TOWN OF CALEDON

COMMUNITY EMERGENCY RESPONSE PLAN

January 30, 2024

Version 6.2

TOWN OF CALEDON

IF RESPONDING TO AN EMERGENCY, FOLLOW THE PROCEDURES FOUND IN THE APPENDICES OF THIS PLAN. APPENDICES ARE AVAILABLE UNDER SEPARATE COVER.

CONTENTS

Documentation Management and Control

Document History

The below table should be updated by the Plan Owner during Plan maintenance.

Document Title	Town of Caledon – Community Emergency Response Plan
Plan Owner	Dave Pelayo, Fire Chief
Primary Users	Caledon Emergency Management Coordinators, CEMC's, Section Chiefs and Emergency Control Group Members
Effective as of	December 7, 2023

Version History

Indicate the authors of the Plan and the dates that the various changes were completed. All changes to this plan should be approved as per the maintenance program.

Version	Date	Changed By	Nature of Amendment	Approval
5.0	January 11, 2018	G. Boyd	Safety Officer In Charts	
6.0	March 1, 2022	MNP	General Update	
6.0	June 16, 2023	S. Hoffmann	General Update	
6.2	December 7, 2023	S. Hoffmann	General Update	

Document Control Distribution List

Distribution of the Plan Appendices is controlled due to the confidential nature of the content. The Document Control Distribution List will identify all individuals that have been given a copy of the Community Emergency Response Plan Appendices. Each individual should keep one current copy of this document in their office and another in their home in a readily accessible, but secure location.

Letter from the CAO

December 7, 2023

The Town of Caledon strives to maintain the health and safety of the community. Every effort is made to avoid and prevent the occurrences of critical incidents or emergencies.

The Town regularly responds to situations requiring First Responders; however, some situations may escalate beyond the scope of normal operations. These situations require the use of a Community Emergency Response Plan that is flexible and adaptable to any incident or emergency situation.

The Community Emergency Response Plan ("CERP") reflects our commitment to the health and safety of our community and the mitigation of loss or damage to Town facilities and environment. The CERP establishes a streamlined and clearly defined response procedure to assist the Town's response to incidents and emergencies. This plan assists in preparing for, responding to, and recovering from incidents or emergencies.

Acknowledging our relationships with the Region of Peel and Province of Ontario, our plan has been designed by integrating guidelines from the Incident Management System (IMS) Doctrine for Ontario into Caledon's existing response structure. Development of the plan involved consultations with many different stakeholders including Dufferin County, the Region of Peel, as well as the Town of Caledon's senior staff. The CERP has been developed in conjunction with risk and hazard assessments that have identified and prioritized potential emergency scenarios. Development of this plan has been completed with the support of Town Council.

In compliance with Ontario regulation, this CERP has been developed to meet the provincial standards for emergency management programing. The CERP follows the guidelines set out by Ontario's Office of Emergency Management's Provincial Emergency Response Plan and is in compliance with Caledon's Emergency Management By-law.

Sincerely,

Nathan Hyde
Chief Administrative Officer (CAO)
Town of Caledon

Introduction

Background

The Corporation of the Town of Caledon, herein after referred to as the Town or Caledon, strives to maintain the health and safety of the Town's community. Every effort is made to avoid and prevent the occurrences of emergencies or critical incidents. Proper planning will ensure a timely and appropriate response to emergencies and critical incidents in compliance with applicable laws and industry standards. The Town regularly responds to situations requiring Police, Fire, Ambulance and Public Works services; however, some situations may escalate beyond the scope of normal operations. These situations require the use of a Community Emergency Response Plan that is flexible and adaptable to any emergency situation.

The Community Emergency Response Plan, herein after referred to as the CERP, is a tool to assist Emergency personnel and staff designated to provide response to emergencies. The CERP recognizes prevention, mitigation, preparedness, and recovery as proactive components that are critical elements in emergency response. The CERP reflects the Town's commitment to the health and safety of all members of the Caledon community.

In order to comply with Ontario Regulation 380/04 this CERP meets the standards for emergency management programing. Further, the CERP is in compliance with The Corporation of the Town of Caledon Emergency Management By Law. No. BL-2014-076 *Appendix 3L*. This CERP has been designed by integrating guidelines from the Incident Management System (IMS) Doctrine for Ontario into Caledon's existing response structure. This plan follows the guidelines set out by Ontario's Office of Emergency Management's Provincial Emergency Response Plan[1] and with the Emergency Management By Law. Where there is a discrepancy, the By Law will be followed until such time that it can be amended.

Definitions

Emergency

As defined by Ontario's Emergency Management and Civil Protection Act, an emergency is:

> *"A situation or an impending situation caused by forces of nature, an accident, an intentional act or otherwise that constitutes a danger of major proportions to life or property."*[2]

These situations, by their nature or magnitude, can threaten public safety, public health, property and critical business operations. The Town of Caledon supports response efforts led by the Town's First Responders (Police, Fire and Ambulance).

Incident

An incident is a distinct event or occurrence that may lead to more serious consequences. Not all incidents will escalate into an emergency situation. The Community Emergency Response Plan

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[1] EMO Ontario – Provincial Emergency Response Plan
https://www.emergencymanagementontario.ca/english/emcommunity/response_resources/plans/provinicial_emergency_response_plan.html
[2] Emergency Management and Civil Protection Act:
 http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90e09_e.htm

(CERP) may be activated (partially or fully) to respond to incidents. All incidents will be assessed to determine whether or not they have escalated to an emergency and require further action.

Incident Management System (IMS)

The Emergency Control Group (ECG) is based on the Incident Management System (IMS). IMS is a standardized approach to emergency management that is designed to enable effective, efficient incident management by integrating a combination of staff, facilities, equipment, procedures and communications within a common organizational structure. This system is used by the Region of Peel, Province of Ontario and Ontario's first responders. The Town of Caledon has adopted the IMS structure because it allows for a common, organized response to incidents regardless of cause, size or complexity.

