

Town of Conception Bay South Emergency Management Plan

Introduction

Section 1

Forward	7
General	8
Definitions	8
Implementation	9
Plan Alteration	11
Authority	11
Direction and Control	12
Concept of Operation	13
Emergency Response	13
Level of Emergencies	14
EOC General Protocols	15
Declaration and Termination of State of Emergency	18

Section 2 – Roles and Responsibilities

Responsibilities of EOC Control Group	19
Responsibilities of Incident Commander	22
Responsibilities of EOC Manager / Chief Administrative Officer	23
Responsibilities of Operations Officer / Town Clerk	24
Responsibilities of Duty Officer	24
Responsibilities of Fire Chief	25
Responsibilities of Director of Engineering and Public Works	25
Responsibilities of Public Information Officer	26
Responsibilities of Police	27
Responsibilities of Ground Search and Rescue (GSAR)	27
Responsibilities of the Regional Health Authority	27
Responsibilities of Fire and Emergency Services - NL	28
Responsibilities of the Department of Advanced Education and Skills and Labour	29
Responsibilities of the Department of Municipal Affairs and Environment	30
Responsibilities of Service Newfoundland and Labrador	30
Responsibilities of the Department of Fisheries and Land Resources	30
Responsibilities of the Department of Transportation and Works	31

Section 3 - Supplementary Hazard Plans

Potential Hazard: Population Evacuation.....	31
Potential Hazard: Flood	31
Potential Hazard: Telecommunications Failure Plan	31
Potential Hazard: Fire	32
Potential Hazard: Hazardous Materials Release	32
Potential Hazard: Tsunami.....	32
Potential Hazard: Landslide / Rockslide / Avalanche.....	32
Potential Hazard: Wind Storm.....	32
Potential Hazard: Ice Storm / Winter Storm / Blizzard	33
Potential Hazard: Extended Blackout	33
Potential Hazard: Civil Action.....	33
Potential Hazard: Pandemic	33
Potential Hazard: Port Emergency.....	34
Potential Hazard: Aircraft Crash	34
Potential Hazard: Hostage Taking	34
Potential Hazard: Bomb / Terrorists Threat	34

Section 4 - Appendices

Appendix A: Declaration and Termination of State of Emergency Forms
Appendix B: Emergency Operations Center Procedures
Appendix C: EOC Control Team and Contact Numbers
Appendix D: Emergency Notification – Internal Phone Tree
Appendix E: Emergency Public Information System
Appendix F: Hazard Based Plans
Appendix G: Resources Lists
Appendix H: Port Emergency Plan
Appendix I: Blank Forms
Appendix J: Emergency Services Act
Appendix K: Memorandum of Understandings/Agreements

Town of Conception Bay South Emergency Management Plan

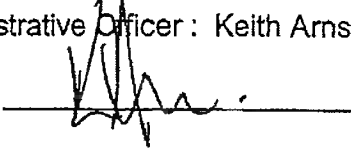
Approved in Principle:

Mayor: Woodrow French

Signature: 

Date: February 14, 2012

Chief Administrative Officer: Keith Arns

Signature: 

Approved by Fire and Emergency Services -- Newfoundland and Labrador

Director: David McCormack

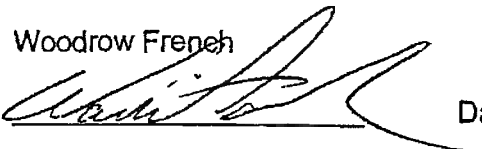
Signature: 

Date: 15 MAY 12

Adopted by:

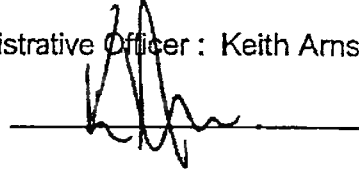
Town of Conception Bay South

Mayor: Woodrow French

Signature: 

Date: June 12, 2012

Chief Administrative Officer: Keith Arns

Signature: 

Distribution List:

Chief Administrative Officer	Town of Conception Bay South
Town Clerk	Town of Conception Bay South
Executive Secretary	Town of Conception Bay South
Director of Engineering and Public Works	Town of Conception Bay South
Director of Planning and Development	Town of Conception Bay South
Director of Recreation and Leisure Services	Town of Conception Bay South
Fire Chief	Town of Conception Bay South
Enforcement Manager	Town of Conception Bay South
Communications Coordinator	Town of Conception Bay South
Director of Finance	Town of Conception Bay South
FES-NL	Government of NL
Royal Newfoundland Constabulary	Government of NL
Department of Advanced Education, Skills and Labour	Government of NL
Eastern Health	

Section 1

Plan Maintenance

The Town of Conception Bay South's Emergency Management Plan will be maintained by the Town Clerk and the Fire Chief.

1. This plan will be reviewed annually and, where necessary, revised by a meeting(s) of the Emergency Operations Control Team.
2. The Emergency Management Plan shall be revised subject to the approval of Council and FES-NL prior to adoption by the Council.

REVIEWS

MONTH	DAY	YEAR	BY
November	13	2013	Chief Brophy
July	16	2014	Deputy Clerk
May	18	2016	Town Clerk
April	14	2017	Town Clerk
July	13	2018	Town Clerk

PLAN REVISIONS

MONTH	DAY	YEAR	BY
November	13	2013	Chief Brophy
July	16	2014	Deputy Clerk
May	18	2016	Town Clerk
April	14	2017	Town Clerk
July	13	2018	Town Clerk

Town of Conception Bay South's Emergency Management Plan

Forward

This Emergency Management Plan describes the basic procedures to be used, and the responsibilities of the various people, agencies and departments in the event of an emergency. It is to be used during any emergency that occurs within the Town Conception Bay South. This plan recognizes and is coordinated with any other emergency plans currently in effect for example, Police, Fire, Regional Health Authority, etc.

After each test and/or use of the emergency management plan, these procedures will be evaluated to determine areas of weakness. One way to do this is to debrief after each emergency or exercise to determine what revisions and amendments may be required in the emergency management plan. Amendments should be made as required and in accordance with Section 5(6) and (7) of the *Emergency Services Act*.

Town of Conception Bay South's Emergency Management Plan

General

The Town of Conception Bay South acknowledges its responsibility for emergencies or disasters which could threaten the health, safety and/or well-being of persons and the protection of property and the environment.

Purpose

The purpose of this emergency management plan is to clearly establish lines of authority and responsibilities for all concerned during the management of an emergency or disaster in the Town of Conception Bay South and to avoid misunderstanding and conflicts which could result when various disciplines are involved at the same time. Coordination and cooperation is the goal of the Town of Conception Bay South's Emergency Management Plan.

Definitions

Municipality – means the Town of Conception Bay South.

Council – means the Council for the Town of Conception Bay South.

Emergency – means a real or anticipated event or an unforeseen combination of circumstances which necessitates the immediate action or prompt coordination of action as declared or renewed by the Lieutenant-Governor in Council, the minister, a regional emergency management committee or a council.

Emergency Management Plan – a written and approved plan which is intended to prepare for, respond to, mitigate the effects of and recover from an emergency and to provide for the health, safety, and well-being of persons and the protection of property and the environment. This plan is to be undertaken by the municipality and or region and authorized and prepared pursuant to Section 5 of the *Emergency Services Act*.

Town – means the Town of Conception Bay South.

Implementation

This Emergency Management Plan has been developed in accordance with the legislative requirements in the *Emergency Services Act*. The following sections of the *Act* outline the roles of the Town of Conception Bay South in the development, adoption, activation and implementation of the emergency management plan for the Town of Conception Bay South

Section 5 of the *Emergency Services Act* states:

5. (1) The councils of every municipality shall, within 3 years of this Act having come into force, adopt an emergency management plan.
- (2) An emergency management plan shall, before adoption by a municipality, be submitted to the director for review, and a council shall make any changes required by the director so that the plan may be approved by the director before the plan is adopted by a council.
- (3) An emergency management plan may be developed by a committee of a council, or a council may, with the necessary changes, adopt the emergency management plan of a neighbouring municipality with the consent of that municipality.
- (4) An emergency management plan which is adopted by a council under subsection (3) shall be submitted for the approval of the director as required under this subsection as if it had been made by the council alone.
- (5) An emergency management plan shall designate a person to supervise and control the management of the plan.
- (6) Amendments to an emergency management plan shall be submitted to the director for approval before the amendments may be adopted by a council.
- (7) An emergency management plan shall be reviewed by a council and a proposed change to the plan shall be submitted to the director for approval before it may be adopted by a council.

Section 6 of the *Emergency Services Act* states:

6. (1) where an emergency is declared by a municipality, the emergency management plan adopted by the council of that municipality shall be activated.
- (2) An emergency which has been declared by a municipality shall remain in force until it is rescinded by the municipality.
- (3) Nothing in this section prevents the minister from declaring a municipal emergency, whether a municipal emergency has been declared by a council or not, and the minister may, following the declaration of the emergency,

- (a) authorize the director to implement the municipality's emergency management plan; or
- (b) respond to the emergency in the manner the minister considers appropriate under section 9.

Section 7 of the *Emergency Services Act* states:

- 7. (1) Two or more councils may join together to form a regional emergency management committee for the purpose of developing a regional emergency management plan.
- (2) A regional emergency management plan shall be approved by the director before a council adopts the plan and the requirements of section 5 apply as if the plan had been made by a council alone.

Section 8 of the *Emergency Services Act* states:

- 8. (1) Where an emergency is declared by a regional emergency management committee, the chairperson of the committee shall declare the emergency for a region or a part of the region, and the regional emergency management plan adopted by the committee shall be activated for that region or part of the region as appropriate.
- (2) An emergency which has been declared by a regional emergency management committee shall remain in force until it is rescinded by the committee.
- (3) Nothing in this section prevents the minister from declaring a regional emergency in all or part of a region, whether a regional emergency has been declared by the regional emergency management committee or not, and the minister may, following the declaration of the emergency
 - (a) authorize the director to implement the regional emergency management plan; or
 - (b) respond to the emergency in the manner the minister considers appropriate under section 9.

Plan Alteration

Where a Council asks the Director of Emergency Services to approve an amendment of a Plan adopted under Section 5 of the *Emergency Services Act*, the Director shall approve the amendment before the Council adopts the amendment.

Authority

The powers and authority of Council, a Chairperson or Mayor in any emergency or disaster occurring within the Town of Conception Bay South is outlined in the *Municipalities Act, 1999*, relating to the establishment and administration of municipal government in the province.

Section 204 of this *Act* states that a declaration of a “State of Emergency” can be made by Council, Chairperson or Mayor when any of the following circumstances exist in the municipality:

1. a disaster of any kind.
2. a snowstorm or flood.
3. a shortage of water.

When a “State of Emergency” has been declared under Section 204, the Council, Chairperson or Mayor may order under Section 405, of the *Municipalities Act, 1999*, the following:

1. the closing of or the hours of operation of businesses and schools or a class of businesses and schools, in the municipality.
2. the banning or controlling of public gatherings.
3. the evacuation of buildings
4. the restriction or prohibition of the use of vehicles or a class of vehicles on the streets of the municipality, or
5. that children below a stated age or in certain age categories not be permitted on a public road, park or in a place of amusement during prescribed hours, whether alone or in the company of a parent, guardian, or other adult.
6. the restriction or prohibition of the use of water.

Clearly, the Town of Conception Bay South’s Council is responsible and will continue to be responsible for all emergency operations should an emergency,

which involves the risk of loss of life or property or which threatens the health, safety or well-being of some or all of the residents of the municipality, occur.

Involvement by Provincial Government:

Should implementation of these actions prove insufficient to control the emergency, assistance may be requested from the Provincial Government by contacting Fire and Emergency Services - Newfoundland and Labrador, telephone (709) 729-3703 (24 Hrs.) or (709) 729-1608.

Federal Government Assistance

Should assistance or resources be required from the Federal Government Departments or agencies, requests will be directed through Fire and Emergency Services-Newfoundland and Labrador, telephone (709) 729-3703 (24 hrs) or (709) 729-1608.

Direction and Control

- a) The Town of Town of Conception Bay South is directly responsible for the control of all emergency operations within the municipality.
- b) The Emergency Management Coordinator will be responsible to ensure any changes to the operations and maintenance of the plan are communicated to Council and other key stakeholders.
- c) An Emergency Operations Center Control Team appointed and approved by Council together with the duly appointed Emergency Management Coordinator, will oversee, control and co-ordinate all emergency operations within the municipality.
- d) Emergency Operations Center Control Team members:

Emergency Management Coordinator/

Chief Administrative Officer:

Town Clerk:

Fire Chief:

Director of Planning and Development

Director of Engineering and Public Works

Communications Coordinator

Brian Crawley

Gail Pomroy

John Heffernan

Corrie Davis

Jennifer Norris

Maggie Hynes

Concept of Operation

The Town of Conception Bay South will reinforce its authority within its jurisdiction through the Emergency Operations Control Team. Problem solving, duty assignment, media relations and public announcements will be discussed and resolved by this committee. From time to time when people with special expertise or knowledge are required to advise the group on any matter associated with the emergency or disaster, they will be invited to attend and perhaps when appropriate, sit as part of the Emergency Operations Control Team.

From a practical sense, once formed, the Emergency Operations Control Team will continue to manage the emergency until such time as it has ended.

Emergency Response

Emergency action will include the earliest possible recognition of and response to the situation by all services, the establishment of overall control of emergency operations, the provision of essential aid and assistance for persons affected by the emergency, the recording of decisions taken by Municipal authorities and of costs incurred in relation to the emergency, and the timely distribution of information on the emergency to all services, to the public, the media and senior governments.

When an incident or an emergency can be handled by emergency services in the normal course of routine operations, they are authorized to carry out their respective duties and this plan does not take effect.

When an emergency exists but has not yet been declared, actions may be taken under this Emergency Management Plan as required to protect property and the health, safety and welfare of the citizens of the Town of Conception Bay South.

When an emergency exists as determined by an emergency service that has a major impact on the municipality or the health, safety and welfare of the citizens, the Town of Conception Bay South Emergency Control Group shall be notified of the incident.

Levels of Emergencies

Emergency levels are defined based on the impact in the following areas:

- Evacuation;
- Impact on infrastructure;
- Threat to/loss of life;
- Impact on essential services;
- Emergency service response; and
- Declared emergency

It should be noted that, while this plan sets out procedures for major emergencies and disasters, responsibilities outlined in Section 2 are applicable for all levels of emergencies, and are considered to be in effect prior to the initiation of the Emergency Operations Control Group.

The Town of Conception Bay South defines three levels of emergencies:

LEVEL ONE

Criteria:

- Limited or no evacuation – displaces a small number of people for short duration;
- Impact on infrastructure - secondary roadway or limited evacuation route closure for a short duration;
- Threat to/Loss of Life - threat or loss of life is minimal;
- Standby notification to mutual aid resources;
- Emergency Service Response - limited to one or two agencies with short duration response.

LEVEL TWO

Criteria:

- Localized Evacuation - of an area requiring a reception center or other extra-ordinary measures;
- Impact on Infrastructure - major roadways, evacuation routes or facility impacted;
- Disruption to business or industry;
- Threat to/Loss of Life - loss of life is minimal or non-existent. Threat to public may be substantial;
- Emergency Service Response - may or may not affect all essential services. (Example: severe storm); and
- Emergency Control Group members may be advised of the incident but not convened.

LEVEL THREE

Criteria:

- Evacuation - large-scale evacuation;
- Impact on Infrastructure - all or most roads closed/loss of major municipal facilities, reducing or eliminating essential service;
- Threat to/Loss of Life - major loss of life or threat to a large number of people;
- Emergency Service Response - all or most emergency services involved, impact on coverage and response to residents; and
- Emergency Operations Center - activated and/or Emergency Control Group convened.

