City of Port Colborne
Emergency Management Plan

DISCLAIMER

The City of Port Colborne Emergency Management Plan has been formulated to contain information pertinent to the City of Port Colborne

December 2025

City of Port Colborne Emergency Management Plan

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1.0 INTRODUCTION

This Emergency Management Plan serves the Corporation of the City of Port Colborne as an operational guideline for managing an appropriate response to any emergency situation occurring or impacting within Port Colborne's municipal boundaries. This Emergency Management Plan will:

- Define an emergency within the municipal context,
- Describe emergency control and the incident management structure used by the Municipality,
- Describe the procedure for declaring an Emergency to exist, and
- Define the emergency assistance structures that may be employed during any event.

This Emergency Management Plan has been designed to be flexible and adaptable to emergency incidents and crisis situations that may impact the City of Port Colborne. Port Colborne Emergency Management Plan identifies the Municipal departments, emergency services and other key stakeholder agencies that are required to:

- Maintain familiarity with the Emergency Management Plan contents
- Remain committed to participating in annual compliance training and exercises
- Ensure the required emergency supports and departmental plans are appropriate
- Contribute to the annual Plan review, ensure content remains current and appropriate

This Emergency Management Plan outlines how the City of Port Colborne as a corporation will notify and assemble key senior staff to communicate, collaborate, coordinate and manage the City of Port Colborne incident response and recovery from the impact of a significant crisis and/or emergency event.

This Emergency Management Plan should be interpreted as the primary tool for the strategic incident management of any major event impacting the City of Port Colborne. The Emergency Management Plan shall be supported by operational emergency plans/procedures/protocols as developed by municipal corporate departments/ emergency services and/or associated boards/agencies.

1.1 Legal Authority

The legislation that empowers and mandates the City of Port Colborne to prepare for, respond to and recover from emergency situations is as follows:

1.1.1 Emergency Management & Civil Protection Act

The *Emergency Management & Civil Protection Act* requires municipalities within the Province of Ontario to have an Emergency Management Program and an Emergency Plan (Sections 2.1 and 3.1 respectively) that are empowered by Municipal By-law.

"Every Municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedure under and the manner in which employees of the municipality and other persons shall by by-law adopt the emergency plan." [Section 3 (1)]

"The head of council in a Municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area." [Section 4 (1)]

1.1.2 Ontario Regulation 380/04

Ontario Regulation sets in place the standards for both Provincial Ministry Emergency Management Programs and Municipal Emergency Management Programs. These standards describe the minimum provisions that must be provided to constitute an emergency management program at the essential level.

1.1.3 Municipal By-Law

The Council of the City of Port Colborne has empowered both the Municipal Emergency Management Program and this Emergency Management Plan by Municipal By-Law.

As enabled by the Emergency Management & Civil Protection Act this Emergency Response Plan and its elements have been:

- Adopted by the City of Port Colborne by a duly passed by-law.
- Filed with Emergency Management Ontario, Ministry of Community Safety and Correctional Services and the Regional Municipality of Niagara.

1.2 Definition of Emergency

The *Emergency Management & Civil Protection Act* defines an emergency as:

> ***"a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise."***

Potentially, any situation occurring within or impacting the City of Port Colborne that meets the above definition may require Emergency notification procedures and the activation of this Plan.

An emergency incident according is usually the result of an existing hazard, a transitory hazard or the threat of an impending hazard abnormally impacting the life, health, safety, well-being and/or property of Port Colborne and it's communities within the city. Regardless of the specific hazard that results in an emergency, it is essential to recognize that emergency events as defined in this Plan are different and distinct from what would be considered normal daily operations carried out by professional / volunteer emergency first response agencies within municipal boundaries. These agencies include (but are not limited to) the twelve Local Municipal Fire Services, Niagara Regional Police Service, Niagara Emergency Medical Services, Niagara Region Public Health, Niagara Region Community Services and municipal and regional Public Works.

1.3 Emergency Plan Alignment

Within the Niagara Region there are twelve local area municipalities, and an upper tier government named the Niagara Region. The Emergency Plans of the municipalities and the Niagara Region require alignment as emergencies and their consequences typically cross municipal boundaries. Municipalities must work together to manage the emergency and its consequences. Plan alignment is essential to ensure the effective delivery of the Niagara Region services remain provided to a municipality in an emergency.

1.4 Activation of the Emergency Management Plan

The Emergency Management and Civil Protection Act authorize any employee of the City of Port Colborne to take the required actions as described in this Plan where an emergency is imminent or exists but has not yet been declared to exist to protect property and the health, safety and welfare of Port Colborne and its communities within the city. An emergency declaration is not required to activate this Plan and activation of this Plan does not in itself constitute an emergency declaration.

1.5 Emergency Planning Assumptions

This Plan has been developed based on the following assumptions:

1.5.1 Normal Emergency Operations

During normal business operations, various municipal departments may be required to respond to an impending threat and/or hazardous situation. A normal emergency event is one that can be effectively managed and mitigated by a department operating independently or in coordination with other departments. Normal emergency operations are conducted according to department emergency plans / procedures / protocols and may not require activation of this plan.

1.5.2 Rapid Escalation Emergencies

An emergency event within the definition and purview of this Plan may occur with little or no warning and escalate in short order. When these events occur, immediate management of the event rests with emergency services and/or regional departments having jurisdiction over the response to the event, primarily dependent on location. Control of these events and their impact on the community remains with the site response personnel until such a time that the Emergency Plan is activated. Once activated the Emergency Plan operates in support of the emergency incident and associated critical factors.

1.5.3 Extraordinary Emergency Measures

An emergency event that overwhelms or threatens to overwhelm the municipal resources response capacity and that has a significant impact on the community normally precipitates activation of this Plan. The Primary objective of this Emergency Plan is to provide the foundation for effective and appropriate control of the required actions and measures taken to mitigate the emergency.

