region Conservation Authority will activate their Flood Warning System (Emergency Plan). All City emergency responding



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departments will keep their copy of the plan updated and utilize the information in a flood situation.

11. SNOW EMERGENCY

(A) ALERT

In the event of a possible Snow Emergency, which will be based on a weather warning by Environment Canada and a serious buildup of snow, the Community Emergency Management Coordinator or alternate will consult with Environment Canada's Weather Office and the General Manager of Infrastructure & Operations. If it appears that conditions will continue or escalate, he/she will alert the City Manager and the Mayor.

(B) WARNING

- i) The City Manager, if conditions warrant, will authorize the closing of non-emergency municipal offices. The City Manager will arrange for all Department Heads to be notified and advise the Chamber of Commerce that they consider requesting local business establishments to close in order to permit employees to proceed home.
- ii) The City Manager and Community Emergency Management Coordinator will, in consultation with the General Managers of Infrastructure & Operations and Community Services (Transit Division), assist the Emergency Information Officer in the preparation of news releases.

(C) EMERGENCY

- i) If snow accumulation continues so that snowplows cannot keep main arteries open or if emergency vehicles are incapacitated due to impassable streets, the Emergency Operations Centre will be activated according to the Emergency Response Plan.
- ii) The utilization of snowmobiles for emergency use must be first authorized by the Mayor because their use is controlled under the by-law. If conditions warrant, the Community Emergency Management Coordinator, or alternate, will obtain permission from the Mayor by requesting her/him to declare a snow emergency.
- iii) Snowmobile and 4-Wheel Drive volunteers will be requested through the electronic media. These volunteers will register with and be dispatched by the respective District Chiefs from the Thunder Bay Fire Rescue. These vehicles will be used strictly for emergency purposes.

12. THE MUNICIPAL EMERGENCY CONTROL GROUP SHALL:



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- A) Bring cellular telephones, where resources permit, to the E.O.C. for back-up communication;
- B) Appoint a Site Manager;
- C) Dispatch a member from their department with a portable radio to the Message Control Centre for communication or back-up communications where warranted;
- D) Take such action as is necessary to minimize the effects of an emergency or disaster on the municipality and its inhabitants;
- E) Direct, co-ordinate and supply administrative and logistic support to all municipal departments and volunteer organizations in controlling the emergency or disaster;
- F) Be prepared to authorize the expenditure of municipal funds, which are required for the preservation of life, health, and the environment;
- G) Establish an information center for issuance of accurate releases to the news media and for issuance of authoritative instructions to the general public;
- H) Take initiative on any action required which isn't covered in the emergency response plan;
- I) Share information on the emergency and important action taken by each department/agency with other members of the Municipal Emergency Control Group via the electronic print board or flip chart and retain the pages for record purposes, in the form of an E.O.C. log;
- J) Ensure all personnel have been accounted for and advised of the termination of the emergency in order that no workers are left behind. Each agency should have a list of its personnel working during the emergency and use it as a "check-off list" at the termination of the emergency;
- K) Ensure all departments/agencies maintain their individual logs.

13. **THE MAYOR SHALL:**

- A) Consult with members of the Municipal Emergency Control Group and decide if an emergency should be declared;
- B) Declare an emergency to exist if warranted;



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- C) In a formal emergency, order an evacuation of people from the danger zone in potentially life-threatening situations if warranted and recommended by the applicable experts in the Municipal Emergency Control Group;
- D) Ensure the Solicitor General, through OFMEM (the PEOC) has been notified of the declaration of an emergency;
- E) Approve news and public announcements;
- F) Request assistance from Mayors and Reeves in neighbouring municipalities and/or from senior levels of government, when required;
- G) Update Council on emergency situations;
- H) If a declaration of an emergency has been declared, make an official order that the "Emergency is Terminated" at the end of the situation;
- I) Maintain a log of all action taken.

14. THE CITY MANAGER SHALL:

- A) Assume the role of Manager (Chair) of the Municipal Emergency Control Group;
- B) Update Head of Council on administrative matters;
- C) Ensure up-to-date information is obtained and displayed to the Municipal Emergency Control Group at all times;
- D) Determine if municipal resources are adequate or if additional resources are required;
- E) Advise the MECG of any necessary actions that should be taken which are not covered in the emergency response plan;
- F) Oversee media arrangements and the preparation and outflow of press and public announcements;
- G) Maintain a record of all expenditures for later cost-recovery, if warranted; and
- H) If municipal records are in jeopardy, assign the City Clerk or other person(s) to oversee their safety;
- J) Maintain a log of all action taken.