Emergency Operations Center (EOC)

All emergency/disaster operations will be directed by the Committee from the **Fire Station 1 - Kelligrews**. The **Town Hall** will be the alternate EOC in the event the Station 1 - Kelligrews is in the disaster area. Resource personnel involved in the Emergency Operations Center are referred to as the Emergency Operations Control Group. When the EOC is activated the emergency notification procedures detailed in Appendix D shall be used.

1. Communications:

- a) The Town's communications will be utilized including:
 - VHF Communication System
 - CBSFD and Public Works Radios
 - Cell phones, land lines and satellite phones
 - Everbridge Resident Alert System
 - Town app, website and social media (Facebook, Twitter)

2. Telephones:

Additional telephones have been installed in the EOC for use during emergencies.

3. Public Information Officer:

Members of the press will be accommodated at the Media Center (ideally at the Greenslade Gallery at Town Hall) under the direction of the Public Information Officer. The Public Information Officer will be responsible for ensuring that media representatives are adequately accommodated and properly briefed with up to date relevant information and will be the only person authorized to communicate with the media, with few exceptions (Mayor, Fire Chief, etc.)

4. Security/Access:

Security and access to the EOC will be restricted to those persons directly involved with the operation and wearing or possessing approved identification. Emergency pass cards will be assigned to appropriate individuals to allow access to the EOC and other areas in the event of emergency. Security and access to the EOC will be the responsibility of the Enforcement Manager.

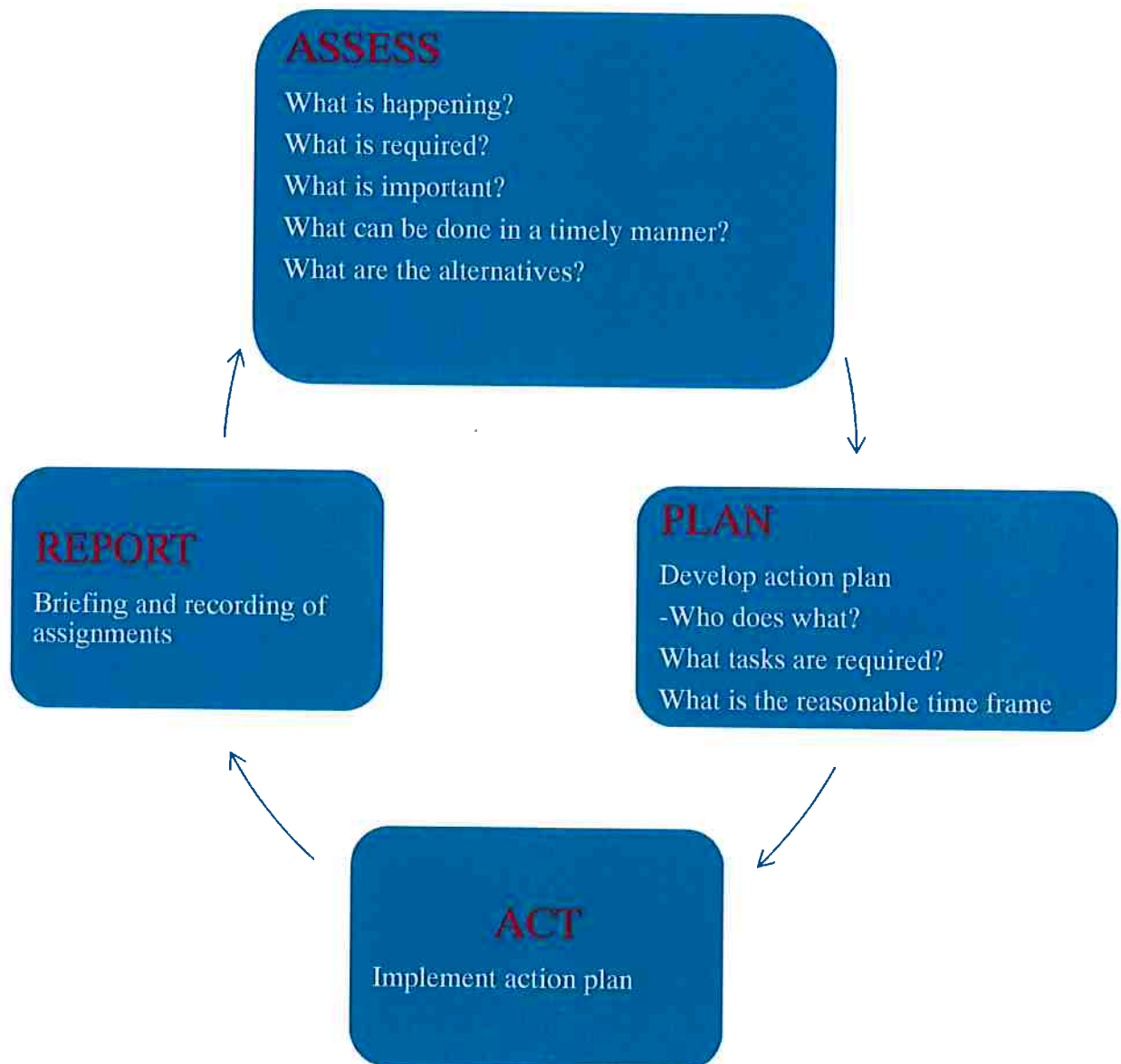
5. Parking:

The entrance/exit to the EOC location will be from the south side of the Fire Station 1 - Kelligrews and must be kept free of parked vehicles. Parking will be permitted in the south parking lot for EOC staff and north parking lot for all others.

6. Operating Cycle

Members of the EOC will gather at regular intervals to inform each other of actions taken, challenges and issues addressed. See (EOC Procedures, Appendix B) The EOC Manager will establish the frequency of meetings and agenda items. Meetings will be kept as brief as possible allowing EOC members to carry out their individual responsibilities. Maps and a status board will be prominently displayed in the EOC meeting room and maintained by the Duty Officer.

The following diagram depicts the Operating Cycle of the Emergency Operations Centre:



Declaration and Termination of State of Emergency

A Council or Mayor, on the advice of the EOC, may declare a State of Emergency. A Council or Mayor, on the advice of the EOC, may terminate a State of Emergency. All agencies, in particular Fire and Emergency Services-Newfoundland and Labrador, should be informed of these decisions as soon as possible.

Blank Declaration of a State of Emergency and Termination of a State of Emergency forms are available in Appendix A.

Section 2 – Roles and Responsibilities

2.0 EMERGENCY OPERATIONS CONTROL (EOC) GROUP

The EOC Group is responsible for providing immediate and continuing interchange of information, assessment and planning among officials responsible for the emergency operations. Each EOC member will have identified designate(s) to act on their behalf when they are not available. The EOC will consist of three groups of officials, the EOC Control Group, the EOC Advisory Group, and other agencies and organizations.

2.1 EOC Control Group Membership

The membership of the EOC Group will be comprised of the following officials:

- EOC Manager
- Operations Officer
- Duty Officer
- Fire Chief
- Director of Engineering and Public Works
- Public Relations and Communications Information Officer

All members of the EOC shall designate alternates to act for them on the EOC Team in their absence. The EOC team and alternate designations are noted in Appendix C.

2.2 EOC Advisory Group Membership

The Advisory Group can be comprised of any or all of the following officials or their representatives:

- Director of Finance
- Director of Recreation and Leisure Services
- Chief of Police
- Eastern Health
- FES-NL
- Municipal Affairs and Environment
- Transportation and Works
- Chief Medical Examiner
- Newfoundland and Labrador English School District
- Any other officials, experts or representatives from the public or private sectors as deemed necessary by the EOC Group.

2.3 RESPONSIBILITIES OF EOC GROUP MEMBERSHIP

2.3.1 Responsibilities

The actions or decisions that members of the EOC Group are likely to be responsible for are:

- Calling out and mobilizing their respective services, equipment or other agencies as required (Municipal Resources Contact List, Appendix F).
- Coordinating and directing services and ensuring that any actions necessary for mitigating the effects of the emergency are taken.
- Determining if the location and composition of the EOC Group are appropriate (and that appropriate advisory and support members are present).
- Advising the Mayor as to whether the declaration of a State of Emergency is recommended.
- Advising the Mayor on the need to designate all or part of the Town as an emergency area.
- Ensuring that an Incident Commander is appointed and confirmed if required.
- Ensuring support to the Incident Commander in terms of equipment, staff and other resources as required.
- Ordering, coordinating and/or overseeing the evacuation of those deemed to be in danger.
- Discontinuing utilities or services provided by public or private agencies, e.g. hydro, water, closing down shopping centers.
- Arranging for services and equipment from outside local agencies.
- Notifying, requesting assistance from and/or liaising with various levels of government and other public or private agencies not under municipal control, as considered necessary.
- Determining if volunteers are required and authorizing requests to identify agencies for assistance.
- Authorizing transportation arrangements for evacuation or transport of persons and/or supplies.

- Ensuring that pertinent information is promptly forwarded to the Public Relations and Communications Information Officer.
- Determining the need to establish advisory groups and/or sub-committees/working groups for any aspect of the emergency including recovery.
- Authorizing expenditure of money required to deal with the emergency.
- Notifying personnel under their direction, of the termination of the emergency.
- Maintaining a log outlining issues, decisions made and actions taken for submission to the EOC Manager within one week of the termination of the emergency.
- Participating in the operational debriefing following the emergency.
- Ensuring support to emergency service personnel and the citizens suffering emotional trauma as a result of critical incident stress.

2.4 Appointment of Incident Command

The Town of Conception Bay South has utilized standard Incident Command System (ICS) protocols for many years. ICS principles state that one agency takes the lead role at a major incident to provide co-ordination and leadership. This person normally is drawn from the lead agency and another officer/manager takes over directing operations within that agency.

The Incident Commander is appointed by those response agencies on site. He/she will usually be from the lead agency involved in the specific type of emergency. For example, in a fire incident, a site manager from the Fire Department would be appointed. Another officer from the Fire Department would then assume responsibility for the fire operations. In a criminal incident, the site manager would most likely be from the RNC Police. In the evacuation of a Health Care Facility a senior representative of Eastern Health will be the site manager.

However, the decision on which person is most appropriate is based on the availability, training, and experience of the on-scene personnel.

This appointment would be amended or confirmed by the EOC Group, when assembled.

This appointment may be reassessed as the event moves from response to recovery mode.

2.4.1 Responsibilities of the Incident Commander

To achieve an effective response, coordination by all resources at the emergency site is important. The Senior Emergency Services personnel (Fire, Police, EMS) on site will agree who should act as the initial Incident Commander depending on the nature of the emergency and will advise the other Emergency Services personnel.

An on-site “Command Post” will be established by the Incident Commander as soon as practical, to bring together supervisors of all emergency services operating at the scene for the purposes of coordinated action. The situation may require more than one operations sector when more than one emergency site exists. It may also be necessary to establish a resource staging area so that outside resources have a definitive assembling/marshalling point. It will also be necessary to establish an area close, yet in a safe proximity, to the emergency site for the media to assemble. The location should be easily identified, and located in proximity to the on scene Command Post.

The Incident Commander in liaison with the Senior Fire, Police, EMS and other officials on site, is responsible to:

- Direct, control and co-ordinate the on-site emergency response effort.
- Maintain contact with the leader of each agency and inform them of progress.
- Assess the situation, establish an aim and determine the site operational plan.
- In conjunction with Police, EMS, Fire and other key agencies, establish site layout and a Command Post, including an assembly area for additional staff resources for the control and co-ordination of emergency site operations.
- Establish Emergency site communications capabilities.
- Establish which agencies/personnel are allowed access pass the outer and inner perimeters and advise on-site police.
- In co-ordination with the Public Relations and Communications Information Officer establish a Site Media Spokesperson. Request public information support, as required.

- Maintain continuous contact with EOC Group to report the operations status at the emergency site and advise of any assistance or other resources required.
- Take such necessary actions to minimize the effects of the emergency.
- When recovery operations are nearing completion, monitor and advise the EOC Group about agencies preparing to depart the site.
- Maintain a log of all major decisions, instructions issued and actions taken.
- Prepare and submit a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the Emergency Response Plan and Supplementary Plans.

2.5 EOC Manager (Chief Administrative Officer)

The EOC Manager for the Town of Conception Bay South is responsible for:

- Activating the Emergency Notification System, when applicable (see appendix D).
- Determine and arrange notification of Resident Alert if necessary.
- Chairing the EOC Group meetings, determining the meeting cycle and agenda during emergencies or other meetings.
- Makes recommendations for the declaration/cancellation of a local State of Emergency to the Mayor.
- Act as Chief Advisor to the Mayor on policies and procedures as appropriate.
- Ensuring a master event log is made recording all important decisions and actions taken by the EOC Group.
- Approving, in conjunction with the Mayor, major announcements and media releases prepared by the Public Information Officer.
- Ensuring that a communications link is established between the EOC Group and the ESM.
- Calling out additional Town staff to provide assistance, as required.

2.6 Operations Officer (Town Clerk)

The Operations Officer is responsible for the following:

- Assisting the EOC Manager as required.
- Advising the EOC Group in matters of: bylaws, legislation, protocols, etc.
- Recording emergency expenditures authorized by the EOC Group.
- Maintain a record of requests made for Municipal, Provincial or Federal Government assistance in the emergency.
- Upon the direction of the Mayor, arranging special meetings of Council; and advising Councillors of the time, date and location of the meetings.

2.7 Duty Officer

The Duty Officer is responsible for the following:

- Activating the Emergency Operations Center (EOC) and ensuring it is in a state of readiness.
- Ensuring security at the EOC.
- Preparing information to provide to the public through the Public Relations and Communications Information Officer.
- Maintaining a main events log outlining issues, decisions made and actions taken. This log is to be submitted to the EOC Manager within one week of the termination of the emergency
- Recording the events and distributes to all necessary parties under the supervision of the EOC Manager.
- Maintaining supplies in the EOC.

2.8 Fire Chief

The Fire Chief is responsible for the overall coordination of the fire services and will ensure provision for:

- Search and rescue of trapped or injured persons.
- Resuscitation equipment and trained personnel.
- Equipment and personnel to assist in pumping operations.
- Mutual aid from St. John's Regional and Holyrood Fire Departments.
- Making arrangements with FES-NL for additional firefighting and/or controlling of dangerous commodities assistance as required, including requests for the FES Mobile Command Post.
- Maintaining plans and procedures for dealing with spills of hazardous material from the viewpoint of public safety, prevention of explosions and the spread of noxious fumes.

2.9 Director of Engineering and Public Works

- Ensures that a maximum number of fire hydrants are available.
- Coordinates all efforts to supply an alternate route for water.
- Advise all groups on location of piping, underground services and all other essential apparatus.
- Be prepared to offer assistance on alternate plans for shelter (temporary).
- Recommend building or structures that would be safe to feed and distribute food or other commodities.
- Responsible for the coordination of public works services.
- Provide the EOC Group with information and advice on engineering matters.
- Construction, maintenance and repairs to Town roads.
- Maintaining water and sewage systems.

- Provide public works vehicles and equipment as required by any other emergency services.
- Coordinate the acquisition of all necessary equipment in the area, in consultation with the EOC Manager.

2.10 Public Information Officer

- Ensures key messages relating to the emergency and the response are transmitted to the public in a coordinated manner (Emergency Public Information Procedures, Appendix F)
- Arrange telephone and message service as required by the Emergency Operations Control Center.
- Upon arrival to the EOC the Public Relations Officer is required to report to the EOC Manager in order to be briefed on the emergency situation.
- Ensure that the media center is set up and staffed.
- Establish a communication link to the emergency site, and ensure that all information released to the public is consistent and accurate.
- Provision of long range communications "Ham Operators" to assist in the release of public information.
- Ensure that the following are advised of the telephone number of the Media Center: Media, EOC Group, RNC Public Relations Officer, neighbouring municipalities and any other appropriate persons, agencies or businesses.
- Provide direction and regular updates to the media to ensure that the most accurate and current information is disseminated to the public.
- Ensure that the media releases are approved by the EOC Manager prior to the dissemination, and distribution of hard copies to the media for release to the public.
- Monitor news coverage, and correcting any erroneous information.
- Maintain copies of all media releases and all newspaper articles pertaining to the emergency.
- Brief the Mayor/Deputy Mayor on the situation and prepare the Mayor/Deputy Mayor for media questioning.

