Town of LaSalle

Emergency Response Plan

Table of Contents

GLOSSARY OF TERMS USED IN THIS PLAN

Municipal Control Group (MCG): The officials that provide direction to the emergency management operations within the Town of LaSalle and ensure coordination between all agencies involved.

Emergency Site Manager (ESM): The person who ensures that the emergency site is well organized and that all agencies share information and work harmoniously with one another. The ESM reports to the Operations Manager (normally the CAO or designated alternate) who, in turn, provides the MCG with necessary information on the site operation.

Inner Perimeter: The area designated to enclose the actual emergency site and will include casualty triage and treatment areas.

Outer Perimeter: The area designated to enclose and completely encircle the emergency area. This area will include the inner perimeter and leave ample area for setting up rescue and recovery operations.

Community Emergency Management Coordinator (CEMC): The person appointed by Council to oversee the community emergency program, along with Emergency Management Committee.

Emergency Operations Centre (EOC): A secure location, where a centralized and coordinated response/recovery to an emergency that supports the emergency site can be managed by the MCG.

PREAMBLE AND AUTHORITY

Emergencies are defined as situations or impending situations caused by forces of nature, accident or an intentional act that constitutes a danger of major proportions to life and property. They affect public safety, that is the health, welfare and property, as well as the environment and economic health of the Town of LaSalle. The Corporation of the Town of LaSalle has a population of 30,180 (10,793 Households), with an average household size of 2.8 people per household, (Statistics Canada, 2016 Census of Population).

In order to protect residents, businesses and visitors, the Town of LaSalle requires a coordinated emergency response by a number of agencies under the direction of the Municipal Control Group (MCG). These are distinct arrangements and procedures from the normal day-to-day operations carried out by emergency services.

This Plan has been prepared to provide key officials, agencies, and departments within the Town of LaSalle with general guidelines for the initial response to a major emergency. For the Plan to be

effective, it is important that everyone involved in an emergency be made aware of the policies and guidelines within the Plan and that every official, agency and department be prepared to carry out their assigned functions and responsibilities in an emergency.

In addition, it is important that residents, businesses and interested visitors be aware of the Plan and its provision. Copies of the Town of LaSalle Emergency Response Plan may be viewed at the Town of LaSalle Administration Building (5950 Malden Road LaSalle), the Town of LaSalle website at lasalle.ca or LaSalle Fire Service's website at lasallefire.ca. For more information, please contact the Community Emergency Management Coordinator for the Town of LaSalle at (519) 966-0744.

The **Emergency Management and Civil Protection Act, (EMCPA)** is the legal authority for this emergency response plan in Ontario.

The **EMCPA** states that:

> *"Every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan" (Section 3 (1))*

> *"The head of council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and may 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))*

As enabled by the **Emergency Management and Civil Protection Act**, this emergency response plan and its elements have been:

(a) Issued under the authority of the Town of LaSalle By-law # 8650 and
(b) Filed with Emergency Management Ontario (EMO), Ministry of the Solicitor General.

Emergencies, as defined by the **Emergency Management & Civil Protection Act**, mean:

> *"a situation or an impending situation caused by the forces of nature, an accident, an intentional act or otherwise that constitutes a danger of major proportion to life or property. "*

They may also be defined as situations or the threat of impending situations abnormally affecting

property and the health, safety, and welfare of the community, which by their nature or magnitude require a coordinated response by a number of agencies. They are distinct from the normal day-to-day operations carried out by the emergency first response agencies.

When an emergency exists but has not yet been declared to exist, municipal employees may take such action(s) under this emergency response plan as may be required to protect property and the health, safety, and welfare of the Town of LaSalle.

While many emergencies could occur within the Town of LaSalle, the most likely are: floods, tornadoes, winter storms, transportation accidents involving hazardous materials, major fires, or any combination thereof. Based on the Hazard Identification and Risk Analysis (HIRA) and critical infrastructure reviews by the Emergency Management Program Committee on a regular basis, other contingency plans may be developed and form part of this Plan to enhance emergency procedures.

1.0 REQUEST FOR ASSISTANCE

A request for assistance can be made to the County of Essex at any time by contacting the County Warden, CAO or CEMC (Phone numbers listed in appendix A). The request shall not be deemed to be a request that the county assume authority and/or control of the emergency.

Assistance may also be requested from the Province of Ontario at any time without any loss of control or authority. Such a request can be made by contacting Emergency Management Ontario (EMO). Depending upon the nature and extent of the emergency, EMO will deploy an Area Officer or a Provincial Emergency Response Team (PERT) to provide immediate advice and assistance. Whether or not assistance might be requested from the Province of Ontario, it is strongly advised that EMO be notified and updated on any emergency incident that occurs within the area.

| Emergency Management Ontario (EMO) 24/7 | 1-866-314-0472 |
| O.P.P Duty Officer (alternate) | 1-705-329-6950 |

2.0 AIM OF THE PLAN

The aim of this plan is to make provisions for the extraordinary arrangements and measures that may have to be taken to protect the health, safety, and welfare of the residents of the Town of LaSalle when faced with an emergency.

This plan is intended to outline a plan of action for the efficient deployment, and coordination of the Town of LaSalle services, agencies, and personnel to provide the earliest possible response to:

- Protect and preserve life and property
- Minimize the effects of the emergency on the Town of LaSalle
- Restore essential services
- Assist the County of Essex and/or other area municipalities as requested

3.0 NOTIFICATION AND RESPONSE

3.1 Emergency Notification

3.1.1 The emergency notification system is the system used to alert the emergency response organization that an emergency exists. The LaSalle Police Dispatch Centre is the agency which initiates the notification on behalf of this Municipal Plan.

3.1.2 The LaSalle Police Dispatch Centre may receive authority to initiate the emergency notification system from any one of the six persons listed in 3.1.3 below when an emergency occurs requiring a coordinated municipal response.

3.1.3 Authority to initiate the municipal emergency notification system shall come from any of the following:

- **Mayor**; or
- **CAO**; or
- **Deputy CAO**; or
- **Fire Chief**; or
- **Police Chief;** or
- **C.E.M.C.;** or
- **Medical Officer of Health**

3.1.4 LaSalle Police Dispatch will be advised of the emergency response level to be adopted (Section 3.2) and any special instructions to be passed along during the notification procedure.

3.1.5 Upon receipt of the emergency response level and any special instructions, LaSalle Police Dispatch shall immediately undertake notifications to the emergency response organization as set out in the Notification Procedure.

3.1.6 When the emergency response organization is to be *Fully* or *Partially Activated*, each participating organization in this Plan shall undertake internal or external notifications indicating the level of activation to be adopted and any special instructions. Those organizations with a responsibility to conduct external notifications are set out in the Notification Procedure.

3.2 Response Levels and Initial Actions

The various response levels and the actions required under them, are shown in outline in Table 3.1 and are described as follows

Table 3.1 Emergency Response Levels and Initial Actions

Response Level	Initial Actions (By Municipality)
1. Routine Monitoring	The Fire Chief, Police Chief, the Chief Administrative Officer (CAO), the Community Emergency Management Coordinator (CEMC) and the Head – MCG (Mayor) will monitor the situation from their normal workplaces or homes.
2. Partial Activation	• The LaSalle Police Dispatch shall be notified of a partial activation by either the Head -MCG, CAO, Police Chief, or Fire Chief CEMC • The LaSalle Police Dispatch shall implement the partial activation notification procedure. • Organizations contacted by LaSalle Police Dispatch shall be placed on standby (All individuals should remain available at their offices or homes, as appropriate.) • Organizations contacted by LaSalle Police Dispatch shall undertake further internal and external notifications placing their contacts on standby. • The Municipal Control Group shall assemble at the Emergency Operations Centre to monitor the situation. • The organization responsible for the other emergency centres (Evacuation/Reception Centres, Emergency Information Centre) shall ensure that these centres can become fully operational without undue delay. • The Fire Chief, Police Chief or Director of Public Works, are authorized to take such actions as are deemed appropriate and necessary to mitigate the effects of an emergency without the Head – MCG having yet declared a state of emergency.
3. Full Activation	• The LaSalle Police Dispatch shall be notified of a full activation by the Head MCG, CAO, Police Chief,

Response Level	Initial Actions (By Municipality)
	Fire Chief or CEMC.
	• The LaSalle Police Dispatch shall implement the full activation notification procedure.
	• Organizations contacted by the LaSalle Police Dispatch shall report to their places of duty as appropriate and fully activate their own Emergency Response Plans and procedures.
	• Organizations contacted by LaSalle Police Dispatch shall undertake further internal and external notifications informing their contacts of the level of response.
	• The Municipal Control Group shall assemble at the Emergency Operations Centre to monitor the situation or to coordinate the emergency response.
	• Actions ordered by Municipal Control Group including the set up and staffing of other emergency centres shall be implemented.

3.2.1 Routine Monitoring and Enhanced Monitoring

Routine Monitoring should be implemented when a situation requires continual monitoring by the municipality. A community emergency is not imminent but unforeseen circumstances could result in the situation becoming a threat to the community. Two examples of situations that may require Routine Monitoring are the threat of shoreline flooding and an emergency occurring in an adjacent community.

If the response level to be adopted is Routine Monitoring, either the Police Chief or the Fire Chief, CEMC or Director of Public Works shall notify the LaSalle Police Dispatch. The LaSalle Police Dispatch, shall in turn, notify; the County Emergency Response Planner, the Fire Chief, Police Chief, CEMC (if they have not already been notified), and the Head – MCG who will monitor the situation from their normal workplaces or homes.

3.2.2 Partial Activation

Partial Activation should be implemented when a situation requires the Municipal Emergency Response Organization to be placed on standby. A community emergency is not imminent, but the situation has the potential to deteriorate, thus becoming a serious threat to the community. An example of a situation which may require Partial Activation is a fire which has the potential to be a serious threat to the community.

If the response level to be adopted is Partial Activation, either the Police Chief, Fire Chief, CEMC or the Director of Public Works shall notify the LaSalle Police Dispatch. The LaSalle

Police Dispatch, in turn, shall notify the full Emergency Response Organization as set out in the Notification Procedure.

The Municipal Response shall consist of:

- Organizations contacted by LaSalle Police Dispatch shall be placed on standby (All individuals should remain available at their offices or homes, as appropriate.)

- Organizations contacted by LaSalle Police Dispatch shall undertake further internal and external notifications placing their contacts on standby.

- The Municipal Control Group shall assemble at the Emergency Operations Centre to monitor the situation.

- The organization responsible for the other emergency operations centres (EIC, Reception/Evacuee Centres) shall ensure that these centres can become fully operational without undue delay.

- The Fire Chief, Police Chief and the Director of Public Works are authorized to take such actions as are deemed appropriate and necessary to mitigate the effects of an emergency without the head – MCG having yet declared a state of emergency.

3.2.3 Full Activation

Full Activation should be implemented when a situation requires the municipal emergency response organization to be fully activated. A community emergency requiring a controlled and coordinated response has occurred or is imminent.

If the response level to be adopted is Full Activation, either Police Chief, Fire Chief, CEMC or Director of Public Works shall notify the LaSalle Police Dispatch. The LaSalle Police Dispatch, in turn, shall notify the full emergency response organization as set out in the Notification Procedure (Part II)

The Municipal Response shall consist of:

- Organizations contacted by the LaSalle Police Dispatch shall report to their places of duty and fully underline activate their own Emergency Response Plans and procedures.

- Organization contacted by the LaSalle Police Dispatch shall undertake further internal and external notifications informing their contacts of the level of response.

- The Municipal Control Group shall assemble at the Emergency Operations Centre to monitor the situation.

- Actions ordered by the Emergency Operations Centre shall be implemented including the set up and staffing of other emergency centres.

3.3 Public Alerting

3.3.1   The emergency public alerting system is the system used to warn the public that an emergency exists within the community or that some action is required on their part. The emergency public alerting system uses the following: LaSalle Emergency Alerts system, 211 Ontario, media broadcasting systems and as a backup, emergency vehicles public address systems.

3.3.2   Authority to initiate the emergency public alerting system shall come from either the:
- Director of Public Works; or
- Fire Chief; or
- Police Chief
- CAO
- Deputy CAO
- Mayor
- CEMC

3.3.3   The Police Chief, The Director of Public Works and/or the Fire Chief shall also arrange for the public alerting using the avenues listed in 3.3.1.

3.3.4   Generally, the public alerting system will only be used when there is an urgent need to shelter people, warn the residents of a specific area, or to order a protective action. Public alerting may be ordered for the whole Town or any part thereof.

3.3.5   Whenever the public alerting system is initiated, the Municipal Control Group shall request that the Designated Media broadcast an appropriate notification message immediately afterwards.

3.3.6   Residents will be expected to tune in, when so alerted, to a radio/TV station appointed as Designated Media to listen for information and instructions.

