



MILTON

**MUNICIPAL EMERGENCY
RESPONSE PLAN**



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1. ADMINISTRATION

1.1 Introduction

The Municipal Emergency Response Plan (referred to throughout this document as “the Plan”) outlines the provision of necessary services during an emergency, and the procedures under and the manner in which employees of the Town of Milton and partner agencies will respond to the emergency.

The Plan is not intended to be a prescriptive document, but instead provides a general framework of the Town’s approach to emergency response. Every emergency scenario is unique, and may require actions that are not explicitly included within the Plan. Plans and procedures are not intended to be substitutes of current information, best practices, and good judgement. It is the responsibility of all users of the Plan to interpret the document reasonably and responsibly.

1.2 Scope

The purpose of the Plan during an emergency is to be an aid to facilitate the effective co-ordination of human and physical resources, services, and activities necessary to:

- Protect and preserve life, property, and the environment;
- Minimize and/or mitigate the effects of the emergency on the residents and physical infrastructure of the Town of Milton; and
- Quickly and efficiently enable the recovery and return of normal services.

It also makes provision for the efficient administration, coordination and implementation of extraordinary arrangements and response measures taken by the Town of Milton to protect the health, safety and welfare of the residents of Milton during an emergency.

1.3 Access to the Plan

The most current version of this Plan is available to the public in digital format on the Town of Milton website. Requests for physical copies of this plan can be made during regular business hours through the Clerk’s Counter at Town Hall.

Upon request, copies of the Plan will also be provided to partner organizations and agencies, provincial government partners, and surrounding municipalities and regions that may have a role to play in responding to or providing assistance for emergencies in the Town of Milton.

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Copies of the Plan that include any appendices and attachments which are considered confidential in nature are distributed only to persons who are listed in Appendix B.3 Distribution List.

2. AUTHORITY

2.1 Emergency Management and Civil Protection Act and Ontario Regulation 380/04

This Plan adheres to the statutory requirements established under the *Emergency Management and Civil Protection Act R.S.O. 1990, CHAPTER E.9*, as amended (EMCPA) and *Ontario Regulation (O. Reg.) 380/04: STANDARDS* pertaining to the requirement of municipal governments within the Province of Ontario to formulate an emergency plan. Throughout the Plan the aforementioned legislation may be referred to as “the Act”.

2.2 Town of Milton Emergency Management Program By-Law

The council of the Town of Milton, through By-Law #098-2024, has adopted this Plan. Significant changes that affect the structure of this plan and the Town’s emergency response provisions and procedures must be approved and adopted by council, through By-Law.

2.3 Halton Region Emergency Plan

This Plan, and all applicable procedures, works alongside the Halton Region Emergency Program and Plan, and has no effect to the extent of any recognized inconsistencies identified between the two plans.

Halton Region is responsible for providing the following services during an emergency, as per the Halton Region Emergency Program and Plan (2018):

- Emergency Social Services (Social and Community Services)
- Emergency Evacuation Centers (Social and Community Services)
- Emergency Public Health Services (Health Department)
- Regional Infrastructure Services (Public Works)

During Halton Region Emergency Operations Centre activations, the Regional Emergency Control Group (Regional Emergency Control Group may require a representative from the Town of Milton. Should a Town of Milton representative be required by the Regional Emergency Control Group, the request will be sent through the Regional CAO to the Town CAO.

3. EMERGENCY PLAN GOVERNANCE

The concept of emergency management operations is to provide for the overall management and coordination of incident site support activities and consequence management issues. There

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may be multiple incidents (incident areas) to any emergency within the Town of Milton that may require the coordination of resources.

3.1 Emergency Management Program Committee

The Town's emergency management program, including this Plan, is subject to a comprehensive annual review by the members of the Town's Emergency Management Program Committee (EMPC). The EMPC advises council on the development and implementation of the Town's emergency management program, including this Plan, and will make recommendations to council for its revisions as necessary.

The Town of Milton EMPC Membership List is included in bylaw 098-2024, Schedule C.

3.2 Municipal Emergency Control Group

The Town's Municipal Emergency Control Group (MECG) are responsible for directing the Town's response in an emergency, including the implementation of this Plan. Additional Town employees and subject matter experts may be requested to assist the MECG during an emergency as required, depending on the nature, severity, and scope of the incident.

As per the Town's adoption of the Incident Management System (IMS), the operational duties and responsibilities of the MECG may be delegated to members of the Town's Municipal Emergency Management Team (MEMT) as deemed appropriate.