The IMS structure is modular, meaning that individual elements can function independently and can be activated as required. The structure builds from the top down, wherein responsibility and accountability are held by the Command Section of the Emergency Control Group (ECG). The Command Section is led by the ECG Manager or the Community Emergency Management Coordinator (CEMC). Within the Emergency Control Group there are four other sections that provide support to the Command Section, and they are:

- Planning
- Operations
- Logistics
- Finance & Risk Management

Purpose

The purpose of the CERP is to provide guidance, direction and support to the ECG during a response to an emergency or critical incident.

Scope

The plan applies to all departments in the Town of Caledon, not only those tasked to provide response assistance in an emergency situation. All departments shall bear some responsibility for continuity, recovery and response support of their operations following a critical incident or emergency.

In the planning, development and review of the CERP, the following shall be used:

1. A formal hazard assessment, to determine potential emergency situations
2. Identification of critical infrastructure.
3. Standard Operating Procedures (SOPs) to address; response, evacuation, clean up, mitigation, reporting and recovery.
4. Designated personnel, who shall be trained and shall practice their appropriate responses.

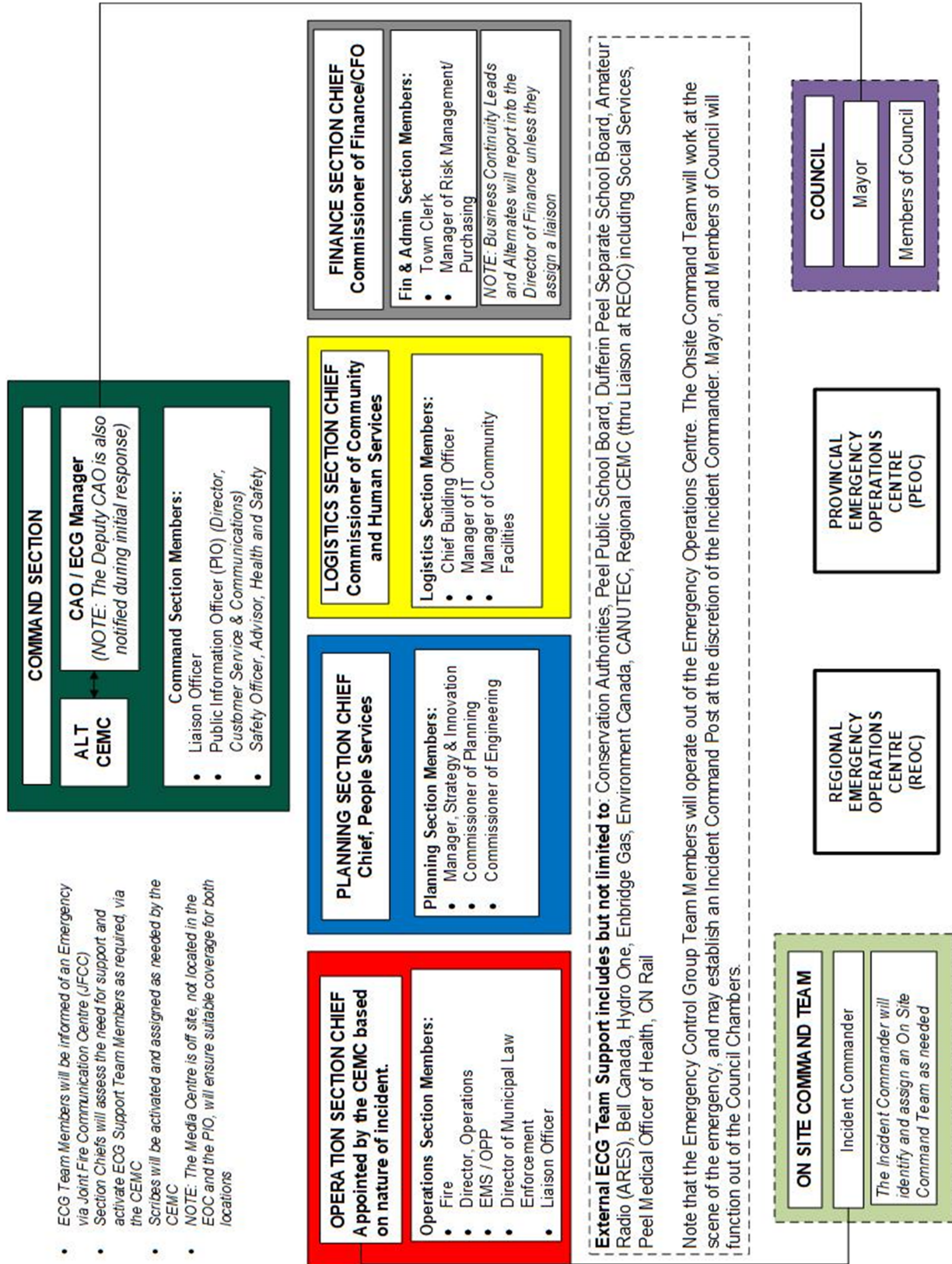The CERP serves as a guideline, and does not exclude the requirement for sound judgement.

The CERP does not include continuity of operations (business continuity) procedures for the Town of Caledon.

Objectives

The objective of the CERP is to ensure that the ECG will be able to effectively and efficiently manage and react to critical incidents or emergencies affecting the Town.