2.11 Responsibilities of Police

- If first on the scene, notify other first responders and/or Council if necessary.
- Ensure public order and protection of private and public property against looting.
- Control traffic where required to facilitate the movement of emergency vehicles both in and out of the emergency area.
- Alert persons endangered by the emergency and assist in the evacuation of buildings as authorized by the EOC Manager.
- Consult with the Medical Examiner's Office, assist in the identification of deceased persons and the notification of families (next of kin).
- Implement Police contingency plan.

2.12 Responsibilities of the Ground Search and Rescue Team (GSAR)

In consultation with the police, GSAR teams can:

- Undertake a search and rescue response.
- Provide emergency communications.
- Assist in evacuations.
- Assist in the recovery of drowning victims.
- Assist in other aspects of emergency response.

2.13 Responsibilities of Regional Health Authority

Planning

- Collaborate in the development of response plans as it relates to Public Health and Environmental Health Emergencies, Mass Causality Incidents and Psychosocial Emergencies in the community.
- Provide contact information for use in planning and response initiatives.
- Participate in exercising municipal plans.

Response

- Upon request for assistance the Regional Health Authority (RHA) will activate their appropriate emergency response plan(s). Should an EOC be activated by the municipality, the RHA will assign a medical/health representative to report to the EOC if deemed necessary.
- The nature and degree of response may vary depending on location. The coordinated response of medical and public health services and facilities within the Town or area may include but are not limited to:
 - Medical Services - triage, medical treatment at the emergency site, ambulance transportation, hospitalization, psychosocial support, morgue services, pharmaceutical and medical supplies.
 - Public Health Measures – includes the collection, interpretation and dissemination of information to manage a public health response. This includes infectious diseases, sanitation, monitoring of food and water, pest control, environmental health and other threats to the health of the population. All Public Health emergencies require immediate notification of the Medical Officer of Health and/or designated authority.
 - Identify medical/health emergency telecommunications needs and assist in linking response providers, health facilities, all EOC's and field operation sites.
 - Depending on the nature and duration of an event, communicate with the Department of Health and Community Services (DHCS).
 - Monitor the need for more health assistance and resources that may be available in the local area or region and coordinate request for assistance from other RHA's or DHCS.

2.14 Responsibilities of Fire and Emergency Services – Newfoundland and Labrador

Fire and Emergency Services – Newfoundland and Labrador (FES-NL) is tasked with the implementation of an emergency management strategy designed to develop and maintain a modern and robust emergency management system in the province, in collaboration with agency partners and stakeholders, in planning against, preparing for, responding to and recovering from emergencies, disasters and fires.

- Assist municipalities, as defined in the Emergency Services Act, to meet their legislative requirement to develop an emergency management plan by May 1, 2012, and furthermore to maintain/update these plans on a regular basis to be approved by the Director of Emergency Services and adopted by the respective municipality(s).
- Provide assistance to municipalities in Newfoundland and Labrador when an emergency occurs and their capacity to respond has been exceeded.
- Liaise with other provincial government departments, agencies and the Government of Canada (through Public Safety Canada) to acquire additional resources if needed to respond and recover from an emergency.

2.15 Responsibilities of Department of Advanced Education, Skills and Labour

The Department of Advanced Education, Skills and Labour has a provincial legislated responsibility to provide Emergency Social Services when individuals, families, and/or municipalities cannot effectively respond and/or when the provincial government needs to respond to ensure the health, safety and well-being of its citizens.

The purpose of Emergency Social Services is to meet the survival needs of people following a disaster and provide temporary assistance until regular pre-disaster social services resume operation or until other plans or programs come into operation. Emergency Social Services includes: reception center; lodging; clothing; food; registration and inquiry; personal services, and the care of household pets.

This Department is accountable for:

- The operation, direction and supervision of Emergency Social Services.
- The expenditure of public funds for assistance to any person in need of food, clothing, accommodations or personal services as a result of the emergency.
- Ensuring the appropriate Memorandum of Understanding is in place should any of the Emergency Social Services be delegated to a partner agency, for example the Red Cross or the Salvation Army.
- Coordination of volunteer and volunteer agencies wishing to assist in the provision of any of the Emergency Social Services.

To request Emergency Social Services, contact the Regional Director of the Department of Advanced Education, Skills and Labour or alternate or contact Fire and Emergency Services-NL.

2.16 Responsibilities of the Department of Municipal Affairs and Environment

- Act as an advisor agency on the cleanup of hazardous materials, contamination of potable water supplies and emergency sewage disposal.
- To assist in sampling the soil, water, etc., to determine the level or extent of a contaminant for the purpose of detection and eventual cleanup.
- Advise on the safety of any area contaminated by hazardous materials or sewage in conjunction with the other responsible agencies.

2.17 Responsibilities of Service Newfoundland and Labrador

- Liaise with the Town and power utilities to assess electrical safety issues.
- Liaise with the Department of Municipal Affairs and Environment to assess environmental hazards such as spills, chemical and waste disposal and make recommendations and/or orders on remediation and containment.
- Liaise with the Department of Health & Community Services, the Regional Medical Officer of Health, and the Department of Advanced Education, Skills and Labour to:
 - a) Carry out or perform water safety and food safety inspections.
 - b) Assess the suitability of temporary shelter/housing/food/water.
 - c) Implement disease and rodent control measures.
 - d) Ensure the protection of public health.

2.18 Responsibilities of the Fisheries and Land Resources (Forestry)

- Respond immediately to the report of any fire near the community; fight the fire with all available resources until it is completely extinguished.
- Provide protection to property, such as homes, when a fire is near or approaching a community. The local Fire Department will respond to fires within the community.
- Provide sufficient fire-fighting equipment to assist agencies.

- Establish communications and advise the Emergency Operations Centre Group on possible dangers to the community.
- Work with the local Fire Department in addressing any needs as a result of a forest fire.

2.19 Responsibilities of the Department of Transportation and Works

- Maintain a fleet of heavy equipment at maintenance depots located throughout the province. These equipment resources are normally utilized in the course of carrying out routine highway maintenance activities, but in the event of an emergency, may be re-deployed as may reasonably be required in order to respond to issues of life safety and infrastructure loss during the emergency.
- Provide up to date status reports on road closures, damages, etc., to the Emergency Operations Centre Group

Section 3

3.1 Specific Supplemental Plans List: Appendix # G

Population Evacuation Plan

It may be necessary in an emergency situation to evacuate an area of Town from their homes for their own welfare and safety. The Town of Conception Bay South has developed a Population Evacuation Plan detailing the steps to be taken during such an emergency situation. This Plan is maintained by the Conception Bay South Fire Department.

Flood Plan

The Town of Conception Bay South Flood Plan provides advanced notification, monitoring and the coordinated deployment of essential support services during a flood threat or emergency.

Telecommunication Failure Plan

Efficient communications are essential in emergency situations between: emergency services at an emergency site; the Emergency Control Group and the emergency site; the Emergency Control Group and other levels of government; the Emergency Control Group and neighboring municipalities and the public. This specific hazard plan will identify the necessary action items required during a loss

of the telecommunications infrastructure and/or the emergency 911 service in the Town of Conception Bay South. Loss of communication may be a secondary event during another emergency situation. In that case, these procedures may be modified to ensure that the primary emergency is addressed. These procedures may be modified to accommodate a primary emergency situation in the event that the loss of telecommunications is a secondary event. The Telecommunication Failure Plan will be maintained by the Conception Bay South Fire Department.

Fire Plans

The Town of Conception Bay South Fire Department has developed Fire Plans that outline the responsibilities and response to structural, forest and wild land fires.

Hazardous Material Plan

The Town of Conception Bay South Hazardous Material Plan is maintained by the Conception Bay South Fire department. Its purpose is to identify the responsibilities and response to hazardous material spills in the Town.

Tsunami / Storm Surge Plan

Tsunamis, sometimes called “tidal waves”, are a series of enormous waves created by an underwater disturbance or earthquake. Tsunamis can strike anywhere along the coastline. The Tsunami/Storm Surge Plan will be maintained by the Conception Bay South Fire Department.

Landslide/Rockslide/Avalanche Plan

Landslide/Rockslide/Avalanche events are rare, highly destructive and are unpredictable. Any areas where development has taken place under steep slopes are vulnerable. The Town of Conception Bay South Landslide/Rockslide/Avalanche Plan is maintained by the Conception Bay South Fire Department. Its purpose is to identify areas of the Town that are at risk and a response plan to address any such incident.

Wind Storm Plan

The Town of Conception Bay South Wind Storm Plan, maintained by the Engineering and Public Works Department, provides advanced notification,

monitoring and the coordinated deployment of essential support services during a windstorm emergency.

Ice Storm/Winter Storm/Blizzard Plan

The Town of Conception Bay South Ice Storm/Winter Storm/Blizzard Plan, maintained by the Engineering and Public Works Department, provides mitigation procedures, advanced notification, monitoring and the coordinated deployment of essential support services during an ice storm/winter storm/blizzard emergency.

Extended Blackout Plan

Electricity has become such a reliable servant we have almost taken it for granted. However, blackouts can occur, more often from external sources such as a vehicle accident with a pole or a heavy ice storm rather than equipment failure. The Town of Conception Bay South has an Extended Blackout Plan coordinated by the Conception Bay South Fire Department outlining the response procedures to be taken for such an incident.

Citizens should be particularly aware of forecasts calling for freezing rain for extended periods of time, particularly if accompanied with strong winds.

Civil Action Plan

Public disturbances can be as simple as pranksters to organized pickets to full-scale riot situations. The Manager of Municipal Enforcement will maintain a Civil Action Plan outlining the response procedures to be taken for such an incident.

Pandemic Plan

The Pandemic Influenza Plan is a comprehensive planning document developed by the Health and Medical Advisor, in conjunction with the Provincial Department of Health and Community Services and emergency services organizations. This document outlines the plans to prepare for, and respond to, a possible influenza pandemic. The plan will also assist with the health response to other community emergencies and outbreaks. The Health and Medical Advisor will maintain this Pandemic Plan.

Port Emergency Plan

Should an accident or fire occur in the Long Pond Port, the citizens of Conception Bay South would be given as much advanced warning of any imminent danger as possible.

Response to port emergencies would be as per Environmental Emergency Response Plan for the Port of Long Pond, 2016.

The possible impact would greatly depend on the nature of the accident or disaster, i.e. from a small fire to a large explosion. See Appendix H

Aircraft Crash Plan

Should an aircraft crash occur within the Town of Conception Bay South and at the discretion of the IC, the EOC should be immediately activated.

The St. John's International Airport Authority shall be immediately contacted and assistance requested. An aircraft crash will garner national and international attention and will tax the resources of the Town of Conception Bay South for several weeks.

Hostage Taking Plan

Hostage taking will mainly involve the police. However, the resources of the Town of Conception Bay South may be called upon to support the police: e.g., lighting, fire, public works, etc.

Bomb / Terrorists Threat Plan

Bomb / Terrorists Threats will mainly involve the police. However the resources of the Town of Conception Bay South may be called upon to support the police: e.g., lighting, fire, public works equipment and resources.

Appendix A

Declaration and Termination of State of Emergency Forms

Appendix A
Declaration of a State of Emergency

Name of Municipality: CONCEPTION BAY SOUTH
Address of Municipality: Town of Conception Bay South
P.O. Box 14040
11 Remembrance Square
Conception Bay South, Newfoundland & Labrador
A1W 3J1

Pursuant to section 204 of the *Municipalities Act, 1999* of the Province of Newfoundland and Labrador, and being satisfied that an emergency exists;

Nature of the emergency:

which endangers or could endanger the health, safety or well-being of persons or threatens or could threaten damage to property or the environment within the Municipality;

AND WHEREAS the emergency exists in the area bounded by the following:

(describe boundaries of the emergency)

THEREFORE BE IT SO RESOLVED THAT pursuant to section 204 of the *Municipalities Act, 1999, RSNL 1990*, Chapter E-8, of the Statutes of Newfoundland and Labrador, the Council of the Town of Conception Bay South hereby declares that a State of Emergency exists as of and from _____ o'clock (a.m./p.m.) on the _____ day of _____, 20____, to the _____ day of _____, 20____ at _____ o'clock (a.m./p.m.), unless this Declaration is renewed or terminated in writing by the Council.

IN WITNESS WHEREOF the Council of the Town of Conception Bay South has by resolution number _____ carried and declared this State of Emergency.

Moved by Councillor _____

Seconded by Councillor _____

Dated this _____ day of _____, 20 ____.

Name – please print

Position

Appendix A
Termination of a State of Emergency

Name of Municipality: Conception Bay South
Address of Municipality: Town of Conception Bay South
P.O. Box 14040
11 Remembrance Square
Conception Bay South, Newfoundland & Labrador
A1W 3J1

The Town of Conception Bay South declared a State of Emergency on _____, 20____, pursuant to section 204 of the *Municipalities Act, 1999*, a Statute of the Province of Newfoundland and Labrador.

That Emergency is over and the Town of Conception Bay South now wishes to declare the Emergency has ended.

The Council of the Town of Conception Bay South hereby declares that the Emergency is terminated in the _____ (give the location of the Emergency).

IN WITNESS WHEREOF the Council of the Town of Conception Bay South has by resolution number _____ carried and declared this State of Emergency is over.

Moved by Councillor _____

Seconded by Councillor _____

Dated this _____ day of _____, 20 _____.

Name – please print

Position

Appendix B

Emergency Operations Centre (EOC) Procedures

Appendix B

1.0 Primary Location

In the event of an emergency, the Emergency Operations Center (EOC) will be set up in Fire Station 1 – Kelligrews .

2.0 Alternate Location

In the event that the primary location cannot be used, the Emergency Operations Center will be set up in the Conception Bay South Town Hall.

3.0 Procedure for Set-Up of Primary EOC

The EOC will be set-up under the direction of the Chief Administrative Officer, who acts as Emergency Operations Manager during an emergency.

- a. The room will be cleared of any personnel, together with paperwork or equipment that is not required for emergency management.
- b. The Duty Officer will ensure furniture is properly placed.
- c. The Duty Officer will ensure that all windows are closed, window blinds are drawn, lights are on and the heating/ventilation is functioning.
- d. The Duty Officer will ensure that the map of the Town is put in a viewing place.
- e. The Duty Officer will distribute EOC packages (paper, log forms, writing instruments and a copy of the Town's Emergency Plan).
- f. The Duty Officer will ensure that the photocopier has full trays of paper and functioning properly.

4.0 Business Cycle

The Town Clerk will act as Operations Officer, and ensure that the EOC functions on a business cycle of regular, uninterrupted meetings.

- a. As soon as key members of the EOC group are present, the Operations Officer will coordinate the first meeting of the group on the emergency situation, potential problems, recommendations, etc.
- b. Decisions will be made, or information requirements will be identified.

Appendix B

- c. Time for the next meeting will be set.
- d. Members of the EOC group will relay decisions or requests for information to their staff or outside agencies as necessary, and receive incoming information.
- e. The next meeting will be held at the appointed time, the cycle repeats as necessary until the emergency is terminated.

The Operations Officer is to ensure that each member of the EOC group maintains a log, and that key information is listed on the member events log, and on the map. The Duty Officer, who will keep the log and map marked up to date, will assist the Operations Officer.

The Duty Officer will record minutes of each meeting of the EOC Team and type this information into the computer. When possible, minutes will be printed and distributed prior to the next meeting of the EOC Team.