15. THE FIRE CHIEF SHALL:



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- A) Activate the Fire Service's Emergency Call-Out System;
- B) Ensure that an on-site Incident Commander is appointed;
- C) Ensure that fire fighting operations are initiated if required;
- D) Ensure that rescue operations are initiated if required;
- E) Activate the Fire Mutual Aid System, if required;
- F) In the event of a dangerous goods spill:
 - i) ensure the Ministry of the Environment and CANUTEC are contacted for any assistance required;
 - ii) Make available the applicable portion(s) of the book entitled "Dangerous Goods Guide to Initial Emergency Response" to the MECG;
- G) Supply a FAX operator for the MECG (Fire Service fax);
- H) Establish and supervise the EOC Message Control Centre;
- I) Provide EOC security;
- J) If necessary, obtain assistance from Human Resources Development Canada;
- K) If necessary, obtain assistance from Environment Canada to activate Environment Canada Alert Weather Radio;
- L) Keep the Municipal Emergency Control Group updated on the emergency situation;
- M) If warranted, set up an on-site command post, either in existing facilities or in a mobile command post;
- N) Maintain a log of all action taken.

15A. THE AIRPORT MANAGER, IN THE EVENT OF A MAJOR OFF-AIRPORT AIRCRAFT ACCIDENT IN THUNDER BAY, SHOULD:

- A) Activate the Airport's emergency response plan;
- B) Liaise with the airline representative(s) and the applicable federal departments who deal with aircraft crashes;
- C) Provide or arrange for technical data involving the aircraft and rescue operations;



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D) Keep a log of action taken.

15B. THE MINISTRY OF NORTHERN DEVELOPMENT, MINES, NATURAL RESOURCES & FORESTRY DISTRICT MANAGER, IN THE EVENT OF A FOREST FIRE OR FLOOD, SHOULD:

- A) Issue the preliminary alert in a forest fire situation to City of Thunder Bay officials;
- B) If advised of a flood situation, notify the Lakehead Region Conservation Authority;
- C) Provide for forest firefighting or flood control as per Ministry policy;
- D) Determine the evacuation routes, if outside City limits, in conjunction with Municipal officials and the Ontario Provincial Police;
- E) Provide rescue resources, if necessary;
- F) On completion of the fire or flood emergency, authorize the return of the residents if the Ministry has ordered the evacuation;
- F) Maintain a log of all action taken.

15C. LAKEHEAD REGION CONSERVATION AUTHORITY, IN THE EVENT OF A FLOOD SITUATION, SHOULD:

- A) Activate the Authority's Flood Warning Plan;
- B) Issue a preliminary flood "Advisory" in a potential flood situation to municipal officials and to the media;
- C) Issue a flood "Warning" in a flood situation to municipal officials and to the media;
- D) Provide technical flood data;
- E) In the event of the declaration of a local emergency and after depletion of municipal resources, and at the request of the Mayor, recommend to the Ministry of Natural Resources that a Provincial Flood Emergency be declared;
- F) Cancel flood Advisory/Warning as the situation warrants;
- G) Maintain a log of all action taken.

15D. THE CAER GROUP CO-ORDINATOR SHOULD:



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- A) Have call-out person and alternate report to EOC;
- B) Activate your group's emergency alert system;
- C) Co-ordinate local CAER Group support to assist in the specified incident;
- D) Maintain records of manpower and equipment requested;
- E) Issue emergency identification cards for on-site representatives;
- F) Arrange, with the GM Community Services - Transit Division, for the transportation of representatives to and from the emergency site(s) or provide transportation for specified representative;
- G) Have on-site representatives report to incident Site Manager;
- H) Maintain a log of all action taken.

15E. **INDUSTRY SHOULD:**

- A) Inform the Fire and Police Departments of any dangerous chemicals or products that are located within the emergency area;
- B) At the request of the Municipal Emergency Control Group, provide advice on the hazards, safety precautions and procedures for handling and cleanup of hazardous products;
- C) Be prepared to provide an emergency response team or other manpower and material resources in support of the emergency;
- D) Assist in recovery;
- E) Maintain a log of all action taken.

15F. **THE MINISTRY OF THE ENVIRONMENT, IN THE EVENT OF A SERIOUS SPILL UNDER THE ENVIRONMENTAL PROTECTION ACT, SHOULD:**

- A) Provide available information requested by the Municipal Emergency Control Group;



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- B) Recommend appropriate procedures to the agency in charge of the emergency where necessary;
- C) Determine the nature and extent of environmental damage which may be caused by the emergency;
- D) Evaluate the adequacy of cleanup and disposal efforts;
- E) Enforce the duties imposed on any persons responsible;
- F) Administer clean-up operations in the case of:
 - i) a spill of unknown origin;
 - ii) the discharger not accepting responsibilities; or
 - iii) the magnitude of the spill being so large that the discharger is unable to respond effectively;
- G) Maintain a log of all action taken.