Command Section

COMMAND SECTION

CAO / ECG Manager
(*NOTE: The Deputy CAO is also notified during initial response*)

ALT CEMC

Command Section Members:
- Liaison Officer
- Public Information Officer (PIO) (*Director, Customer Service & Communications*)
- Safety Officer, Advisor, Health and Safety

- ECG Team Members will be informed of an Emergency via Joint Fire Communication Centre (JFCC)
- Section Chiefs will assess the need for support and activate ECG Support Team Members as required, via the CEMC
- Scribes will be activated and assigned as needed by the CEMC
- *NOTE: The Media Centre is off site, not located in the EOC and the PIO, will ensure suitable coverage for both locations*

FINANCE SECTION CHIEF
Commissioner of Finance/CFO

Fin & Admin Section Members:
- Town Clerk
- Manager of Risk Management/ Purchasing

NOTE: Business Continuity Leads and Alternates will report into the Director of Finance unless they assign a liaison

LOGISTICS SECTION CHIEF
Commissioner of Community and Human Services

Logistics Section Members:
- Chief Building Officer
- Manager of IT
- Manager of Community Facilities

PLANNING SECTION CHIEF
Chief, People Services

Planning Section Members:
- Manager, Strategy & Innovation
- Commissioner of Planning
- Commissioner of Engineering

OPERATION SECTION CHIEF
Appointed by the CEMC based on nature of incident.

Operations Section Members:
- Fire
- Director, Operations
- EMS / OPP
- Director of Municipal Law Enforcement
- Liaison Officer

COUNCIL

Mayor

Members of Council

PROVINCIAL EMERGENCY OPERATIONS CENTRE (PEOC)

REGIONAL EMERGENCY OPERATIONS CENTRE (REOC)

ON SITE COMMAND TEAM

Incident Commander

The Incident Commander will identify and assign an On Site Command Team as needed

External ECG Team Support includes but not limited to: Conservation Authorities, Peel Public School Board, Dufferin Peel Separate School Board, Amateur Radio (ARES), Bell Canada, Hydro One, Enbridge Gas, Environment Canada, CANUTEC, Regional CEMC (thru Liaison at REOC) including Social Services, Peel Medical Officer of Health, CN Rail

Note that the Emergency Control Group Team Members will operate out of the Emergency Operations Centre. The Onsite Command Team will work at the scene of the emergency, and may establish an Incident Command Post at the discretion of the Incident Commander. Mayor, and Members of Council will function out of the Council Chambers.

Emergency Control Group Structure

Roles and Responsibilities for Response to an Emergency

On Site Command Team

The On Site Command Team is responsible for the overall management of the incident or emergency at the site level, working with First Responders for effective and efficient response. The On Site Command Team is guided by the Incident Commander. At the initial stage of incident response, the first agency on scene will perform the role of Incident Commander. Potential agencies to take on the role as initial Incident Commander may include (but are not limited to) First Responders, EMS, Ontario Provincial Police or Public Works. As the incident evolves and escalates, they would notify the Chief On-call Officer (COCO), who may take on the role of Incident Commander, or alternately, appoint an Incident Commander. The Incident Commander will determine the need for and identify and appoint any necessary support that they and the response require. This may include Site Deputies, Scribes etc.

Where the emergency has response support from other jurisdiction and or agencies external to the Town of Caledon, a unified command may be established, to coordinate the multi-jurisdictional response. In this case the Incident Commander for the Town of Caledon may report into a higher ranking or other jurisdiction Incident Commander to mutually support the response.

Emergency Control Group

The Emergency Control Group (ECG) coordinates the emergency response through communication and direction of required resources. The role of the team is to minimize the impact of the emergency through safeguards of life safety, property and the environment.

The ECG will include a Command Section led by the ECG Manager (CAO or Deputy CAO) or the Community Emergency Management Coordinator (CEMC or Alternate), an Operations Section led by the Operations Section Chief, a Planning Section led by the Planning Section Chief, a Logistics Section led by the Logistics Section Chief, and a Finance and Risk Management Section (F&RM) Section led by the F&RM Section Chief.

Standing members of the ECG are pre identified staff of Town of Caledon, and consist of the ECG Manager, CEMC and Section Chiefs. However, during a response to a large scale emergency the ECG, and at the discretion of the CEMC, may also include additional support from the pre identified ECG Section Team Members. If required, and also at the discretion of the CEMC, the ECG Support Team may be requested to provide support to the ECG. Also as required, there may be support from the following representatives of external agencies, including but not limited to:

- A Senior OPP Official
- A member from Peel Regional Paramedic Services

- A Regional CEMC or alternate may coordinate and liaise with other Regional Departments and Programs.

- Representatives from applicable utilities

- Representatives from applicable Social Services

Additional support roles are detailed in the Emergency Response Flow diagram, found in this document.

Further descriptions of roles and detailed checklists for the Section Chiefs which outline the responsibilities for each Section and can be found in *Appendix 2 Emergency Control Group – Response Action Checklists* of this Plan.

The ECG will conduct response cycle briefings/meetings which will be led by the CEMC with Section Chiefs providing updates. After the initial response cycle, Section Chiefs will assess the need for Section Member support and activate those additional members as required. However, after the initial response cycle the Section members will be provided ongoing status updates of the response, so that they will be fully apprised of the response, should they be required.

Council

The Members of Council, for the purposes of this document will consist of the Mayo and Council Members.

Upon being notified of a potential Emergency, and after consultation with the ECG Manager / CAO and the CEMC, the Mayor may declare a State of Emergency. Please refer to the section "*Declaration of a State of Emergency"* and *Appendix 3F Declaration of Emergency Form*. It is important to note that the ECG Team may partially or fully activate and execute a response, without there being a Declared State of Emergency. Additionally, a State of Emergency must be declared within 10 days from the start of the incident to qualify for government financial assistance.

If a State of Emergency is declared Council is required to convene within 72 hours. The Mayor may choose to have Council meet prior to that time, or where the ECG has been activated, in order to receive updates from the ECG Manager, and to provide strategic advice to the ECG to ensure the health and safety of the community. The ECG Manager / CAO will be the point of contact between the Mayor, and Council members and the ECG. Council will convene in council chamber or another location suitable for the emergency, but not in the Emergency Operations Centre.

Emergency Policy Review

The Emergency Management Program Committee (EMPC) will be responsible for reviewing and revising policies as required for emergency response. They may also be responsible for interpreting policies as they affect the response to an incident or emergency.