5.0 Telecommunications

The amateur Radio Operators (HAMS), members of the Society of Newfoundland Radio Amateurs, are associated with FES-NL and may, when required provide emergency VHF and high frequency radio communications.

Additional telephones will be installed in the Emergency Operations Center should it become necessary.

6.0 Catering Arrangements

If the EOC Team requires meals, the Duty Officer will make the necessary arrangements, and ensure that the Operations Officer receives the invoice. Coffee and tea for the EOC Team can be made in the staff kitchen.

7.0 Rest Area

Members of the EOC Team will use the Captains' Office and/or available dorm rooms in Fire Station 1 as a rest area, and access to this area will be restricted to the EOC staff.

Appendix C

Emergency Operations Control Team

Appendix C

Emergency Operations Control Team

Title	Members	Alternate
EOC Manager	Brian Crawley	Gail Pomroy
Operations Officer	Gail Pomroy	Liz Davis
Duty Officer	Corrie Davis	Krista Perry
Fire Chief	John Heffernan	Duty Captain
Director of Engineering and Public Works	Jennifer Norris	Joe Byrne
Public Information Officer	Maggie Hynes	Jennifer Lake

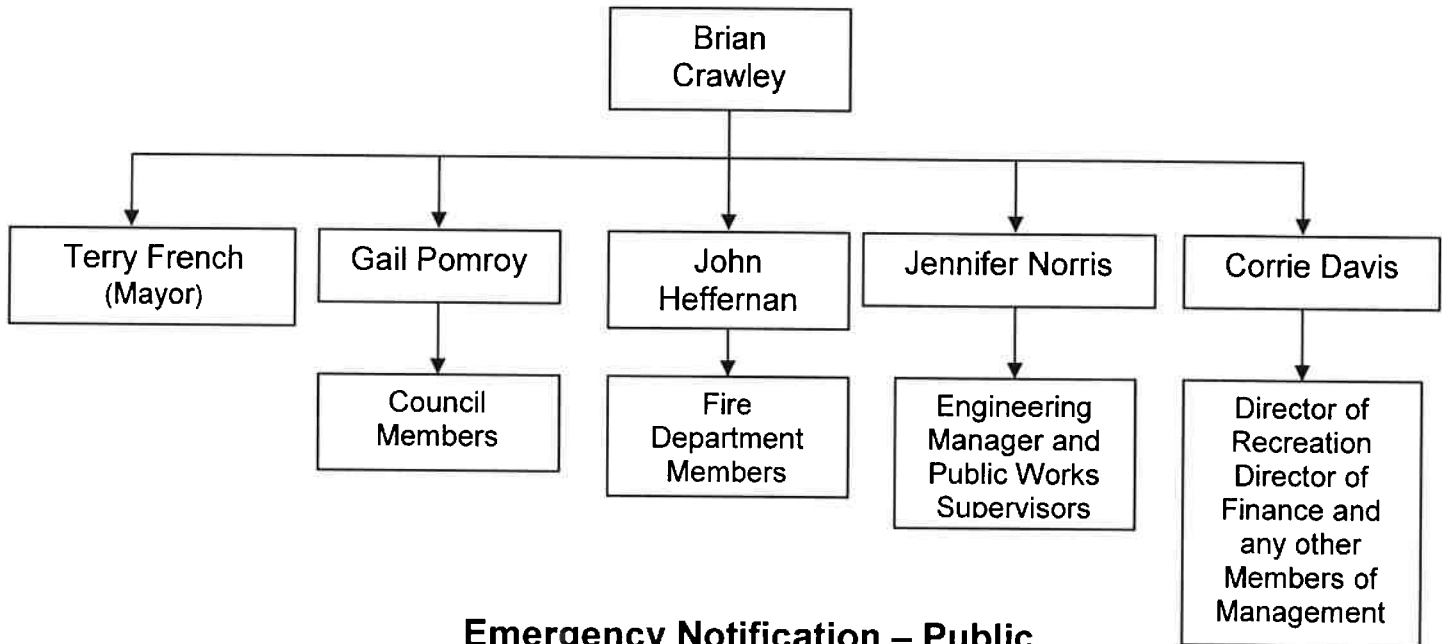
- Media Centre Logistics/Set up – Carla Hodder

Appendix D

Emergency Notification – Internal Phone Tree

Appendix D

Emergency Notification - Internal Phone Tree



Emergency Notification – Public

Should a Public Announcement regarding an Emergency be necessary the Public Relations and Communications Information Officer will utilize the following measures:

- Post information on the Town's website
- Send info to media contact list (attached)
- Everbridge Resident Alert System
- Social Media

Appendix E

Emergency Public Information System

Appendix E

Emergency Public Information System

Table of Contents

1.0	Implementation	1
2.0	Public Information Officer.....	2
3.0	Site Media Spokesperson.....	3
4.0	Citizen Inquiry Supervisor.....	4

Appendix E

1.0 Implementation

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

To fulfill these functions during an emergency, the following positions will be established:

- a. Public Information Coordinator
- b. On-Site Media Spokesperson
- c. Citizen Inquiry Supervisor

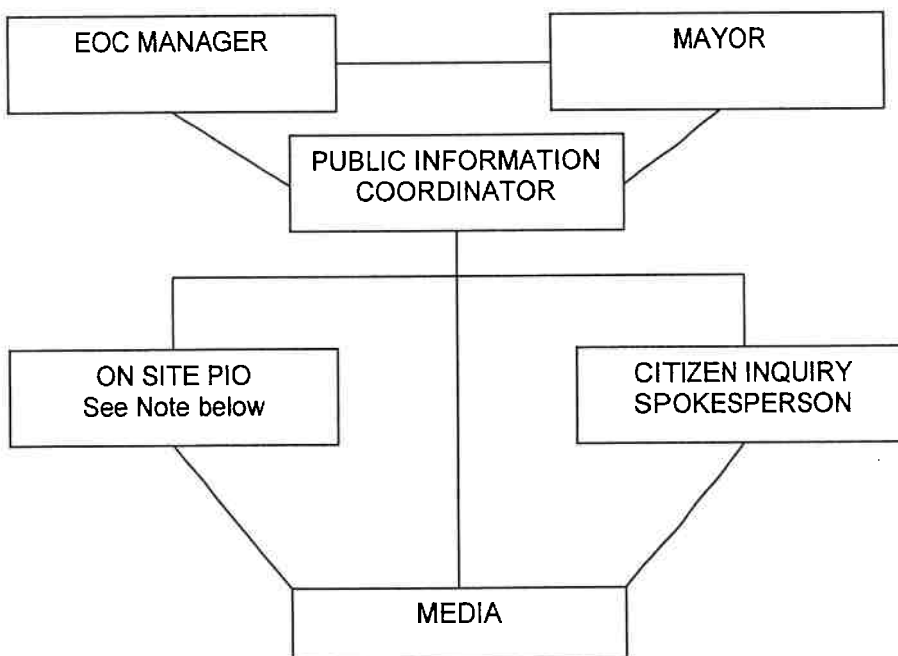


Figure 1: Public Information Plan Flow Chart

NOTE – in the event of multiple emergency locations, a site PIO shall be established, and that site PIO will report to the PIO in the EOC

Appendix E

The Media Information Center will be located in a safe, appropriate location, near the EOC Team for the media to assemble.

Depending on the nature of the emergency, it may be necessary to establish a media information area adjacent to the emergency site. A Site Media Spokesperson appointed by the Emergency Site Manager, will staff this area, if established.

The Citizen Inquiry will be located in a safe, appropriate location.

2.0 Public Information Officer

The Public Information Officer reports to the EOC Manager and is responsible for:

- a. Coordinating all communications.
- b. Arrange telephone and messenger service as required by the Emergency Operations Control Center.
- c. Upon arrival to the emergency operations center, the Public Information Officer is required to report to the EOC Manager in order to be briefed on the emergency situation.
- d. Establish a communication link with the Site Media Spokesperson involved in the accident, and ensure that all information released to the media and public is consistent, accurate and vetted by the PIO.
- e. Ensure that the Media Center is set up and staffed.
- f. Provision of a two-way radio communication system to link the Emergency Operations Control Center with the Emergency Site.
- g. Provision of long-range communications "Ham Operators" to assist the PIO in the release of public information.
- h. Liaison with the emergency groups to obtain up-to-date information for media releases, coordinate individual interviews and organize press conferences.
- i. Ensure that the following are advised of the telephone number of the Media Center:
 - Media
 - EOC Team

Appendix E

- Site Media Spokesperson
 - RNC Public Relations Officer
 - Neighboring Municipalities
 - Any other appropriate persons, agencies or businesses.
- j. Provide direction and regular updates to the Citizen Inquiry Line to ensure that the most accurate and current information is disseminated to the public.
- k. Ensure that the media releases are approved by the EOC Manager (in consultation with the Mayor) prior to dissemination, and distributing hard copies of the media release to the Public Information Center.
- l. Ensure that the media releases are appropriate and approved by the Mayor (in consultation with the EOC Manager and Team).
- m. Monitoring news coverage, and correcting any erroneous information.
- n. Maintain copies of media releases and all newspaper articles pertaining to the emergency.

3.0 Site PIO

The Site PIO will be appointed by the Emergency Site Manager and is responsible for the following:

- a. Establish and coordinate a Media Information Center in a safe, appropriate location, at or near the emergency site, for the assembling of media.
- b. Establish a communication link and liaison with the Public Information Coordinator at the EOC.
- c. Redirect all inquiries regarding decisions made by the Emergency Team and the emergency as a whole, to the Public Information Officer.
- d. Advise the following persons and agencies of the location and telephone number(s) (as available) of the Site Media Information Center:
- Emergency Site manager
 - RNC Public Relations Officer
 - Emergency services personnel at the scene (where possible)
 - Public Information Coordinator(s)
 - Media
 - Any other appropriate persons or agencies

Appendix E

- e. Ensure that Media arriving at the site are directed to the Site Information Center.
- f. Where necessary and appropriate, coordinate media photography sessions at the scene.
- g. Coordinate on-scene interviews between the emergency services personnel and the media.

4.0 Citizen Inquiry Supervisor

The Citizen Inquiry Supervisor will be appointed by the EOC Team and is responsible for the following:

- a. Establishing a Citizen Inquiry Service, including the appointment of personnel and designation of telephone lines.
- b. Inform the Public Information Officer of the establishment of the Citizen Inquiry Service and designated telephone number(s).
- c. Appraising the effected emergency services, the Emergency group and the Town Switchboards of the establishment of the Citizen Inquiry Service and designated telephone numbers.
- d. Liaison with the Public Information Officer to obtain correct and current information on the emergency.
- e. Respond to, and re-direct inquiries and reports from the public based upon information from the Public Information Officer.
- f. Redirect inquiries pertaining to the investigation of the emergency, deaths, injuries or matters of personnel involved with or affected by the emergency to the appropriate emergency service.
- g. Redirect inquiries pertaining to persons who may be located in evacuation and reception centers to the registration and inquiry telephone number(s).
- h. Procure staff to assist, as required.

Appendix F

Hazard Based Plans

1. Population Evacuation
2. Flood
3. Telecommunications Failure Plan
4. Fire (Structural and Forest)
5. Hazardous Materials Release
6. Tsunami
7. Landslide/Rockslide/Avalanche
8. Wind Storm
9. Ice Storm/Winter Storm/Blizzard
10. Extended Blackout
11. Civil Action
12. Pandemic
13. Aircraft Crash
14. Hostage Taking
15. Bomb/Terrorist Threat

Emergency Evacuation Procedures

In the event an emergency situation occurs requiring the evacuation of a portion of the Town population or the entire population, the procedure outlined below provides basic information to the various aspects of an evacuation.

The Emergency Operations Control Group (EOCG), with advice and recommendations from the Enforcement Manager and Fire Chief, will exercise overall authority for any evacuation. Considering that emergencies cannot be predicted nor can all aspects of an emergency be planned for the EOCG, it may exercise its discretion to alter or bypass portions of this procedure to ensure the safety of town residents.

Ordering an evacuation of all or part of an emergency area is a very serious step and requires detailed planning and effective communications. Should the Town declare a local emergency whereas an evacuation is absolutely necessary, the evacuation procedure normally follows these three stages:

Stage 1 – Evacuation Alert

Authorities will alert the population at risk of the potential for evacuation because of the danger of possible loss of life and they should be prepared to evacuate the area. This warning will be communicated by whatever means necessary such as but not limited to:

- Door to door canvassing via verbal notification,
- Radio and/or television broadcasts,
- Sirens and mobile public address announcements,
- Telephone calls, and/or
- Electronic media (internet/email).

Note: at this stage, plans may be put in motion to move individuals with disabilities, the elderly or other vulnerable population groups, visitors to Conception Bay South, persons without transportation and voluntary evacuees to a reception area in a safe zone.

Stage 2 – Evacuation Order

LEAVE THE AREA NOW! All persons in the affected area will be ordered to leave the area. The Police will enforce the Evacuation Order.

Stage 3 – All Clear

When the emergency is under control and it is declared safe to return to the area, a retraction of the Evacuation Order will be implemented.

Evacuation Routes

In order to assist with evacuation coordination, the routes outlined below provide for egress from potential affected areas. The Town has been sub-divided into four areas: Seal Cove and Upper Gullies; Kelligrews and Foxtrap; Long Pond and Manuals; and Chamberlains and Topsail. As there are a limited number of roads and access points and as an emergency may further divide areas or affect only a portion of an area, the routes may be altered to best accommodate the evacuation.

Seal Cove and Upper Gullies

The primary route for Seal Cove and Upper Gullies will consist of the Conception Bay Highway. Should the emergency affect the area to the east, egress will be via the Conception Bay Highway to the west towards or into Holyrood. If the emergency affects the area to the west, egress will be via the Conception Bay Highway to the east towards Kelligrews.

Kelligrews and Foxtrap

The primary route for Kelligrews and Foxtrap will consist of the Conception Bay Highway and the Conception Bay Bypass. Should the emergency affect the area to the east, egress will be via the Conception Bay Highway to the west towards Upper Gullies or to the south along Legion Road to the Conception Bay South Bypass. If the emergency affects the area to the west, egress will be via the Conception Bay Highway to the east towards Long Pond or to the south along the Foxtrap Access Road to the Conception Bay South Bypass.

Long Pond and Manuals

The primary route for Long Pond and Manuals will consist of the Conception Bay Highway and the Conception Bay Bypass. Should the emergency affect the area to the east, egress will be via the Conception Bay Highway to the west towards Foxtrap or to the south along Minerals Road to the Conception Bay South Bypass. If the emergency affects the area to the west, egress will be via the Conception Bay Highway to the east towards Chamberlains.

Chamberlains and Topsail

The primary route for Chamberlains and Topsail will consist of the Conception Bay Highway, Topsail Road, Fowlers Road and Conception Bay Bypass. Should the emergency affect the area to the east, egress will be via Topsail Road to the Conception Bay Highway to the west towards Manuals or to the south along Fowlers Road to the Conception Bay South Bypass. If the emergency affects the area to the West egress will be via Topsail Road towards Paradise or via Fowlers Road north to Topsail Road or via Fowlers Road South to the Conception Bay Bypass.

Traffic Control Points and Roadblocks

At times during the evacuation procedure, it may be necessary to establish traffic control points/roadblocks in cooperation with the RNC or RCMP to ensure the safety of all residents and to aid in the evacuation process.

The purpose of a traffic control point is to ensure the orderly flow of evacuees from the affected area to reception areas and provide security along the evacuation route to communicate any change in the situation.

The purpose for a roadblock will be to prohibit entry into an area by vehicle or pedestrian traffic except for emergency personnel.

The location of roadblocks and traffic control points will be dictated by the situation and altered as the situation changes.