2.0 EMERGENCY CONTROL STRUCTURE

In the event of an actual or potential emergency, any Emergency Control Group member, or designate, may activate the Emergency Control Structure by contacting the Fire Department and requesting that activating notification to the Emergency Control Group. The ECG members must provide information regarding the nature and location of the emergency, specifying whether the Emergency Control Group is required to assemble at the primary Emergency Operations Centre, or an alternate Emergency Operations Centre location.

By the nature of the emergency, some ECG members may be aware of the events prior to the activation.

Activation of the Emergency Control Structure / Notification of the ECG

Departments within the City of Port Colborne have the responsibility of providing the initial response in an emergency. Any City Director may request assistance from other Departments within the City as required. This may be done without notification of the Emergency Control Group.

When the resources of the affected Department are deemed insufficient to control the emergency, the Mayor, CAO, Fire Chief, Emergency Management Coordinator and / or the Police Chief or any of their designates, shall activate the notification of the Emergency Control Group.

This decision shall be communicated to the Fire Department informing the Fire Chief or designate of the emergency situation and directing that the City of Port Colborne activate the notification of the Emergency Control Group.

The potential or threat of an emergency developing in severity may require different levels of notification of the Emergency Control Group members. Contacting personnel for the Emergency Control Group and Levels or Activation are as follows:

2.1 Emergency Control Group

An emergency precipitating the activation of the Emergency Control Structure will require that extraordinary actions and measures be taken under the direction of appropriate senior officials. Those senior officials will collectively make up the membership of a Community Emergency Control Group that implements an Emergency Control Structure.

2.2 Emergency Control Group Members (ECG)

The Emergency Control Group includes the following positions:

- Mayor of the City of Port Colborne, or alternate.
- EOC Director **(CAO)**, or alternate.
- Operations Section Chief **(Director of Public Works)**, or alternate.
- Planning Section and Logistics Chief **(Director of Development & Government Relations)**, or alternate.
- Finance and Administration Section Chief **(Chief Financial Officer/Treasurer)**, or alternate.
- Community and Supports Section Chief (**Manager of Recreation & Tourism)**, or alternate.
- Fire Chief/C.E.M.C., or alternate.
- Risk Management/Liaison Officer, **(Manager of Legislative Services/City Clerk)**, or alternate.
- Emergency Information Officer, **(Manager of Corporate Communications)**, or alternate.

2.3 Level One Activation

Level One Activation includes the following positions:

- Mayor of the City of Port Colborne, or alternate.
- EOC Director **(CAO)**, or alternate.
- Operations Section Chief **(Director of Public Works)**, or alternate.
- Planning Section and Logistics Chief **(Director of Development & Government Relations)**, alternate.
- Finance and Administration Section Chief **(Chief Financial Officer/Treasurer)**, or alternate.

- Community and Supports Section Chief (**Manager of Recreation & Tourism)**, or alternate.
- Risk Management/Liaison Officer **(City Clerk)**, or alternate.
- Mayor Executive Assistant/Scribe, or alternate.
- Emergency Information Officer **(Manager of Corporate Communications)**, or alternate.
- Fire Chief, or alternate.

2.4 Level Two Activation

Level Two Activation includes the following positions:

- Manager of Road & Park Operations, or alternate.
- Health and Safety Co-Ordinator, or alternate.
- Chief Human Resources Officer, or alternate.
- Chief Information Officer/Technology, or alternate.
- Deputy Clerk, or alternate.
- Executive Administrative Assistant to the Director of Public Works, or alternate.
- Executive Administrative Assistant to Fire Chief, or alternate.
- Public Information Officer, (Digital Communications Officer), or alternate.

2.5 Emergency Support Group

The Emergency Support Group shall be composed of representatives from the following:

- Niagara Regional Police
- Canadian Niagara Power
- Niagara Emergency Medical Services
- Medical Officer of Health
- Niagara Region
    - Social Services
    - Public Works
    - Water
    - Emergency Management
- Ontario Provincial Police
- Emergency Management Ontario
- Niagara Peninsula Conservative Authority
- St. Lawrence Seaway Management Corporation
- Telecommunications (ARES) Co-Ordinator/Fire Department Representative

2.6 ECG Collective Responsibilities

During any emergency event, the ECG members are collectively responsible for the direction and co-ordination of the Municipal emergency response and recovery operations within the City of Port Colborne. The collective goals are to:

- Preserve life, health and safety
- Reduce human suffering
- Protect, maintain and/or restore essential services
- Mitigate the impact of the emergency on the community
- Minimize property damage where capable

To accomplish the above goals, the ECG member responsibilities include, but are not limited to:

- Mobilization of staff, resources and equipment in response to the emergency event, emergency support operation and/or in response to human suffering
- Directing municipal resources to support hazard mitigation and ensuring necessary actions are taken, and not in contravention to legislation
- Facilitating procurement of non-municipal resources as required and appropriate in support of an emergency site, or other necessary emergency operations
- Ensuring appropriate messaging to the public, elected officials, staff and the media
- Notifying and requesting assistance from and/or liaison with higher levels of government and/or cross border partners
- Approving the expenditure of financial resources in support of emergency operations
- Maintaining logs of the decisions made and actions taken
- Participating in a post emergency debriefing and contributing to the post emergency report

The individual responsibilities of Emergency Control Group members are outlined in Attachment "A". As well, the individual responsibilities of a Level One Activation are outlined in Attachment "B", Level Two Activation in Attachment "C" and Attachment "D" outlines the Emergency Support Group Responsibilities. Attachment "E" notes support/advisory staff.

2.7 ECG Notification

This Plan is activated through notification of the ECG members of an impending, imminent or occurring emergency event that requires them to (in whole or in part) assemble at a pre-determined Emergency Operations Centre (EOC). ECG members are notified using telecommunications technology designed for the task, with various redundancies to ensure notifications are received.