4.0 EMERGENCY OPERATIONS CENTRE (EOC)

This Plan provides for the designation of an Emergency Operations Centre (EOC) and alternate location, should such facilities be required.

The equipment required for the EOC is organized in kit form and located in storage boxes. The CEMC is responsible for ensuring that the individual kits and EOC resources/equipment are inspected and updated on a regular basis.

5.0 MUNICIPAL CONTROL GROUP (MCG)

A Town emergency response will be coordinated by a Municipal Control Group (MCG) consisting of officials who are responsible for providing essential services necessary to minimize the effects of an emergency in the Town of LaSalle. The membership of the MCG are listed below.

Municipal Control Group Member	Responsibility
Mayor, Town of LaSalle	Head of Municipal Control Group (Executive Liaison)
Chief Administrative Officer (CAO) / Deputy CAO	Operations Manager (EOC Director)
Community Emergency Management Coordinator (CEMC)	Emergency Coordinator (CEMC/Liaison Officer)
Chief of Police (Commander as situation dictates)	Police Coordinator (Operations Chief)
Fire Chief (Commander as situation dictates)	Fire Coordinator (Operations Chief)
Director of Public Works	Public Works Coordinator (Operations Chief)
Director of Strategy and Engagement	Emergency Information Officer (Communications Officer)
Director of Finance	Financial Coordinator (Finance/Admin Chief)
Director of Culture & Recreation	Logistics Coordinator (Logistics Chief)
Director of Human Resources	Human Resources Coordinator (Safety Officer)
Director of Planning and Building	Planning Coordinator (Planning Chief)
Medical Officer of Health or designate	Health Services Coordinator
Chief, Essex-Windsor EMS or designate	EMS Coordinator
Windsor/Essex Social Services	Evacuation/Reception Centres Coordinator
Public, Separate and French School Boards	Evacuation and Assembly Facilities
Municipal Representatives & Agencies as required (County Emergency Planner)	Coordination and Support

5.1 Municipal Control Group Roles in the EOC

When the Municipal Control Group is activated and assembles in the EOC, a universally recognized Incident Management System (IMS) structure is utilized to coordinate and manage the functions and span of control for all response activity. This structure organizes all EOC operations and activity into six functional sections. All MCG roles are assigned to one of the functional IMS sections as indicated below.

EOC Municipal Control Group (MCG) Organizational Roles & Responsibilities

Role	Municipal Control Group (MCG) Primary Member	MCG Alternate 1	MCG Alternate 2	Scribe	Alternate Scribe
Command					
Head of Municipal Control Group *(Executive Liaison)*	Mayor	Deputy Mayor	Member of Council (County Council Designate)	Executive Assistant - CAO	Administrative Assistant - Legal
Operations Manager *(EOC Director)*	Chief Administrative Officer	Deputy CAO	Director of Council Services	Executive Assistant - CAO	Administrative Assistant - Legal
Emergency Coordinator *(CEMC/Liaison Officer)*	Community Emergency Management Coordinator (Fire Chief or Deputy Fire Chief)	Manager of Finance	Director of Council Services & Director of Finance	Executive Assistant - Council Services	Supervisor of Council Services
Command Support Table					
Emergency Information Officer *(Communications Officer)*	Director of Strategy & Engagement	Corporate Communication & Promotions Officer	Director of Council Services	Council Coordinator	Supervisor of Council Services
Human Resources Coordinator *(Safety Officer)*	Director of Human Resources	Manager of Human Resources	Director of Council Services	Human Resources - Generalist	
IT Services	IT Manager	IT Administrator	Director of Finance	IT Administrator	

Operations					
Police Coordinator *(Operations Chief)*	Chief of Police (Commander as situation dictates)	Deputy Chief	Staff Sergeant	AA/Dispatcher Police	AA/Dispatcher Police
Fire Coordinator *(Operations Chief)*	Fire Chief (Commander as situation dictates)	Deputy Chief	Captain/Training Officer	Administrative Assistant	Human Resources - Generalist
Public Works Coordinator *(Operations Chief)*	Director of Public Works	Manager of Engineering	Deputy CAO	Recreation Programmer	Human Resources - Generalist
Logistics					
Logistics Coordinator *(Logistics Chief)*	Director of Culture & Recreation	Manager of Fleet & Facilities	Deputy CAO	Recreation Programmer	Supervisor of Revenue

Planning					
Planning Coordinator *(Planning Chief)*	Director of Planning and Development	Manager of Building	Town Solicitor	Recreation Programmer	
Finance/ Administration					
Financial Coordinator *(Finance/Admin Chief)*	Director of Finance	Manager of Finance	Town Solicitor	Recreation Programmer	Supervisor of Accounting

Operational Management - In Field	**Assignment**	**Outside Agency Roles**	**Assignment**
Manager of Roads & Park	On Site Support	Health Services Coordinator	Medical Officer of Health or designate
Supervisor of Roads	On Site Support	EMS Coordinator	Chief, Essex-Windsor EMS or designate
Supervisor of Parks	On Site Support	Evacuation/Reception Centres Coordinator	Windsor/Essex Social Services
Manager of Water/Wastewater	On Site Support	Evacuation and Assembly Facilities	Public, Separate and French School Boards
Supervisor of Water	On Site Support	Coordination and Support	Municipal Representatives & Agencies, as required (County Emergency Planner)
Manager of Culture & Recreation	Evacuation Centre Support		
Supervisor of Programming	Evacuation Centre Support		
Supervisor of Recreation	Evacuation Centre Support		

6.0 OPERATING CYCLE

Members of the MCG will gather at regular intervals to inform each other of actions taken and problems encountered. The Operations Manager will establish frequency of meetings and agenda items. Meetings will be kept as brief as possible to allow members to carry out their individual responsibilities. Maps and status boards will be prominently displayed and kept up to date by the Operations Manager.

7.0 RESPONSIBILITIES

7.1 Group Responsibilities

The members of the MCG are likely to be responsible for the following actions or decisions:

(a)   Acquiring and assessing of information to determine the status of the emergency

(b)   Calling out and mobilizing their emergency services, agencies, and equipment

(c)   Coordinating and directing their services and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law

(d)   Determining if the location and composition of the MCG are appropriate

(e)   Advising the Head of MCG as to whether the declaration of an emergency is recommended

(f)   Advising the Head of MCG on the need to designate all or part of the Town as an emergency area

(g)   Ensuring that an Emergency Site Manager (ESM) is appointed and supported with equipment, staff and resources as required

(h)   Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger

(i)   Discontinuing utilities or services provided by public or private concerns i.e. hydro/power, water, gas, closing public areas, etc.

(j)   Arranging for services and equipment from local agencies not under town control i.e. private contractors, volunteer agencies, services clubs, etc.

(k)   Notifying, requesting assistance from and/or liaison with various levels of government and any public or private agencies not under town control, as considered necessary

(l)   Determining if volunteers are required and if appeals for volunteers is warranted. Providing direction & supervision of volunteer groups and contracted employees

(m)   Determining if additional transport is required for evacuation or transport of persons and/or supplies

(n)   Ensuring that pertinent information regarding the emergency is disseminated to the media and public

(o)   Determining the need to establish advisory group(s) and/or subcommittees

(p)   Authorizing expenditure of money required to deal with the emergency

(q)   Notifying the service, agency, or group under their direction, of the termination of the emergency

(r)   Maintaining a log to outline decisions made and actions taken during the emergency response

(s)   Participating in an operational debriefing following the emergency and preparation of a report to Town Council

(t)   Coordinate the provision of Critical Incident Stress Management to assist Public Safety Personnel and members of the public affected by emergency incident

(u)   MCG shall consider implementing recovery plan as per section 8.0 of the Emergency Response Plan.

7.2 Individual Responsibilities

7.2.1 Head of the Municipal Control Group (Mayor of the Town of LaSalle/Executive Liaison)

The Head of the Municipal Control Group is responsible for:

(a)   Activating the emergency notification system

(b)   Chairing meetings of the MCG and providing overall leadership in responding to an emergency

(c)   Formal Declaration and Termination of an Emergency, as required

(d)   Ensuring that members of the LaSalle Town Council, the County of Essex, the Premier of Ontario (through the Solicitor General and Emergency Management Ontario), local MPs and MPPs are advised of the declaration and termination of an emergency, and are kept informed of the emergency

(e)   Authorizing expenditures and the acquisition of equipment and personnel when necessary

(f)   Approval of media releases

(g)   Liaise with other Levels of Government

7.2.2 Operations Manager (Chief Administrative Officer or Deputy CAO/EOC Director)

The Operations Manager is responsible for:

(a)   Activating the emergency notification system

(b)   Coordinating all operations within the EOC, including the scheduling of regular meetings

(c)   Advising the Head MCG on policies and procedures, as appropriate

(d)   Approving, in conjunction with the Head of MCG, major announcements and media releases in consultation with the MCG

(e)   Ensuring that a communication link is established between the MCG and the Emergency Site Manager

(f)   Calling out additional staff to provide assistance, as required

7.2.3 *Emergency Coordinator (Community Emergency Management Coordinator (CEMC) / Liaison Officer)*

The Emergency Coordinator is responsible for:

(a)   Activating the emergency notification system.

(b)   Arranging for the EOC to be set up and established

(c)   Ensuring that security is in place for the EOC and for the registration of MCG members

(d)   Provide advice to members of the MCG on emergency response operations, including access to plans, maps, equipment, and resources

(e)   Supervising the telecommunications plan and coordinator

(f)   Ensuring liaison with community support agencies such as Canadian Red Cross, St. John's Ambulance, ARES

(g)   Ensuring the operating cycle is met by the MCG and related documentation is maintained for future reference

(h)   Maintaining the logs and records for the purpose of debriefings and post-emergency reporting

(h)   Regularly review the contents of the Emergency Response Plan to ensure that it is up to date and in conformity with Provincial procedures and standards

(i)   Organizing and coordinating training and participation in drills and exercises

7.2.4 *Police Coordinator (Police Chief/Operations Chief)*

The Police Chief is responsible for:

(a)   Activating the emergency notification system

(b)   Provide personnel and equipment to assist at emergency

(c)   Provide personnel and equipment to assist with establishment of a site command post with communications to the EOC

(e)   Establishing an ongoing communications link with the senior police official at the scene of an emergency

(f)   In conjunction with responding agencies, the establishment of an inner perimeter within the emergency area

(g)   In conjunction with responding agencies, the establishment of an outer perimeter in the vicinity of the emergency to facilitate the movement of

emergency vehicles and to restrict access to all but essential emergency personnel and equipment

(h)   The provision of traffic control to facilitate the movement of emergency vehicles

(i)   Alerting persons endangered by the emergency and coordinating evacuation procedures

(j)   Liaison with the Social Services Administrator regarding the establishment and operation of evacuation and reception centres

(k)   The provision of police services in evacuee centres, morgues (including liaison with the Coroner), and other facilities, as required

(l)   Liaison with other municipal, provincial, or federal police agencies, as required

(m)   Providing an Emergency Site Manager as required by nature of emergency event

(n)   Investigative services as required

(o)   Maintaining a log of decisions made and actions taken during the emergency response

7.2.5 *Fire Coordinator (Fire Chief/Operations Chief)*

The Fire Coordinator, as the emergency dictates, is responsible for:

(a)   Activating the emergency notification system

(b)   Provide personnel and equipment to assist at emergency

(c)   Provide personnel and equipment to assist with establishment of a site command post with communications to the EOC

(d)   In conjunction with responding agencies, the establishment of an inner perimeter within the emergency area

(e)   In conjunction with responding agencies, the establishment of an outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and to restrict access to all but essential emergency personnel and equipment

(f)   Providing the MCG with information and advice on firefighting, hazardous materials and rescue matters

(g)   Establishing an ongoing communications link with the senior firefighting personnel and equipment that may be needed

(h)   Determining if additional or special equipment is needed and recommending possible sources of supply (i.e. breathing apparatus, protective clothing, etc.)

(i)   Providing assistance to other Municipal and County departments and agencies and being prepared to take charge of, or contribute to, non-fire operations if necessary (i.e., search and rescue, first aid, casualty collection, evacuation, etc.)