Reception Centres

The Department of Advanced Education, Skills and Labour, with their partners, the Canadian Red Cross and the Salvation Army, will coordinate the establishment of Reception Centres. Reception Centres are sites (staffed by town employees, and/or volunteer agencies) where evacuees may be received during a disaster. A Reception Centre may be a facility such as a recreation centre, church hall, school, hotel lobby or even a tent depending on what is available in the community or what is needed.

Reception Centres should be flexible for multipurpose use such as a gathering and information centre, a staging site for volunteer disaster relief workers, emergency first aid, etc. Reception Centres will be set up to provide for essential needs of people affected by the disaster.

Shelter in Place

In circumstances where evacuees would have to travel through an area that is unsafe or are surrounded and cannot be safely evacuated, it may be safer for people to take shelter in their homes, schools or places of work.

If you are advised to shelter in place, follow these instructions:

- Get inside as quickly as possible.
- Turn off all heating, ventilation and air conditioning systems. Close vents.
- Close all doors, windows, fireplace flues, vents and other openings. If there are any gaps in the weather stripping, use duct tape, plastic wrap and/or aluminium foil to seal the leaks.
- Close drapes, curtains and shades. Stay away from external windows.
- Turn on the radio or television for information. You will be advised what the hazardous material is and what the signs and symptoms of overexposure are.
- Use telephones only if you need immediate emergency assistance. You will be directed how to seek medical help outside the evacuation area.

Flood

Floods that originate externally can be caused by natural occurrences such as heavy rain, melting snow, tides, storm surge, or by human factors such as a dam failure, or a water or sewer main break. Floods may occur with or without advance warning. Floodwaters may rise gradually over a period of hours or days or arrive with violent force.

Natural floods are harder to predict and prevent. Flooding causes more property damage in Canada each year than any other natural disaster.

Like other emergencies, flood advisories are classified into two (2) categories. A flood **watch** implies that flood conditions are a possibility but not imminent. A flood **warning** means that a flood is imminent or in progress and that immediate precautions should be taken.

Preventative measures can be implemented to minimize the impact of flooding. These include:

- Building a berm around landscape to direct water away from the property to drainage areas.
- Build floodwalls and levies.
- Weather strip entry doors and sloping of concrete walkways.
- In addition, an elevator should be raised above the first floor and electricity to the property should be temporarily disconnected.

Response:

Where advance flood warning is provided, steps may be taken to reduce the potential effects. Building contents can be removed or relocated to floor levels above the predicted flood level. Electricity can be turned off in areas likely to be flooded. Pumps and hoses can be readied. Sandbags or other protective devices can be put in place based on anticipated flood depths.

If deep flooding is predicted, it may be advisable to allow floodwaters to enter basement areas or even to flood the basement intentionally in advance of the flood waters. This can reduce potential structural damage by lowering the hydrostatic pressure on basement walls. Similarly, buried storage tanks may be flooded with clean water to prevent them from being crushed or pushed out of the ground by hydrostatic pressure.

Evacuation procedures can be implemented based on the estimated time available before flooding becomes serious.

When advanced notice is not available, response efforts should focus first on ensuring the safety of building occupants, then on limiting the damage to the building and its contents.

Possible Action	Action By
Activate Emergency Plan	EOC Team
Assess Flood Problem	EOC Team
Evacuation Decisions	EOC Team
Rescue of Stranded People	Fire Department / Rescue Team
Injuries	Ambulance / Fire Department / Police / Medical Advisors
Traffic Control	Police
Transportation	Supervisor of Public Works
Communications	S.O.N.R.A
Instructions to Community	Mayor / Media Coordinator
Evacuation Center	Volunteer Groups
Barricades, Signs etc. Media Liaison	Supervisor of Public Works
Public Information	Media Coordinator
Sand Bags	Supervisor of Public Works

After a Flood:

After a flood recedes and it is safe to return to the property, the team should assess the damage and:

- Ensure Public Safety
- Take pictures of areas damaged to expedite the insurance recovery.
- Mobilize clean-up crews.
- Pump out water. In a large flood, care should be taken to minimize further structural damages.
- Watch out for live electrical lines.
- As the drying occurs, be ware of growth of bacteria, mould, and other organisms that could create an unhealthy environment when power is restored.
- Arrange for security to prevent looting, if this is a possibility in your area.
- Do not smoke or use heat-producing equipment to prevent igniting possible trapped gases.

TELECOMMUNICATIONS FAILURE

Executive Summary:

This specific hazard plan will identify the necessary actions required during the loss of the telecommunications infrastructure and/or the emergency 911 service in the Town of Conception Bay South. These procedures may be modified to accommodate a primary emergency situation in the event that the loss of telecommunications is a secondary event.

The Town of Conception Bay South shall take the necessary steps to minimize the impact and risk to personal safety and property during a telecommunications failure. Events of this nature require a coordinated action plan, and a good working relationship with emergency response organization as well as local telecommunications providers.

First Response actions, as well as sustaining actions, shall be identified as a part of this plan.

Notification:

Notification of a failure in the telecommunications infrastructure will vary depending on the origin of the emergency. The organization accountable to notify will change with the scope and origin of the telecommunications outage. Notification sources shall use the following table as guidelines:

Origin and Scope Notification Table:

Origin	Scope	Notification Source
Loss of Wireless (Cellular) Communications	<ul style="list-style-type: none"> N / A 	<ul style="list-style-type: none"> No notification required unless a landline outage is in effect for any region in Conception Bay South. In the event a landline failure precedes the loss of wireless service, the Telecommunications provider shall notify the Town of Conception Bay South Emergency Communications contacts. If telephone communication is unavailable, the telecommunications provider, with the assistance of Provincial 911 operations center shall notify IN PERSON the Emergency Communications Contact(s) through the use of the RNC or the RCMP
Service Loss of Local Switching Equipment	<ul style="list-style-type: none"> Isolation or loss of any telephone switching equipment or remote switching equipment affecting emergency service to more than 1500 customers Activation of "Emergency Stand Alone" feature of any telephone switching equipment or remote switching equipment affecting business and residents of Conception Bay South Loss of emergency 911 services to those residents and business in the affected serving area. 	<ul style="list-style-type: none"> Telecommunications Provider to notify Fire Chief or Emergency Communications contact If telephone communication is unavailable the Telecommunications provider, with the assistance of Provincial 911 operations center shall notify IN PERSON the Emergency Communications Contact through the use of the RNC or RCMP.
Service Loss of Regional Switching Equipment (Partial or Complete)	<ul style="list-style-type: none"> Loss of all emergency 911 services and/or local telephone capabilities to all residents and businesses in Conception Bay South. 	<ul style="list-style-type: none"> Telecommunications Provider to notify Fire Chief or Emergency Communications contact If telephone communication is unavailable the Telecommunications provider, with the assistance of Provincial 911 operations center shall notify IN PERSON the Emergency Communications Contact through the use of the RNC or RCMP.
Weather, Natural Disaster	<ul style="list-style-type: none"> Isolation or loss of any telephone switching equipment or remote switching equipment affecting more than 1500 customers Activation of "Emergency Stand Alone" feature of any telephone switching equipment or remote switching equipment 	<ul style="list-style-type: none"> Frontline resources (Public Works, RNC, Fire Service) will notify Emergency Incident Commander or Fire Chief as to scope and extent of damage. Fire Chief or Fire Incident Command will make efforts to inform utilities of outage details and observations. Utility companies will provide assessment of damage, estimated impact and time to restore. RNC, RCMP and EMO may be requested to assist in information distribution.

	affecting business and residents of Conception Bay South <ul style="list-style-type: none"> • Loss of emergency 911 services to those residents and business in the effected serving area. 	
Terror Event	<ul style="list-style-type: none"> • Varying level of service loss or degradation depending on target, region, and scope of event. • Extent of service interruption shall be determined by information available from front line sources. • FES-NL to work with telecommunications provider and RNC to identify scope and impact. 	<ul style="list-style-type: none"> • Royal Newfoundland Constabulary and/or RCMP and/or Provincial Emergency Measures to notify the Emergency Communications contact(s). • In the event of a complete telecommunications failure the RNC or RCMP shall notify IN PERSON the Emergency Communications Contact(s)
Unknown Source	<ul style="list-style-type: none"> • Unknown Extent of Service loss 	<ul style="list-style-type: none"> • First Hand Knowledge • Local Contact / Information • Media Broadcast (Radio, Television, Other)

Unknown Source / Unknown Extent – Loss of Communication:

In the case of an incident with Unknown Source and Unknown Extent, if a member of the Conception Bay South Emergency Control Group, Conception Bay South Fire Department, or Manager in the Town of Conception Bay South should become aware of significant or complete loss of Telecommunications and/or emergency 911 services through firsthand knowledge, local contact or media broadcast or any other means of notification they are to immediately proceed to either (a) the primary Emergency Operations Center (b) their nearest fire station, or (c) their assigned fire station for emergency role call.

First Response:

Upon notification of the loss of telecommunications service, the Fire Chief or Emergency Communications Contact, when deemed appropriate to ensure life safety and protection of property, shall through the use of the Fire Department paging and notification system request that all members of the Conception Bay South Fire Department immediately report to their assigned fire station for emergency role call.

In the event that the paging and notification system is unavailable, the Fire Chief or Emergency Contact shall begin notification of members through personal contact. This shall be accomplished in a "tree" fashion with the Fire Chief or

Emergency Contact providing notification to Assistant Chief, and Captains, who in turn take responsibility to notify their direct crew reports. This process shall continue in a hierarchical fashion until all members of the Conception Bay South Fire Department have been notified. Members shall be requested to report to their assigned fire station for emergency role call.

It shall be the responsibility of the Royal Newfoundland Constabulary, in conjunction with Eastern Health, to notify Fewer's Ambulance Service of the nature and extent of the incident. The Fire Chief or Incident Commander shall CONFIRM, via the HCC dispatcher, that Fewer's Ambulance Service has been notified and acknowledged the incident and shall advise on any actions initiated by the Town of Conception Bay South to ensure the safety of residents. Upon incident notification, Fewer's Ambulance will immediately provide an ambulance and staff to act in a standby role at both the Fire Station 1 (Kelligrews) and the East Fire Station (Topsail), or any other location deemed appropriate by the Emergency Operations Manager or Incident Command. Until such time as normal telecommunications operations return, ambulance service dispatch shall be co-coordinated with the Conception Bay South Fire Department.

It shall be the responsibility of the Fire Chief or Incident Commander to notify the Chief Administrative Officer of the nature and extent of the incident. Upon notification the Chief Administrative Officer shall immediately report to the designated Emergency Operations Center. Members of the Conception Bay South Fire Department and members of the Royal Newfoundland Constabulary may be utilized to expedite this process.

It shall be the responsibility of the Fire Chief or delegate to notify the members of the Emergency Operations Control Group (EOCG) of the incident. Depending on the nature and extent of the incident, as well as other external factors such as weather, the Fire Chief may request that members of the EOCG report to the Emergency Operations Center. Members of the Conception Bay South Fire Department and members of the Royal Newfoundland Constabulary may be utilized to expedite this process.

The Emergency Operations manager in consultation with the Fire Chief and/or the Incident Commander shall determine if it is necessary to convene the complete EOCG team.

The Fire Chief shall establish a shift schedule for members of the Conception Bay South Fire Department to ensure appropriate response levels within available notification methods. (i.e. Increased presence in stations due to paging system failure or weather impediments.)

The Fire Chief or Incident Commander shall utilize resources to ensure efforts are made to position a Conception Bay South Fire Department Radio with a member of SONRA identified in the contact list. SONRA shall provide relay services for emergency information and services should other communications

methods be unsuccessful. Depending on the nature of the situation, the SONRA member may choose to participate in staffing the Emergency Operations Communications room.

The Royal Newfoundland Constabulary shall dispatch a vehicle to the primary or secondary Emergency Operations Center (Fire Station 1, Kelligrews, Conception Bay South Town Hall) as appropriate. This unit shall remain at the EOC until such time that communications has been established to the Royal Newfoundland Constabulary communications center either via another organization with established communications to the EOC or by placing a Conception Bay South Fire Department Radio in the vehicle to establish a relay point for Police emergencies. The Royal Newfoundland Constabulary shall also provide notification to FES-NL and 911 dispatch that the Town of Conception Bay South has acknowledged the emergency and has initiated their emergency response protocol. Upon notification FES-NL and/or provincial 911 shall acknowledge the Town of Conception Bay South through VHF radio confirmation that the emergency response protocol has been activated. This three-way handshake shall be considered a positive acknowledgement protocol.

The Fire Chief or Incident Commander shall be responsible to initiate the Emergency Notification Procedure. The Fire Chief, Incident Commander or Emergency Operations Manager, in consultation with the Public Relations and Information Officer shall determine the necessary communications that shall be delivered to the residents of Conception Bay South. This communication shall take into account the incident nature, duration, information available and Emergency Scene Management activities.

To ensure a message consistent with current emergency plan operating procedures the following message is suggested, but may be modified as situation and operations require.

"The Town of Conception Bay South wishes to advise residents that due to an unforeseen interruption in the telephone communications network {affecting xxxx}, access to emergency 911 services and telephone service may be unavailable. The Town is advising residents that should they have an emergency, including fire, or medical they are requested to call 911. If residents are unsuccessful in reaching 911 they should proceed to their nearest fire hall. Fire Hall's are located at 2473 Topsail Road (Topsail Station) and 879 CBS Highway (Fire Station 1, Kelligrews)"

Conception Bay South First Response Check List:

Task	Dispatch / Start Time	Notification / Confirmation (Time)	Notified By: (Name, Organization)
Emergency Communications Contact notified			
General Fire Service Membership notified			
Chief Administrative Officer (or Alternate) notified			
Hickey's Ambulance – CONFIRMATION of emergency protocol activation.			
EOCG Members have been notified			
Shift Schedule has been established			
CBS Fire Department Radio has been placed with RNC unit. RNC have confirmed radio communications with COMMS center and/or EMO. Positive Handshake complete.			
CBS Fire Department radio located with a SONRA member, or a SONRA member joined EOC Communications room.			
Emergency Notification Procedure has been initiated. Verified media is communicating correct information to residents			

Sustaining Communications:

After first response procedures have been initiated, and positive acknowledgement procedures have established critical communication, steps shall be taken to ensure a sustained method of emergency communication.

The Emergency Operations Center communications room shall become the information distribution hub between external organizations and the Emergency Operations Control Group and/or Incident Command.

Communications shall be established through the use of VHF radio. Communications room radio equipment shall be configured and monitored as follows:

- (a) Base Unit - Conception Bay South Fire Department
- (b) Mobile Radio 1 - Conception Bay South Public Works
- (c) Mobile Radio 2 - St. John's Regional Fire Department (Station 84 / Dispatch)
- (d) Mobile Radio 3 – EPC Emergency Channel
- (e) Scanner 1 - Holyrood Fire Department and/or other vested organizations

Emergency Operations Communications personnel shall monitor the following AM/FM radio broadcast channels:

- (a) AM Radio Unit 1: VOCM on channel 590 khz
- (b) AM Radio Unit 2: CBC channel 640 khz
- (c) FM Radio Unit 1: CoastFM on channel 101.1 mhz

Emergency Operations Communications personnel shall monitor television broadcasts as follows:

- (a) Television Monitor 1 - NTV – ExpressVu Satellite or Off Air VHF
- (b) Television Monitor 2 - Canadian Broadcasting Corporation (CBC) – ExpressVu Satellite or Off Air VHF
- o Note – Either TV source may be requested for use in the EOC command room. Video switching should be configured to allow this functionality.

To ensure that emergency communications is not compromised over inactive periods (periods with no radio transmission traffic), the communications operators shall establish a check-in handshake protocol with each organization. Unless otherwise specified, communications availability will be verified with each of the following organizations, every 30 minutes on the hour and the half-hour.