2.8 ECG Solidarity

When this Plan is activated, all decisions made and actions taken by the ECG members from that point forward are made under the authority of the Head of Council and/or designate as empowered by the *Emergency Management & Civil Protection Act*. The ECG members will advise and make recommendations to the Head of Council and/or designate and carry out emergency operations under that authority. All ECG members must accept this process and take a position of "ECG Solidarity" as follows:

During ECG meetings all members will provide advice and make recommendations regarding actions taken by the City of Port Colborne. However, once a decision is approved by the Head of Council and/or designate, all ECG members must collectively support under public scrutiny the actions taken / decisions made, whether opposed to those decisions at the discussion level or not.

2.9 ECG Staff Rotation

A staff rotation will be established if an emergency is expected to last greater than 12 hours in total duration. If a staff rotation is anticipated, each RECG member is responsible for arranging their own relief through one of their designated alternates to include an overlap allowing ECG members to brief alternates on current emergency operations. ECG staff rotations may be staggered as required.

If an emergency occurs during regular business hours, ECG members must adopt a staff rotation as appropriate that takes into consideration time already worked that day. Under no circumstances should staff work longer than 12 consecutive hours under any circumstances and preferably no longer than 8 consecutive hours during intense emergency operations.

3.0 EMERGENCY OPERATIONS

Emergencies require a controlled and coordinated response effort by multiple agencies under the direction of appropriate officials. For these emergency operations to be successful, clear lines of control, communication and reporting must be established and maintained between the various locations and stakeholder groups. Emergency operations may be conducted at / as follows:

- Emergency Operations Centre(s)
- Emergency Site Operations
- Emergency Support Operations

3.1 Emergency Operations Centre(s)

An Emergency Operations Centre (EOC) serves as the nerve centre / communications hub for the control, facilitation and administration of any emergency response from multiple agencies. Emergency Operations Centre(s) can exist at three levels of government in the Province of Ontario applicable to the City of Port Colborne as follows:

- Municipal Emergency Operations Centre(s)
- Regional Emergency Operations Centre(s)
- Provincial Emergency Operations Centre

3.1.1 Municipal Emergency Operations Centre

Each of Niagara Region's twelve local area municipalities has designated an Emergency Control Group that operates out of the Municipal Emergency Operations Centre to control and facilitate the response to any emergency occurring within municipal boundaries.

All Emergency Control Group members, designated alternates and other designated support staff must be familiar with the Emergency Operations Centre Attachment "G".

3.1.2 Regional Emergency Operations Centre

The Regional Emergency Control Group operates out of the Regional Emergency Operations Centre (REOC) to control the regional response to any emergency occurring within or impacting within regional boundaries.

3.1.3 Provincial Emergency Operations Centre

The Provincial Emergency Operations Centre located in Toronto is maintained by Emergency Management Ontario. This is the location where Provincial Government staff and Provincial Ministry Action Groups (MAG) coordinate the Provincial response and support for any localized emergency and facilitate Federal government support.

3.2 Emergency Site Operations

During any emergency situation where the hazard location is specific and identifiable emergency, responders will congregate where the emergency exists and work together to accomplish the following:

- Protect the life, health and safety of emergency response personnel
- Protect the life, health and safety of the public
- Mitigate / remove the danger / hazard presented by the emergency
- Where possible minimize damage to personal property
- Restore the site to its pre-emergency condition

These emergency site operations are controlled and coordinated to make the most efficient use of personnel and equipment that are operated under the support of an Emergency Operations Centre(s).

3.3 Emergency Support Operations

During any emergency situation various emergency support operations may be required based on the hazard and its impact on the community. These support operations may be located within the emergency site, adjacent to the emergency site or at other locations within the community and may include:

- Evacuation / Reception Centre(s)
- Departmental Operations Centre(s)
- External Emergency Operations Centre(s)
- Equipment Staging Areas
- Other support locations as required

4.0 EMERGENCY DECLARATIONS

Emergency declarations promote a sense of urgency to the community regarding the severity of an emergency situation and the danger it presents. An emergency declaration should be made if any Ontario Municipality takes "extraordinary" actions to protect life, health, safety and property of residents and to formally engage the powers granted through the *Emergency Management & Civil Protection Act*. The *Act* empowers emergency declarations at three levels of government in the Province of Ontario as follows:

- Municipal Emergency Declarations
- Regional Emergency Declarations
- Provincial Emergency Declarations

4.1 Municipal Emergency Declaration

The Head of Council (or designated alternate) of the City of Port Colborne has the power under the *EMCPA* to declare an emergency to exist within the boundaries of the Municipality.

4.1.2 Termination of Emergency

The Head of Council (or designated alternate) of the City of Port Colborne has the power under the *Act* to terminate an emergency to exist within the boundaries of the Municipality.

Attachment "I" – Declaration Form

Attachment "J" – Termination Form

4.2 Regional Emergency Declaration

The Regional Chair (or designated alternate) has the power under the *Act* to declare a Regional Emergency to exist anywhere within the boundaries of Niagara Region.

4.2.1 Regional Emergency Declaration – Jurisdiction

The Regional Chair is empowered to declare a Regional Emergency at any location within regional boundaries AND does NOT have the power to declare an emergency on behalf of any local area municipality. That power rests only with the Head of Council of each specific municipality and their respective designated alternates.

4.3 Provincial Emergency Declaration

The Premier of the Province of Ontario (or designated alternate) has the power under the *EMCPA* to declare a Provincial Emergency to exist within the boundaries of the Province of Ontario.

4.3.1 Provincial Emergency Declaration – Jurisdiction

The Premier has the power to declare an emergency on behalf of any community within provincial boundaries and may declare that an emergency has terminated on behalf of any Ontario municipality.