16. **THE POLICE CHIEF SHALL:**

- A) Activate the department's internal alert system;
- B) If appropriate, appoint an "on-site Incident Commander";
- C) If warranted, set up an on-site command post, either in existing facilities or in a mobile command post;
- D) Seal off the emergency area in the event such action is necessary and provide containment;
- E) Control traffic to facilitate the movement of emergency and evacuation vehicles;
- F) Conduct the evacuation of buildings and areas authorized by the Head of Council;
- G) Provide security in emergency zones, evacuation areas and reception centres;
- (H) Arrange for additional police assistance, if required and liaise with other Law Enforcement Agencies;
- I) Advise the Coroner in the event of suspected fatalities and perform additional duties that may be necessary under the Coroners Act and other statutes;



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- J) In the event of a flood or potential flood, provide water level watch to the Lakehead Region Conservation Authority officials;
 - K) Should the EOC be at the Police station, provide security, establish and supervise the Emergency Operations Control Centre Message Control Centre;
 - L) Provide a Communications Officer;
- 16A. THE ONTARIO PROVINCIAL POLICE SHOULD:**
- A) Upon receiving a request from the Thunder Bay Police Chief or the MECG, activate the O.P.P.'s Emergency Alert System;
 - B) Assist the Thunder Bay Police Service with emergency duties as outlined in the City's emergency plan and as per O.P.P. policy;
 - C) Maintain a log of all action taken.
- 16B. THE R.C.M.P. SHOULD:**
- A) Upon receiving a request from the Chief of Police or the E.O.C. Group, supply personnel, vehicles with personnel, and communication equipment that can be reasonably provided for rescue, security, and communications duties;
 - B) Maintain a log of all action taken.
- 17. THE COMMUNITY EMERGENCY MANAGEMENT COORDINATOR SHALL:**
- A) Call out the E.O.C. scribe to document events on the electronic print board and to assist the Municipal Emergency Control Group;
 - B) Ensure the Municipal Emergency Control Group appoints an Emergency Site Manager;
 - C) Advise OFMEM via the Duty Officer of the emergency;
 - D) Co-ordinate municipal response;
 - E) Act as a resource person for equipment, advisors, and volunteers, provincial and federal agencies;



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- F) Recommend to the Mayor that assistance is requested from the Provincial Government, if required;
- G) Conduct a debriefing session following the termination of the emergency with all members of the Municipal Emergency Control Group and representatives of other departments/agencies involved in the emergency;
- H) Maintain a log of all action taken.

18. INFRASTRUCTURE & OPERATIONS:

Infrastructure & Operations Department is responsible for planning, operation and maintenance of much of the infrastructure in the City of Thunder Bay. This includes roads and bridges, street lighting, traffic control, water supply, water distribution, waste reduction and recycling, garbage collection and disposal, sewage collection, sewage treatment, drainage, park operation and maintenance, and administrative functions.

The General Manager of Infrastructure and Operations, or designate, shall:

- A) activate the Department's Emergency Response Plan;
- B) provide municipal equipment and personnel, as necessary;
- C) provide engineering and public work operations advice to the MECG;
- D) act as liaison with local and provincial utilities and agencies;
- E) arrange for disconnection of utilities under the control of Infrastructure & Operations, which represent a hazard;
- F) advise the MECG when damage to infrastructure managed by the Department presents a hazard or use is restricted;
- G) restore and obtain assistance in restoring essential services;
- H) provide assistance in cleanup operations, and repair damages where there is a municipal responsibility;
- I) maintain a log of all major decisions, instructions issued, and actions taken by the Department;
- J) prepare and submit report on evaluation of Department's responsibilities, including any recommended changes to the corporate Emergency Plan or the Department's Emergency Response Plan;
- K) maintain accurate records of all emergency equipment and facilities assigned to Department and perform periodic physical inventories;



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L) perform regular testing to provide reasonable assurance that the emergency procedures contained in the Department Emergency Response Plan are effective and that the emergency equipment is in good working order.

19. COMMUNITY SERVICES - FACILITIES & FLEET SHALL:

- A. Activate the department's emergency alert system;
- B. Recommend and provide the appropriate facility venues as required;
- C. Provide security services as required on municipal properties as per the security plan;
- D. Provide municipal vehicles and equipment and mechanical personnel as necessary;
- E. Arrange for the procurement of specialty vehicles and equipment as required;
- F. Restore and obtain assistance in restoring essential services
- G. Act as liaison with local and provincial utilities;
- H. Maintain a log of all action taken.

20. SUPERIOR NORTH EMERGENCY MEDICAL SERVICE SHALL:

- A) Activate the department's emergency alert system and emergency plan;
- B) Assume responsibility for triage and transport of casualties from the emergency site;
- C) Assume responsibility for additional resources of ambulances, transport vehicles, personnel and acquiring communications equipment;
- D) Maintain communications with the Central Ambulance Communications Centre;
- E) Liaise with the Central Ambulance Communications Centre to ensure the adequate distribution of casualties to local hospitals;
- F) Liaise with other EMS providers including ORNGE should additional resources be



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required;

- G) Co-ordinate and provide transportation in the event of the evacuation of hospitals and related medical facilities;
- H) Keep the Medical Officer of Health (MECG) informed of all ambulance service activities;
- H) Maintain a log of all action taken.