(j)   Providing an Emergency Site Manager as required by nature of emergency event

(k)   Maintaining a log of decisions made and actions taken during the emergency response

(l)   Liaise with County Fire Coordinator as to status and requirement of related
          activities

7.2.6 *Public Works Coordinator* (*Director of Public Works/Operations Chief*)

The Director of Public Works is responsible for:

(a)   Providing the MCG with information and advice on engineering and
          environmental services matters
(b)   Liaison with senior public works officials from local and neighbouring
          municipalities to ensure a coordinated response
(c)   The provision of engineering/public works assistance
(d)   The provision of equipment for emergency pumping operations
(e)   Liaison with the fire chief concerning emergency water supplies for firefighting
          purposes
(f)   Coordinating the provision of emergency potable water, supplies, and sanitation
          facilities to the requirements of the Health Services Coordinator
(g)   Discontinuing any public works service or utility to any consumer, as required,
          and restoring these services when appropriate
(h)   Liaison with public utilities to disconnect any service representing a hazard
          and/or to arrange for the provision of alternate services or functions
(i)   Providing public works vehicles and equipment as required by other emergency
          services
(j)   Maintaining liaison with flood control, conservation and environmental agencies
          and being prepared to take preventative action
(k)   Providing an Emergency Site Manager if required
(l)   Maintaining a log of decisions made and actions taken during an emergency
          response

7.2.7 *Emergency Information Officer (Director of Strategy and Engagement/Communications Officer)*

The Director of Strategy and Engagement is responsible for:

(a) The release of all emergency-related information. The Emergency Information
    Officer and staff coordinate with the Head of Council, the Operations Manager and
    the CEMC to prepare and approve all information released to the media, social
    media and public including 211 and public alerting systems.

(b) Collect and monitor incoming data, statistics and information from site commanders and verify all information with appropriate Emergency Operations Centre (EOC) staff.

(c) Monitor mainstream media and social media accounts for information being released by others or areas of concern that should be addressed by the EOC.

(d) In cases of emergencies that involve other municipalities, liaise with other Emergency Operations Centres to ensure consistent messaging where advisable.

(e) Appoint/confirm appropriate municipal spokesperson(s) and in consultation with head of Council, Operations Manager and CEMC, determine appropriate strategy for press conferences at Emergency Site and for EOC designated area, as well as frequency of media releases and/or press conferences.

7.2.8 *Human Resources Coordinator (Human Resources Officer/Safety Officer)*

The Human Resources Officer is responsible for:

(a)   Coordinating and processing requests for human resources

(b)   Under the direction of the MCG and with the assistance of the Canadian Red Cross, coordinate offers of and appeals for volunteers

(c)   Selecting the most appropriate sites for the registration of human resources

(d)   Ensuring records of human resources and administrative detail are completed

(e)   When volunteers are involved, in partnership with the Canadian Red Cross or other agencies, ensuring that a Volunteer Registration Form is completed, and a copy of the form is retained for Municipal records

(f)   Ensuring identification cards are issued to volunteers and temporary employees, where practical

(g)   Arranging for transportation of human resources to and from sites

(h)   Obtaining assistance, if necessary, from Employment and Immigration Canada, as well as other government departments, public and private agencies, and volunteer groups.

7.2.9 *Health Services Coordinator (Medical Officer of Health)*

The Health Services Coordinator is responsible for:

(a)   Notifying appropriate members of the Health Unit when notified of an emergency and activating the Health Unit Contingency Plan

(b)   Advising the MCG on public health and medical matters, including Community Care Access Centres

(c)   Liaison with Public Works with regards to Emergency Workers safety and potable water as required

(d)   Keeping the ambulance services, hospitals and Health Unit staff informed of developments by relaying information through Central Ambulance Communications Centre, Windsor

(e)   Providing staff at each Evacuee Centre to assist the Manager of each Reception/Evacuee Centre in public health matters, and in assisting evacuees

(f)   Maintaining a log of decisions made and taken during the emergency response

7.2.10 *Emergency Medical Services (EMS) Coordinator (Chief, Essex-Windsor EMS)*

The Emergency Medical Services Coordinator is responsible for:

(a)   Providing the Head MCG and MCG with information and advice on emergency health matters

(b)   Providing staff, materials, supplies and equipment for emergency purposes, as requested

(c)   Notifying the Ontario Ministry of Health and Long-Term Care, Emergency Health Services Branch of the emergency and requesting their assistance, if required

(d)   Liaison with the responding agencies active at the emergency site via the Emergency Site Manager

(e)   Assessing the need and extent of special emergency health service resources at the emergency site

(f)   Assessing the need and extent of emergency site medical teams at the emergency site

(g)   Ensuring triage and treatment at the emergency site

(h)   Liaison with local hospitals for the efficient distribution of casualties

(i)   Assessing whether or not assistance is required from Police, Fire or other emergency services in providing transportation to the emergency site for medical teams

(j)   Liaison with Central Ambulance Communication Centre in providing the main radio and telephone communication links among health services

(k)   Assisting with the organization and transportation of persons to ensure that they are evacuated as required, and

(l)   Maintaining a log of decisions made and actions taken during the emergency response

7.2.11 *Evacuation / Reception Centre Coordinator (Windsor-Essex Social Services Senior Representative)*

The Social Services Senior Representative is responsible for:

(a)   With the activation and support of the Canadian Red Cross, ensuring the well-being of residents who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration and inquiry service, and personal services

(b)   In partnership with the Canadian Red Cross, supervising the opening and operation of temporary and/or long-term evacuee centres, and ensuring the same are adequately staffed

(c)   Liaison with the police chiefs with respect to the pre-designation of evacuee centres which can be opened on short notice

(d)   Liaison with the Health Services Coordinator on areas of mutual concern required during operations in evacuee centres

(e)   Ensuring that representatives of the Greater Essex Municipal District School Board, the Windsor-Essex Catholic District School Board or Le Conseil Scolaire de District des Ecoles Catholiques du Sud-Ouest are notified when facilities are required as evacuee reception centres, and that staff and volunteers utilizing school facilities coordinate activities with the Boards' representatives

(f)   Liaison with public and private nursing/care homes in the Municipality as required

(g)   Coordination of the provision of services of other partner organizations (Red Cross, Salvation Army, Victim Services, etc.)

(h)   Maintaining a log of decisions made and actions taken during the   emergency response.

7.2.12 *Support and Advisory Staff*

The following staff may be required to provide additional or specialist support, logistics and advice to the MCG:

(i)   Director of Finance

(ii)   Director of Culture and Recreation

(iii)   Solicitor for Town

(iv)   Representative of the Essex Region Conservation Authority

(v)   Management representative from Essex Powerlines Corporation

(vi)   School Board Representatives

(vii)   Liaison staff from Provincial Ministries

(viii) Administrative staff

> (ix) Any other official, expert or representative deemed necessary by the MCG
>
> (x) Canadian Red Cross

i) The ***Director of Finance*** *(Finance/Admin Chief)* ***is responsible for:***

> (a) Assisting the Operations Manager, as required
> (b) The provision of information and advice on financial matters as they relate to the emergency
> (c) Ensuring that records of expenses are maintained for future claim purposes relating to the emergency
> (d) Ensuring the prompt payment and settlement of all legitimate invoices and claims incurred during an emergency
> (e) The provision and securing of equipment and supplies not owned by the Town of LaSalle
> (f) The notification and scheduling of any town support staff as required.

ii) **The Director of Culture & Recreation** *(Logistics Coordinator/Logistics Chief))* **is responsible for:**

> (a) Providing security for the Municipal offices, as required
> (b) Providing identification cards to MCG members and support staff
> (c) Coordinating the availability, operation, cleaning, and maintenance of all municipal facilities as may be required to assist with the emergency.
> (d) Coordinate with the Planning Coordinator to provide staff and assistance as required at emergency site, EOC, or municipal sites, to provide for feeding and sanitary needs of emergency workers, staff, and evacuees.
> (e) Assist Planning Coordinator with procurement and/or transportation of other supplies and materials as may be required to facilitate emergency and/or recovery operations.

iii) The Director of Planning and Building *(Planning Coordinator/Planning Chief)* **is responsible for:**

> (a) Maintain contact with Operations & Command sections and awareness of progress and plans from the emergency site to anticipate ongoing needs.
> (b) Develop the written IAP for each business cycle in consultation with Command and Operations Sections.

(c)   Initiate contact with agencies or resources, materials and supplies likely to be required.

(d)   In consultation with Operations section, assess progress and duration of operations at emergency sites and EOC, and develop plans for materials and supplies necessary for continuity of operations as required.

(e)   Assess resources likely to be required for recovery operations. Initiate contact and plan for procurement of personnel, materials, and supplies to support effective recovery operations.

iv) The Solicitor for the Town of LaSalle is responsible for:

(a)   The provision of advice to any member of the MCG on matters of a legal nature as they may apply to the actions of the Town of LaSalle in its response to the emergency, as required

v) The representative of the Essex Region Conservation Authority is responsible for:

(a)   Providing advice on the abatement of flood emergencies
(b)   Assisting in acquiring resources to assist in flood emergencies

vi) The representative from Essex Powerlines Corporation is responsible for:

(a)   Providing the MCG with electrical safety advise and recommendations to ensure public safety

(b)   Providing the MCG with initial assessment reports and regular updates of the status of the electrical power grid serving the municipality

(c)   Coordinating with the E.O.C. Operations Manager and Emergency Site Manager as required, to facilitate safe & expedient restoration of power to critical infrastructure and core services

(d)   If requested by Emergency Site Manager, providing a field supervisor in the site command structure to facilitate a safe environment for emergency /rescue workers

(e)   In the event of extensive damage to the distribution system, and in consultation with the MCG, arrange for additional resources as required to assist in the restoration of the electrical power grid.

vii) School Board Representatives are responsible for:

(a)   The provision of any school as designated in the Social Services Emergency Plan for use as an evacuation or reception centre

(b) Upon being contacted by the Social Services Coordinator, providing school board representatives to coordinate activities with respect to maintenance, use and operation of the facilities being used as evacuation or reception centres

viii) Provincial Ministry Representatives are responsible for:

(a) Providing advice on matters of Provincial concern to members of the MCG

ix) Scribes will be required for:

(a) Ensuring all decisions made and actions taken by the MCG are recorded
(b) Ensuring that maps and status boards are kept up to date
(c) Registering and maintaining a MCG members list
(d) Arranging for printing, copying, and distributing material as required
(e) Providing clerical assistance to the EOC

x) Other Officials, Experts or Representatives are responsible for:

(a) Any special advice or expertise necessary to abate the emergency situation as required by the MCG (such as public transportation matters, utilities representatives, private businesses)

xi) The Canadian Red Cross may provide any or all of the following services:

(a) Reception Centre Management including, but not limited to, information and education, feeding, needs assessment, distribution of supplies and acceptance and management of funds raised by appeals
(b) Family Reunification including, but not limited to, registration of evacuees, processing inquiries and management of records
(c) Evacuation Centre Management including, but not limited to, temporary lodgings, personal services, logistics management, procurement and distribution of supplies
(d) Volunteer Resource Management including, but not limited to, recruitment of volunteers, orientation and training of volunteers, job assignments and management of volunteers in accordance with standard CRC Human Resource policies
(e) Coordination of other Non-Governmental Agencies
(f) Provision of Liaison Officers as required

7.2.13 Relationship between MCG and Emergency Site Manager (ESM)

Depending upon the nature of the emergency, and once the ESM has been assigned, the MCG relationship with the ESM is to offer support with equipment, staff and other resources as required. Emphasis must be placed upon reliable and effective communications being established between the MCG and the ESM.

The MCG must also ensure the normal or near-normal provision of municipal services throughout the duration of the emergency and during the recovery period afterwards.

7.2.14 Relationship between ESM and the Command and Control Structures of Emergency Responders

The senior representative for each emergency services (police, fire, EMS, public works) at the emergency site will consult with the ESM so as to offer a coordinated and effective emergency response. Regular briefings will be held at the site and chaired by the ESM so as to establish the manner and process by which response to the emergency will be provided.

8.0 RECOVERY PLAN

8.1 General

Once the urgent part of the emergency event is over, community officials must shift the focus to dealing with the longer-term effects of the accident/event while at the same time attempting to restore conditions to normal. This part of the emergency plan is known as the "recovery phase".

The MCG will determine when the emergency has entered the recovery phase. Normally, the emergency at that point would **not** constitute an actual or imminent threat to people and property requiring an immediate response.

To facilitate a smooth transition to the execution of the recovery phase, the MCG will continue to address all matters related to recovery until such time as a hand-over is formally made to the Recovery Committee (see Section 8.2 below)

Operations and the sequence of their implementation during the recovery phase will depend greatly on the nature of the event that caused the emergency and its progression. An emergency declaration may or may not still be in place when recovery operations begin.

8.2 Organization

Following a smooth transition to the recovery phase, the MCG should pass the responsibility for further operations in connection with the emergency to a Recovery Committee.