Membership of the MECG includes members of the Town of Milton's Strategic Management Team (SMT), the Fire Chief, and the Community Emergency Management Coordinator (CEMC), and identifies the following positions:

- Commissioner, Community Services
- Commissioner, Corporate Services
- Commissioner, Development Services
- Chief Financial Officer/Treasurer
- Director, Strategic Communications
- Fire Chief
- Community Emergency Management Coordinator
- Executive Advisor, Mayor and Chief Administrative Officer

3.3 Municipal Emergency Management Team

The MEMT consists of employees throughout the various Town departments, each possessing the skillsets, knowledge and expertise to support a specific area of the emergency response. Assembling this group of individuals with varying skillsets and knowledge ensures the formation of a team that is able to holistically coordinate a comprehensive emergency response. It is important to note that depending on the nature of the emergency, members of the MECG may fill roles within the MEMT.

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The responsibilities of positions within the MEMT often reflect the responsibilities of the individual in their everyday role within the Town. Additional IMS, and emergency management training is available to employees who may be activated as a member of an MEMT.

The MEMT provides for the overall management and coordination of emergency operations centre (EOC) activities, site operations, and potentially other EOC activities. The MEMT is responsible for:

- Notifying response agencies and coordinating the activities of the various Municipal services and organizations which are needed to effectively respond to and recover from the emergency;
- Providing support to the Incident Commander and site personnel;
- Collecting situational awareness information and prioritizing, evaluating, summarizing it, as well as disseminating and displaying it;
- Establishing priorities based on all the information gathered and developing Incident Action Plans;
- Obtaining, coordinating and managing payment of any additional resources (both personnel and equipment) needed to support the emergency;
- Coordinating all internal and external information including communicating emergency information to the public with input from site operations; and
- Maintaining the day-to-day activities of the community outside of the emergency area.

3.3.1 MEMT Response Priorities

The nature and extent of the emergency will determine what actions are required to ensure the safety of persons in emergency, or who may otherwise be impacted by the emergency. In order of priority, the following response goals are applied to all emergency situations:

1. Provide for the health and safety of all responders;
2. Save lives;
3. Reduce suffering;
4. Protect public health;
5. Protect critical infrastructure;
6. Protect property;
7. Protect the environment; and
8. Reduce economic and social losses.

3.4 Plan Implementation and Notification

An official declaration of an emergency does not have to be made for this Plan to be implemented. This Plan can be implemented as soon as an emergency occurs, or is expected to occur, which is of such magnitude as to warrant its implementation to protect the lives and property of the inhabitants of the Town of Milton.

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Upon becoming aware of an emergency, or potential emergency conditions, any member of the MEEG may initiate the activation of the Plan. The individual activating the Plan will follow all appropriate notification procedures identified by the Town of Milton (Appendix B.5).

Additionally, any Town employee or external stakeholder who becomes aware of an emergency, or potential emergency, should report the situation to their supervisor.

3.4.1 Stakeholder Notification

The Town of Milton's Liaison Officer, with support from other MEMT staff as required, will notify any applicable external agencies who may be involved in the emergency response. If required, the Liaison Officer will notify Emergency Management Ontario of the activation, through the Provincial Emergency Operations Centre.

3.4.2 Public Notification

The designated Emergency Information Office (EIO), or alternate, is responsible for coordinating and approving all emergency messaging that is disseminated to the public. The EIO will ensure that public messaging is developed and disseminated in coordination with other applicable agencies involved in an emergency response.

3.5 Incident Management System

The Town of Milton has adopted the Ontario Incident Management System (IMS); a standardized emergency response system used throughout the province of Ontario to manage all stages of an incident. Consistent with the IMS core principle of flexibility, the utilization of the IMS structure is scalable and adaptable, and may be modified in order to effectively respond to the unique needs of any given emergency. The Town maintains internal processes and checklists for use by the MEEG/MEMT to be used during an emergency.

4. EMERGENCY RESPONSE OPERATIONS

The Town of Milton monitors conditions within the Town to identify potential emergencies. If the Town is not experiencing an emergency as classified in the below tiered levels, it is business-as-usual.

4.1 Tiering of Emergency Situations

The following four emergency situation tiers may be used as a guide before, during and following an emergency in the Town of Milton. Each level represents a variation in the scope of impact to the community caused by the emergency.

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4.1.1 Level I – Enhanced Monitoring

A Level I emergency situation is an extraordinary incident that is within the normal scope of day-to-day operations. The incident can be classified as a small scoped incident generally requiring site response only. Typically, these incidents will be responded to by police, fire, paramedics, or public works. Because any incident has the potential to expand or become more complex, a Level I emergency may be monitored and managed by the lead response agencies, the Chief Administrative Officer, the Community Emergency Management Coordinator (CEMC), and/or other key municipal officials.

4.1.2 Level II – Partial Activation

A Level II emergency situation is an incident affecting a portion of the municipality or is of a complex nature that requires a degree of coordination from several departments. The incident may interrupt municipal operations and functions for several days and the disruption may require a longer recovery time. It is classified as a large incident that is managed at the site level, however, might require an EOC support.