20A THE THUNDER BAY CENTRAL AMBULANCE COMMUNICATIONS CENTRE SHOULD:

- A) Activate the department's emergency alert system and emergency plan;
- B) Assume responsibility for additional resources of other ambulance services and allied agencies;
- C) Ensure the adequate distribution of casualties to local hospitals;
- D) Co-ordinate the movement of all ambulance vehicles in the event of the evacuation of hospitals and related medical facilities;
- E) Keep the Base Hospital Physician, hospital emergency rooms and the Ambulance Site Coordinator informed of all ambulance service activities;
- F) Call St. John Ambulance if additional ambulance service is still required. Lead time is required to access drivers;
- G) Contact neighbouring CACC's to request and coordinate additional resources if required;
- H) Maintain a log of all action taken.

21. THE MEDICAL OFFICER OF HEALTH (OR DESIGNATE) SHALL:

- A) Activate the Thunder Bay District Health Unit's emergency response plan and continuity of operations plan, if required;
- B) Ensure a Thunder Bay District Health Unit delegate is available 24/7 to respond to urgent public health issues;
- C) Provide mass immunization or other disease prophylaxis, if required;



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- D) Conduct disease surveillance;
- E) Conduct an epidemiological investigation, if required;
- F) Conduct a health hazard investigation, if required;
- G) Provide infectious disease case and contact investigation, management, and referral, if required;
- H) Use powers under the *Health Protection and Promotion Act* to protect the health of the public, if required;
- I) In collaboration with the Emergency Information Officer, provide timely health information to first responders, medical professionals, decision-makers, and the public;
- J) Provide direction to water systems operators in conjunction with the Ministry of Environment and Climate Change to ensure the provision of potable water, if required;
- K) Provide public health-related advice to the Head of Council or MECG on, for example, the evacuation of buildings, sheltering in place, on the prevention and control of infectious diseases, if required;
- L) Notify the Ministry of Health and Long-term Care, the Ministry of Environment and Climate Change, and Public Health Ontario, if required;
- M) Maintain a log of all action taken.

21A. ONTARIO HEALTH NORTH AND AREA HOSPITALS SHOULD:

- A) Report to the EOC if requested and activate their hospital emergency plan as required;
- B) Liaise with the Municipal Emergency Control Group, the Medical Officer of Health, and the Central Ambulance Communications Centre as required by the situation, as to the number of casualties expected, the number of available beds and like matters;
- C) Maintain a log of all action taken.

22. THE EMERGENCY INFORMATION OFFICER SHALL:

- A) Activate the department's emergency alert system;
- B) Staff an Inquiry Centre (eg 211), unless circumstances dictate otherwise, to handle multiple telephone inquiries from the public and media;
- C) Arrange for media facilities at Fire Station 3, or other location as directed by



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the Municipal Emergency Control Group;

D) Co-ordinate the dissemination of special information to the public, eg. information on health hazards as prepared by the Medical Officer of Health;

E) Schedule press conferences on a regular basis;

F) Provide public relations support to the emergency site;

G) Gather information from emergency services and prepare releases for the approval of the City Manager;

H) Brief the Mayor prior to all press conferences;

I) Maintain a log of all action taken.

22A. THE MEDIA SHOULD:

A) Provide accurate and timely information to the public on the progress of emergency operations and recovery;

B) Liaise with the Emergency Information Officer to acquire required information;

C) Maintain a log of all action taken.

23 THE DISTRICT OF T.B. SOCIAL SERVICES ADMINISTRATION BOARD SHOULD:

A) Activate the division's emergency alert system, notify the Canadian Red Cross Society and report to the E.O.C.

B) Alert/call-out the following:
i) Salvation Army
ii) St. John Ambulance
iii) Ministry of Community & Social Services;

C) The manager of Social Services shall liaise with The Red Cross to ensure they can provide the registration and inquiry services to reunite families and to collect information and answer queries concerning the safety and whereabouts of missing persons;

D) Based on the nature of the emergency, District of T.B. Social Services Administration Board and the Canadian Red Cross will work cooperatively towards providing for the survival and well-being of people during and following an emergency by coordinating with the Ministry of Community & Social Services and volunteer groups to supply:



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- i) Emergency clothing to provide adequate protection from the elements;
- ii) Emergency lodging to provide adequate temporary accommodation for the homeless;
- iii) Emergency feeding to sustain those without food or adequate food preparation facilities, and in conjunction with the Salvation Army;
- iv) Individual and family services to assist and counsel individuals and families in need and to provide special care to unattached children and dependent adults;

G) Maintain a log of all action taken.