The Recovery Committee shall consist of:

> The Mayor of The Town of LaSalle
> Chief Administrative Officer, Town of LaSalle
> Deputy Chief Administrative Officer, Town of LaSalle
> C.E.M.C., Town of LaSalle
> Fire Chief, Town of LaSalle
> Police Chief, Town of LaSalle
> Director of Public Works, Town of LaSalle
> Director of Finance, Town of LaSalle
> Director of Strategy and Engagement, Town of LaSalle
> Director of Planning and Building, Town of LaSalle
> Director of Human Resources, Town of LaSalle

Additional positions may be added to the Recovery Committee to provide expert advice and/or assistance as required. Sub-committees may be struck to deal with specific areas of concern or issues, i.e., Human needs, infrastructures, finance, health, and social services.

8.3 Recovery Strategy

During its initial and subsequent meetings, the Recovery Committee should develop a strategy which includes goals and a timeline for the recovery process. This strategy, which will be used to guide the work of the Recovery Committee, should incorporate any specific community needs which have been identified and any tasks identified through a review of the Committee's responsibilities (Section 8.4 below). This strategy will also have to be periodically adjusted to reflect the progress made towards full recovery or to reflect changing/evolving concerns and issues.

The Recovery Committee will report to Town of LaSalle Council on a regular basis to keep them informed on the status of the recovery process and any recommended expenditures.

8.4 Recovery Committee Responsibilities

The following major responsibilities should be undertaken by the Recovery Committee:

(a) Ensure that the essential services and utilities (hydro, water, gas, telephone, mail delivery, sewers and waste disposal) are returned to service as soon as possible;

(b) Ensure that public infrastructures, including roads, bridges, traffic lights and signs, etc. are repaired or replaced;

(c) Ensure that structures and buildings within the community are in a safe condition and any remedial action that is required is taken to rectify any unsafe conditions;

(d) Ensure that health standards are met throughout the Town;

(e) Provide assistance in the relocation and establishment of temporary housing for affected persons;

(f) Assist in the provision of counselling sessions (victims' counselling services, critical incident stress debriefing for emergency workers and volunteers, as well as the general population);

(g) Coordinate requests for funding support from other levels of government;

(h) Ensure that information on the recovery process and activities are disseminated in a clear and timely manner to the public through regular bulletins and updates; and

(i) Provide damage assessment (approximate emergency event costs) reports

(j) Provide co-ordination and direction of volunteers and contracted employees.

8.5 Disaster Declarations and Disaster Relief Assistance

A declaration of a disaster is usually made by a municipality to possibly receive disaster relief assistance from the provincial or federal government with regards to the amount of damage inflicted upon the communities.

Once a Disaster Declaration has been made by the municipality, the request is sent to the Province to determine if assistance can be provided, from what source and in what proportion. The different types of Disaster Relief Assistance generally include:

(a) The municipality can declare a disaster and request that the Province also declare the community a disaster area in order to receive Provincial funding assistance towards damaged public infrastructure.

(b) The municipality can also declare a disaster and request that the Province also declare the community a disaster area for the purposes of relief assistance from the Ontario Disaster Relief Assistance Program (ODRAP). ODRAP is intended to alleviate the hardship suffered by private homeowners, farming, and small business enterprises whose essential property has been damaged in a natural calamity, such as a severe windstorm or flood. No assistance is available under this program to cover damages to public property or to privately owned non-essential property; and

(c) The municipality can also request, through local Members of Parliament, for Federal financial support. In the past, the federal government has provided financial assistance in the event of a large-scale disaster affecting the majority the community. This financial assistance has normally been acquired through the Province.

9.0 PLAN MAINTENANCE AND REVISION

9.1 Annual Review

This Plan will be reviewed annually and, where necessary, revised by the Emergency Management Planning Committee.

Each time the Plan is revised, it must be forwarded to Council for approval. However, revisions to the appendices and minor administrative changes can be made without Council review.

It is the responsibility of each person, department, agency, or service named within this Emergency Plan to notify the Community Emergency Management Coordinator (CEMC) forthwith of any administrative changes or of any revisions to the appendices.

9.2 Testing of the Plan

An annual exercise will be conducted to test the overall effectiveness of this Emergency Plan and to provide training to the MCG. Revisions to this Plan should incorporate recommendations stemming from such exercises.

APPENDIX A

<div align="center">

EOC NOTIFICATION PROCEDURE

</div>

1.0 Initiation of Notification

1.0.1 The CAO/Deputy CAO, CEMC, Police Chief, Director of Public Works, or their appointed alternate will initiate the notification procedure as deemed necessary, by contacting the LaSalle Police Dispatch.

1.0.2 The LaSalle Police Dispatch will be advised of the emergency response level to be adopted and specific instructions to be conveyed with the municipal notification.

1.0.3 The LaSalle Police Dispatch shall select the appropriate notification list for the emergency response level to be adopted and begin notification using the electronic notification system. Should the electronic notification system is unavailable for immediate use, notifications shall be conducted by manual telephone call-out using phone lists provided for response level required.

2.0 Continuation of Notification

2.0.1 Organizations receiving a Partial or Full Activation message shall continue the 'fan out' notification by passing the message along both internally and to those external organizations for which they are responsible (see below).

2.0.2 The following organizations shall be responsible for notifying the external organizations or contact listed adjacent to them, and shall make provision for this in their notification procedures:

Organization Responsible:	Notify the following:
Town of LaSalle	Mayor CAO or Deputy CAO Community Emergency Mgmt. Coordinator (CEMC) Police Chief Director of Public Works
County of Essex	County Emergency Response Planner
City of Windsor Social Services Department	Red Cross, Windsor St. John Ambulance, Windsor Salvation Army, Windsor
Central Ambulance Communications Centre	Medical Officer of Health Ambulance Services Hospitals
School Boards	Board Staff

3.0   Notification Procedure

The following procedure for continuing the notification should be followed by participating organizations as closely as possible:

(a)   The recipient of a notification message should record the emergency response level to be adopted and any instructions, and, if applicable should continue notification according to the organization's own list.

(b)   In continuing a notification, the caller should contact the next person identified on the organization's list, identify him/herself, and dictate the message exactly as previously recorded.

(c)   All callers should attempt to make personal contact with the next person on the list and failing this, should have written instructions as to how to proceed with the notification.

4.0   Action to Be Taken Upon Being Notified

4.0.1   The action to be taken upon receipt of a notification message depends upon the response level to be adopted and any additional instructions received. Refer to the appendix for an overview of the response levels and initial actions.

Town of LaSalle Municipal Emergency Response Plan Notification Call Out Procedure for LaSalle Police Dispatch
1. LaSalle Police Dispatch will be notified by the Mayor of the Municipality, the CAO, Deputy CAO of the Municipality, the Fire Chief or Police Chief of the Municipality, or the Director of Public Works when an event occurs that requires the implementation of the Town of LaSalle Emergency Response Plan. This notification will be received by telephone.
2. The Mayor of the Municipality, the CAO, the Deputy CAO of the Municipality, the Fire Chief of the Municipality, CEMC, the Police Chief, or the Director of Public Works will direct the action to be taken (whether the Municipal Plan is to be activated and at what level). The text of the specific details of the notification message will be provided by the official authorizing the notification.
3. Obtain the name and contact information of the caller. Note the time of the call. Record the details as provided and confirm message content with the authorized official initiating the notification. Confirm the activation level being requested and the appropriate notification list to be used. If there is any doubt as to the authenticity of the notification being directed, locate the contact information for the individual in the Emergency Response Plan and call the individual back to confirm authenticity.

Call Handling Procedure – Information to be obtained from the caller by LaSalle Police Dispatch

1. Date and time of call:

2. Name of caller:

3. Organization of caller:

4. Phone number:

   Call back number, if different from above:

5. Time of event:

6. Type of event:

7. Notification list to be activated:

8. Has an emergency declaration been made? ☐ Yes ☐ No

9. Determine the response level to be initiated:
   ☐ Routine Monitoring
   ☐ Partial Activation
   ☐ Full Activation

10. If the event is a hazardous materials release, obtain the following information, if available:

   ☐ Minor spill - less than 50 Litres   ☐ Major spill – over 50 Litres

   Chemical name:
   When was the release:
   Area affected:
   Immediate action being taken:

11. Further pertinent information or suggested protective action, if chemical or nuclear in nature, etc.

Call Handling Procedure – Information to be obtained from the caller by LaSalle Police Dispatch (Continued)

12. Confirm Emergency Response Plan implementation by calling and contacting the LaSalle Fire Chief, and/or Town of LaSalle Police Chief or alternates.

    Who was notified:
    Time of confirmation:

13. Initiate the notification procedure for the response level indicated by the caller utilizing the appropriate section that follows this page.

NOTIFICATION PROCEDURE FOR '**ROUTINE MONITORING**' RESPONSE LEVEL
1. Is this an Emergency or Test/Exercise? (Circle appropriate answer)
2. Time notification initiated:
3. Your name and title:
4. In the event the electronic notification system is not available, initiate telephone call-out system.

5. On receipt of confirmation:
   a) Call contacts on the Notification List – **Routine Monitoring Response Level**.
   b) Confirm you have the right person
   c) Identify yourself
   d) Ask them to copy down the message exactly as you received it and read it back to you.
   e) Note the time of each call on the corresponding name on the **Notification List – Routine Monitoring Response Level**.

Note:
   • If the first person under an organization cannot be contacted, go to the second, and if necessary, the third.
   • If all three cannot be contacted, go on to the next organization.
   • Note the time of each call and reason for failure (line busy, no response, not available, message not understood/accepted).
   • After you have gone through the entire list once, go back to the top and try again those contacts missed the first time. Continue trying to contact those missed in their sequence until all have been reached.

ROUTINE MONITORING INITIATION BY DISPATCHER

In the event that routine monitoring is initiated, contact the following people:
 	
   • The Town of LaSalle Mayor, Head of MCG
   • The Town of LaSalle, Chief Administrative Officer (CAO
   • The Town of LaSalle, Deputy CAO
   • The Town of LaSalle, Director of Fire Service/Fire Chief
   • The Town of LaSalle, Chief of Police
   • The Town of LaSalle, CEMC
   • The Town of LaSalle, Director of Public Works
   • The Town of LaSalle, Emergency Information Officer
   • The County of Essex Emergency Planner

Notify above persons of the following: "The emergency response plan has been activated to a routine monitoring level and each member of the duty team is to monitor the situation from their place of business or their home. "There is not an immediate concern".

NOTIFICATION PROCEDURE FOR
'PARTIAL ACTIVATION' RESPONSE LEVEL

2. Is this an Emergency or Test/Exercise? (Circle appropriate answer)

2. Time notification initiated:

3. Your name and title:

4. In the event the electronic notification system is not available, initiate telephone call-out system.

5. On receipt of confirmation:
   a) Call contacts on the Notification List – **Partial Activation Response Level**.
   b) Confirm you have the right person
   c) Identify yourself
   d) Ask them to copy down the message exactly as you received it and read it back to you.
   e) Note the time of each call on the corresponding name on the **Notification List – Partial Activation Response Level**.

Note:
- If the first person under an organization cannot be contacted, go to the second, and if necessary, the third.
- If all three cannot be contacted, go on to the next organization.
- Note the time of each call and reason for failure (line busy, no response, not available, message not understood/accepted).
- After you have gone through the entire list once, go back to the top and try again those contacts missed the first time. Continue trying to contact those missed in their sequence until all have been reached.

PARTIAL ACTIVATION INITIATION BY DISPATCHER

In the event that a partial activation is initiated, **contact persons 1 through 14 on this list below.** Inform them that:

"The TOWN OF LASALLE EMERGENCY RESPONSE PLAN has been activated to a PARTIAL ACTIVATION and all members of the Municipal Control Group are to report to the Emergency Operation Center located at _____."

In the event that a partial activation is initiated, **Contact persons 16 through 18** on the list below. Inform them that:

"The TOWN OF LASALLE EMERGENCY RESPONSE PLAN has been PARTIALLY activated. As a member of the Municipal Control Group, you are instructed to monitor the situation from your place of business or home pending further notice."

NOTIFICATION PROCEDURE FOR '**FULL ACTIVATION**' RESPONSE LEVEL
3. Is this an Emergency or Test/Exercise? (Circle appropriate answer)
2. Time notification initiated:
3. Your name and title:
4. In the event the electronic notification system is not available, initiate telephone call-out system.
5. On receipt of confirmation: a) Call contacts on the Notification List – **Full Activation Response Level**. b) Confirm you have the right person c) Identify yourself d) Ask them to copy down the message exactly as you received it and read it back to you. e) Note the time of each call on the corresponding name on the **Notification List – Full Activation Response Level**.
Note: • If the first person under an organization cannot be contacted, go to the second, and if necessary, the third. • If all three cannot be contacted, go on to the next organization. • Note the time of each call and reason for failure (line busy, no response, not available, message not understood/accepted). • After you have gone through the entire list once, go back to the top and try again those contacts missed the first time. Continue trying to contact those missed in their sequence until all have been reached.