5.0 EMERGENCY INFORMATION

Activation of this Plan requires communication of appropriate information to area residents, local area municipalities, strategic partner agencies and / or municipal staff directly or through the media. Information communicated may include issuing public / staff action directives, responding to requests for information from the public / staff / partner agencies, and providing information to the mass media.

5.1 Municipal Emergency Information Officer

Niagara Region municipalities each have a designated an Emergency Information Officer (EIO) to facilitate emergency information functions during municipal emergency operations.

5.2 Municipal Designated Spokespersons

The Emergency Information Officer, Mayor, Deputy Mayor, CAO or other assigned senior staff with media training may act as the spokesperson during an emergency, as designated. All interviews and/or media requests must flow through the Emergency Information Officer prior to response.

6.0 EMERGENCY RECOVERY

Emergency recovery operations commence once the emergency has been successfully mitigated (danger/hazard removed). The emergency operations may shift from the management of the emergency to the management of the impact / aftermath and recovery of the emergency.

7.0 EMERGENCY ASSISTANCE

During emergency operations the ECG members will determine the allocation of and/or appeals for assistance in support of an emergency site(s), municipal emergency operations or other emergency support functions within the boundaries of Niagara Region.

7.1 Types of Assistance

The above emergency assistance may include the following types:

- Personnel with special expertise
- Specialized equipment with trained operators
- Other types of service / expertise required to support emergency operations

7.2 Assistance Between Levels of Government

During emergency operations, it is also possible that the City of Port Colborne may make appeals for assistance to Regional, Provincial & Federal government agencies, neighbouring communities and/or cross –border partners to support emergency operations. The City of Port Colborne may be requested to provide emergency support to local municipalities as per the Niagara Mutual Assistance Agreement.

8.0 TRAINING / EXERCISE STRUCTURE

This Plan details the City of Port Colborne's response structure for managing any emergency occurring within or impacting within municipal boundaries. For this plan to be effective:

- All key municipal staff with responsibilities defined in this plan must be trained in its content, its implementation and emergency operations (incident management system); and,
- Regular exercises must be conducted to ensure the plan provisions remain current and appropriate.

8.1 Training Responsibility

The Fire Chief as the Community Emergency Management Coordinator of the Municipality is responsible for facilitating emergency management training opportunities and promoting other external training opportunities that support the provision development of municipal emergency management stakeholders.

Municipal emergency management stakeholders are responsible for making emergency management program staff aware of training opportunities that present themselves, promoting Emergency Management Training as appropriate.

8.2 Training Products / Strategies

Training will be provided using a variety of training products. Training may be delivered in-house or through external opportunities including:

- Mandatory training (as approved by Emergency Management Program Committee)
- Other internal training courses / seminars
- Provincial / Federal / Cross Border training opportunities
- Local municipal training opportunities
- Other specialty training opportunities

8.3 Exercise Responsibility

The Fire Chief, Community Emergency Management Coordinator is responsible for coordination of the annual emergency exercises to test the provisions of this plan and/or test the provisions of any other component of the City of Port Colborne Emergency Management Program.

8.4 Exercise Types / Strategies

Exercises simulate emergency conditions that require activation of this Plan (in whole or in part) and assembly of key municipal staff. The basic types of exercises are:

- Static (case study / paper / tabletop)
- Telecommunications Functional (alerting / equipment)
- Field functional (general / specialty)

Exercises vary in duration and complexity and by type beginning with the basic Static Exercises to the most complex Field Functional Exercises. The Community Emergency Management Coordinator will provide and promote a variety of exercise opportunities using a varying products that may be delivered in-house or through external opportunities including:

- Regional exercise (of varying complexity)
- Area municipal exercise (of varying complexity)
- Department / Service specific exercises
- Other external emergency exercises
- Cross border exercises

9.0 PLAN MAINTENANCE/DISTRIBUTION

This Plan is considered a living document. Remaining current and being reviewed and updated on a regular basis ensures the operational sustainability of the Emergency Plan. The key municipal stakeholders must have access to the most current plan document and ensure that paper plan copies reflect the most current information.

9.1 Annual Emergency Plan Review and Revisions

This Emergency Plan will be reviewed and updated annually. Attachments will be reviewed and updated as required to ensure the operational effectiveness of this Emergency Plan.

9.1.1 Maintenance Responsibility

The Community Emergency Management Coordinator is responsible to maintain this Emergency Plan and facilitate all revisions to the Plan and attached Annexes.

9.1.2 Stakeholder Responsibility

All stakeholders have the responsibility to ensure that the Community Emergency Management Coordinator is notified of changes, revisions or additions that affect the contents of this Emergency Plan or its attachments.

9.2 Emergency Plan Distribution

This Emergency Plan is considered public information as per the provisions of the *Emergency Management and Civil Protection Act* and therefore must be accessible to the public. The public document does not include any Emergency Plan attachments which are considered restricted information.

9.2.1 General Circulation

The general circulation copy of this Emergency Plan (public document) is available for viewing and can be downloaded on the Municipality of Port Colborne public access website. Paper copies of this Emergency Plan can be made available through contacting the City's Clerks Office (905-835-2900). General Circulation Emergency Plan copies are not subject to document control procedures and recipient names are not recorded nor are they informed of future updates to any Emergency Plan contents.

9.2.2 Restricted Circulation

Restricted Circulation copies of this Emergency Plan include all attachments and Annexes. Restricted circulation plan copies are maintained at City Hall (City's Clerks Office).

10.0 GLOSSARY OF ATTACHMENTS

Attachment “A” –Members of the Emergency Management Program Committee
Attachment “B” - Individual Responsibilities – Initial Response Team
Attachment “C” – Individual Responsibilities – Level One Activation
Attachment “D” – Individual Responsibilities – Level Two Activation
Attachment “E” – Individual Responsibilities – Emergency Support Group
Attachment “F” - Individual Responsibilities – Support/Advisory Staff
Attachment “G” – Emergency Notification List
Attachment “H” – Emergency Operations Centre(s)
Attachment “I”- Declaration of an Emergency Form
Attachment “J”- Termination of a Declared Emergency Form

Attachment "A" – Members of the Emergency Management Program Committee

The Emergency Management Program Committee oversees the implementation and operation of the Emergency Management Program as mandated by the EMCPA.