Should an incident or emergency bring about the need for policy change, the EMPC will be convened to review and re-write the policy at time of incident. After the incident of emergency is over, the EMPC will take the necessary steps to formalize the amended policy.

Notification of an Incident

Notification that an incident may or has escalated into an emergency will be communicated to the Chief On-Call Officer (COCO). The notification will be communicated by First Responders, including, but not limited to:

- District Chiefs (reporting fatalities, large loss, multi station issues),
- Public Works (through roads supervisors),
- Public Health,
- Communications (through media monitoring),
- OPP,
- Other Regional Partners, or the
- Provincial EOC (PEOC)

Activation of the Emergency Control Group

The following actions will be taken to activate the ECG:

- The COCO will conduct an assessment and notify CAO and CEMC of incident as an FYI, or make a recommendation of partial activation or full activation of Emergency Control Group.
- Any ECG Member is capable of initiating the activation of the ECG via a staff member who is identified as a CEMC. The level of activation is based on (but not limited to) incident severity, resources, political issues, evacuation and pollution control.
- The CAO will authorize the full or partial activation of the ECG, and also designate a CEMC.
- The CAO will assume the role of ECG Manager, or where the CAO is not available, the Deputy CAO will assume the role of ECG Manager.
- The CAO or Alternate CAO may choose to designate the CEMC to act as ECG Manager depending on the nature and severity of the incident or emergency.

Declaration of a State of Emergency

Authority to Declare

The ECG Manager / CAO will notify the Town of Caledon's Mayor, after consultation with the CEMC, and may make the recommendation to the Mayor to declare that an emergency exists.

The Mayor will make a decision based on the consultation. The declaration of an emergency will assist in protecting the property of the Town and the health, safety, and welfare of the community.

The declaration must be declared anytime between zero hours and 10 days from the incident occurring.

The CEMC must notify the Minister of Community Safety & Correctional Services (CSCS) / Solicitor General of the declaration of an emergency

The *Declaration of Emergency Form* found in *Appendix 3K* must be completed by the Mayor and submitted per directions located on the Form.

A State of Emergency will be declared if a situation escalates beyond the scope of normal operations with regards to the following factors:

General and Government:
- Is the situation an extraordinary event requiring extraordinary measures?
- Does the situation pose a danger of major proportions to life or property?
- Does the situation pose a threat to the provision of essential services (e.g., energy, potable water, sewage treatment/containment, supply of goods or medical care)?
- Does the situation threaten social order and the ability to govern?
- Is the event attracting significant media and/or public interest?
- Has there been a declaration of emergency by another level of government?

Legal:
- Might legal action be taken against municipal employees or councillors related to their actions during the current crisis?
- Are volunteers assisting?

Operational:
- Does the situation require a response that exceeds, or threatens to exceed the capabilities of the municipality for either resources or deployment of personnel?
- Does the situation create sufficient strain on the municipal response capability that areas within the municipality may be impacted by a lack of services, thereby further endangering life and property outside areas directly affected by the current crisis?

- Is it a consideration that the municipal response may be of such duration that additional personnel and resources may be required to maintain the continuity of operations?
- Does, or might, the situation require provincial support or resources?
- Does, or might, the situation require assistance from the federal government (e.g., military equipment)?
- Does the situation involve a structural collapse?
- Is the situation a large-scale or complex chemical, biological, radiological, or nuclear (CBRN) incident?
- Does the situation require, or have the potential to require the evacuation and/or shelter of people or animals [livestock] from your municipality?
- Will your municipality be receiving evacuees from another community?

Economic and Financial:
- Does the situation pose a large-scale disruption to routine patterns of transportation, or re-routing of large numbers of people and vehicles?
- Is an event likely to have a long term negative impact on a community's economic viability/sustainability, including resulting unemployment, lack of available banking services and restorative measures necessary to re-establish commercial activity?
- Is it possible that a specific person, corporation, or other party has caused the situation?

A full Declaration Checklist can be found in *Appendix 3F*

Notification of a State of Emergency

Once a State of Emergency has been declared by the CEMC, and the Minister of CSCS / Solicitor General has been notified, via Emergency Management Ontario, the CEMC will notify the following of the declared State of Emergency:

- All Regional partners including their respective chairs
- Other Council Members
- Provincial Emergency Operations Centre
- Neighbouring municipal offices as required
- The public
- The media

The Role of the Region and Province of Ontario

Section 5 of the *Emergency Management and Civil Protection Act, 2003* states that emergency plans for a municipality within a Region should align to the Emergency Plan of that Region.

Caledon's CERP will support and align itself to the Emergency Plan for the surrounding jurisdictions.

Should an incident / emergency exceed the scope of the Town; the Mayor will declare a State of Emergency. The activation of the Provincial Emergency Response Plan (PERP) and Provincial Emergency Operations Centre (PEOC) will override the emergency plans for the Town.

Dependent on the specific emergency or scope of the emergency, assistance may also come from elsewhere within the Province. This includes mutual aid service agreements in place to respond to emergencies. A listing of those agencies can be found in *Appendix 3J: Reciprocal Agreements / Mutual Aid Agreements*.

If a State of Emergency has been declared and the emergency warrants, it is possible that the Town's Emergency Operation Centre (EOC) may collapse into neighbouring EOCs or Provincial Operations Centre (PEOC).

Neighbouring jurisdictions or Provincial assistance to the Town is not dependent on declaration of a State of Emergency, following pre-arranged in place agreements.

Escalation Levels

The level of operational response adopted by the ECG will depend on the severity of the incident or emergency and the appropriate type and level of staffing required to monitor and/or respond.

The following levels are integrated with appropriate communication levels and activities.

Level 1 - Routine Monitoring

Monitoring for potential or actual emergencies will be continual. The Chief On-call Officer (COCO) will monitor incidents that warrant close attention. Incidents at level 1 are manageable and have a relatively low impact on the community. Ward Councilors will be notified of an incident if it occurs in their respective ward. Incidents are manageable through normal operations of local resources. No additional resources are required.