- (a) Public Works
- (b) CBSFD Radio established with RNC unit
- (c) CBSFD Radio established with SONRA Operator (If applicable)
- (d) St. John's Regional Fire Department
- (e) Emergency Measures Organization, via EPC channel (Primary)

Other agencies should also be requested to establish communication continuity on the EPC operating channel every 30 minutes.

- (a) Health Care Corporation via EMO channel (Secondary)
- (b) RNC via EPC channel (Secondary)
- (c) Telecommunications Provider(s) via EPC channel
- (d) Newfoundland Power (If necessary)
- (e) Others as identified as essential by FES-NL

Where appropriate, the telecommunications provider shall provide, or be requested to provide a status update via EMO every 30 minutes, unless an agreed schedule or protocol has been established.

Restoration of Service:

The telecommunications provider, in co-ordination with FES-NL, will be responsible to inform the Emergency Operations Manager or Incident

Commander that emergency 911 and telecommunications services has been restored.

Upon restoration of telecommunication services, the emergency response and communication initiatives shall remain in effect for not less than 60 minutes from the announcement indicating that service has been restored.

Termination of Emergency:

Either shall govern termination of the emergency response:

(a) Section 2 of the Town of Conception Bay South Emergency Management Plan, or when appropriate to the scope and extent of the emergency

(b) The EOC Team Manager or Incident Commander announces a cease of operation.

Fire

Structural Fire

Major Concerns:

- Casualties
- Damage to property
- Disruption of traffic and communications
- Collapse of buildings
- Possible Evacuation
- Loss of Life
- Sudden hospital requirements
- Explosions and Other Hazards
- Disruption of Utilities

Response-Potential Actions at the Scene

Potential Action	Agency Responsible
Establish Scene IC	Fire
Establish ICS Headquarters	EOC Team
Establish adequate communications	Police/Fire
Define a working area & establish a control perimeter	Fire / Police
Secure disaster scene for subsequent investigation (Police, Fire Department)	Police / Fire / MEO
Rescue and Fire Fighting	Fire Dept./Police
Control panic in Fire Area	Police / Fire / MEO
Establish routes for emergency vehicles	Police
Notify hospitals for casualties including number and type	Medical/Police
Establish temporary morgue if required	Police/Medical Examiner
Establish traffic control	Police / MEO
Establish crowd control	Police / MEO
Eliminate hazards from damaged utilities	Engineering/Utilities
Warning of spread of fire	Police/ News Media
Establish a news release system	Town of Conception Bay South
Set up Registration & Inquiry System	Social Services/Red Cross
Establish a Reception Center	Advanced Education, Skills and Labour

Equipment/Inventory

Equipment / Inventory	Source
Fire Fighting & Rescue Equipment	Fire Department
Ambulances	Private/Eastern Health

Water Tankers	Engineering
Relay Pumps	Engineering
Communication Equipment	Fire/Police/Utility
Auxiliary Lighting	Engineering/Utilities/Fire
Blankets & Food	Social Services
Mobile Public Address Equipment	Police /Fire
Transportation for Evacuees	

Forest Fire

Major Concerns:

- Casualties (fire or smoke)
- Loss of Life
- Damage to property
- Disruption of traffic and communications
- Disruption of Utilities
- Possible Evacuation
- Losses to local economy

Response-Potential Actions at the Scene

Potential Action	Agency Responsible
Establish Scene IC	Fire
Establish ICS Headquarters	Province / EOC Team
Control Traffic & Access Routes	Police
Recruit Fire Fighters	Police/Province/Manpower
Fire Fighting	Province NL Forest Service
Rescue	Rescue Services
Establish Emergency Communications	Communication Coordinator
Establish Water Points	Province
Establish Transportation Requirements & Obtain Vehicles	Road/Air
Warning of Spread of Fire	Newfoundland Forest Service/News Media/Province
Establish a News Release System	Newfoundland Forest Service/Police
Establish Social Services	Social Services
Establish First Aid Posts	Medical

Equipment/Inventory

Equipment / Inventory	Source
Light portable Fire Fighting equipment	NL Forest Service
Air Tankers (Water Bombers)	NL Forest Service
Bulldozers	NL Forest Service
Tankers	Province/Industry

Power saws, shovels, axes, back tanks & other hand tools for fire suppression	Province/Industry
Establish emergency social services	Social Services
Communication Equipment	Province/Industry/Utility
First Aid Kits	Emergency Health Services
Transportation for Evacuees	Police

Environmental (HAZ-MAT SPILL)

Hazardous materials are defined as a vast collection of various materials that pose a threat to life, health, property, or the environment. Hazardous materials may be radioactive, flammable, combustible, explosive, toxic, noxious, corrosive, oxidative, or irritating.

Incidents involving hazardous materials may originate within a building or from an external source. External threats may be more difficult to identify. Almost any substance being carried on transportation routes could threaten buildings located near a highway.

Due to the large number of hazardous materials, there is a wide range of regulations governing their use and handling.

Major Concerns:

- Casualties
- Trapped persons
- Disruption of Utilities
- Fire and/or Explosion
- Loss of Life
- Damage to property
- Disruption of traffic
- Possible Evacuation

Response-Potential Actions at the Scene

Potential Action	Agency Responsible
Fire / Chemicals / Explosions	Fire / Environment / FES-NL
Establish emergency headquarters	Police / Fire
Establish adequate communications	Police / Fire
Request additional police assistance	Police/ MEO
Establish routes for emergency vehicles	Police
Request doctors, ambulances, wreckers, fire trucks and heavy equipment as required	Police
Notify hospitals of casualties including number & type	Police / Medical
Define work area & establish control perimeter	Fire / Police / MEO

Establish temporary morgue if required	Police / Medical Examiner
Special precautions needed when radioactive container or dangerous gases, chemicals, etc.	Police / Fire / Industry / EHS Environment / Occupational Health & Safety / Canutec
Establish a news release system	Police / FES-NL / Town of Conception Bay South
Canutec 24 hour hotline (613) 996-6666	

Equipment/Inventory

Equipment / Inventory	Source
Wrecker / Tower equipped with cutting torches	Police / Public
Fire fighting equipment	Fire Department
Haz/Mat Equipment	Fire / CCG / Industry / Environment Dept.
Barricades to control traffic	Engineering and Public Works
Mobile lighting systems	Fire / CCG / Police
Radiac test equipment if accident involves radioactive material	Industry / EHS / DND / FES-NL / Department of Labour
Test equipment for dangerous gases where applicable	Industry / Fire / FES-NL / EHS / Environment
Spill or other control products / equipment	FES-NL / Service NL
Transportation for evacuees	EOC Team

Dangerous Goods Accident Transportation –Road

Major Concerns:

- Casualties
- Trapped persons
- Disruption of Utilities
- Fire and/or Explosion
- Loss of Life
- Damage to property
- Disruption of traffic
- Possible Evacuation

Response-Potential Actions at the Scene

Potential Action	Agency Responsible
Fire / Chemicals / Explosions	Fire / Environment / FES-NL
Establish emergency headquarters	Police / Fire
Establish adequate communications	Police / Fire

Request additional police assistance	Police / MEO
Establish routes for emergency vehicles	Police
Request doctors, ambulances, wreckers, fire trucks and heavy equipment as required	Police
Notify hospitals of casualties including number & type	Police / Medical
Define work area & establish control perimeter	Fire / Police
Establish temporary morgue if required	Police / Medical Examiner
Special precautions needed when radioactive container or dangerous gases, chemicals, etc.	Police / Fire / Industry / EHS Environment / Occupational Health & Safety / Canutec
Establish a news release system	Police / FES-NL / Town of Conception Bay South
Canutec 24 hour hotline (613) 996-6666	

Equipment/Inventory

Equipment / Inventory	Source
Wrecker / Tower equipped with cutting torches	Police / Public
Fire fighting equipment	Fire Department
Barricades to control traffic	Engineering and Public Works
Radiac test equipment if accident involves radioactive material	Industry / EHS / DND / FES-NL / Department of Labour
Test equipment for dangerous gases where applicable	Industry / Fire / FES-NL / EHS / Environment
Transportation for evacuees	EOC Team

Contamination or Spill of Dangerous Gases

Major Concerns:

- Casualties
- Disruption of Industry
- Disruption of Utilities
- Explosion, vapour cloud & fire
- Loss of Life
- Tendency of people to disperse
- Disruption of traffic
- Possible Evacuation

Response-Potential Actions at the Scene

Potential Action	Agency Responsible
Establish On IC	Fire
Establish adequate communication	Police / Fire
Rescue and Fire Fighting	Fire Department
Determine nature & effects of the release	Fire / Medical / Environment
Warn adjacent areas	Police / Fire
Evacuate area	Police / MEO
Eliminate further escape of gases	Police / Fire / EOC Team
Notify hospitals of casualties including number & type	Fire
Establish temporary morgue	Medical / Police
Establish news release system	Police / Medical Examiner
Establish welfare services	Town of Conception Bay South
Establish traffic control	Police / MEO
Establish evacuation routes	Police
Set up Registration & Inquiry System	Police / Site Manager /Advanced Education, Skills and Labour / Red Cross

Equipment/Inventory

Equipment / Inventory	Source
Ambulances	Medical / Police / Fire
Fire Fighting & Rescue equipment	Fire Department
Communication Equipment	Police / Rovers / CCG
Decontaminating equipment	Fire / Industry
Mobile public address system	Fire / Police
Mobile lighting system	Fire / CCG / Police
Barricades	Engineering and Public Works
Vapour protection clothing	Fire / CCG
Emergency feeding facilities	Advanced Education, Skills and Labour
Transportation for Evacuees	

Tsunami

Tsunamis, sometimes called “tidal waves”, are a series of enormous waves created by an underwater disturbance or earthquake. Tsunamis can move hundred of miles per hour in the open ocean and smash into land areas with waves more than 100 feet high. Tsunamis can strike anywhere along the coastline.

If an earthquake occurs in a coastal area, radio broadcasts should be monitored to learn if a tsunami warning has been issued. If a tsunami warning is issued, it means that a tsunami exists. Monitor radio or television for additional information and follow the authorities' instructions. If evacuation is advised, it should be carried out as quickly as possible.

Major Concerns:

- Casualties
- Trapped persons
- Disruption of Utilities
- Fire
- Loss of Life
- Damage to property
- Disruption of traffic and communications
- Possible Evacuation

Response-Potential Actions at the Scene

Potential Action	Agency Responsible
Warning of Imminence	Town / Media / Other
Establish Emergency Headquarters	Town of Conception Bay South
Establish adequate Communications	Police / Fire
Define working area & Establish control perimeter	Police
Establish Routes for emergency vehicles	Police
Notify Hospitals of Casualties including number & type	Medical / Police
Rescue	Fire / Police
Establish temporary morgue	Police / Medical Examiner
Eliminate Hazards from Damaged Utilities	Engineering and Public Works / Utilities
Establish a News release system	Police / EOC
Protection of property	Police
Establish Emergency Reception Centre	Advanced Education, Skills and Labour
Establish a Registration & Inquiry Service	Social Services / Red Cross
Provide Auxiliary Power	Engineering and Public Works / Utilities
Clear Debris	Engineering and Public Works

Equipment/Inventory

Equipment / Inventory	Source
Rescue Equipment	Police / Fire / Other
Fire Equipment	Fire Department
Ambulances	Medical / Eastern Health
Road Clearing Equipment	Engineering and Public Works
Barricades	Engineering and Public Works
Auxiliary Generators	Town / Province / Industry
Mobile Public Address System	Police / Fire / Radio Stns.
Blankets, Pillows. Etc.	Emergency Social Services
Transportation for Evacuees	Police

Landslide / Rockslide / Avalanche

These events are rare, highly destructive and are unpredictable. Any areas where development has taken place under steep slopes are vulnerable. Citizens should be particularly alert to forecasts for heavy snow (avalanche) or heavy rainfall (landslide).

If you live in an area prone to land or rock slides you should be very conscious of any topographical changes taking place during or after heavy snow or rain.

Major Concerns:

- Casualties
- Loss of Life
- Panic
- Disruption of traffic and communications
- Disruption of Utilities
- Trapped persons
- Property Damage
- Possible Evacuation

Response:

In the event of any such event, rescue work should be undertaken with caution. Injury or death of rescue workers by further slope movement is common. Consultants in the field of avalanches or engineering geology should be brought on site as soon as possible.

Equipment/Inventory

Equipment / Inventory	Source
Loaders	Engineering and Public Works
Trucks	Engineering and Public Works

Wind Storm

Being an Atlantic province winds are an important part of every day life for mariners and transportation. Like other emergencies there are advisories issued by the Meteorological Service, and they have the following classification:

Classification	Description
Tropical Disturbance	No strong wind. Areas will experience showers and thunderstorms.
Tropical Depression	The counter clockwise (in the northern hemisphere) rotation of air at speeds of 62 km/hr or less. A clearly defined low-pressure area is emerging.
Tropical Storm	A low-pressure system with wind speed of 63-118 km/hr. The storm receives a name.
Hurricane	Intense low-pressure system with winds rotating about the center in a counter clockwise direction at speeds 118 km/hr or more.

Major Concerns:

- Casualties
- Damage to property
- Disruption of Utilities
- Possible Evacuation
- Loss of Life
- Disruption of traffic and communications
- Fire

Response-Potential Actions at the Scene

Potential Action	Agency Responsible
Warning of Imminence	Town / Media / Other
Open EOC	Town of Conception Bay South EOC Team
Establish adequate Communications	Police / Fire
Define working area & Establish control perimeter	Police
Establish Routes for emergency vehicles	Police
Notify Hospitals of Casualties including number & type	Medical / Police
Rescue	Fire / Police
Establish temporary morgue	Police / Medical Examiner
Eliminate Hazards from Damaged Utilities	Engineering and Public works / Utilities
Establish a News release system	Police / EOC
Protection of property	Police

Establish Emergency Welfare Service	Emergency Social Services
Establish an Evacuation Registration & Inquiry Service	Advanced Education, Skills and Labour/ Social Services / Red Cross
Provide Auxiliary Power	Engineering and Public Works / Utilities
Clear Debris	Engineering and Public Works

Equipment/Inventory

Equipment / Inventory	Source
Rescue Equipment	Police / Fire / Other
Fire Equipment	Fire Department
Ambulances	Medical / Police
Road Clearing Equipment	Engineering and Public Works
Barricades	Engineering and Public Works
Auxiliary Generators	Town / Province / Industry
Mobile Public Address System	Police / Fire / Radio Stns.
Blankets, Pillows. Etc.	Social Services
Transportation for Evacuees	

Ice Storm / Winter Storm / Blizzard

The formation of sleet and freezing rain is a result of frozen precipitation falling through an irregular vertical temperature profile. When a layer of warm, moist air several thousand feet above the ground wedges between cold air at high altitudes and a relatively thin layer of cold air next to the earth's surface, we get freezing rain that forms a treacherous, sometimes weighty glaze.

A freezing rain "warning" is issued by the Meteorological Service when the freezing rain is expected to last for four (4) hours or more.

Winter storms consist of heavy snow and light winds. Strong winter storms have the power to immobilize an entire region. Even areas with typically mild winters can be hit with a major snowstorm or extreme cold. Winter weather may cause power outages, block roads, and other transportation routes, and freeze building systems.

When winter weather is approaching, the emergency team should listen to the weather report updates and information on closings, advisories, and requests for early, staggered, or delayed departures.

A blizzard consists of heavy snow and strong winds. A blizzard is when we have winds greater than 40 km/hr plus visibilities less than 1 km in snow and blowing snow. Temperature less than or equal to minus three (3) and all of the above is expected to be sustained for a period of four (4) hours or more.