The following are the members on the Emergency Management Program Committee:

- Mayor, or alternate
- Member of Council, or alternate
- C.A.O., or alternate
- Certified Emergency Management Co-Ordinator, or alternate

Attachment "B" – Individual Responsibilities – Initial Response Team

i) EOC Director

The EOC Director is responsible for:

- Assessing the situation.
- Supporting site(s).
- Developing/approving action plans.
- Informing others.
- Managing EOC Group.

ii) Fire Chief

The Fire Chief is responsible for:

- Activating the emergency notification system through the Fire Department.
- Providing the ECG with information and advice on firefighting and rescue matters.
- Establishing an on-going communications link with the senior fire official at the scene of the emergency.
- Informing the Fire Co-Ordinator and/or initiating mutual aid arrangements for the provision of additional fire fighters and equipment, if required.

iii) Risk Management/Liaison Officer/City Clerk

Manager of Legislative Services/City Clerk is responsible for:

- Depending on the nature of the emergency, assigning a Site Manager and informing the ECG.
- Maintaining and updating a list of all vendors (including 24- hour contact numbers) who may be required to provide supplies and equipment.
- Determining the requirement of additional or special equipment needed and recommending possible sources of supply, e.g., breathing apparatus, protective clothing.
- Providing assistance to community departments and agencies. Being prepared to take charge of, or contribute to non-firefighting operations, if required. e.g. first aid, casualty collection, evacuation.
- Providing an Emergency Site Manager, if required.
- Activating and arranging the Emergency Operations Centre.
- Ensuring that security is in place for the EOC and registration of ECG members.
- Ensuring that all members of the ECG have necessary plans, resources, supplies, maps and equipment.
- Providing advice and clarification about the implementation details of the Emergency Management Plan.
- Supervising the Telecommunications Co-Ordinator.
- Ensuring liaison with community support agencies (e.g. St. John Ambulance, Canadian Red Cross).
- Ensuring that the operating cycle is met by the CCG and related documentation is maintained and kept for future reference.
- Addressing action items that may result from the activation of the Emergency Management Plan and keeping ECG informed of implementation needs.
- Maintaining the records and logs for the purpose of debriefings and post-emergency reporting that will be prepared

iv) Operations Section Chief (reports to EOC Director)

The Operations Section Chief is responsible for:

- Maintaining communications within the Operations Team.
- Participating in EOC Management Team.
- Co-ordinating response.
- Co-ordinating response request.
- Sharing operational information.
- Managing the operations section.

v) Emergency Information Officer

The Manager of Corporate Communications will act as the Emergency Information Officer during an emergency. The Emergency Information Officer is responsible for the dissemination of news and information to the media for the public.

- Serves as the primary point of contact for all official incident information released to the public, media, and stakeholders.
- Ensures all communications are accurate, timely, consistent, and authorized by the EOC Director;
- Develops, approves (with EOC Director), and disseminates public information materials, including media releases, public advisories, social media updates, FAQs, and key messages.
- Monitors media coverage, public sentiment, and information circulating on social platforms, providing situational awareness updates to the Emergency Control Group.
- Manages media inquiries and facilitates interviews, press conferences, briefings, and official spokesperson activities.
- Ensures accessible and inclusive communication practices that meet AODA and emergency information standards.
- Prepares communication strategies, talking points, and public safety instructions tailored to evolving incident conditions.
- Tracks all public information actions and maintains documentation for post-incident reporting and after-action reviews.
- Identifies misinformation and develops corrective messaging to mitigate confusion or public safety risks.
- Works closely with the Liaison Officer to align stakeholder communications and avoid duplication or conflicts.

Attachment "C" – Individual Responsibilities – Level One Activation

i) Mayor or Acting Mayor

The Mayor or Acting Mayor is responsible for:

- Providing overall leadership in responding to an emergency.
- Declaring an emergency within the designated area.
- Declaring that the emergency has terminated (Note: Council may also terminate the emergency).
- Notifying the Emergency Management of Ontario, Ministry of Public Safety and Security of the declaration of the emergency, and termination of the emergency.
- Ensuring the members of Council are advised of the declaration and termination of an emergency and are kept informed of the emergency situation.

ii) Operations Section Chief (reports to EOC Director)

The Operations Section Chief is responsible for:

- Maintaining communications.
- Participating in EOC Management Team.
- Co-ordinating response.
- Co-ordinating response request.
- Sharing operational information.
- Managing the operations section.

iii) Planning Section and Logistics Chief (reports to EOC Director)

The Planning Section and Logistics Chief is responsible for:

- Assessing the situation.
- Managing the Planning Section.
- Managing display boards.
- EOC Action Plans.
- Anticipating future events.
- Tracking resources.
- Keeping records.
- Planning for EOC demobilization.
- Planning for recovery.
- Co-ordinating Technical Specialists.
- Preparing after action report.

iv) Finance and Administration Section Chief (reports to EOC Director)

- Recording personnel time.
- Co-ordinating purchasing.
- Co-ordinating compensation and claims.
- Recording costs.
- Maintaining records.
- Managing the Finance/Administration Section.

v) Community Supports Section Chief (reports to EOC Director)

- Shelter arrangements.
- Warming Centre arrangements.

vi) Risk Management/Liaison Officer/City Clerk (reports to EOC Director)

The Risk Management/Liaison Officer is responsible for:

- Managing risk.
- Ensuring EOC safety.
- Assisting Agency Representatives.
- Keeping external Agencies informed.
- Advising EOC on Action Plans.
- EOC Director and EOC Management Team Support
- Initiating the opening, operation and staffing of switchboard
- Assuming the responsibilities of the Citizen Inquiry Co-Ordinator.
- Co-ordinating the provision of Clerical staff.
- Ensuring Council are advised, as directed by the Mayor.
- Arranging a special meeting of Council.

vii) Mayor and/or CAO Executive Assistant

The Mayor and / or CAO Executive Assistant is responsible for:

- Assisting the Mayor and Chief Administrative Officer, as required.
- Ensuring all important decisions made and actions taken by the ECG are recorded.
- Ensuring that maps and status boards are kept up to date.
- Providing a process for registering ECG members and maintaining a ECG member list.
- Notifying the required support and advisory staff of the emergency, and the location of the Emergency Operations Centre.
- Initiating the opening, operation and staffing of switchboard at the community offices, as the situation dictates, and ensuring operators are informed of ECG members' telephone numbers in the EOC.
- Arranging for printing of material, as required.
- Co-ordinating the provision of clerical staff to assist in the Emergency Operations Centre, as required.
- Procuring staff to assist, as required.

Attachment "D" – Individual Responsibilities – Level Two Activation

i) Manager of Road & Park Operations

The Manager of Road & Park Operations is responsible for:

- Overseeing the Public Works Operations
- Assisting Operations Section Chief

ii) Chief Human Resources Officer

The Chief Human Resources Officer is responsible for:

Selecting the most appropriate site(s) for the registration of human resources.

- Ensuring records of human resources and administrative details, that may involve financial liability, are completed.
- Ensuring that a Volunteer Registration Form is completed when volunteers are involved and a copy of the form is retained for City records.
- Arranging for transportation of human resources to and from site(s);
- Obtaining assistance, if necessary, from Human Resources Development Canada, as well as other government departments, public and private agencies and volunteer groups.
- Co-ordinate all requests for additional City staff to support emergency operations within the Corporation.
- Maintain an up-to-date confidential and secure list on-site and off-site of contact information for all City staff.
- Maintain an up-to-date list of all employees who are regularly scheduled to be at work on any given date, including their location, and co-ordinate their exact location (if possible) with the employees' direct Supervisor (i.e., if there is an emergency in the Parks building the Emergency Control Group and Fire & Emergency Services will need to know who is supposed to be in that location before they commit search and rescue resources).
- Co-ordinate offers of/ or appeals for, external volunteers as directed by the ECG –Human Resources Co-Ordinator to conduct interviews to identify specific skill sets of volunteers (i.e. search & rescue training) and assigns volunteers to groups based on their skills so H&S Coordinator can dispatch groups to sites designated by ECG – must be done in full co-operation with Emergency Management staff.
- Contact Employee Assistance Plan (EAP) provider and make arrangements for counselors to be on-site to provide Critical Incident Stress Debriefing and/or Traumatic Experience/ Grief Counseling.

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iii) Health and Safety Co-Ordinator

The Health and Safety Co-Ordinator is responsible for:

- Co-manage and co-ordinate request(s) for additional City staff to support emergency operations from within the Corporation.
- Create and maintain on-site and off-site, an up-to-date list of City personnel with specialized skill sets (i.e. confined space training, TDG training, Hazardous Materials transportation training, Spill Clean-up training, SCBA (Self-contained Breathing Apparatus) training etc.).
- Identify, contact and put on alert necessary City personnel to be dispatched based on requests from ECG (Emergency Control Group).
- Create and maintain an up-to-date list of all City staff with First Aid and CPR training – identify, contact and put on alert to serve as additional first response staff in temporary field hospitals, triage units and/or at the disaster site.
- Co-manage volunteer requests, registration with Human Resources Co-Ordinator – help identify and categorize volunteers by skill sets.
- Arrange transportation of volunteers from volunteer registration area to staging sites in coordination with the ECG (Emergency Control Group) based on skill sets required that have been identified and categorized by Human Resources Co-Ordinator – must be done in full co-operation with Emergency Management staff.
- Act as Lead Liaison between ECG and all other Emergency Services responding to the disaster by remaining in continuous contact to coordinate deployment of City staff and volunteers' teams.
- Identify and arrange medical treatment for City staff and volunteers.
- Identify and arrange Critical Incident Stress debriefing and/ or Traumatic Experience/Grief Counseling for City personnel and volunteers.

Co-ordinate in conjunction with the ECG clean-up efforts, removal of hazardous products/ waste and re-establishment of regular City operations.

iv) Public Information Liaison

The Public Information Liaison is responsible for:

- Manages all official municipal social media channels and digital platforms during the incident, ensuring timely, accurate, and approved messaging is posted.
- Translates EIO-approved key messages into clear, accessible, and platform-appropriate content for channels such as Facebook, X/Twitter, Instagram, municipal websites, and emergency notification systems.
- Continuously monitors social media for public questions, emerging concerns, misinformation, and rumours, escalating critical information to the EIO
- Provides real-time digital situational awareness by reporting trends, audience reactions, and key issues shaping public perception.
- Responds to public inquiries in coordination with the EIO, ensuring responses are consistent with the communication strategy and approved messaging.
- Updates the municipal website and emergency information pages with critical alerts, closures, evacuation information, and response updates.

v) Manager of Information Technology

The Manager of Information Technology is responsible for:

- Communications equipment (i.e. telephones, computer systems and computer software).

vi) Manager of Customer Service & Revenue

The Manager of Customer Service is responsible for:

- Assisting Risk Management/ Assisting City Clerk /Liaison Officer

vii) Executive Assistant to the Director of Public Works

The Executive Assistant to the Director of Public Works is responsible for:

- Assisting Finance and Administration Section Chief

viii) Executive Administrative Assistant to the Fire Chief

- Assisting the Fire Chief, as required.
- Issuing temporary identification cards to all Volunteers, in co-ordination with the Manager of Human Resources/Health and Safety Co-Ordinator.