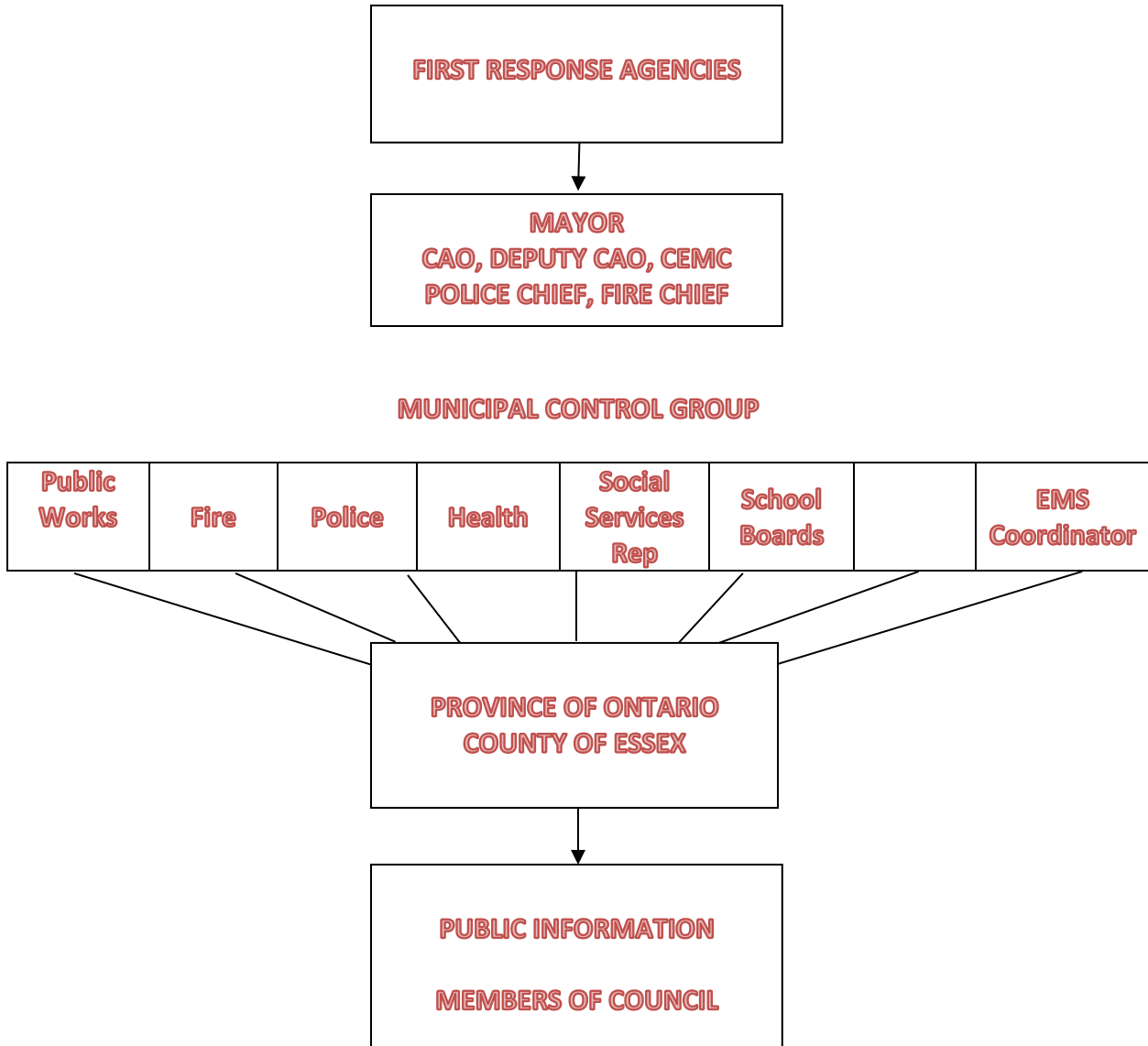| FULL ACTIVATION INITIATION BY DISPATCHER |
|---|
| In the event that a full activation is initiated, **contact persons 1 through 12** on this list below**.** All members of the Town of LaSalle Municipal Control Group are to be informed that there has been a FULL ACTIVATION of the Emergency Response Plan which requires them to go to the Emergency Operations Centre (location to be identified by the caller). The Municipal Control Group members are to be notified and informed that:

 "The TOWN OF LASALLE EMERGENCY RESPONSE plan has been activated to a FULL ACTIVATION and that as a member of the Municipal Control Group, you are requested to go to the Municipal Operation Center Located at _____." |
| In the event that a full activation is initiated, **contact persons 13 through 27** on the list below. Inform them that:

 "THE TOWN OF LASALLE EMERGENCY RESPONSE PLAN has been activated to a FULL ACTIVATION and that all members of the Municipal Control Group have been instructed to go to the municipal operation center located at _____." |

TOWN OF LASALLE EMERGENCY NOTIFICATION CHART

```
┌─────────────────────────────────────┐
│        FIRST RESPONSE AGENCIES        │
└─────────────────────────────────────┘
                   │
                   ▼
┌─────────────────────────────────────┐
│                MAYOR                  │
│       CAO, DEPUTY CAO, CEMC           │
│      POLICE CHIEF, FIRE CHIEF         │
└─────────────────────────────────────┘
```

MUNICIPAL CONTROL GROUP

Public Works	Fire	Police	Health	Social Services Rep	School Boards		EMS Coordinator

```
┌─────────────────────────────────────┐
│         PROVINCE OF ONTARIO           │
│          COUNTY OF ESSEX              │
└─────────────────────────────────────┘
                   │
                   ▼
┌─────────────────────────────────────┐
│         PUBLIC INFORMATION            │
│                                       │
│         MEMBERS OF COUNCIL            │
└─────────────────────────────────────┘
```

APPENDIX B

-42

<div align="center">

RESOURCE LIST & DIRECTORY

</div>

See Windsor and Essex County Emergency Resource Handbook (Current Version)

APPENDIX C

GUIDELINES AND CHECKLIST IN CONSIDERATION OF A DECLARATION OF EMERGENCY

* This checklist is for use by heads of council considering the declaration of an emergency within the municipality. This checklist is not intended to provide any sort of legal advice – it is merely a reference tool.

Under the *Emergency Management & Civil Protection Act*, only the head of council of a municipality (or their designate) and the Premier have the authority to declare an emergency. These individuals, as well as a municipal council, have the authority to terminate an emergency declaration [Sections 4 (1), (2), (4)].

An emergency declaration may extend to all, or any part of the geographical area under the jurisdiction of the municipality [Section 4 (1)].

If the decision is made to declare an emergency, the municipality **must** notify Emergency Management Ontario (on behalf of the Minister of the Solicitor General) as soon as possible [Section 4 (3)]. Although a verbal declaration of emergency is permitted, all declarations should ultimately be made in writing to ensure proper documentation is maintained. Written declarations should be made on municipal letterhead and should be faxed to (416) 314-0474 or emailed to emodo01@jus.gov.on.ca. When declaring an emergency, notify the Provincial Operations Centre at 1-866-314-0472.

When considering whether to declare an emergency, a positive response to one or more of the following criteria *may* indicate that a situation, whether actual or anticipated, warrants the declaration of an emergency:

General and Government:

❑ Is the situation an extraordinary event requiring extraordinary measures?
[Section 4 (1) permits a head of council to "take such action and make such orders as he or she considers necessary and are not contrary to law" during an emergency.]

❑ Does the situation pose a danger of major proportions to life or property? [Section 1, definition of an emergency]

❑ Does the situation pose a threat to the provision of essential services (e.g., energy, potable water, sewage treatment/containment, supply of goods or medical care)? [Some situations may require extraordinary measures be taken or expenditures be made to maintain or restore essential services. A declaration of emergency may allow a head of council to expend funds outside of his or her spending resolutions and/or the regular approval process of the municipality.]

❑ Does the situation threaten social order and the ability to govern? [Whether due to a loss of infrastructure or social unrest (e.g., a riot), a crisis has the potential to threaten a council's ability to govern. In such cases, extraordinary measures may need to be taken. Section 4 (1) provides for extraordinary measures, not contrary to law. Section 55 (1) of the *Police Service Act* provides for the creation of special policing arrangements during an emergency.]

❑ Is the event attracting significant media and/or public interest? [Experience demonstrates that the media and public often view the declaration of an emergency as a decisive action toward addressing a crisis. It must be made clear that an "emergency" is a legal declaration and does not indicate that the municipality has lost control. An emergency declaration provides an opportunity to highlight action being taken under your municipal emergency response plan.]

❑ Has there been a declaration of emergency by another level of government? [A declaration of emergency on the part of another level of government (e.g., lower-tier, upper-tier, provincial, federal) may indicate that you should declare an emergency within your municipality. For example, in the event of a widespread disaster affecting numerous lower-tier municipalities within a municipal, the municipal will likely need to enact its emergency response plan and should strongly consider the declaration of an emergency. In some cases, however, a declaration of emergency by a higher level of government may provide sufficient authorities to the lower-tier communities involved (e.g., municipalities operating under the authority of a provincial or federal declaration).]

Legal:

❑ Might legal action be taken against municipal employees or councilors related to their actions during the current crisis? [Section 11 (1) states that "no action or other proceeding lies or shall be instituted against a member of council, an employee of a municipality, a minister of the Crown or a Crown employee for doing any act or neglecting to do any act in good faith in the implementation or intended implementation of an emergency management program or an emergency plan or in connection with an emergency." Section 11 (3), however, states "subsection (1) does not relieve a municipality of liability for the acts or omissions of a member of council or an employee of the municipality…."]

❑ Are volunteers assisting? [The Workplace Safety and Insurance Act provides that persons who assist in connection with a declared emergency are considered "workers" under the Act and are eligible for benefits if they become injured or ill as a result of the assistance they are providing. This is in addition to workers already covered by the Act.]

Operational:

❑ Does the situation require a response that exceeds, or threatens to exceed the capabilities of the municipality for either resources or deployment of personnel? [Section 4 (1) permits the head of council to "take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan." Section 13 (3) empowers a municipal council to "make an agreement with the council of any other municipality or with any person for the provision of any personnel, service, equipment or material during an emergency."]

❑ Does the situation create sufficient strain on the municipal response capability that areas within the municipality may be impacted by a lack of services, thereby further endangering life and property outside areas directly affected by the current crisis? [Some situations may require the creation of special response agreements between the municipality and other jurisdictions, private industry, non-government organizations, etc. Section 13 (3) states that the "council of a municipality may make an agreement with the council of any other municipality or with any person for the provision of personnel, service, equipment or material during an emergency."]

❑ Is it a consideration that the municipal response may be of such duration that additional personnel and resources may be required to maintain the continuity of operations? [In the event of a large-scale crisis, such as an epidemic or prolonged natural disaster, municipal resources may not be able to sustain an increased operational tempo for more than a few days. This is particularly true if emergency workers are injured or become ill as a result of the crisis. In such a case, the municipality may need to utilize outside emergency response personnel. Section 13 (3) provides for mutual assistance agreements between municipalities.]

❑ Does, or might, the situation require provincial support or resources? [Provincial response (e.g., air quality monitoring, scientific advice, airlift capabilities, material resources, etc.) may involve numerous ministries and personnel. Activation of the municipal emergency response plan, including the opening of the Emergency Operations Centre and meeting of the Municipal Control Group, can greatly facilitate multi-agency and multi-government response.]

❑ Does, or might, the situation require assistance from the federal government (e.g., military equipment)? [Section 13 (2) authorizes the Ministry of the Solicitor General, with the approval of the Lieutenant Governor in Council, to enter into mutual assistance agreements with the federal government. In Canada, federal emergency assistance is accessed through, and coordinated by, the province. The declaration of an emergency may assist a municipality in obtaining federal assistance.]

❑ Does the situation involve a structural collapse? [Structural collapses involving the entrapment of persons may require the deployment of one or more Heavy Urban Search and Rescue (HUSAR) teams. Ontario has a HUSAR team. This team is specially

equipped and trained to rescue persons trapped as a result of a structural collapse. Any municipality in the province can request a HUSAR deployment to a declared emergency. Requests for HUSAR resources should be made through your local mutual aid fire coordinator. Approval for the dispatch of the HUSAR team comes from the Commissioner of Community Security.]

❑ Is the situation a large-scale or complex chemical, biological, radiological, or nuclear (CBRN) incident? [Response to CBRN incidents requires specialized resources and training. Ontario is developing three CBRN teams to respond to incidents throughout the province. CBRN teams are only dispatched to declared emergencies. Requests for a CBRN deployment should be made through your local mutual aid fire coordinator. Approval for the dispatch of CBRN teams comes from the Commissioner of Community Safety.]

