

SCHEDULE A: MILTON EMERGENCY MANAGEMENT PROGRAM



Introduction

The *Emergency Management and Civil Protection Act* (EMCPA) and *Ontario Regulation 380/04 : STANDARDS* require municipalities to develop emergency management programs and carry out specific activities annually to comply with legislated standards. The Town of Milton Emergency Management Program is based on a risk management approach and sets up the elements of a continuous improvement process to develop, implement, maintain and evaluate the various required emergency management and continuity of operations programs to meet, and where possible exceed, all the necessary requirements of the *Act* and Regulation 380/04.

Components of Emergency Management

There are 5 components to the Town's Emergency Management Program; Prevention, Mitigation, Preparedness, Response, and Recovery

Prevention	Those actions taken to prevent an emergency or disaster from occurring.
Mitigation	The actions taken to reduce the effects of an emergency or disaster should one occur.
Preparedness	Those actions taken prior to an emergency or disaster occurring to ensure an effective response.
Response	The actions taken in reaction to an emergency or disaster.
Recovery	Those actions taken to convalesce from an emergency or disaster.

Program Management

The Town of Milton Emergency Management Program (EMP) shall be adopted by municipal by-law.

The EMP By-law establishes the Council directive for emergency management.

The EMP includes the following principles:

- The EMP of the Town of Milton will be developed, implemented, reviewed and updated in accordance with the EMPCA and O. Reg. 380/04
- The Town will establish a budget for the EMP and develop procedures and financial controls to support the EMP before, during and after an emergency
- The Town will document and maintain logs and records of activities and decisions related to the EMP and establish an effective records management process, and

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- The EMP will be updated when necessary to respond to organizational changes, changes to applicable legislation, policies, regulatory requirements, directives, standards and codes of practice made at various levels of government and other decision-making authorities.

The EMP includes the following components, as a minimum and can be expanded as deemed appropriate by the CEMC and EMPC:

1. Emergency Management Program Committee (EMPC) - The EMPC has oversight of the Town's Emergency Management Program to assist with the development of and advise Council on the development and implementation of the program. The EMPC functions under a Terms of Reference.
2. Community Emergency Management Coordinator (CEMC) - Every municipality must appoint a CEMC who is responsible for the coordination of the EMP in compliance with the EMCPA.
3. Community Risk Profile (Hazard Identification and Risk Assessment/Critical Infrastructure) - The Community risk profile assesses various hazards and risks to public safety that could give rise to emergencies and identifies the facilities and other elements of infrastructure that are at risk of being affected by emergencies.
4. Emergency Response Plan (ERP) - Municipalities are required to develop an ERP that 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 assigns responsibilities to implement the plan and identifies the notification procedures for the Municipal Emergency Control Group (MECG) members. Members of the MECG are appointed by Council, and participate in annual training and an annual emergency exercise.
5. Training - The members of the MECG shall complete the annual training that is required by the Chief, Emergency Management Ontario.
6. Exercise - All MECG members, must participate in an annual exercise, which evaluates the ERP and MECG procedures.
7. Emergency Operations Centre - The municipality is required to establish an Emergency Operations Centre (EOC) that may be used by the MECG during emergencies. The EOC must have the appropriate technological and telecommunications infrastructure to allow for effective communication with the MECG.
8. Emergency Information Officer - The municipality must designate an employee of the municipality as its EIO, who acts as the primary media and public contact for the municipality in an emergency.
9. Emergency Preparedness (Public Education) - As part of the EMP the municipality shall take steps to reinforce general emergency preparedness and to educate the community of risks and hazards prioritized in the municipality.

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Community Risk Profile

Hazard Identification and Risk Assessment (HIRA)

The purpose of the HIRA is to assess the potential risk of hazards with the capacity to cause a disaster. This helps set priorities for prevention, mitigation, preparedness, response and recovery. This will assist Council, municipal staff, emergency management professionals, residents, and external agencies working with the Town to take action to reduce future losses. The Town will identify and monitor the hazards that can have an impact on its operations and areas of responsibility. Hazards are to be considered in nine (9) categories;

- A. Agricultural & Food Emergency
- B. Environmental
- C. Extraterrestrial
- D. Hazardous Materials
- E. Health
- F. Public Safety
- G. Structural
- H. Supply and Distribution
- I. Transportation

Each category is sub-categorized to develop hazard profiles.

The Town will conduct an annual risk assessment that will include evaluating the likelihood of a hazard or combination of hazards occurring, considering factors such as threat analysis, frequency, history, trends, and probability. The risk assessment will include data on the impact of the risk event on the Town and on citizens, property and the environment.

Critical Infrastructure

The Town shall identify the facilities and infrastructure which, if significantly impacted by an emergency, have a serious impact on the residents of their municipality, the municipality's ability to deliver services, or on the local economy. The town will maintain a list of critical infrastructure in the following nine (9) sectors.