23A. THE SALVATION ARMY SHOULD:

- A) Activate its emergency alert system;
- B) Operate in co-operation with the District of Thunder Bay Social Services Administration Board and Red Cross;
- C) Direct and co-ordinate the emergency feeding requirements for workers at the site and for victims located in reception centers;
- D) Assist District of Thunder Bay Social Services Administration Board and Red Cross in providing bedding and clothing;
- E) Provide and co-ordinate clergy assistance;
- F) Keep the Municipal Emergency Control Group apprised of the emergency situation;
- G) Maintain a log of all action taken.

23B. ST. JOHN AMBULANCE SUPERINTENDENT SHOULD:

- A) Activate the agency's emergency alert system;
- B) Provide first aid at the disaster site(s) and reception centres;
- C) Establish first aid posts as required in reception centres;



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- D) Assist local ambulance authorities and/or Central Ambulance Communication Centre by providing ambulance service as lead time and resources permit;
- E) Assist municipal authorities in the evacuation of persons or patients from homes, hospitals or other facilities, when requested;
- F) Maintain a log of all action taken.

23C. THE MINISTRY OF CHILDREN, COMMUNITY & SOCIAL SERVICES SHOULD:

- A) Upon receiving a request from the Manager - Social Services Division, or alternate, activate the department's emergency alert system;
- B) Assist District of T.B. Social Services Administration Board with emergency duties as outlined in the City's Emergency Response Plan and as per Ministry policy;
- C) Maintain a log of all action taken.

23D. THE CANADIAN RED CROSS SOCIETY SHOULD:

- A) Activate the Society's emergency alert system;
- B) Provide a lead role for the District of Thunder Bay Social Services Administration Board at reception and evacuation centres;
- C) Operate registration and inquiry centres;
- D) Support emergency or disaster operations with: lodging, food, personal services, and clothing, as per MOU;
- E) Assist with other social services activities as requested, as per MOU;
- F) Maintain a log of all action taken.

24. COMMUNITY SERVICES SHALL:

- A) Activate the department's emergency alert system;
- B) Provide equipment and personnel, as necessary, to assist the Municipal Emergency Control Group;



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- C) Provide accommodation for evacuees at municipal recreational facilities;
- D) Plan for and initiate social/recreational activities at all reception centres;
- E) Maintain a log of all action taken.

24A. THE BOARDS OF EDUCATION SHOULD:

- A) Activate the Board's Emergency Plan;
- B) Provide control over school population and protection of school property;
- C) Hold student population in schools until instructed otherwise by the Municipal Emergency Control Group unless students are in imminent danger;
- D) Make available designated schools for the reception of evacuees;
- E) Ensure the Board and all its schools have a coordinated and up-to-date emergency plan which includes provisions for obtaining transportation for evacuating all school students at any given time;
- F) Maintain a log of all action taken.

25. COMMUNITY SERVICES - TRANSIT DIVISION SHALL:

- A) Activate the department's emergency alert system;
- B) Establish effective control over all public transportation;
- C) Provide transportation as required;
- D) Provide qualified personnel to operate transportation vehicles;
- E) Reroute public transportation where necessary;
- F) Provide transportation for casualties, evacuees and special care persons;
- G) Act as liaison with local transport companies, taxi firms, airlines, railroads and school boards for additional means of transportation;
- H) Provide a list of private and public sector transportation; and,



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- I) Maintain a log of all action taken.

26. **TBAYTEL SHOULD:**

- A) Activate the Department's alert system;
- B) Provide telecommunications in support of emergency or disaster operations;
- C) Provide back-up telecommunications;
- D) Establish mobile telecommunications posts as required;
- E) Provide liaison with Bell Canada and other providers;
- F) Maintain a log of all action taken.

26A. **CORPORATE INFORMATION & TECHNOLOGY SHALL:**

- A) Activate the Department's alert system;
- B) Provide IT support to the EOC by supplying personnel, technical expertise and equipment;
- C) Provide liaison with Tbaytel and Shaw Cable;

27. **THE COMMUNICATIONS OFFICER SHALL:**

- A) Assist the Manager - Corporate Information and Technology Services;
- B) Set-up and supervise the Message Control Centre (a room near the Emergency Operations Centre for radio communications, since radio communication in the Emergency Operations Centre is too noisy and disruptive);



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- C) Be responsible for taking written messages from the Municipal Emergency Control Group to the Message Centre for radio transmission;
- D) If possible, coordinate radio frequencies used;
- E) Ensure logs are maintained of all in and out radio messages;
- F) Provide liaison with the Thunder Bay Amateur Radio Club;
- G) Maintain a log of all action taken.

27A. THE LAKEHEAD AMATEUR RADIO CLUB SHOULD:

- A) Activate the Club's emergency alert system;
- B) Provide radio communications between the Emergency Operations Centre, the emergency site command post and the Thunder Bay Regional Health Sciences Centre;
- C) Supply a list of amateur radio operators and their communications resources to the Communications Officer;
- D) Co-ordinate the deployment of amateur radio operators and resources according to the requirements of the Communications Officer;
- F) Maintain a log of all action taken.