❑ Does the situation require, or have the potential to require the evacuation and/or shelter of people or animals [livestock] from your municipality? [Evacuee and reception centres often use volunteers as staff. As noted above, the declaration of an emergency enacts certain parts of the Workplace Insurance and Safety Act related to volunteer workers. Secondly, an evacuation or sheltering of citizens has the potential to generate issues pertaining to liability. Section 11 of the Emergency Management & Civil Protection Act may provide municipal councilors and employees with certain protections against personal liability.]

❑ Will your municipality be receiving evacuees from another community? [The issues discussed in the previous bullet may apply equally to municipalities accepting evacuees.]

Economic and Financial:

❑ Does the situation pose a large-scale disruption to routine patterns of transportation, or re-routing of large numbers of people and vehicles? [The rerouting of people and vehicles poses a potential liability risk. Keeping persons from their homes and delaying commercial traffic are both sensitive issues. Section 11 of the Act may provide certain protection from liability. Section 4 (1) allows for extraordinary measures to be taken, providing they are not contrary to law.]

❑ Is an event likely to have a long term negative impact on a community's economic viability/sustainability, including resulting unemployment, lack of available banking services and restorative measures necessary to re-establish commercial activity? [The declaration of an emergency may facilitate the ability of the municipality to respond to economic losses.]

❑ Is it possible that a specific person, corporation, or other party has caused the situation? [Section 12 states that "where money is expended or cost is incurred by a municipality or the Crown in the implementation of an emergency plan or in connection

with an emergency, the municipality or the Crown, as the case may be, has a right of action against any person who caused the emergency for the recovery of such money or cost…."]

DECLARATION OF A MUNICIPAL EMERGENCY

WHEREAS, I _____, Mayor and Head of Council of the Town of LaSalle, believe that circumstances make it necessary to declare an emergency under Section 4 (1) of the ***Emergency Management & Civil Protection Act***.

NOW THEREFORE, in exercise of the powers conferred upon me under Section 4(1) of the said Act, I do hereby declare that an emergency exists in the Municipal of Essex.

SIGNED at _____ (place) on the _____ day

of _____, 20____ at _____ (time)
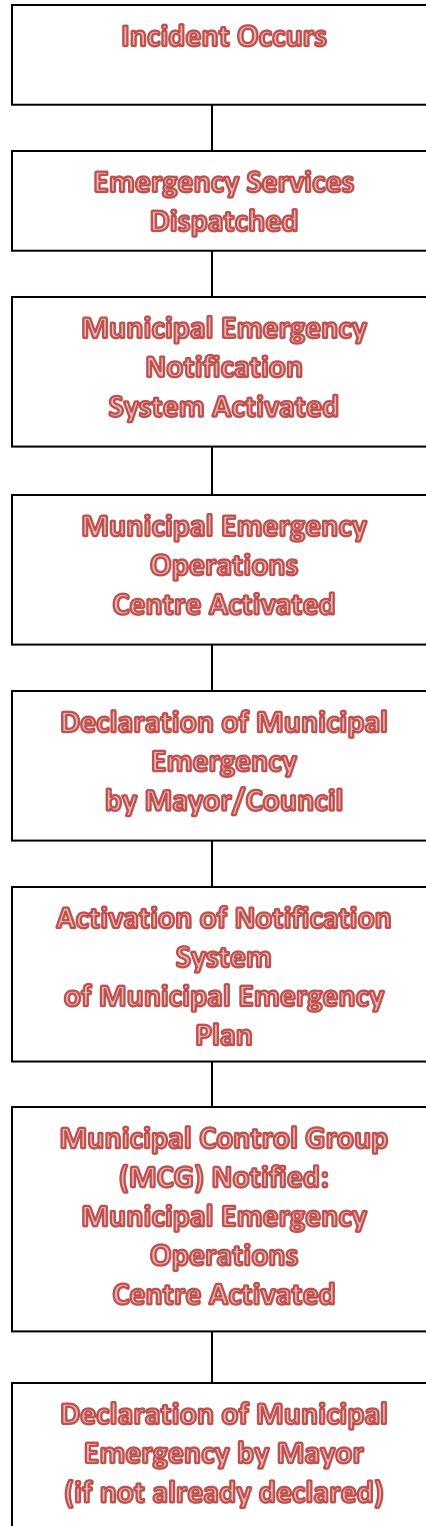

_____
Mayor
Town of LaSalle

TERMINATION OF A MUNICIPAL EMERGENCY

Date and time _____

I, _____, Mayor of the Town of LaSalle, hereby

terminate the state of emergency, previously declared on _____(date/time),

effective immediately.

_____
Mayor
Town of LaSalle

STEPS LEADING TO THE DECLARATION OF A MUNICIPAL EMERGENCY

Incident Occurs

Emergency Services Dispatched

Municipal Emergency Notification System Activated

Municipal Emergency Operations Centre Activated

Declaration of Municipal Emergency by Mayor/Council

Activation of Notification System of Municipal Emergency Plan

Municipal Control Group (MCG) Notified: Municipal Emergency Operations Centre Activated

Declaration of Municipal Emergency by Mayor (if not already declared)

APPENDIX D

EMERGENCY TELECOMMUNICATIONS PLAN

Upon implementation of the Emergency Response Plan, it will be important to ensure that communications are established between the emergency site(s) and the EOC. Communications may also be required at various locations including evacuation centers, hospitals, and other key responding agencies. Initial communications for the EOC will be provided via cellular phones and portable radios that members of the MCG bring with them. Expansion and augmentation of the initial communications will be provided by the activation of the additional EOC phone lines, additional portable radios, ARES, and mobile command posts as required and available. Fax and computer lines are also available to the EOC.

Assisting the Community Emergency Management Coordinator (CEMC) with the Emergency Telecommunications Plan is the regional ARES representative, as well as local and regional police, fire, and EMS communications officers.

The Emergency Telecommunications Office for the primary EOC is located in the IT room within Council Chambers. It has back-up power and is pre-wired to a permanent antenna for remote hook-ups for ARES.

APPENDIX E

EMERGENCY INFORMATION PLAN

Upon the implementation of the Emergency Response Plan, it will be necessary to effectively coordinate the release of accurate information to the news media, issue authoritative instructions to the public, and respond to or redirect individual requests for, or reports on, information concerning any aspect of the emergency.

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

   a. Emergency Information Officer
   b. Community Spokesperson
   c. Citizen Inquiry Supervisor

The Emergency Information Media Centre (EIMC) will be established at the LaSalle Civic Centre, 2nd floor meeting room. Depending upon the nature of the emergency, it may be necessary to establish a media information area adjacent to the emergency site, as decided by the MCG and the ESM. This area, if established, will be staffed as determined by the Community Spokesperson.

The Citizen Inquiry Section will initially be located in the Administration Offices of the Fire Station, with staff support and supervision provided by Social Services and the Canadian Red Cross.

Emergency Information Officer - reports to the Mayor and Chief Administrative Officer and is responsible for:

   a. Establishing a communications link with the Community Spokesperson, the Citizen Inquiry Supervisor, and any other media coordinator(s) involved in the incident to ensure that all information released to the media and public is timely, complete, and accurate.
   b. Ensuring that the EIC is set up and staffed, as well as a site EIC, if required.
   c. Ensuring liaison with the MCG to obtain up-to-date information for media release, coordinate individual interviews and organize press briefings and conferences.
   d. Providing direction and regular updates to the Citizen Inquiry Supervisor to ensure that the most accurate and current information is available to the public.

e. Ensuring that the media releases are approved by the MCG prior to dissemination and then distributing the media releases.
f. Monitoring news coverage and correcting any erroneous or misleading information.
g. Maintaining copies of media releases and newspaper articles pertaining to the emergency.

Community Spokesperson(s) - will be appointed by the MCG and is responsible for:

a. Providing interviews on behalf of the MCG.
b. Establishing communications and regular liaison with the Emergency Information Officer.
c. Redirecting any questions about the emergency and/or actions of the MCG to the Emergency Information Officer.
d. Coordinating emergency site visits and photograph sessions at the scene when necessary and as appropriate.
e. Coordinating on-scene interviews between emergency services personnel and the media, with the authority of the Emergency Information Officer and the MCG.

Citizen Inquiry Supervisor - is responsible for:

a. Establishing a Citizen Inquiry Service, including staffing, telephone lines and administrative support/resources.
b. Informing the Emergency Information Officer, affected emergency services and the MCG of the establishment of the Citizen Inquiry Service and its designated telephone numbers.
c. Ensuring liaison with the Emergency Information Officer to obtain current information on the emergency.
d. Responding to and redirecting inquiries and reports from the public based upon information received from the Emergency Information Officer (such as school closings, host schools, access and evacuation routes, location of evacuation centers or community shelters, etc.).
e. Responding to and redirecting inquiries pertaining to the investigation of the emergency, deaths, injuries or matters of personnel involved with or affected by the emergency to the appropriate emergency service.
f. Responding to and redirecting inquiries pertaining to persons who may be located in evacuation and reception centers to the appropriate registration and inquiry telephone numbers.
g. Acquiring additional staff and resources as required.

Town of LaSalle
Pandemic Plan

PROVINCIAL & REGIONAL PANDEMIC STRATEGY

Introduction

For appropriate response to widespread public health emergencies such as a pandemic, the Town of LaSalle Emergency Response Plan relies on implementation and direction from the Ministry of Health and Long-Term Care and provincial protocols as well as the County of Essex in conjunction with local Health Unit officials.

Municipal awareness and support of provincial and regional pre-pandemic planning and strategy implementation is integral to the protection of our municipal residents and staff.

This annex has been prepared to serve as a guide and source of information, to be used in conjunction with the Town of LaSalle Emergency Response Plan as well as other supporting documents. This document, developed to address the specific issues of a pandemic health outbreak, is intended to provide guidelines for a coordinated, unified and controlled response to minimize the impact of pandemic health outbreak in the County of Essex, and specifically in the Town of LaSalle.

Aim/Purpose of the Plan

To ensure that the Town of LaSalle is prepared to effectively respond to a pandemic in the community while ensuring continuity of essential municipal services and safeguarding the health & safety of staff.

To ensure that the plan meets the requirements of the Canadian Pandemic Influenza Plan, the Ontario Pandemic Influenza Plan, and the Emergency Management Ontario Pandemic Influenza Guidelines for Municipal Emergency Management Programs.

Goals and Objectives

Goal 1: To participate in the Essex County response to a pandemic.

Objectives:

   a) To develop a plan that is flexible to account for the unknown epidemiology of a pandemic and the needs of different stakeholders (impact).

   b) To provide education to stakeholders and the community about the impact of an influenza pandemic and regarding roles and responsibilities.

   c) To provide a plan that is reviewed on an as needed basis to ensure incorporation of new developments and best practices.

d) To provide an evaluated plan that is sufficiently clear and comprehensive to ensure operational viability and sustainability.

Goal 2: To minimize serious illness and deaths from a pandemic influenza in Essex County.

Objectives:

a) To enhance surveillance systems for influenza in Essex County.

b) To develop operational procedures for vaccine and antiviral delivery and administration.

c) To coordinate operational procedures for healthcare.

Goal 3: To minimize societal disruption in the community as a result of an influenza pandemic.

Objectives:

a) To ensure efficient interface and coordinate operational procedures for emergency measures within the community.

b) To develop operational procedures for communications (internal/external) regarding pandemic information.

Background

An Influenza Pandemic

An Influenza Pandemic occurs when a new influenza virus appears against which the human population has no immunity, resulting in several, and simultaneous epidemics worldwide with enormous numbers of deaths and illness. With the globalization of transportation and communication, as well as urbanization and overcrowded conditions, epidemics due to the new influenza virus are likely to quickly spread around the world.

A New Influenza Virus: How it could cause a pandemic

Annual outbreaks of influenza are due to minor changes in the surface proteins of the viruses that enable the viruses to evade the immunity humans have developed after previous infections with the viruses or in response to vaccinations. When a major change in either one or both of their surface proteins occurs spontaneously, no one will have partial or full immunity against infection because it is a completely new virus. If this virus holds the capacity to spread from person-to-person, a pandemic will occur.

Outbreaks in animals, especially when happening simultaneously with the annual outbreaks in humans, increase the chances of a pandemic, through the merging of animal and human influenza viruses. During the last few years, the world has faced several threats with pandemic potentials, making the occurrence of the next pandemic event just a matter of time.

Influenza Classifications

- *Seasonal (or common) flu* is a respiratory illness that can be transmitted person to person. Most people have some immunity, and a vaccine is available.

- *Avian (or bird) flu* is caused by influenza viruses that occur naturally among wild birds. The H5N1 variant is deadly to domestic fowl and can be transmitted from birds to humans. There is no human immunity, and no vaccine is available.

- *Pandemic flu* is a virulent human flu that causes a global outbreak, or pandemic, or serious illness. Because there is little natural immunity, the disease can spread easily from person to person. Currently, there is no pandemic flu.