- 1. Public Safety and Security
- 2. Continuity of Government.
- 3. Food and Water
- 4. Telecommunication Systems
- 5. Electrical Power System
- 6. Gas and Oil
- 7. Financial Services
- 8. Health System
- 9. Transportation Networks

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The facilities and infrastructure identified in this list do not necessarily need to be owned or operated by the municipality, nor be located within the municipality.

Public Awareness and Education

Public awareness and public education programs will be implemented where the public is potentially impacted by a hazard.

Public awareness is about raising the level of general knowledge of the impacts of events on personal safety and the actions that can be taken to be best prepared should a situation arise.

Public education is aimed at raising the level of knowledge regarding specific hazards and risks that exist in the municipality and hazard/risk based preparedness for such events.

Public awareness and public education may take many forms, including, but not limited to:

- Displays or presentations at public events;
- Distribution of flyers or other printed material through the mail;
- Public Service Announcements on local media;
- Advertisements in local newspapers; and/or
- Information posted on municipal and other websites.

Emergency Information Management

A Crisis Communications Plan forms the basis to communicate information and respond to requests from internal and external audiences, including media, for incident information. An Emergency Information Management System will include the set up of:

- Telecommunications and other communications systems that are regularly tested. Consideration will be given to the need for redundancy, interoperability, and security of communications systems,
- Emergency communication and warning systems to alert people who may be impacted by an actual or impending emergency and to advise the public of threats to people, property, and the environment, either directly, or through authorized agencies, may be developed and periodically tested.
- Communication procedures inclusive of protective action guidelines for emergencies where potentially impacted populations can be advised to shelter-in-place, evacuate or take any other actions as directed.

The Town will establish and maintain procedures to provide emergency information that includes the following:

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- A central point of contact for the media
- Procedures to gather, monitor, and disseminate emergency information
- Pre-scripted information bulletins
- Procedures to coordinate and approve information for release
- Procedures to communicate with special needs populations
- Protective action guidelines for shelter-in-place and evacuation

MECG Training and Exercises

CEMC

A training program for CEMC's has been designed to achieve a level of awareness of the fundamental principles of emergency management, a thorough understanding of the EMCPA and Regulations and the development of a compliant municipal emergency management program. The CEMC is required to complete a series of courses in order to complete the full training program. Emergency Management Ontario (EMO) offers the following courses as the training program;

- EM 200 - Basic Emergency Management
- EM 300 - Community Emergency Management Coordinator Course
- IMS 100 - Introduction to Incident Management System (available online)
- IMS 200 - Basic Incident Management System

The CEMC is required to complete this training program within one year of their appointment as CEMC.

MECG

The municipality must have a MECG appointed by Council, who is responsible to direct the municipal response during times of emergency. The MECG members are to be municipal officials, municipal employees, or members of Council and appointed by position in order to identify an individual.

All MECG members must participate in training on an annual basis or may verify that they have received an adequate amount of training in each of the following areas:

- Knowledge of all of the components of the municipal Emergency Management Program, including, but not limited to the HIRA and CI list;
- Knowledge of the municipality's ERP, including their roles and responsibilities, and those of organizations which may have a role in response;
- Knowledge of the procedures used to notify members of the MECG and activate/operate under the ERP;
- Knowledge of the location, communications infrastructure and technology in the EOC.

The Town will develop, implement and maintain or provide a competency-based training program to support the needs of the MECG. The objective of the training program will be to create awareness and enhance the skills required to develop, implement and execute

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an individual's role and responsibilities within the ERP and provide a thorough understanding of the Town's EMP. Training records will be maintained.

Exercise

The Town will conduct an annual emergency exercise to evaluate the ERP plans, procedures, and capabilities. Exercises will be designed to test individual essential elements, interrelated elements, or the entire plan. Additional evaluations will be based on post-incident analyses and reports, lessons learned and performance evaluations. Procedures will be established to correct and improve on any areas identified during evaluation.

Recovery

The Town will develop and implement a recovery plan to support short-term and long-term priorities for recovery of functions, services, resources, facilities, programs and infrastructure as part of demobilization to any event where the ERP is enacted. The recovery plan will be based on the results of hazard identification and risk assessment, continuity of operations strategies, program constraints, operational experience, and cost-benefit-analysis. The recovery plan will include measures to reduce vulnerability of the Town during the recovery period.

The recovery phase of an emergency may be managed by the MCEG, Municipal Emergency Management Team, 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 will determine the appropriate mechanisms to transition to the recovery phase.

Program Review

The EMPC will assess opportunities to continuously improve the EMP and conduct an annual review of the emergency management program based on goals, objectives and evaluation of the program. The EMPC will recommend the CEMC submit for program compliance as appropriate upon completion of all required components.