28. SYNERGY NORTH HYDRO SHOULD:

- A) Activate the department's emergency alert system;
- B) Co-ordinate the restoration of hydro services;
- C) Advise the Municipal Emergency Control Group on Hydro matters;
- D) Disconnect hydro service to any consumer(s) where it is considered necessary in the interest of public safety and authorized by the Mayor;
- E) Arrange for alternate sources of power where necessary and practicable (eg. generators, temporary power lines, etc.);



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- F) Liaise with Hydro One;
 - G) If Hydro One is a major player, notify the following:
 - a) Manager Northwest District - See Appendix 'B' Page 14 for contact number.
 - b) 24 hour Emergency – See Appendix 'B' Page 14 for contact number.
 - H) Maintain an up-to-date inventory of equipment and supplies that could be required by the department including type, quantity, location and method of procurement;
 - I) Maintain a log of all action taken.
- 28A. HYDRO ONE, DURING A MAJOR POWER OUTAGE, SHOULD:**
- A) Activate the department's emergency alert system;
 - B) Co-ordinate the restoration of Hydro services;
 - C) Liaise with Thunder Bay Hydro;
 - D) Maintain an up-to-date inventory of equipment and supplies that could be required by the department including type, quality, location and method of procurement;
 - F) Maintain a log of all action taken.
- 29. EMERGENCY OPERATIONS SCRIBE SHALL:**
- A) Bring laptop computer to the EOC and set up equipment to record emergency activities;
 - B) Take minutes and record all activities regarding the emergency and ensure that copies of the minutes are distributed to all members of the MECCG;
 - C) Participate in the debriefing session following the termination of the emergency to record all actions taken and ensure that MECCG members are provided with copies of the outcome;
- 30. THE EMERGENCY SITE MANAGER SHALL:**
- A) Organize and coordinate the response at the emergency site with the Branch commanders;



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- B) Assess the situation under existing and potential conditions by consulting with the Branch Commander and other agencies, take/authorize any action appropriate to preserve life, protect property and otherwise mitigate the adverse effects of the emergency.
- C) Coordinate with the Municipal Emergency Control Group and the Branch commander to ensure that the necessary equipment, supplies, and personnel are available;
- D) Provide, at regular intervals, information updates and reports regarding activities at the emergency site to the Municipal Emergency Control Group;
- E) Schedule briefings with individual and collective Operations Officers as to agency response status;
- F) Activate or coordinate with agencies, the evacuation of the immediate area or any area likely to be placed at risk, if warranted by conditions, or as directed by the Municipal Emergency Control Group;
- G) Consider response alternatives and determine appropriate response actions (evacuations, containment, etc.) in consultation with Branch commanders and the MECG;
- H) Establish an on-site Command Post at an appropriate distance from the emergency area that provides a good vantage point from which access to the emergency site can be controlled;
- I) Brief Branch Commanders regarding the situation as they become involved;
- J) Obtain background information from those involved in the emergency or those who may have witnessed the incident, concerning the nature of hazardous material(s) and/or situations(s), and consult with experts, as required, to mitigate the emergency;
- K) Develop an Emergency Site Organization Layout with the assistance of Agency Branch commanders, and establish inner and outer perimeters and staging areas to control access to the movement within the emergency site;
- L) Coordinate the release of information at the scene with the Emergency Information Officer;
- M) Request, from the Municipal Emergency Control Group, logistical support for emergency operations and personnel at the scene;
- N) Ensure the overall safety of the emergency site, in particular that safety precautions are enforced regarding wearing personal protective equipment – a Safety Officer will be provided by the Municipal Emergency Control Group upon request.



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- O) In consultation with Branch commanders, develop a demobilization plan for all resources within the emergency site and implement this plan upon official notification of the termination of the emergency;
- P) Ensure that all Branch commanders have established work schedules for their personnel at the emergency site;
- Q) Maintain a detailed log of all actions taken by the Emergency Site Manager;
- R) Participate in a post-emergency debriefing and provide such reports as requested by the Community Emergency Management Coordinator

31A. THE CANADIAN COAST GUARD, IN THE EVENT OF A SERIOUS EMERGENCY ON LAKE SUPERIOR, SHOULD:

- A) Activate their Central Region Marine Contingency Plan, as required;
- B) Provide search and rescue services;
- C) The Ship Safety Branch will investigate all pollution incidents originating from within Canadian waters and any incidents involving dangerous goods shipping;
- D) Conduct clean-up operations in the case of:
 - i) a mystery spill;
 - ii) the discharger not accepting responsibilities, or
 - iii) the magnitude of the spill being so large that the discharger is unable to respond effectively,
- E) Act as a resource agency to the Municipal Emergency Control Group,
- F) Maintain a log of all action taken.