Level 2 - Enhanced Monitoring

At this level, the developing situation will be continually assessed by the COCO. Appropriate audiences will be informed as required including the CAO, standing members of the ECG and Mayor. Incidents at level 2 have a moderate impact on the community.

Level 3 - Activation

The ECG may be fully or partially activated at level 3. Assessments of the current situation will be carried out for initial response by the COCO or CEMC. The ECG team will provide response, and will be appropriately supported to carry out necessary tasks. Appropriate audiences will be notified including the Mayor and ECG Support Team members.

Activation Triggers

The table below provides guidelines for determining emergency levels and subsequently determining whether or not it is advisable to activate the ECG, CERP, EOC and convene Council.

Note:

- These descriptions are merely guidelines; judgement is paramount when determining the Emergency Level of an incident.
- The ECG Section Chiefs and or Section Members can be activated without the activation of the Emergency Operations Centre.
- The ECG can be activated (all or in part) without a declaration of a State of Emergency
- Not all descriptions of incidents need to be present for a level to be declared.
- Past incident levels can be found in *Appendix 3N*

Levels	Description	Activation of ECG and/or EOC	External Support
Low	• Minor incident; manageable with local resources • Low impact on people / greater community / damage to property • No media attention	• No	• Notify appropriate council members • No notification or activation of other agencies
Moderate	• Moderate incident - disruption that requires resources beyond those available locally. • Moderate impact on people / greater community and moderate impact / damage to property • Multiple buildings affected / threatened; impact on large area of town • Some impact with utilities (heat , water, power) • Evacuation and moderate displacement of residents. Medium period of time (7-12 hours) • Local media attention, with possibility of wider media attention • Injury • The incident is a business continuity disruption for the Town.	• Assessment of the incident will be passed from the COCO to the CAO. • Full or Partial activation of the ECG and / or EOC can be authorized by the CAO and activated by the CEMC. • Possible declaration of a State of Emergency is at the discretion of the Mayor based on advice from the ECG Manager and the CEMC. • If declaring a State of Emergency the full ECG and EOC should be activated.	• Notify appropriate council members • Possible activation of Mutual Aid Agreements • Possible declaration of a State of Emergency (i.e. PEOC)

Levels	Description	Activation of ECG and/or EOC	External Support
High	• Major incident that requires extensive resources, support and coordination. • High impact on people / greater community and high impact / damage to property • Multiple buildings affected / threatened; • Normal operations reduced due to strain on resources • Suspended utilities (heat, water, power) for extended period of time • Widespread evacuation and longer-term displacement of residents • Significant coordination required with external recovery agencies (Region of Peel, Red Cross) • National Media attention on site • The incident is a business continuity disruption for the Town.	• Assessment of the incident will be passed from the COCO to the CAO. • Activating the ECG and EOC is authorized by the CAO and activated by the CEMC • Declaring a State of Emergency is at the discretion of the Mayor based on advice from the ECG Manager and the CEMC. • If a State of Emergency is declared full activation of the ECG and EOC will occur.	• Province of Ontario (PEOC)

Past Event Levels

Level	Description
Low	• Minor incident; manageable with local resources • Low impact on people / greater community / damage to property • No media attention
Actual Events	

Mansion/residential home – Hwy 10, Sept. 2020. Caledon capacity due to available water supply was maximized. Mutual aid potential for station standby's/other fire related emergencies could have been impacted.

High windstorms; winter snow and ice storms, including extreme heat and cold, response by first responders including utilities, public alerting for imminent weather. Heating and cooling centres will be established if they meet the pre-determined threshold.

Structural fires: annual structural fires include residential homes, garages, workshops, local business, commercial and industrial properties, including vehicle fires. Response capacity with Caledon resources only.

Motor vehicle collisions: fatalities and/or injuries; one vehicle and multi vehicles involved, capacity will come from our Caledon's resources; annual motor vehicle collisions utilizing Caledon emergency responders only - fire, police, paramedics, public works for road detours or for Icey roads sanding purposes on both local and regional roads, being temporarily closed.

MVC Hwy 10, truck carrying livestock, pigs, coordinated approach with OPP, Orangeville Fire Department, Ministry of Agriculture.

Open air fires: for everyday calls, they are handled by Caledon fire only, no harm to persons, property or environment. Small fires remaining on person's property.

Mud Slide: – dominion street (forks of the credit) 2005. First responders and utilities, no threat to the public, no hazard, only clean up.