Avian Influenza A (H5N1)

Influenza A (H5N1) virus – also called "H5N1 virus" – is an influenza A virus subtype that occurs mainly in birds, is highly contagious among birds, and can be deadly to them. H5N1 virus does not usually infect people, but infections with these viruses have occurred in humans. Most of these cases have resulted from people having direct or close contact with H5N1-infected poultry or H5N1-contaminated surfaces.

Human health risks during the H5N1 outbreak

Of the few avian influenza viruses that have crossed the species barrier to infect humans, H5N1 has caused the largest number of detected cases of severe disease and death in humans. However, it is possible that those cases in the most severely ill people are more likely to be diagnosed and reported, while milder cases go unreported. For the most current information about avian influenza and cumulative case numbers, see the [World Health Organization (WHO) avian influenza website](#)

Treatment and vaccination for H5N1 virus in humans

The H5N1 virus that has caused human illness and death in Asia is resistant to amantadine and rimantadine, two antiviral medications commonly used for influenza. Two other antiviral medications, oseltamivir and zanamavir, would probably work to treat influenza caused by H5N1 virus, but additional studies still need to be done to demonstrate their effectiveness. There currently is no commercially available vaccine to protect humans against H5N1 virus that is being seen in Asia and Europe. However, vaccine development efforts are taking place. Research studies to test a vaccine to protect humans against H5N1 virus began in April 2005,

and a series of clinical trials is under way. For more information about H5N1 vaccine development process, visit the [National Institutes of Health website](#).

Legislation

Emergency Management Ontario is governed by the Emergency Management and Civil Protection Act, RSO, 1990, Chapter E.9. Administration of the Act is assigned to the Solicitor General under whom the Chief of Emergency Management Ontario is responsible to coordinate, monitor and assist in the development and implementation of emergency management programs. He/she ensures those programs are coordinated with the emergency management programs and plan of the Government of Canada and its agencies. By Order in Council under the Act, the Ministry of Health and Long-Term Care (MOHLTC) is designated with lead responsibility for the provision of emergency health services, control of epidemics and response to large-scale adverse human health events.

Other stipulations under the **Emergency Management and Civil Protection Act:**

Section 2.1 (1) 2002 c. 14, s 4. **Municipalities "shall develop and implement an emergency management program** and the council of the municipality shall by by-law adopt the emergency management program".

The emergency management programs **shall consist of**,
   (a) **an emergency plan** as required by section 3
   (b) **training programs and exercises** for employees of the municipalities and other persons with respect to the provision of necessary services and the procedures to be followed in emergency response and recovery activities
   (c) **public education** on risks to the public safety and on public preparedness for emergencies
   (d) any other element required by the standards for emergency management programs set under section 14. 2002, c.14, s. 4

Municipal Emergency Plan - Every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan. 2002, c. 14, s. 5 (1)

Legal Powers - Declaration and Termination of an Emergency

Under the Emergency Management and Civil Protection Act:

- The **Premier of Ontario may declare** that an **emergency exists** throughout the province or in any part, may take action, and may issue orders to protect the health, safety, and welfare of the inhabitants of the affected area

- The **Premier of Ontario** may at any time **declare** that an **emergency has terminated**

- The **Head of Council** of a municipality may **declare that an emergency exists in the Region**, or any part thereof, and may take action and make orders as he considers necessary to protect the property and the health, safety and welfare of the citizens

- The **Head of Council** of a municipality may at any time **declare** that an **emergency has terminated.**

The *Medical Officer of Health (MOH) or designate* has the authority to control communicable diseases and determines the actions needed to protect the community from a communicable disease as outlined in the Health Protection and Promotion Act (HPPA), revised Statues of Ontario, 1990, Chapter H.7. The MOH has the power to identify, reduce or eliminate health hazards.

In addition, the Medical Officer of Health has the authority to issue an order under Section 22 of the HPPA with respect to communicable disease if "he or she is of the opinion (upon reasonable and probable grounds) that a communicable disease exists or may exist, or that there is an immediate risk of an outbreak of a communicable disease in the health unit served by the Medical Officer of Health".

Influenza is a reportable and communicable disease as defined by the HPPA. Therefore, health professionals must report diagnoses of influenza meeting the case definition as outlined in 0.2.1 to the local Medical Officer of Health or designate.

Scope of Essex County Pandemic Influenza Plan

This plan provides guidelines on how to implement and maintain the plan and actions to be taken for the effective management of an influenza pandemic for the protection of the life, health and safety of the citizens of Essex County. It compliments both the existing Health Unit, Municipal and County Emergency Response Plans. Local area municipalities, school boards and other organizations are encouraged to use this document, as well as other Municipal documents in the preparation of their contingency plans. It is recognized that this plan will require updating on a regular basis because of the changes in development of medications, changes in demographics and as other new information becomes available.

Role and Responsibilities of the Medical Officer of Health

In this plan, the Medical Officer of Health, or an alternate, or a Health Unit designate, will complete tasks identified to be the responsibility of the Medical Officer of Health.

Specific Responsibilities:

- Implements and activates the Health Unit Emergency Response Plan and the Essex County Pandemic Influenza Plan and similar municipal Pandemic Influenza Plans
- Ensures that an assessment of the emergency situation is made from an epidemiological and public health perspective
- Coordinates emergency activities of the Health Unit as part of the Municipal and County Emergency Response Plans (municipal emergency response groups)
- Integrates response with municipal, regional, and provincial authorities
- Ensures public briefing on the situation and advises the community on matters pertaining to public health
- Advises other rescue/response services in disasters and emergencies, while not directly involving the health department, but having potential public health implications
- Monitors long term effects from a public health perspective
- Ensures that the emergency plans (Health Unit Emergency Response Plan and ECPIP) are evaluated and revised as necessary.

World Health Organization (WHO) Pandemic Alert Phases

Inter-Pandemic Period	**Phase 1:** No New Influenza virus subtypes have been detected in humans. An influenza virus subtype that has caused human infection may be present in animals. If present in animals, the risk* of human infection is considered to be low.
	Phase 2: No new influenza virus subtypes have been detected in humans. However, a circulating animal influenza virus subtype poses a substantial risk of human disease.
Pandemic Alert Period	**Phase 3:** Human infection(s) with a new subtype, but no human-to-human spread, or at least more rare instances of spread to a close contact.
	Phase 4: Small cluster(s) with limited human-to- human transmission, but spread is highly localized, suggesting that the virus is not well adapted to humans.
	Phase 5: Larger cluster(s) but human-to-human spread still localized, suggesting that the virus is becoming increasingly better adapted to humans, but may not yet be fully transmissible (substantial pandemic risk).
Pandemic Period	**Phase 6:** Increased and sustained transmission in general population.

Post-Pandemic Period	Return to inter-pandemic period.

The World Health Organization (WHO) identifies 6 phases of Alert for Pandemic Influenza. For more details regarding the Pandemic Phases and other Pandemic Influenza related information provided by WHO, visit World Health Organization (WHO) avian influenza website.

* The distinction between Phase 1 and Phase 2 is based on the risk of human infection or disease from circulating strains in animals.

** The distinction between Phase 3, Phase 4 and Phase 5 is based on the risk of a pandemic.

The County of Essex Pandemic Influenza Plan has been developed in coordination with the Emergency Management Ontario Influenza Pandemic Guidelines for Municipal Emergency Management Programs. Although six pandemic phases have been defined by the World Health Organization to coordinate health sector activities, for most municipal purposes, three pandemic phases will exist.

County of Essex Pandemic Alert Phases

- **Pre-Pandemic Phase** - (may also be referred to as *Inter-pandemic phase*) where no threat is identified or imminent
- **Pandemic Alert Phase** - Influenza pandemic is deemed to be likely
- **Pandemic Phase** - Influenza is present.

Each of these phases will compel different levels of engagement and activity for municipalities and other public authorities.

In preparation for a response to pandemic influenza, the Health Unit has established an organizational structure that includes a Windsor-Essex County Pandemic Planning Committee that oversees six Sub-Committees. The roles and responsibilities for each of the Sub-Committees are listed as part of the Committee organizational structure.

Role and Mandate of the Health Unit and Windsor-Essex County Pandemic Planning Committee

As outlined by the Ontario Ministry of Health, pandemic preparedness planning is a responsibility that is shared between the public health unit and local emergency response agencies. Local Medical Officers of health have been given the responsibility of ensuring the pandemic plans are developed, tested, and reviewed regularly in the inter-pandemic period.

The Health Unit becomes the lead agency in dealing with an outbreak. The principal roles of the Health Unit are surveillance, administering vaccines and antivirals, providing health advice to the community and to support local efforts to respond and manage the event.
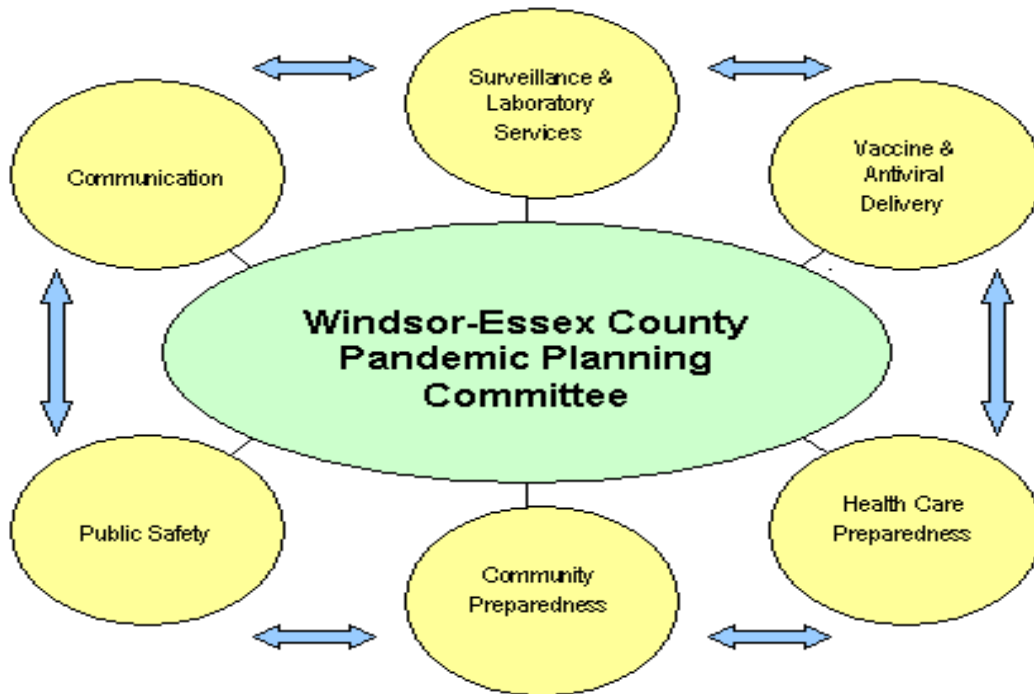
The Windsor-Essex County Pandemic Planning Committee was established in May 2005. It is anticipated that committee members will assist with the development of local pandemic plans, advocate for pandemic planning within their own places of employment and be responsible for managing the response for an influenza pandemic.

It is intended that the Windsor-Essex County Pandemic Planning Committee will be a standing committee that will meet regularly in the inter-pandemic period to test, review, and revise the WECPIP.

Mandate*:*

1. To provide advice, expertise and recommendations, liaison and other activities associated with the pandemic and post-pandemic periods to support and promote the public safety, security, and health mandates of all orders of government.

2. To liaise with the Ministry of Health and Long-Term Care (and, if necessary, federal government Pandemic Flu Committee) to track pandemic influenza.

3. Monitor local conditions (number of cases), make recommendations to the board of health and local councils on activating the local pandemic influenza contingency plan.

4. Serve as the primary coordinating body for the provision of public safety, security, and health services.

5. To oversee communication and approve communication messages.

6. Allocate public health resources as required.

7. To liaise with OFMEM and other provincial agencies on the status of the event, response activities, and requirements for the provincial (or federal) support, advice, and assistance.

Subcommittee Structure:

Committee and Sub-Committee Roles

Windsor-Essex County Pandemic Planning Committee Role

During the pre-pandemic planning phase, the role of the Windsor-Essex County Pandemic Planning Committee (WEPPC) is to consult with various key stakeholders to coordinate a regional response to pandemic contingency planning and integrate pandemic planning with existing emergency planning procedures. The WEPPC coordinates the six Sub-Committee/Response Teams and the Windsor-Essex County's pre-planning and response to pandemic influenza, including surveillance, communication, vaccine/antiviral delivery and administration and continuance of healthcare, emergency, and essential community services.