Attachment "E" – Individual Responsibilities –Emergency Support Group

i) Niagara Regional Police

The Niagara Regional Police are responsible for:

- Protection of life and property and the prevention and investigation of crime
- Maintaining law and order
- Protection at the scene of the disaster area
- Alerting persons endangered by the effects of the disaster
- Protection of evacuated buildings and other properties in the emergency area
- Establishing the inner perimeter within the emergency area
- Establishing the outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to all but essential emergency personnel
- Controlling traffic and crowds and ensure clear entrance and exit to and from the scene of the emergency to traffic and personnel
- Providing police service in the Emergency Operations Centre, evacuee centres, morgues and other facilities as required
- Notifying the coroner of fatalities
- Ensuring liaison with other community, provincial and federal police agencies, as required
- Alerting and assisting other emergency agencies

ii) Canadian Niagara Power

Canadian Niagara Power is responsible for:

- Monitoring the status of power outages and customers without services.
- Providing updates on power outages, as required.
- Ensuring liaison with the Public Works Representative.
- May provide assistance with accessing generators for essential services, or other temporary power measures.

iii) Niagara Emergency Medical Services Representative

The Niagara Emergency Medical Services Representative is responsible for:

- Providing essential primary medical care relief at the site of an emergency, as required
- Coordinating the transportation of casualties to appropriate medical care facilities from the emergency site
- Ensuring liaison with the receiving hospitals
- Liaising with the Medical Officer of Health, as required
- Assessing the need for and advising the Community Control Group of other resources, including human and material resources, which are available and/or required
- Assisting other emergency responders as required
- Providing a liaison to the impacted municipality as required by the emergency incident

iv) Medical Officer of Health

The Medical Officer of Health is responsible for:

- Acting as a co-ordinating link for all emergency health services at the ECG.
- Ensuring liaison with the Ontario Ministry of Health and Long-Term Care, Public Health Branch.
- Depending on the nature of the emergency, assigning a Site Manager and informing the ECG.
- Establishing an on-going communications link with the senior health official at the scene of the emergency.
- Ensuring liaison with the ambulance service representatives.
- Providing advice on any matter which may adversely affect public health.
- Providing authoritative instructions on health and safety matters to the public through the Public Information Officer.
- Co-ordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health and Long-Term Care Policies.
- Ensuring co-ordination of care of bed-ridden citizens and invalids at home and in evacuee centers during an emergency.
- Ensuring liaison with voluntary and private agencies, as required, for augmenting and co-ordinating public health resources.
- Ensuring co-ordination of all efforts to prevent and control the spread of disease during an emergency.
- Notifying the Public Works Representative regarding the need for potable water supplies and sanitation facilities.
- Ensuring liaison with Social Services Representative on areas of mutual concern regarding health services in evacuee centers.

v) Niagara Regional Representative

The Niagara Regional Representative, in conjunction with Social Services, Regional Public Works, Regional Water and Emergency Management Representatives is responsible for:

- Ensuring the well-being of residents who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration and inquiries and personal services.
- Supervising the opening and operation of temporary and/or long-term evacuee centers and ensuring they are adequately staffed.
- Ensuring liaison with the Niagara Regional Police Chief with respect to the pre-designation of evacuee centers which can be opened on short notice.
- Liaison with the Medical Officer of Health on areas of mutual concern regarding operations in evacuee centers.
- Ensuring that a representative of the District School Board of Niagara and/or Separate School Board is/are notified when facilities are required as evacuee reception centers, and that staff and volunteers utilizing the school facilities take direction from the Board representative(s) with respect to their maintenance, use and operation.
- Ensuring liaison with Northland Pointe and Portal Village Retirement Home as required.
- Making arrangements for meals for the staff/volunteers at the EOC and the Site.

vi) Ontario Provincial Police

Ontario Provincial Police are responsible for:

- Assisting in Policing matters, as required by Niagara Regional Police.

vii) Emergency Management Ontario

Emergency Management Ontario are responsible for:

- Providing assistance when requested.

viii) Niagara Peninsula Conservation Authority

Niagara Peninsula Conservation Authority are responsible for:

- Dealing with flooding and Conservation Authority matters.

ix) St. Lawrence Seaway Management Corporation

St. Lawrence Seaway are responsible for:

- Assisting in matters that fall under their jurisdiction.
- Dealing with Seaway matters.

x) Telecommunications (ARES) Co-ordinator/Fire Department Representative

- The Telecommunications Co-Ordinator reports to the Emergency Management Co-ordinator and is responsible for:
- Activating the emergency notification system of the local amateur radio operators' group.
- Initiating actions required to ensure the telephone system at the community offices functions as effectively as possible, as the situation dictates.
- Ensuring that the emergency communications centre is properly equipped and staffed and working to correct any problems which may arise.
- Maintaining an inventory of community and private sector communication equipment and facilities within the community, which could be used to augment existing communications systems.
- Making arrangements to acquire additional communications resources during an emergency.

Attachment "F" – Individual Responsibilities – Support/Advisory Staff

i) Legal Services Representative

The Legal Services Representative is responsible for:

- Providing advice to members of the ECG on matters of a legal nature as they may apply to the actions of the City of Port Colborne in its response to the emergency, as requested.

ii) Other Agencies

In an emergency, many agencies may be required to work with the Community Control Group - the District School Board of Niagara and/or Niagara Catholic District School Board and/or Conseil Scolaire de district catholique centre-sud and/or Conseil scolaire public de district du centre - sud - ouest and the Niagara Health Systems - Port Colborne Site - Hospital Administrator. Others might include Emergency Management Ontario, Ontario Provincial Police, the Office of the Fire Marshal, industry, volunteer groups, conservation authorities and provincial ministries.

iii) District School Board of Niagara and/or Niagara Catholic District School Board and/or Conseil Scolaire de district catholique centre-sud and/or Conseil scolaire public de district du centre - sud - ouest

The District School Board of Niagara and/or Niagara Catholic District School Board and/or Conseil Scolaire de district catholique centre-sud and/or Conseil scolaire public de district du centre - sud - ouest are responsible for:

- Providing any school (as appropriate and available) for use as an evacuation or reception centre and a representative(s) to co-ordinate the maintenance, use and operation of the facilities being utilized as evacuation or reception centers;
- Ensuring liaison with the Municipality as to protective actions to the schools (i.e., implementing school stay in place procedures and implementing the school evacuation procedure.