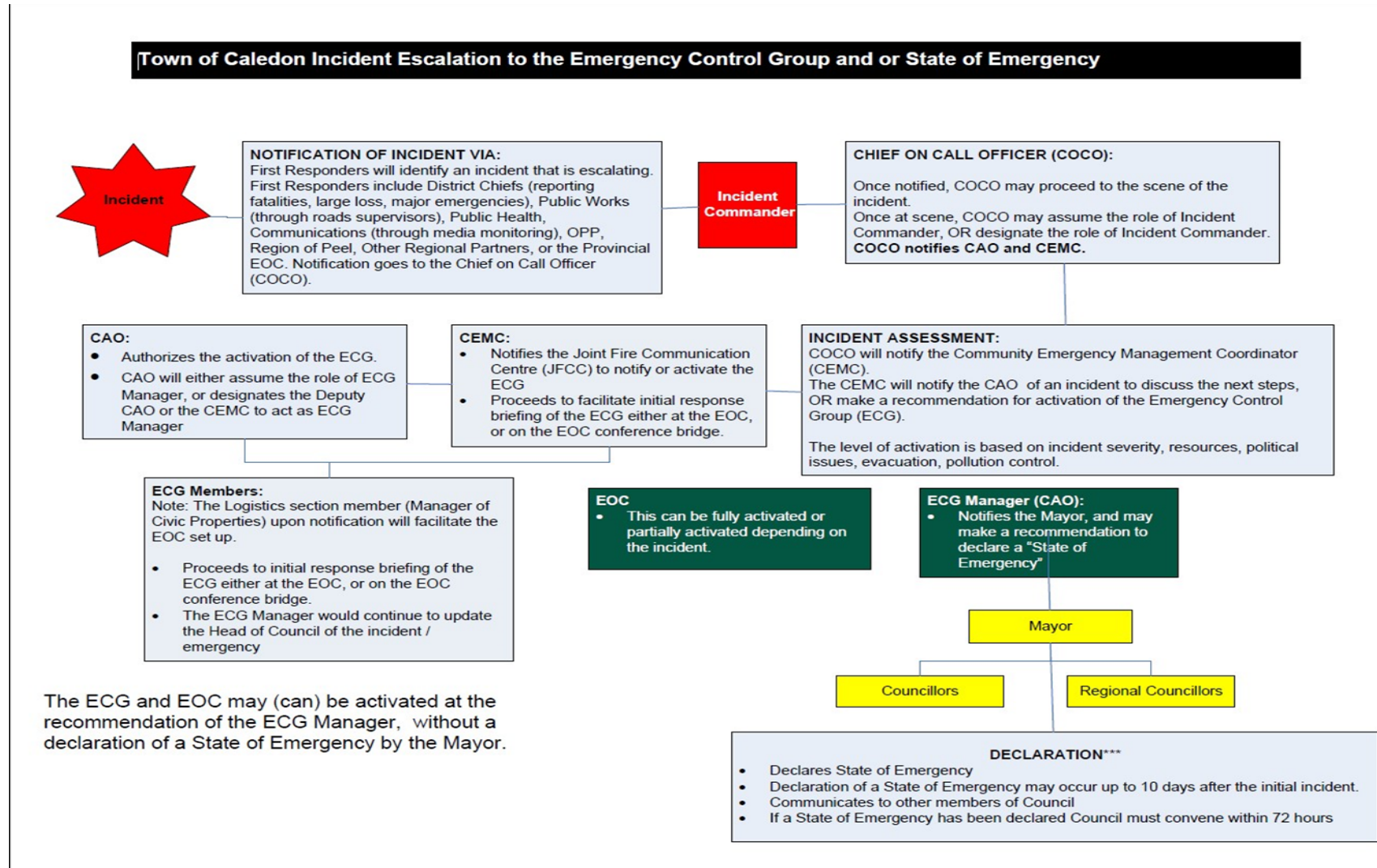| Level	Description
Moderate	- Moderate incident - disruption that requires resources beyond those available locally. - Moderate impact on people / greater community and moderate impact / damage to property - Multiple buildings affected / threatened; impact on large area of town - Some impact with utilities (heat , water, power) - Evacuation and moderate displacement of residents. Medium period of time (7-12 hours) - Local media attention, with possibility of wider media attention - Injury - The incident is a business continuity disruption for the Town.
Actual Events	

Overland Flooding: - Terra Cotta, Inglewood and Bolton. Caledon Lakes Wortley Bridge, in 2005 localized flooding to properties located in those vulnerable areas. Individual property damages. Caledon resources only such as Fire and Public Works in consultation with TRCA authorities. Notification of Mutual Aid partners for standby.

Train Derailment: January 2004, Castlederg sideroad and Humber Station Road. No fatalities, no injuries, no fires. OPP, CFES, PRPS and CP Police and Emergency Response Team

Commercial Propane Transportation rollover on Highway 10, 2007 - resulting in an evacuation of surrounding homes until the transfer of fuel was taken place. Other agencies involve MOE for environmental damage for soil and air quality, MOL and ROP.

Commercial Fuel Oil/Gasoline Tanker Rupture – Hwy 9, 2017 – Major fuel release (gasoline) into the environment. Major highway closure – long duration. Long term affect to groundwater/residential wells. MOE/MTO/OPP/ROP/TOC Mutual Aid (BFES drone deployment)

Structural (Aircraft Hanger Complex) Fire at the Brampton Airport: Exposure/extension to other hangers had potential to exceed CFES capacity.

Caledon Propane Explosion, November 2007 – Proximity to neighbouring business, schools and residential homes, fatalities; location and neighboring properties – vulnerable properties, residential, fertilizing plant, school. Absence of municipal water supply required tanker shuttle comprised of total CFES tanker fleet capacity.

Natural Gas/Residential Single-Family Dwelling explosion in Caledon village – size/speed and concussion/blast damage to neighbouring structures; impacted residential neighbourhood versus a rural structure with no neighbouring homes or business nearby.

Brush fires – injuries – environmental damage; soil and air quality; the time of year – dry season for example, size and weather plays in part – wind direction and speed of wind – spread quickly to neighbouring property and farms.

Level	Description
High	• Major incident that requires extensive resources, support and coordination. • High impact on people / greater community and high impact / damage to property • Multiple buildings affected / threatened; • Normal operations reduced due to strain on resources • Suspended utilities (heat, water, power) for extended period of time • Widespread evacuation and longer-term displacement of residents • Significant coordination required with external recovery agencies (Region of Peel, Red Cross) • National Media attention on site • The incident is a business continuity disruption for the Town.
Actual Events	

Covid 19, 2020 – Global Pandemic

Flooding in Bolton, 2018 – injury can include **Psychosocial** – size and speed of the water rising. Versus the ice jam in open water outside of a residential area

Ice Storm – 2003; widespread across Caledon. Some people had power outages extending from 1 – 7 days. Many town departments involved; building, GIS. All utility companies, conservation authorities and peel social services. Resulted in property damages, people displaced and moving to either relatives or temporary accommodations for short term and long-term displacements.

Elevator/Roof Fire at the Senior Building – Maple Grove. Resulting in the evacuation of residents to the community centre. Support from the OPP and ROP Social Services.

Gas leak in Mono Mills, resulted in an evacuation of the surrounding homes. Owners were sheltered at the community centre. External agencies were Region of Peel Spills and social services as well as utility companies.