4.1.3 Level III – Full Activation

A Level III emergency situation is a catastrophic event affecting a major portion or all of the municipality or is of a complex nature that requires a degree of coordination from several departments. It may result in serious harm to the health, safety or welfare of the community, or in widespread damage to critical infrastructure or property. The incident is classified as major, requiring site(s) and EOC(s) support with optional multi-organizational coordination.

The incident may require all municipal departments to respond, as well as support from external agencies. Recovery may take an extended period of time. The municipality may declare a state of emergency depending on the emergency and response actions.

4.1.3.1 Additional Resources and Requests for Assistance

When the resources of the Town of Milton are deemed insufficient to respond to the emergency, the Head of Council may request the activation of the Halton Region Emergency Program and Plan through the Regional Chair or delegate.

The Town of Milton will respond to emergencies within the Town's jurisdictional boundaries and may request support from Halton Region via the Regional CAO, and the provincial and/or federal government via the Provincial Emergency Operations Centre, if required.

- When the Town of Milton services are disrupted due to an emergency incident, the Town will assume the lead role for the duration of the response.
- When Halton Region services are disrupted due to an emergency incident, Halton Region will assume the lead role for the duration of the response.

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- When both the Town of Milton and Halton Region services are disrupted, each will assume the lead in restoring their respective services and coordinate response operations as needed.

It is possible that assistance from other levels of government, or external partner agencies with specialized knowledge or expertise, may be required by the Town of Milton to help successfully respond to an emergency.

Depending on the nature of the emergency and the assistance required, these agencies may be requested to attend the emergency site(s) and/or EOC to provide assistance or provide information and advice to the MEMT.

Where upper-level government assistance may be required, which is outside of the normal Municipal service or service working agreements, any requests for assistance from the Provincial government, including any ministry, designated agency, board, or commission within the Provincial government, shall be made to Emergency Management Ontario through the Provincial Emergency Operations Centre (PEOC).

Requests for personnel or resources from the Federal Government are requested through the PEOC who in turn liaises with the Federal Government Operations Centre.

4.1.4 Level IV – Multi-Jurisdictional Emergency

A Level IV emergency situation is an event that impacts more than one municipality in the Region of Halton or is a catastrophic event affecting a major portion or all of Milton or is of a complex nature that requires a degree of coordination or additional resources by the Town. It can be a local, provincial, or national emergency, with defined site(s) or be non-site specific with multiple EOCs and multi-organization coordination, spanning across a large region or provincially declared emergencies or federally declared national emergencies.

In a Level IV emergency situation, the following may or may not occur:

- The Regional EOC may be established;
- The Regional Emergency Control Group (RECG) may be convened;
- A liaison team selected by the Milton EOC Director may be sent to the Regional EOC;
- The Milton EOC will continue to operate as a site command post for the RECG; and
- All Region of Halton resources assigned to the Town of Milton will check in with Milton EOC and will be assigned by the Milton MECG.

4.2 Town of Milton Emergency Operations Centre

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The EOC is a physical or virtual location where the MEMT may gather to collectively and collaboratively support emergency response and manage the consequences of an emergency. The EOC is utilized, where necessary, to centralize and coordinate efforts occurring at the site(s) or area, manage events that do not have a clearly defined site, or to assist senior and elected officials and incident responders make policy-level decisions and support the sharing and management of resources.

There is a primary location and alternate locations designated as the EOC (Appendix B.7). In the event of the implementation of the Plan for a declared or undeclared emergency, EOC personnel will be notified to assemble at one of the designated physical locations or virtually.

5. DECLARATION AND TERMINATION OF AN EMERGENCY

5.1 Prior to Declaration

When an emergency exists, but has not yet been declared, the Town of Milton employees and first responders may take such action(s) under the authority of this Plan necessary to protect lives and property within the Town of Milton. Schedule B.4 serves as an internal guide when considering declaring a municipal emergency.

5.2 Designated Head of Council

If the Mayor, as head of council, is absent, or otherwise unable to act during an emergency, a Member of Council who is appointed by Council will act in the place of the Mayor during their absence and/or inability to act.

5.3 Declaration of an Emergency

As head of council, the Mayor, or designate, of the Town of Milton has the authority to declare that an emergency exists within the Town or in any part thereof. Declaring an emergency allows the Mayor as head of council, or designate, to take such action and make such orders as he or she considers necessary, and which are not contrary to law, to implement the emergency plan of the municipality and to protect property and the health, safety and welfare of inhabitants of the emergency area.