31B. THE LAKEHEAD SEARCH & RESCUE UNIT SHOULD:

- A) Activate the Unit's emergency alert system;
- B) Assist the Emergency Site Manager with search and rescue operations, as required;
- C) Supply a list of personnel and resources to the Municipal Emergency Control Group;
- D) Maintain a log of all action taken.



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31C. CTB ANIMAL SERVICES SHALL:

- A) Activate the Department's emergency alert system;
- B) Arrange for the care and feeding of pets and livestock left behind by evacuees;
- C) Arrange for the apprehension or destruction of pets and livestock which have escaped or have become uncontrollable, respectively, because of the disaster;
- D) Maintain a log of all action taken.

31D. THE ENVIRONMENT CANADA WEATHER OFFICE SHOULD:

- A) Supply all actual and forecasted meteorological information as needed;
- B) Arrange for special transport/dispersal of forecasts, as necessary;
- C) Broadcast evacuation reports via tone alert on Weather radio;
- D) Arrange for the on-site support of the mobile weather unit, dependent on the duration and magnitude of the emergency;
- E) Maintain a log of all action taken.

32. EVACUATION PROCEDURES:

Whenever an evacuation is being considered, *protect in-place* should be contemplated as an alternate method.

Protect in-place is a means of directing people to go inside a dwelling or sound structure quickly, and remain inside until the danger is over. During *protect in-place*, residents will be advised to close all doors and windows and shut off all ventilating, heating, and cooling systems. This method is used when evacuating the public would cause greater risk than directing them to stay where they are, or when an evacuation cannot be undertaken.

In the event that a portion of Thunder Bay is ordered evacuated, reception centres in safe areas of the City will be utilized. Reception Centre selection will be dictated by the nature of the emergency and the safety of the evacuation routes. The perimeters of the evacuated area(s) will be chosen so they can easily be described to residents.

On evacuation or in-place protection orders by the Head of Council, the Thunder Bay Police Service will be responsible for ensuring either the evacuation orders or in-place protection



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orders are carried out. The Thunder Bay Police Service will ensure that appropriate actions are completed in order that the affected residents are alerted. The MECG will ensure that appropriate actions are completed in order that the community as a whole is alerted. In certain instances, Thunder Bay Fire Rescue, or the Thunder Bay Police Service will be responsible for either the evacuation orders, or in-place protection orders. This will be based on the incident and who is the lead agency, and may be prior to the authorization of the order by the Head of Council.

The Emergency Information Officer will use the electronic media to assist in alerting residents, explaining evacuation routes and reception centres for the various area(s) of the City, as recommended by the Municipal Emergency Control Group.

The Head of Council, time permitting, will give a brief interview to the electronic media to verify for citizens the authenticity of the evacuation order and to provide reassurance.

ENVIRONMENT CANADA ALERT WEATHER RADIO

The Fire Chief or his designate will alert residents utilizing Environment Canada Alert Weather radio if necessary by contacting Environment Canada at their unlisted emergency telephone number, 1-416-739-4420, Fax 1-416-739-4603. Should Environment Canada want confirmation of authority, they may call back. A personal dispatch would be necessary if the telephone and fax were out of order.

PUBLIC INFORMATION GUIDE

HAZARDOUS MATERIALS-DANGEROUS GASES

IF AN EMERGENCY IS CALLED:

- (A) Turn on radio for instructions.
- (B) Evacuation areas will be decided by wind direction.
- (C) Each School, Institution, Factory, Office, and Household is responsible for its own evacuation plan.
- (D) **DO NOT PANIC.**
- (E) **DO NOT** Attempt to locate pets before leaving.
- (F) **DO NOT** Attempt to travel to school or place of employment to locate family. The Board of Education will ensure students are out of the danger area.

IF UNABLE TO ESCAPE OR ARE TRAPPED:

- (G) Go inside.



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- (H) Tightly close all doors, windows and exterior openings.
- (I) Turn off forced air heating or ventilation systems.
- (J) Stay in upper portion of building. If necessary, seal yourself in one room and seal all windows and doors with wet clothes.
- (K) **DO NOT** go into the basement.
- (L) Move quickly but do not run if moving through gas.
- (M) Soak cloth in water and breathe through it if breathing becomes difficult.
- (N) **DO NOT PANIC AND DO NOT RUN OUTSIDE.**

IN YOUR CAR:

- (O) Close all windows.
- (P) Shut off ventilation.
- (Q) Continue driving away from the area and do not drive through the gas cloud or your car engine may stall.

WHILE WALKING:

- (R) Go to nearest building or car and follow the above instructions.
- (S) If in open area and in the path of the cloud, move quickly to high ground at right angles to the wind direction.

If an evacuation is anticipated, the public will be warned by the Police.

On hearing a warning, residents are requested to turn on radios or T.V.s to local stations and listen for announcements and/or instructions.