Town of Caledon CERP

Emergency Response Flow

The following diagram details the flow of an incident to an emergency and when / where the teams are activated.

Town of Caledon Incident Escalation to the Emergency Control Group and or State of Emergency

Incident

NOTIFICATION OF INCIDENT VIA:
First Responders will identify an incident that is escalating. First Responders include District Chiefs (reporting fatalities, large loss, major emergencies), Public Works (through roads supervisors), Public Health, Communications (through media monitoring), OPP, Region of Peel, Other Regional Partners, or the Provincial EOC. Notification goes to the Chief on Call Officer (COCO).

Incident Commander

CHIEF ON CALL OFFICER (COCO):
Once notified, COCO may proceed to the scene of the incident.
Once at scene, COCO may assume the role of Incident Commander, OR designate the role of Incident Commander.
COCO notifies CAO and CEMC.

CAO:
- Authorizes the activation of the ECG.
- CAO will either assume the role of ECG Manager, or designates the Deputy CAO or the CEMC to act as ECG Manager

CEMC:
- Notifies the Joint Fire Communication Centre (JFCC) to notify or activate the ECG
- Proceeds to facilitate initial response briefing of the ECG either at the EOC, or on the EOC conference bridge.

INCIDENT ASSESSMENT:
COCO will notify the Community Emergency Management Coordinator (CEMC).
The CEMC will notify the CAO of an incident to discuss the next steps, OR make a recommendation for activation of the Emergency Control Group (ECG).

The level of activation is based on incident severity, resources, political issues, evacuation, pollution control.

ECG Members:
Note: The Logistics section member (Manager of Civic Properties) upon notification will facilitate the EOC set up.
- Proceeds to initial response briefing of the ECG either at the EOC, or on the EOC conference bridge.
- The ECG Manager would continue to update the Head of Council of the incident / emergency

EOC
- This can be fully activated or partially activated depending on the incident.

ECG Manager (CAO):
- Notifies the Mayor, and may make a recommendation to declare a "State of Emergency"

The ECG and EOC may (can) be activated at the recommendation of the ECG Manager, without a declaration of a State of Emergency by the Mayor.

Mayor

Councillors   **Regional Councillors**

DECLARATION*
- Declares State of Emergency
- Declaration of a State of Emergency may occur up to 10 days after the initial incident.
- Communicates to other members of Council
- If a State of Emergency has been declared Council must convene within 72 hours

Emergency Control Group Roles

The ECG coordinates the emergency response through communication and direction of required resources. The role of the ECG is to minimize the impact of the emergency through safeguards of life safety, property and the environment.

Detailed checklists which outline the responsibilities for each ECG Section Chief can be found in *Appendix 2*. Contact information for the ECG can be found in *Appendix 1*.

Role	Section Chiefs / Command Roles and Alternate	Position/ Title
COCO	Lead	Fire Chief
	Alternate	Deputy Chief
	Alternate	Deputy Chief
	Alternate	Deputy Chief
ECG Manager	Lead	CAO
	Alternate	Acting CAO, as designated by the CAO *(Note that the designate is always activated as part of the ECG)*
	Scribe	Executive Office Administrator
CEMC	Lead	Fire Chief
	Alternate	Deputy Fire Chief
	Alternate	Deputy Fire Chief
	Alternate	Deputy Fire Chief
Emergency Information Officer (EIO)	Lead	Manager of Communications
	Alternate	Advisor of Communications

Liaison Officer	**Lead**	Deputy Chief
	Alternate	Public Education Officer
Safety Officer	**Lead**	Advisor, Health and Safety
	Alternate	Member of OHSMC
Operations	**Chief**	CEMC will acknowledge Fire, Public Works, Police or EMS based on the nature of the incident
	Alternate	Fire & Emergency Services or Operations based on the nature of the incident
	Member	Fire Operations
	Member	Director of Operations
	Member	OPP and/or EMS
Planning	**Chief**	Chief Human Resources Officer
	Member	Director of Corporate Strategy and Innovation
	Member	Commissioner of Planning
	Member	Commissioner of Engineering
Logistics	**Chief**	Commissioner of Health and Human Services
	Member	Director of Building Services
Finance & Risk Management	**Chief**	Commissioner of Corporate Services
	Member	Commissioner of Finance
	Member	Manager / Purchasing and Risk Management

On-Site Command Team

The ECG coordinates closely with the On-Site Command Team, whose roles are outlined below. Note that the Incident Commander for the Town may report into a Regional or Provincial Incident Commander should there be a unified response with other jurisdictions.

On-Site Command Team Roles	
Role	**Position / Title**
Incident Commander	As designated by the COCO / CEMC.
On Site Command Team	The Incident Commander, in consultation with the COCO / CEMC, will identify and assign an On Site Command Team as needed. This Team will report into the Incident Commander, and may also report into an ECG Section Chief if providing on-site representation for that specific Section.

Emergency Operations Centre

The purpose of the Emergency Operations Centre (EOC) is to serve as an established and recognized location for the ECG to coordinate the management of resources, personnel and information during a response. Set up of the EOC can be found in *Appendix 3A*.

The Response Cycle

The activity occurring within the EOC could easily become chaotic if a clear management cycle is not in place. Accordingly, the Response Cycle is a process with clear timetables, reporting requirements and periods for executing on actions that all participants responding to an emergency must observe.

The response cycle starts with a period of briefing followed by a period of action which in turn leads into another briefing. This is sometimes referred to as a response rhythm. The timing of the response cycle should be modified to meet the needs of the response; however, the selected timing should be between one and eight hours. In alignment with best practices, it is typical for ECG members, specifically Section Chiefs, to brief on the top of the hour. Response teams / work groups external to the ECG, including the On Site Team, will schedule their briefings around the ECG's briefing. All Section Chiefs should receive their briefings from their members or other response teams before presenting their status to the ECG Command at the top of the hour.