Mitigation (Prior to) Procedures:

Role of Citizens:

With these types of emergencies, a citizen needs to be prepared. In setting up your preparedness plan, the following should be taken into account:

- Arrange for services, such as ploughing and shovelling in advance.
- Ensure that emergency hook-up locations, hydrants, fire protection, valves and meters are clearly marked.
- Keep inventories of salt, pellets and shovels.
- Establish a communication system for early closing or delayed opening, and a method for notifying building occupants of such changes.
- Monitor Weather Service advisories for road closures, etc.
- Shut off exterior sprinkler systems and blow them dry with compressed air. Water in pipes will freeze and expand, causing potential cracking and leaks.
- Winterize equipment as required, including the installation of heat tape where appropriate.
- Review insurance coverage and requirements.

Role of Municipality:

The Town of Conception Bay South shoulders the responsibility for pre-event planning and preparation, event intervention and post-event response. It accomplishes its tasks by the following:

- Identify the risks in its area.
- Develop and adopt measures to prevent or diminish, wherever possible, the risks associated with Ice Storm / Winter Storm / Blizzard.
- Prepare for the deployment of emergency measures.
- Participate in training and exercises offered by the Province, and
- Maintain, at all times, an Emergency Management Plan and a high level of preparedness.

Role of the Provincial Government:

The main role of the government is to coordinate all phases of the prevention, preparation, intervention and reconstruction. It carries out these responsibilities by the following:

- Establish, implement and maintain an external support system.
- Provide an emergency manpower resource.
- Train the emergency responders.
- Provide management support
- Apprise all partners of their respective roles (duties and responsibilities).

After the Storm:

When returning to the property, citizens should:

- Evaluate the property
- Assess the damage
- Contact tenants / vendors where needed

Special attention should be paid to downed power lines and potentially live wires within the property.

Extended Blackout

Electricity has become such a reliable service we have almost taken it for granted. However, blackouts can occur, more often from external sources such as a vehicle accident with a pole or a heavy ice storm rather than equipment failure.

Citizens should be particularly aware of forecasts calling for freezing rain for extended periods of time, particularly if accompanied with strong winds.

Major Concerns:

- Casualties
- Loss of Life
- Panic
- Disruption of traffic and communications
- Disruption of Utilities
- Trapped persons

Response-Potential Actions at the Scene

Potential Action	Agency Responsible
Establish a headquarters for restoration of power	Power Authorities
Establish EOC for Emergency Services to Community	Town of Conception Bay South
Restore Power	Power Authorities
Establish a priority for essential requirements	Town of Conception Bay South
Control the allocation of auxiliary power	Power Authorities
Establish a news release system	Power Authorities / EOC / Mayor
Establish Traffic Control	Police
Protection of property by requesting law enforcement	Police
Establish special assistance to aged, infirmed home patients, special needs persons	Health & Social Services
Establish an Evacuation Registration & Inquiry Service	Advanced Education, Skills and Labour/ Social Services / Red Cross
Establish adequate emergency communications	Telephone / Radio / TV
Organize an emergency transportation pool	Police / Fire / EOC
Ascertain the status of water & food - arrange distribution	Health / Welfare
Release trapped persons in electrically operated devices	Police / Fire

Assess danger to public health - provide emergency services	Health
Contact Seniors Resource Center	EOC

Equipment/Inventory

Equipment / Inventory	Source
Auxiliary Power	Engineering and Public Works / Any other
Auxiliary Heaters	Engineering and Public Works / Any other
Mobile Public Address System	Police / Fire
Auxiliary Lighting	Engineering and Public Works / Police / Fire / Stores
Emergency Lodging and Feeding	Social Services & Voluntary Organizations

Civil Action

Public disturbances can range from peaceful demonstrations to express a political opinion, to organized pickets to full-scale riots. Sometimes, Town facilities are the target of civil action. Any indication of a civil disturbance such as a riot, demonstration or picketing should be reported to your manager immediately. The response to a demonstration at Town buildings or facilities will vary according to the number of participants, location and the atmosphere in which it occurs.

In the event of any type of demonstration outside a Town building or Town facility, occupants should be instructed to remain in the building and to close windows and blinds. Exterior doors may need to be locked with entry and exit prohibited in order to secure the building. Escorts may be provided for people who need to enter or exit the building. Authorities such as the police may be able to assist in limiting access of unauthorized personnel by establishing a perimeter around the demonstration.

Occupants should be instructed to avoid confrontation with demonstrators.

Remain away from any protestors and the demonstration.

Do not under any circumstances involve yourself with the demonstrators either verbally or physically.

If the demonstrators impede your access to the building or facility, withdraw from the area and inform your supervisor by telephone that you are unable to enter the building or facility.

Wait until the RNC arrive to clear a path through the demonstrators. In certain circumstances, the RNC may shut down the area. For Town owned facilities, staff members should wait for a police escort or leave the area safely.

If the incident occurs in or spreads to the interior of the building, additional steps may be necessary:

- Immediately secure any sensitive material and/or valuable assets.
- Do not say or do anything that may agitate the intruders.
- Do not attempt to physically restrain the intruders. The RNC will address any individuals who may need to be removed from the building or area.
- Follow instructions from your manager or the RNC.

In the unlikely event that it becomes necessary to evacuate due to a civil disturbance, the building evacuation plan should be implemented. A directed evacuation will minimize confrontation with the group causing the disturbance

and ensure building occupant safety. The RNC or the senior manager will order the evaluation of the building.

Response

When a demonstration progresses to a violent or dangerous situation, the manager must act quickly and decisively to protect the occupants of the facility, Town employees and Town assets.

- Notify the RNC with specific details of the demonstration
- Secure sensitive and valuable items
- Shut down and evacuate property promptly
- Provide direction to occupants and employees, such as what exits to use so as to avoid potential conflicts, where to gather outside the building so as to account for everyone under the managers responsibility at that time.
- Lock all access/egress points to ensure safety

While a manager has responsibility for the overall safety of persons and the property, he or she must work closely with local law enforcement officials in both preparing for and reacting to either a riot or some other form of public disturbance. Basis steps involved would include:

- Gathering information to make an informed decision as to how best to ensure safety of persons and facilities.
- Contact the RNC, Chief Administrative Officer, Enforcement Manager and Fire Chief.
- Make occupants aware of the situation and direct employees to report strange or unusual incidents.
- Have material in inventory to make temporary repairs.

After the Disturbance

After the disturbance, and providing it is safe to return, any damage should be assessed, pictures should be taken, and the insurance company notified. In addition:

- Life safety equipment should be secured and protected.
- Temporary repairs should be made to protect against further damage.
- A priority plan should be put in place to make permanent repairs where needed.
- Care should be given, as in any aftermath of an emergency, to downed electrical lines and other dangerous situations

Town of Conception Bay South Pandemic Influenza Plan

TABLE OF CONTENTS

Background	1
Legislative Framework	1
Purpose	2
Pandemic Influenza Response Plan Objectives	2
Assumptions/Understanding of Future Pandemic	3
Leadership Structure and Key Roles in a Pandemic.....	4
Emergency Operations Centre during a Pandemic	5
Response Objectives and Actions.....	6
Identification of Risks & Mitigation.....	8
Risk #1 – PEOPLE / HUMAN RESOURCES	8
Risk #2 – OPERATIONAL PROCESSES.....	9
Risk #3 – INFRASTRUCTURE	9
Risk #4 – SUPPLY CHAIN FAILURE	10
Town of Conception Bay South Essential Services	11
Essential Community Services.....	11
Essential Services for Staff	11
Departmental Essential Services	11
Enforcement.....	11
Fire & Rescue	11
Engineering & Public Works.....	12
Water & Sewer.....	12
Roads & Streets.....	12
Finance.....	12
Corporate Services	12
Fleet.....	12
Human Resources	12
Information Technology.....	12

Legal	12
Asset Management	12
Community Services.....	13
Parks & Trees	13
Recreation	13
Development Services.....	13
Tourism.....	13
Parking Services	13
Planning & Development.....	13
Building Inspections	13
Recovery Process	14

Background

Influenza outbreaks have occurred for centuries and there have been three pandemics in the 20th century: the 1918 Spanish influenza, the 1957 Asian influenza, and the 1968 Hong Kong influenza.

Influenza A viruses periodically cause worldwide epidemics, or pandemics, with high rates of illness and death. A pandemic can occur at any time, with the potential to cause serious illness, death and immense social and economic disruption throughout the world. Experts believe that a future influenza pandemic is inevitable but the timing is unpredictable. Whenever it occurs the impact will be devastating.

Once a pandemic strain is identified it may take up to six months to eight months to develop an effective vaccine, therefore the preparation of contingency plans for coping with this worldwide illness is crucial. Because it is anticipated that the pandemic will impact all communities in the Province at the same time, Community self-sufficiency within a collaborative environment is required to respond.

Legislative Framework

The legislative responsibility to mitigate the effects of emergencies within the Town of Conception Bay rests with Town Council and is administered by the Chief Administrative Officer and his/her management team. The legislative requirements and powers of the Town of Conception Bay during a declared state of local emergency are outlined in the Town of Conception Bay Emergency Plan.

We will only highlight a couple of issues of specific interest as it relates to this pandemic plan. Council, under the authority of the *Emergency Services Act*, does have the authority to declare a state of local emergency. A declared emergency will remain in effect until formally rescinded.

The next pandemic that hits will last longer than seven days and in all likelihood will be much longer. Therefore, the Town of Conception Bay will need to be very careful if it decides to/or when it decides to declare a state of emergency. We will not have a state of emergency throughout all stages of the pandemic, but we want to ensure the declaration is in place during the peak period of the pandemic to ensure we can take full advantage of the additional authority that is granted to us. We will need to carefully assess when it would be beneficial to enact this legislation to help us through the management of the most challenging stages of the pandemic. Furthermore, during a state of local emergency Council is considered in session and no other business can be discussed at Council during that time.

Purpose

The overall goal of the Town of Conception Bay South's Pandemic Influenza Response Plan is to reduce illness (morbidity) and death (mortality), as well as social disruption resulting from a pandemic or other widespread illness in the Town of Conception Bay South.

This Pandemic Influenza Response Plan has several purposes. First, it identifies issues that the Town of Conception Bay South's departments, agencies, boards, and commissions should consider in preparing for a widespread illness occurrence. Second, it suggests how services to the citizens of Conception Bay South may be affected and emphasizes the need to develop alternative ways to provide these services during a widespread illness event.

This Pandemic Influenza Response Plan will help Town staff develop more detailed continuity of service plans for their service area (high-level continuity of operations plans, by department are provided in Section 6 – Appendix A). Though the Province will identify broad public health issues, municipalities must plan for unique and specific disruptions they will face in the event of a pandemic.

This Pandemic Influenza Response Plan is subject to update as the Provincial and Federal Governments, and the World Health Organization (WHO) update their respective pandemic response approaches, plans and statistics.

Please note: This Plan is most specifically targeted to respond to a contagious pandemic-type event versus other widespread illness related to water or food-borne non-contagious illness. Many components of the Plan may still be applied in event of a widespread non-contagious illness; however, a water-borne or food-borne cause would require additional planning and response considerations and scenarios from the Town of Conception Bay South water utility and from the Provincial Department of Health.

Pandemic Influenza Response Plan Objectives

The Town of Conception Bay South's objectives for having a Pandemic Influenza Response Plan are to:

1. **Ensure the Delivery of Essential Services:** Town of Conception Bay South services will be dramatically impacted by the pandemic. However, it will be critical to ensure key public services continue to protect the health and safety of the entire Town.
2. **Protect our Employees:** Our employees will be looking to the Town of Conception Bay South to provide guidance during this difficult time. We will have policies and procedures in place to minimize exposure for our staff.
3. **Communicate:** Staff and the public's demand for information will be enormous. The Town of Conception Bay South will be proactive in communicating to its citizens and staff during the height of the crisis to ensure they are well informed.

4. **Support Health Services and Operations:** The Town of Conception Bay South may be asked to assist health care operations by providing facilities for temporary morgues and/or mass immunization locations. We will also cooperate when it has been determined public buildings and facilities must be closed.
5. **Collaborate with other Stakeholders:** The Town of Conception Bay South will need to work in cooperation with a number of other stakeholders including health authorities, public health, social services, businesses, RCMP, surrounding communities, etc.

Assumptions/Understanding of Future Pandemic

The Town of Conception Bay South's pandemic plan is based on the following assumptions:

- A pandemic is expected to circulate around the globe in a matter of weeks, and will impact humans in several waves. Successive waves may continue over the period of one to two years.
- Efficient and sustained person-to-person transmission will signal an imminent pandemic.
- The impact of a pandemic would be global, not localized to a single area, therefore, there would be little, if any, outside assistance from other cities, or other levels of government.
- Pandemic flu vaccines will likely not be available until six to eight months after the start of pandemic.
- Governments and businesses would be confronted by up to 35 percent absenteeism, as many employees become ill, stay home to take care of children or family members or refuse to go to work, especially in heavily populated work sites.
- 15 to 35 percent of employees are likely to become ill at some time during the six weeks of the pandemic wave (s).
- Reduced municipal services could last three to four months at a time. It is estimated that for every employee who becomes ill they will probably miss seven days of work.
- Certain public health measures (closing schools) are likely to increase rates of absenteeism.
- 0.6 to 2 percent of the employees who become ill are likely to die.
- Our citizens will expect vital/basic services to continue.

Leadership Structure and Key Roles in a Pandemic

The Town of Conception Bay South's Emergency Response Plan outlines the municipal leadership structure in the event of an all hazards emergency. All municipalities can create specific hazard plans for each contingency, but this hazard specific plan is a subordinate plan to the Town of Conception Bay South's Emergency Plan.

The Emergency Operations Control Group (EOCG) is the coordinating organization for all emergencies. The EOCG will be the lead organization during a pandemic.

The membership of the EOC Group will be comprised of the following officials:

- EOC Manager
- Operations Officer
- Duty Officer
- Fire Chief
- Public Works Manager
- Public Information Officer

Additional staff will be called to support the EOCG when required. The EOG may function with only a limited number of persons depending upon the emergency.

Furthermore, during a pandemic all members of the EOCG may not be located in the Emergency Operation Centre at the same time. To guard against the spreading of the illness among members of the EOCG, the group may be divided into separate locations, work from home or work from satellite locations. These decisions will be made during the height of the pandemic.

The Town of Conception Bay South Emergency Response Plan establishes the responsibilities of the EOCG during an emergency, including a pandemic. The responsibilities of the EOCG are as follows:

- Take such action as is necessary to minimize the effects of an emergency or disaster on the Town of Conception Bay South and its citizens;
- Advise the Mayor, Deputy Mayor, or Council, of any necessary actions that should be taken that are not covered in the Emergency Plan (or specific emergency plans such as the pandemic plan) to minimize the effects of an emergency or disaster;
- Be prepared to authorize the expenditure of municipal funds which are required for the preservation of life, health, environment and property; and
- Direct and co-ordinate all municipal departments and volunteer organizations in controlling the emergency or disaster by providing administrative and logistical support.
- Additionally, during a pandemic, the EOCG will take all necessary actions to ensure Town of Conception Bay South resources are available to support its operations.

Emergency Operations Centre during a Pandemic

During a pandemic the Town of Conception Bay South Emergency Operations Centre will be activated and made operational when:

- Notified by the District Medical Officer of Health that the implementation of the Regional Pandemic Plan is eminent or approved.
- Authorized by the Chief Administrative Officer for active or enhanced monitoring capabilities. During an informal phase of activation, the Chief Administrative Officer will assign a Duty Officer to provide the necessary liaison between the Regional Health Authority (RHA), adjoining municipalities and the Town of Conception Bay South
- The Emergency Operations Centre (EOC) will be constituted and formally activated on the authority of the Chief Administrative Officer.

A pandemic response requires the ability to sustain operations over a prolonged period of time. Contingent upon the severity of impact, provisions may be taken to provide mirrored work teams on appropriate duty shifts to ensure sustained operations if required.