The decision to declare an emergency will be made in consultation with the MCEG. Supporting documentation and resources (such as Appendix B.4 Checklist in Consideration of a Declaration of Emergency) which can assist in the decision to declare an emergency are maintained by the Town of Milton, and will be made available to the MCEG, MEMT, or Mayor & Council members during an emergency, and upon request.

Upon declaration of an emergency in Milton, the Head of the Council will notify:

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- Emergency Management Ontario. This notification is generally made via the Provincial Emergency Operations Centre.

The following may also be notified of a declaration of emergency:

- Members of Milton Town Council;
- Chief Administrative Officer (CAO);
- The Regional Chairperson of the Regional Municipality of Halton;
- Local Member(s) of Provincial Parliament (MPPs);
- Local Member(s) of Federal Parliament (MPs);
- Local media; and
- The public.

5.4 Termination of an Emergency

The Mayor as head of council, or designate, may at any time declare that an emergency has been terminated. The decision to terminate an emergency declaration will be made in consultation with the MECG. The Premier of Ontario may also at any time declare that an emergency declared within the Town of Milton has been terminated.

A termination of emergency does not result in the suspension of response or recovery activities, but does reflect a general stabilization of an incident that may be managed through ongoing response or mitigation efforts.

Upon termination of an emergency in Milton, the Head of Council will notify:

- Emergency Management Ontario. This notification is generally made via the Provincial Emergency Operations Centre.

The following parties may also be notified of a termination of emergency based on the degree of notification that was issued throughout the emergency:

- Members of Milton Town Council;
- Chief Administrative Officer (CAO);
- The Regional Chairperson of the Regional Municipality of Halton;
- Local Member(s) of Provincial Parliament (MPPs);
- Local Member(s) of Federal Parliament (MPs);
- Local media; and
- The public.

6. DEMOBILIZATION AND RECOVERY

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Once emergency conditions have stabilized to the point where they no longer require a coordinated response from the MEMT, the decision may be made to demobilize the MEMT and any resources dedicated to the emergency response that are no longer deemed necessary.

The demobilization of the MEMT does not necessarily result in the suspension of response activities, but indicates that such activities may be managed through the Town's regular departments, a dedicated recovery planning team, or other applicable levels of governments and/or jurisdictions.

Similarly, the recovery phase of an emergency may be managed by the MEMT, or through the Town's regular departments, a dedicated recovery planning team, or other applicable levels of government and/or jurisdictions. It can be difficult to define when the transition from response to recovery occurs, and response and recovery measures may occur simultaneously. The MCEG and MEMT will determine the appropriate mechanisms to transition to the recovery phase.

7. EMERGENCY MANAGEMENT PROGRAM

The Act requires municipalities to carry out specific activities annually to comply with the Act and to maintain community resilience. The Town of Milton's emergency management program sets up the elements of a continuous improvement process to develop, implement, maintain, and evaluate emergency management and continuity of operations programs that address prevention, mitigation, preparedness, response, and recovery. Some of these program elements include, but are not limited to:

- The identification of hazards and assessment of risks;
- Training and exercises;
- The development of additional emergency management processes and procedures; and
- Community and stakeholder engagement and education.

The above program elements, in addition to this Plan, help ensure community and organizational resilience within the Town of Milton during both emergency and non-emergency periods.

8. PLAN REVIEW AND MAINTENANCE

The Plan will be reviewed annually by the Emergency Management Program Committee (EMPC) and where necessary revisions will be recommended to Council. However, revisions to the appendices and minor administrative or housekeeping changes may be made by the EMPC. It is the responsibility of each person, Town of Milton department, division, service or municipal service identified within the Plan to notify the CEMC or designate forthwith of the need for any administrative changes or revisions to the Plan or appendices. The CEMC or designate is responsible for maintaining a current confidential contact list for all EOC personnel.

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Each Town of Milton department involved with the Plan will prepare emergency response procedures or guidelines outlining how it will fulfil its own internal responsibilities under this Plan during an emergency. Each Town of Milton department will designate a member of its staff to review, revise and maintain its own functional emergency response procedures or guidelines on a periodic basis.

8.1 Version Control

Version	Date	Change(s) made by	Summary of change(s)

9. APPENDICES

Various appendices are maintained by the Town of Milton that support this Plan and emergency response activities. Information found within these appendices is confidential in nature and is restricted to only Town of Milton employees that require the information.

- Appendix B.1 Hazards Identification and Risk Assessment (HIRA) Report
- Appendix B.2 Critical Infrastructure (CI) Inventory
- Appendix B.3 Distribution List
- Appendix B.4 Checklist in Consideration of a Declaration of Emergency
- Appendix B.5 Emergency Management Team Notification Procedure
- Appendix B.6 Emergency Operations Centre Staff: Roles and Responsibilities
- Appendix B.7 Emergency Operations Centre Guidelines