A warning should be given to all ECG members/ EOC attendees (specifically the Section Chiefs) ten minutes before the briefing is due to start, this will allow them to update themselves on the activities during the previous hour and prepare themselves for the briefing. The briefing should be limited to a reasonable amount of time to allow for time in the cycle for action (if briefing hourly). The following cycle should occur for the briefing:

- The CEMC will start the briefing by summarizing their understanding of the events of the previous hour.

- The CEMC will then invite the ECG Manager, and each Section Chief in turn to brief on their Sections specific actions, achievements and concerns from the previous hour; this should take no more than 5 minute per person.

- The Scribe(s) will update any appropriate logs and save them by briefing times.
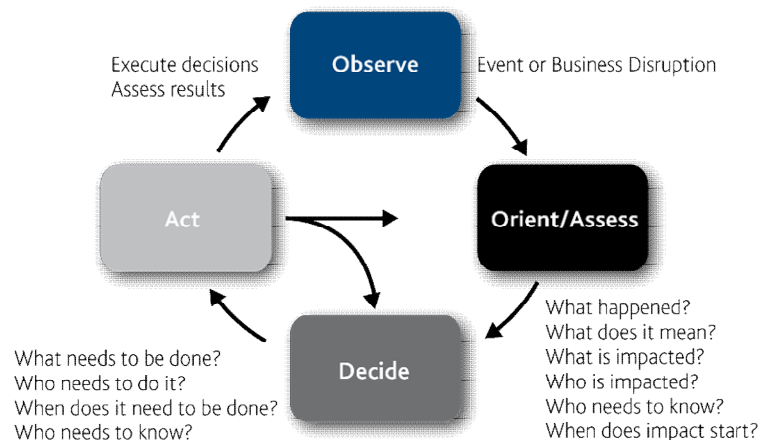
- Once every member of the team has briefed, the CEMC will prioritize the required tasks and allocate the actions to the ECG Manager and Section Chiefs.

- The CEMC will then summarize the objectives / operational focus for the next business period. Once this is done the ECG Manager and Section Chiefs will be given the opportunity to clarify their actions to ensure buy-in to the plan.

- The CEMC will clearly announce the time of the next briefing after which the briefing will cease and the ECG members will return to operations.

- Their first activity will be to communicate with their respective ECG Section Support Team members and staff to get an update of their actions / events which occurred during the briefing, to communicate the operational direction and allocate new tasks to them and their teams.

The Response Cycle for all Emergency Levels is the same and follows a continuous rhythm / cycle as shown in the diagram above. If all involved in the response management of an incident / emergency follow this basic process, and have the required supporting documentation, then response briefing will be efficient and effective.

Shifts

In the event of an emergency of a longer duration, the schedule for shifts should be documented. All shifts should be determined based on role being fulfilled (e.g. 6 or 8 hours) with overlaps for briefing and transition between roles.

Termination of a Declared of Emergency

Termination of a State of Emergency may be authorized by the Mayor.

Termination of a State of Emergency will be declared once the following factors have occurred:

- Public safety issues have resolved
- No further need for extraordinary measures
- No further need for WSIB protection of volunteers
- Town/municipality can handle day to day operations
- Funding mechanisms are in place.

The form for termination of a declared emergency can be found in *Appendix 3G*.

Communications

Internal Communication

Internal communication must be clear and concise, and used over the most efficient medium that the emergency / business disruption allows. The most effective method of contacting people will be dependent upon the nature of the event and will be determined at time of event.

The Corporate Communications department will relay any relevant information to the Town of Caledon staff about the incident, emergency or business disruption.

External Communication

External communication is centralized and handled by the Emergency Information Officer (EIO). The EIO will work with the ECG to ensure strategic messaging is coordinated and in alignment with the goals of the Town.

It is important for all staff to understand the media contact policies and procedures in place to respond to an incident. The Manager of Communications, Corporate Services, acting as EIO, is the single source releasing ALL information including news releases for stakeholders, suppliers, regulators and the general public.

If anyone is asked for a statement, refer the interviewer/requestor to the EIO.

Plan Maintenance and Exercise

The ability to respond under emergency conditions will be assessed and reviewed under non-emergency conditions. The effectiveness of this plan will be tested / exercised on an annual basis. The plan will be tested using emergency exercises of varying duration / complexity to ensure the CERP contents remain appropriate, current and ready to be implemented at any time.

Exercise Objectives could include (but are not limited to):

1. Availability
2. Response Times
3. Flow of Communication
4. Understanding of the Process
5. Staff / Team member training

Scenarios should be developed to ensure the objectives are exercised.

Exercises will simulate emergency incidents that will require activation of this CERP, and the ECG in whole or in part. They will vary in duration and complexity and may include a case study, tabletop exercise using a sample scenario, alerting and notification of the ECG and/or full simulation exercise.

The CERP will be maintained by the Emergency Management Program Committee (EMPC). The Program Committee is made up of the CAO, CFO, Director of Public Works, Director of Community Services and the Fire Chief. The EMPC Program Committee will be responsible for the coordination and implementation of exercises to test components of the CERP. They will be responsible for identifying and ensuring that staff with assigned responsibilities for response attends emergency management training and exercises.

Revisions to this plan shall incorporate recommendations stemming from such exercises.

This plan is considered a living document and will be revised on an ongoing basis to ensure effectiveness. At a minimum the EMPC should lead an annual review (to be in compliance with the Emergency Management By Law), or as significant change occurs.

This plan should also be reviewed post response to incorporate lessons learned and recommendations. A formal incident review process should be followed. A description of a post incident review process can be found in *Appendix 3K: Post Incident Review*. The facilitation of the post incident review is the responsibility of the designated CEMC, and each ECG member that participated in the response will also be required to attend the review.

Copies of this CERP, excluding all Appendices, will be posted on the Town's website. All ECG members will receive a hard copy of the plan, with the Appendices.