Response Objectives and Actions

As in any pre-response, response, and post-response, to an event, there are five main objectives:

1. **Assess Risks** - Effective action depends on a realistic and factual understanding of the risks. In assessing the risks of widespread illness, municipalities should identify the people, facilities, and services most likely to be affected, and gauge their vulnerability to the disease.
2. **Mitigate Risks** - Steps can be taken before a pandemic strikes to reduce the magnitude and severity of potential consequences. Mitigation can reduce demands on responders during the event and the net financial impact on the Town of Conception Bay South.
3. **Ensure Preparedness** – Includes identifying individuals who will undertake key functions, developing effective policies and procedures, obtaining the equipment necessary to support response, training personnel, and exercising plans. Widespread illness surveillance activity, internationally, nationally and provincially, is year-round. Preparing for this activity is essential and putting measures into place that can be accessed if an event unfolds is paramount.
4. **Coordinate Response** – As the threat of a widespread illness event unfolds, the Town of Conception Bay South should implement a series of protective actions to support both internal and community objectives. Response will require the coordination of the municipality's services with those of Eastern Health, and FES-NL, as well as local businesses, neighbouring communities, and the general public. During the response phase, it will be necessary to enhance the response if the illness is impacting a significant numbers of persons within the Town of Conception Bay South.
5. **Lead Recovery** - Recovery to an event consists of repair and restoration of our community after the event. The primary impact on recovery for a wide spread illness is different from other disastrous events, in that the primary impact is on people and the economy, not infrastructure.

For each of these five objectives, risks should be managed in two areas:

For the Municipality (Internal) – On behalf of Town Council, the municipal emergency group may consider actions under each of the five objectives summarized above. The purposes of these actions include:

- protection of employees
- continuation of public services
- management of economic impacts on the Town of Conception Bay South

For the Community (External) – Municipalities also bear a share of the responsibility for managing community impacts from a pandemic event. This may involve actions to protect and support individual and family residents, institutions, small businesses, and the overall economy. Some of this effort will require coordination with other jurisdictions in the region.

A wide-range of issues will need to be considered during the risk assessment phase, and may include, but not be limited to, the following:

- Will the Emergency Operations Control Group need to be assembled and the Emergency Operations Centre (EOC) set up?
- Will it be necessary to issue a *Declaration of State of Local Emergency*?
- Will identification of alternate care, triage, storage, morgue and other sites be necessary and, if so, will security for such sites be necessary?
- Public information bulletins related to changes in Town services will be required for release by the Town.
- Is the Town of Conception Bay South staff available to fill in service gaps where necessary?
- Public buildings may have to be closed and secured.
- The EOC will be required to issue situation reports of the response to FES-NL and Eastern Health.
- The District Medical Officer of Health may require closure or control of specific traffic/transportation systems to limit the movement of personnel into and out of the Town, in accordance with the Health Act.
- Will Town staff be allowed to work from home?

In order for Town staff to carry out their duties effectively, during and following a widespread illness event, they will be dealing with one common element - the people affected by the event. The following may, or will, be required internally to work with Town staff to assist them through the event and the return to work:

- Critical Incident Stress Management Team
- Family and Friends
- Clergy
- Grief Counsellors
- Employee and Family Assistance Programs
- Wellness Programs
- Health Care Professionals
- Volunteer Agencies

Identification of Risks & Mitigation

This section identifies potential risks to the municipality in event of an influenza pandemic. As discussed in the previous section, steps can be taken before a pandemic strikes to reduce the magnitude and severity of potential consequences. The potential risks (grouped by: people; operational process; infrastructure; and supply chain) are presented in the tables below, along with possible mitigation actions and solutions. All risks and mitigation actions should be reviewed by each department/division to ensure they are prepared to quickly mobilize a risk mitigation effort in event of pandemic.

Risk #1 – PEOPLE / HUMAN RESOURCES

The potential risks and recommended mitigation effort related to municipal human resources in event of a widespread illness are as follows:

RISKS	MITIGATIONS
1. Exposure to the virus through serving customers	1. Change customer service procedures to reduce exposure risk
2. Reduction in staff due to illness	2. Re-allocate staff to priority functions, they have the skills to deliver
3. Reduction in staff due to child/family care (schools and daycares will be closed)	3. Modify hours of operation – shifts
4. Reduction in staff due to leaves of absence	4. Cross train staff to perform key functions
5. Fear and paranoia	5. Keep staff informed
6. Loss of service contractors	6. Work from home options
7. Lack of transportation	7. Car pooling, clean sites, emergency worker centres
8. Food and housing for front-line staff (Fire and Police) who are exposed to virus in providing essential services and cannot return home	8. Stockpile non-perishable food items and personal items for Town staff providing essential services

Risk #2 – OPERATIONAL PROCESSES

The potential risks and recommended mitigation effort related to municipal operational processes in event of a pandemic are as follows:

RISKS	MITIGATIONS
1. Public loses access to Town services	1. Communicate to residents service delivery priorities and alternate means of accessing services (e.g., by e-mail instead of paper documents)
2. Significant loss of revenue in recreation programs and rentals	2. Develop marketing strategies to implement post-pandemic to re-establish customer base
3. Meeting legislation and requirements	3. Re-allocate human resources to maintain minimum legislated standards
4. Communications to citizens, businesses and staff	4. Diverse communications methods to disseminate information to citizens, businesses, and staff
5. Administration of processes, infrastructure and people	5. Establish a rotating schedule to ensure key decision makers are accessible and do not burn out
6. Planning for the future	6. Plan for community recovery
	7. Plan for conversion of community centres/arenas, etc. into vaccine clinics and assessment centres

Risk #3 – INFRASTRUCTURE

The potential risks and recommended mitigation effort related to municipal infrastructure in event of a pandemic are as follows:

RISKS	MITIGATIONS
1. Closed water distribution system (only in event of a water-borne widespread illness)	1. Identify access points to water system that pose the lowest level of exposure risk (i.e. industry, commercial establishments)
2. Maintaining sewage system	2. Personal protective equipment and decontamination procedures and training
3. Maintaining communications/IT systems	3. Pre-identify IT and communications systems and users that will be taken off line
4. Ensuring adequate levels of emergency services	4. Establish emergency worker centres to provide long term housing for the duration of the pandemic for staff (e.g. firefighter will not want to go home to expose family)
5. Maintaining municipal buildings	5. Shut down non-essential facilities and consolidate operations in 1-2 sites
6. Maintaining road networks	6. Emergency road repairs only, assign plows to accompany emergency vehicles, if necessary
7. Maintaining vehicles in working condition	7. Emergency repairs for Town vehicles and suspend preventative maintenance

Risk #4 – SUPPLY CHAIN FAILURE

The potential risks and recommended mitigation effort related to suppliers of goods and services in event of a pandemic are as follows:

RISKS	MITIGATIONS
<ol style="list-style-type: none">1. Suppliers do not have the resources to meet the need for:<ul style="list-style-type: none">- Food- Fuel- Parts- Services- Equipment- Repairs- Transportation- Medicine	<ol style="list-style-type: none">1. Suppliers must provide a continuity of operations plan2. Ensure a diverse supplier base or identify back-up suppliers3. Stock pile critical non-perishable resources4. Ensure supply gives Town 'priority client' status5. Be prepared to assume essential services provided by 3rd party, in event that these services cannot continue to be provided by 3rd party.

Town of Conception Bay South Essential Services

The Town of Conception Bay South is aware that the impact of an influenza pandemic will hinder the Town's capabilities to provide its services. Services will be drastically affected by staff absenteeism due to sickness or caring for family members. Therefore, it is important that the Business Continuity Plan identify the key Town of Conception Bay South services that must continue. All essential services defined at the department levels must relate to or help the Town of Conception Bay South in its delivery of the key essential services.

The following outlines the Town of Conception Bay South essential services. The Emergency Operations Centre and the Emergency Operations Control Group will manage the coordination of these services.

Essential Community Services

1. Water Delivery System and Water Treatment
2. Sewage Treatment
3. Policing
4. Fire Protection and Rescue
5. Health and Public Safety Services
6. Road and Street Maintenance
7. Refuse Collection
8. Communication to the Public

Essential Services for Staff

1. Processing Payroll
2. Processing Worker's Compensation Claims
3. Communication to Staff

The Town of Conception Bay South corporate services such as finance, revenue, and information systems, etc. that supports these core services will have to continue in some capacity.

Departmental Essential Services

Individual Department essential services have been identified as:

Enforcement

- Protection of persons.
- Protection of property.
- Maintaining law and order.

Fire & Rescue

- Provision of fire fighting.
- Provision of rescue to trapped persons.
- Provision of limited availability of medical response.
- Provisions of HAZMAT response.

Engineering & Public Works

Water & Sewer

- Provision of potable water.
- Provision of sanitary sewer collection and treatment capabilities.

Roads & Streets

- Maintaining clearing of specific roads and streets of snow and debris.
- Clearing of roadways in an emergency situation.
- Limited garbage pick-up and disposal.
- Maintaining critical traffic signals.

Finance

- Limited payment of invoices.
- Payment of payroll.

Corporate Services

**Corporate Services would coordinate any necessary re-deployment of staff from all departments.*

Fleet

- Provision of limited maintenance of fleet vehicles.
- Provision of fuel for vehicles and generators.

Human Resources

- Provision of limited processing of Worker's Compensation claims.
- Creating payroll.
- Property Services
- Provision of limited maintenance of properties.
- Communications
- Provide communications to Council and the public about the situation locally.

Information Technology

- Provision of limited IT resources.

Legal

- Provision of limited legal advice.

Asset Management

- Provision of limited purchasing assistance.
- Ensure supply chains are kept intact.

Community Services

Parks & Trees

- Limited pick-up and removal of garbage.

Recreation

- Re-deployment of staff is possible.

Development Services

Tourism

- Re-deployment of staff is possible.

Parking Services

- Re-deployment of staff is possible.

Planning & Development

- Limited, as required, Planning Approvals (important or time sensitive projects).
- Re-deployment of staff is possible.

Building Inspections

- Limited, as required, Building Inspections (important or time sensitive)
- Re-deployment of staff is possible.

Recovery Process

The official declaration that the pandemic is over will mark the beginning of the recovery for the Town of Conception Bay South and the town. Past pandemics have demonstrated that there may be possibly second and third waves. However, each subsequent wave should have a smaller impact. Therefore, the Town of Conception Bay South will regroup fairly quickly to determine its status in terms of staffing and availability of supplies to respond to other possible waves.

A full debriefing on the status of the Town of Conception Bay South and the town at the end of the pandemic will be required. During the recovery process the following initiatives will need to be completed:

- Conduct a thorough review of the staffing situation in each department to determine the number of staff who are still on sick leave or were victims of influenza. Identify areas where vacancies and staff shortfall exist in the organization and develop a plan of action to address those vacancies on an interim basis;
- The Emergency Operations Group, Pandemic Planning Committee and all senior managers will meet to do a complete review of the Town of Conception Bay South's status, and its ability to provide our services to the community. This group may need to meet frequently;
- A Recovery Planning Team will be established to coordinate the Town of Conception Bay South's recovery process back to full capacity;
- Departments must assemble and submit to the Chief Administrative Officer all supporting documentation regarding pandemic related expenditures. This information will be used to provide Council with information on the financial impact of the pandemic and used to support requests for financial assistance from the Province and / or Federal Government; and
- The Town of Conception Bay South will need to continue to communicate to the public on a regular basis through the recovery process. The Town of Conception Bay South will need to ensure the public understands that we are working towards returning to business as usual but it may take some time.

Aircraft Crash

Major Concerns:

- Casualties
- Fire & Explosions
- National Implications
- Disruption of Utilities
- Sudden hospital requirements
- Loss of Life
- Damage to property
- Special Cargo Problems
- Disruption of traffic & communications
- Bio-infectious

Response-Potential Actions at the Scene

Potential Action	Agency Responsible
Establish On IC	Fire
Set up emergency headquarters	Town of Conception Bay South
Establish adequate communications	Police / Fire
Define working area & establish control perimeter	Police / Fire/ MEO
Secure disaster scene for subsequent investigation	Police /MEO
Rescue and Fire Fighting	Fire Department
Establish routes for emergency vehicles	Police
Notify hospitals of casualties including number & type	Medical / Police
Establish temporary morgue	Police / Medical Examiner
Disposition of special cargo	Police / Industry / Province Municipal Affairs and Environment Dept.
Establish traffic control	Police/ MEO
Establish crowd control	Police/ MEO
Eliminate hazards from damaged utilities	Engineering and Public Works / Utilities
Protect property	Police / Fire/ MEO
Establish news release system	Town of Conception Bay South
Establish an Evacuation Registration & Inquiry Service	Advanced Education, Skills and Labour/ Social Services / Red Cross

Equipment/Inventory

Equipment / Inventory	Source
Ambulances	Medical / Police / Fire
Fire Fighting & Rescue equipment	Fire Department
Communication Equipment	Police / Fire / Utility
Auxiliary Lighting	Engineering and Public Works / Utilities
Barricades	Engineering and Public Works
Mobile Public Address Equipment	Police / Fire / Radio

Hostage Taking

Kidnappings and hostage taking vary from incident to incident. Town staff could be the target of such activities. The following general suggestions will apply in most cases. Your first reaction may be to struggle or at least make provocative comments. Never attempt to fight or struggle and avoid provocative comments. Try to follow the hostage takers initial orders. They may be unstable individuals who can react irrationally.

1. Do NOT be a hero! This is especially difficult but it is very important for police officers or other persons in a position of authority to deal with the situation. Accept your situation and be prepared to wait.
2. The first half hour is the most dangerous for all concerned. Follow the instructions of the hostage taker(s). The longer you are together, the less likely the captor(s) will hurt you.
3. If you have special medical needs or are injured, request special medicines or medical attention.
4. After the first moments are over, try to establish a rapport with your captures. Personalize yourself by introducing yourself by your first name. By establishing a personal relationship, the hostage takers may be less likely to want to harm you.
5. Try to get some rest. Find a comfortable position if you can. If the situation drags on for a long time, try to get some sleep.
6. Do not make suggestions to the hostage taker(s). If your suggestion goes wrong, you will be blamed for having it planned it that way.
7. Do not try to escape, unless you are absolutely sure that you can make it. Even then, consider all implications.
8. Be observant of everything you see and hear. Memorize numbers of captors, descriptions, conversations, weapons, etc. Memorize numbers and description of hostages as well. You may be released and your intelligence will help authorities enormously.
9. If permitted to speak on the phone, be prepared to answer yes or no to questions asked by authorities.
10. Do not be argumentative with hostage taker(s) or other hostage(s). Try to portray a cooperative attitude.
11. Do not turn your back on the hostage taker(s) unless directed to do so. But don't stare either. Eye contact can be beneficial since people are less likely to harm someone who is looking at them.
12. Managers or senior staff members should try to evacuate a building if a hostage event is taking place in it. This should only be considered if it is deemed safe to do so

Be patient! Although the authorities may seem idle, they are engaged in a complete program designed to rescue you unharmed in as short a time as possible.

Bomb/Terrorist Threats

When a bomb or other threat is received:

- Listen and remain calm.
- Do not interrupt the caller.
- Attempt to keep the caller talking.
- Obtain as much information as possible using the checklist questions.
- Do not hang up or disconnect the telephone, even after the caller hangs up.
- Notify your supervisor immediately.
- Contact the RNC immediately; await their instructions.
- Remain calm and do not cause panic by alarming anyone else.

If a threat is obtained other than by means of the telephone, e.g. mail, tape complete as many of the checklist items as possible and notify your supervisor / RNC immediately.

Complete the Threat Checklist and Assessment Form (Please see Appendix H).

Try to get the caller to answer the following questions:

- What is your name?
- Where is the bomb located?
- When will the bomb go off? What time do you have now?
- What kind of device is it?
- Why did you place this device?
- How did it get in the building?