When evacuation becomes necessary and is ordered:

Residents who do not have their own transportation will be asked to assemble at:

NAME OF EVACUATION CENTRE will be identified

Residents who are physically unable to move to these locations are requested to phone the broadcasted numbers and place a white cloth into the door of residence facing the street or road.

Pick-up will be arranged as soon as possible.

Residents who have their own transportation are asked to await further instructions.

Residents relying on emergency public transportation and/or public reception centres for accommodation are reminded that pets are not permitted in either of these facilities.



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For the safety and comfort of your family and protection of your property, the following is suggested in case of an evacuation:

- (a) Secure home;
- (b) Carry identification (driver's license, birth certificate, medical alert, etc.);
- (c) Carry sufficient money to meet contingencies;
- (d) Take 1 blanket or sleeping bag per person;
- (e) Take 1 air mattress per person, if available;
- (f) Clothes, depending on season, and change of clothes;
- (g) Raincoat, windbreaker or parka, depending on season;
- (h) Enough ready-to-eat food to last at least 72 hours;
- (i) Thermos bottle of hot beverage;
- (j) Flashlight with spare batteries;
- (k) Battery powered radio with spare batteries;
- (l) Prescription drugs as required (carry prescription, if possible);
- (m) Soap, towel, personal toilet or hygiene articles;
- (n) Kleenex or similar tissue paper;
- (o) Book, magazine, game, deck of cards, etc.

Adults with small children should include items of special needs as required.

- (p) Infant formula in thermos bottle;
- (q) Disposable diapers;
- (r) Toys.

NOTES

1. If evacuation is by private vehicle and you have room in your vehicle, please stop at for extra passenger(s);
2. If transportation is by emergency public transport (other than train):
 - a) only 1 piece of luggage per person can be taken;
(identify your luggage - it may be transported separately)
 - b) carry valuables and documents in a handbag or on your person.
3. Residents will be asked to register at Registration Centre(s) in the reception community, so that inquiries by relatives and friends can be answered as quickly as possible.



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4. An Emergency Public Information Service will be established in the reception community.
5. Arrangements will be made with the local stores and gasoline outlets to remain open during an evacuation as long as conditions permit.

PUBLIC INFORMATION GUIDE:

TORNADO-STORMS

(A) WEATHER WATCHES AND WARNINGS

Environment Canada issues weather watches and warnings when anticipated weather poses a threat to public safety. This information is relayed to the public by radio and television.

A severe weather watch is issued up to six hours in advance to alert the general public that, for a specified portion of Ontario, there is a high potential for dangerous thunderstorm weather, which may be accompanied by a tornado.

A severe weather warning is issued to alert the public that severe thunderstorms or tornadoes are imminent in the warning area -- ie, a severe thunderstorm is in progress or expected to occur within two hours.

(B) TORNADO SAFETY HINTS

A personal tornado awareness program should include:

- i) being aware of the weather, knowing the radio or television stations which broadcast up-to-the-minute weather information;
- ii) knowing the name by which Environment Canada refers to your forecast region when they issue weather watches and warnings;
- iii) reviewing your plans of action;

(C) WHEN A TORNADO THREATENS



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1. Stay away from your windows, doors and outside walls.
Protect your head.
2. For maximum safety, go down to the basement or seek shelter under a stairway or sturdy table, or in a closet.
3. Try to reach the centre of the house or the side away from the storm.
4. Avoid buildings with large areas of unsupported roof, including arenas, barns or supermarkets. If caught in such a building, seek out the lowest floor, an inside hallway or small interior windowless room, or get under something sturdy.
5. If caught in the open, try to determine the tornado's direction of travel and move at right angles to it. If you cannot avoid the storm, find a ditch, ravine or other depression and lie flat. Do not remain in your car. Many people have been killed trying to ride out a tornado in their car.
6. If no shelter can be found, hang on to the base of a small tree or shrub.
7. Remember that damaged and weakened structures, fallen debris, downed hydro wires, and gas leaks are potential dangers after a storm has passed.

PLAN MAINTENANCE AND REVISIONS:

An Emergency Management Program Committee, chaired by the CEMC, will be composed of the Mayor, City Manager, Fire Chief, Police Chief, EMS Chief and the CEMC. The Committee will obtain input from outside agencies as deemed necessary or desirable. The committee will be responsible for keeping the Plan (and its appendices) current with respect to legislation, agency roles and responsibilities and any other pertinent information. The committee will also be responsible for planning and conducting the required annual municipal training and annual exercise for the Municipal Emergency Control Group and staff as per the EMCPA.

The Emergency Management Program Committee will review the Plan in January of each year, and any minor amendments shall be made by the CEMC and distributed to all of the Plan stakeholders in a timely manner.



EMERGENCY PLAN CITY OF THUNDER BAY

APPENDIX “A” – MCEG & Support Positions Contact List
APPENDIX “B” - Resource List
APPENDIX “C” – Critical Infrastructure
APPENDIX “D” – HIRA - Community Risk Profile