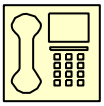
iv) Niagara Health Systems - Port Colborne Site - Hospital Administrator

- The Niagara Health Systems - Port Colborne Site - Hospital Administrator is responsible for: Implementing the hospital emergency plan.
- Ensuring liaison with the Medical Officer of Health and local ambulance representatives with respect to hospital and medical matters, as required.
- Evaluating requests for the provision of medical site teams/medical triage teams.
- Ensuring liaison with the Ministry of Health and Long-Term Care, as appropriate.

Attachment "H" – Emergency Operations Centre(s) (Level One)

Emergency Operations Centre
Primary Location

66 Charlotte Street
"3rd Floor Conference Room"



Telephone

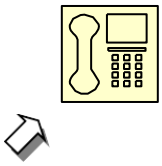
Conference Tables

- Computer Connections Available on South Wall

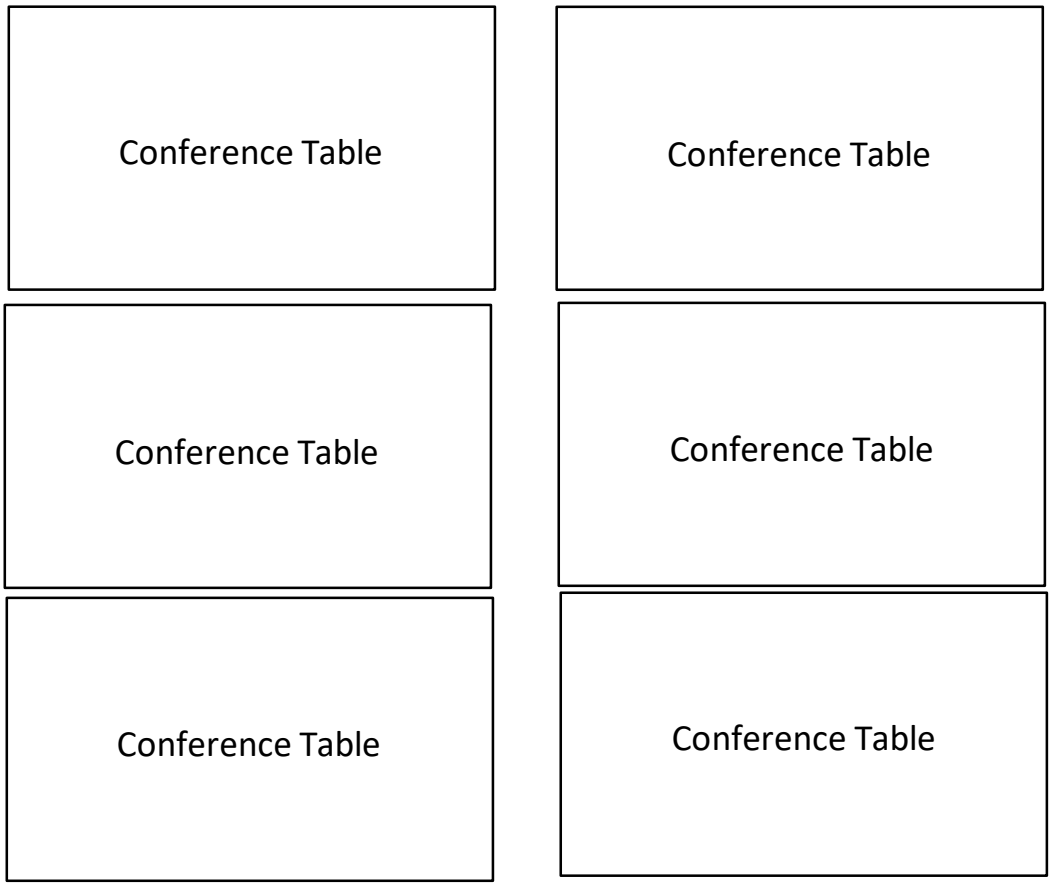
Emergency Operations Centre(s) (Level Two)

Emergency Operations Centre
Primary Location

66 Charlotte Street
"3rd Floor Council Chambers"



Telephone



Emergency Operations Centre
Secondary Location

3 Killaly Street West
"Resource Centre – Fire Station"



Telephone

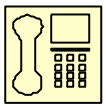
Conference Table

Emergency Operations Centre

66 Charlotte Street

"3rd Floor Library" - Support Room

Conference Table



Telephone

Note: Fax to be supplied when needed

Attachment "I"- Declaration of an Emergency Form

Declaration of Emergency

I, _____ hereby declare an
(Mayor or Elected Head of Council or First Nation Chief)

Emergency in accordance with the Emergency Management Act 1990,

s.4.(1) due to the emergency described herein:

for an Emergency Area or part thereof described as:

Signed: _____

Title: _____

Dated: _____at _____(time)

in the Municipality/First Nation of:

_____

Attachment "J"- Termination of a Declared Emergency Form

Termination of a Declared Emergency

I, _____ hereby declare an
(Mayor or Elected Head of Council or First Nation Chief)

Emergency terminated in accordance with the Emergency Management Act 1990,

s.4.(2) due to the emergency described herein:

for an Emergency Area or part thereof described as:

Signed: _____

Title: _____

Dated: _____at _____(time)

in the Municipality/First Nation of:

_____