1) **Surveillance and Laboratory Services**: The role of the Surveillance & Laboratory Services Subcommittee is to enhance surveillance systems for influenza, including sentinel physicians sampling, outbreak monitoring at Long-Term Care and childcare facilities and absenteeism monitoring at schools and the Region.

2) **Vaccines and Antivirals**: The role of the Vaccine/Antiviral Subcommittee is to develop operational procedures for vaccine/antiviral delivery and administration, i.e., receive, store, transport and administer vaccine/antiviral at mass public immunization clinics.

3) **Health Care Prepa**redness: The role of the Health Care Preparedness Subcommittee is to coordinate operational procedures for health care response and resources in order to cope with large numbers of ill people that will require prevention, care and treatment during the pandemic.

4) **Community Health Care**: The role of the Community Health Care Subcommittee is to ensure that essential community support services are maintained to assist members of the community to maintain their health and well-being in the face of reduced health services.

5) **Public Safety**: The role of the Public Safety Subcommittee, with the context of the Community Emergency Preparedness and Response Team, is to ensure that emergency services have developed operational procedures for emergency management specific to a pandemic emergency. The Public Safety Subcommittee must address the provision of essential emergency services in the face of high rates of absenteeism due to illness among emergency services first responders and staffs (such as dispatchers and clerical support).

6) **Communications**: The role of the Communications Team is to develop operational plans for communicating pandemic information to various key stakeholders (internal and external) before, during and after a pandemic; to provide timely information to professionals, the public and the media; and to monitor and addresses misinformation.

Emergency Alerting Guidelines

In pandemic influenza, the World Health Organization (WHO) will first identify an antigenic shift. The Population and Public Health Branch (PPNB) will obtain information about the new influenza strain and will begin to develop a vaccine for the influenza strain. This process can take up to six months or more to complete. The Ministry of Health will inform Medical Officers of Health of the impeding pandemic.

Historically, pandemic influenza originated in Asia, thus providing Essex County with some advanced warning about the pandemic. As the pandemic escalates in scale, the Medical Officer of Health and the Windsor-Essex County Pandemic Planning Committee will determine when to implement various stages of the Pandemic Influenza Plan and the Health Unit Emergency Response Plan, and whether to contact or convene emergency response groups and have the Essex County Pandemic Influenza Plan implemented. Area municipalities will also be prepared to implement their Emergency Response Plans if required. The following call-out procedure will be used to implement or place on stand-by the Essex County Pandemic Influenza Plan:

1. The Medical Officer of Health or alternate or designate may be notified of influenza by the Ministry of Health and Long-Term Care (MOHLTC) indicating that there is a confirmation of a pandemic.

2. The Medical Officer of Health or alternate or designate will request that the Windsor-Essex County Pandemic Planning Committee (WEPPC) be contacted, and to either remain on standby or report to the Health Unit. The Medical Officer of Health or alternate or designate will act as a liaison between the MOHLTC and the WEPPC.

3. The Medical Officer of Health or alternate or designate will activate the Essex County Pandemic Influenza Plan and the Health Unit Emergency Response Plan.

4. The Medical Officer of Health's designate (or Director of Health Protection or Director who receives the advisory) will immediately notify the Manager, Social and Health Services and other members of the Health Unit Emergency Response Team, notifying them of the emergency and expected response required. They may be advised to assemble at the Health Unit to determine the scope of the emergency.

5. The Chairs, or their alternates, of the six WECPIP Sub-Committees (Communications, Surveillance, Vaccine/Antiviral, Health Care Preparedness and the Community, Emergency Preparedness and Response) will contact the members of the Teams or their alternates.

6. At each level of notification, staff will be informed to remain on stand-by or take specific action steps to respond to the emergency. Brief but pertinent details of the emergency will be provided (i.e. type of emergency, location, magnitude, response required, assigned tasks).

7. Close the loop and report to the Medical Officer of Health or designate on the status of the alert fan-out.

Essex County Pandemic Influenza Plan Activation

Identification of antigenic shift (A novel hemagglutinin surface protein with or without changes in the neuraminidase surface protein) by the World Health Organization (WHO)

Laboratory Centre for Disease Control (LCDC), Bureau of Infectious Diseases obtains information about the new influenza strain

LCDC, Public Health Branch notifies local Medical Officers of Health (pandemic potential is confirmed)

Local Medical Officer of Health assembles the Windsor-Essex County Pandemic Influenza Committee. The local plan is activated at the direction of the Medical Officer of Health

Once pandemic influenza is imminent, the Health Unit Emergency Response Plan is activated at the direction of the Medical Officer of Health

It is expected that all municipalities will need to activate their emergency response plans

Maintaining and Evaluating the Essex County Pandemic Influenza Plan

The Essex County Pandemic Influenza Plan will have to be reviewed and updated on a regular basis because of factors such as, directives from governments, changes in the development and delivery of medications, community issues impacting the plan, and changes in regional emergency response plans.

The Medical Officer of Health or designate is responsible for appointing a custodian of the Plan. The custodian is responsible for coordinating, updating, maintaining and testing the Plan, including:

a) Test, review and revise the Plan once per year. The test may be coordinated with an exercise for the Essex County Emergency Response Plan(s).

b) Review and update the internal staff contact list two times per year.

c) Review and update the internal resource list one time per year.

d) Submit revisions to the Plan to the Medical Officer of Health (or designate) (or to the Windsor-Essex County Pandemic Influenza Planning Committee) for approval. Also ensure the plan is consistent with the Municipal Emergency Response Plans, Sub-

plans and other legislation. On approval of revisions, distribute the revisions to the persons listed on the Distribution List of the WEPPC and the place of the Health Unit web site.

e) Provide staff training as required. New staff will be informed of their roles and responsibilities in pandemic influenza.

The Medical Officer of Health or designate will appoint a staff person to sit on the Windsor-Essex County Emergency Response Planning Committee as the representative of the Health Unit.

Public Health Measures

Background

Public Health Measures are non-medical interventions used to reduce the spread of disease, such as contact tracing, closing schools, limiting public gatherings, issuing travel restrictions and screening people entering the country. The type of public health measures used, and their timing depend on the epidemiology of the virus (e.g., pathogenicity, modes of transmission, incubation period attack rate in different age groups, period of communicability, susceptibility to antivirals).

Objectives

a) To reduce further human cases caused by a virus that has not yet established efficient human-to-human transmission
b) To slow pandemic spread and gain time for implementing medical measures (e.g., vaccine)
c) To reduce the impact of the pandemic

A Comprehensive Approach

Any single public health measure is unlikely to be effective on its own; rather a variety of public health measure should be implemented together. A comprehensive approach to public health measures would include:

- Individual public health measure to protect those who have contact with people with influenza, such as: the use of personal protective equipment and practices (i.e., annual influenza immunization, respiratory etiquette, hand hygiene, stay home if ill, self-care if ill, case management and contact tracing, self-isolation, and individual activity restrictions)

- Community public health measures, such as cancelling public gatherings and closing schools

- A consistent province-wide approach, which will build confidence in the public health measures and increase public support and compliance

Public Health Measures in the Pre-Pandemic Period

The effectiveness of public health measures during the pre-pandemic period primarily depends on:
- The epidemiology of the pandemic strain—because influenza is highly contagious, the opportunity to avert or contain a pandemic will end once efficient, sustained human-to-human contact is established
- Ontario's ability to implement public health measures- which will be affected by the phase of the pandemic, the human and financial resources available, the associated costs, and the publics acceptance of the measures

During the Pre-Pandemic Period, Ontario will:
- Establish protocols for case management and contact tracing at different phases and stages of the pandemic
- Establish guidelines for the use of measures to increase social distance (e.g., school and day care closings, discouraging public gatherings)
- Establish, in conjunction with PHAC, guidelines for travel restrictions
- Develop educational materials on influenza and personal protective practices
- Develop guidelines for public health staff and how to implement public health measures
- Review, revise and disseminate infection and control guidelines.

At this stage of the pandemic, public health may issue directives for such activities as screening, case management, contact tracing and travel restrictions.

Public Health Measures in the Pandemic Alert Period

For public health measures to be effective, they must be used aggressively at the beginning of the pandemic. In the pandemic alert period, the focus will be on identifying ill individuals early - as well as those who had contact with them – in order to contain the spread of the virus (i.e., case management and contact tracing). Ontario will encourage aggressive follow-up of confirmed and suspected cases.

Public Health Measures in the Pandemic Period

During the pandemic period, when a significant number of people are infected, the focus of public health measures will be on community containment strategies, such as measures to

increase social distance (e.g., closing schools, discouraging public gatherings) and providing general messages about how to avoid getting or spreading influenza including:

- If sick, stay home from day-care, school, work and public events
- Reduce non-essential travel
- Avoid crowds
- Wash hands frequently and meticulously
- Practice respiratory hygiene, including covering ones mouth when coughing or sneezing and proper tissue disposal
- Increase fresh air in buildings (i.e., open windows)
- How to clean and disinfect environmental surfaces
- When and how to seek medical attention in a way that minimizes exposure to influenza.

At this phase of a pandemic, public health officials may issue directives for such activities as school closures and limiting or cancelling public gatherings.

Support to People at High Risk

Some people will be more vulnerable to an influenza pandemic and more affected by infection control measures than others. People at high risk include: the elderly, those with chronic health conditions, and the homeless. Other groups who may have special needs during the pandemic include:

- The working poor, who would likely find it difficult to stay home from work when ill
- Single parents of young children, who may find it hard to look after children and household responsibilities when they are ill
- Members of ethnocultural groups, who need infection control information and messages delivered in culturally appropriate ways (e.g., in different languages, in video format)

Public health officials will assess the needs of all vulnerable and high-risk groups, and work with emergency social service providers and volunteer organizations to find ways to offer support and assistance.

BUSINESS PANDEMIC PLANNING CHECKLIST

In the event of a pandemic health outbreak, local businesses play an integral role in limiting the negative impact to the local economy and the community in general. Pandemic planning in the business community is an important consideration in protecting the health and safety of our community. The following checklist produced by Ontario Ministry of Health may assist local businesses to develop pandemic plans for their workplace. Additional resources are available at www.health.gov.on.ca

PANDEMIC PLANNING CHECKLIST FOR EMPLOYERS

The Pandemic Planning Checklist for Employers aims to be a quick reference guide to assist planners in developing a pandemic plan for their organization.

Preparing Your People: Communication

Establish a Crisis Management Team for your organization, which includes representatives from health and safety, human resources, facilities, external affairs/public relations and appropriate business units (the Crisis Management Team will oversee pandemic planning activities and will coordinate the organization's response to a pandemic).

Identify reliable government sources of information for your jurisdiction regarding influenza pandemic activity. Monitor the website of the appropriate government agency(s) regularly and ensure the Crisis Management Team is provided with the most up-to-date information.

- Have the Crisis Management Team meet virtually on a regular basis (via teleconference, videoconference, Internet meeting, etc.) before a pandemic occurs. This will make virtual meetings a common practice and will be easy to implement for infection prevention and control reasons during a pandemic.

- Appoint a representative group to coordinate the organizations' communications. For internal staff communications, this group should include health and safety representatives. For external clients and stakeholders, this group should include external affairs/public relations.

- Communicate clearly with staff the risks associated with an influenza pandemic and the steps your organization is taking to plan and prepare. Where necessary, target communications to groups across the organization that may be impacted differently during a pandemic, i.e. front-line service providers, critical staff, management, etc. Possible subjects for staff communication could include:
  - Accurate and objective information on the risks and potential impacts of an influenza pandemic
  - Health and safety measures
  - Possible curtailment of services
  - Leave options for illness and care giving responsibilities

- Appoint a designated manager to respond to staff/stakeholder questions regarding your organization's pandemic planning efforts. Make a phone number or email address available to staff to facilitate two-way communication.

- Communicate where appropriate, with stakeholders and clients on what your organization is doing to prepare for a pandemic and what services will be maintained should a pandemic occur.

- Identify what precautions your organization will take to limit transmission (see section on Health and Safety) for front-line service delivery in publicly accessible locations.

- Encourage external suppliers, vendors, etc. to communicate how they will continue to deliver the services your organization relies on during a pandemic. Where necessary, coordinate your organization's continuity plans with those of external suppliers, vendors, etc.

Preparing Your People: Health and Safety

- Identify managers or others with responsibility for health and safety pandemic preparedness measures and have them consult with your Joint Health and Safety Committee (or health and safety representative where appropriate) in developing measures and procedures for pandemic preparedness.

- Prepare notices in advance for posting at entry points during a pandemic, which would advise staff and visitors not to enter if they have symptoms of influenza.

- In consultation with your Joint Health and Safety Committee, implement appropriate infection control and healthy workplace policies within the workplace highlighting the importance of handwashing, cough etiquette, staying home when ill, etc.

- Ensure your organization has adequate supplies of protective equipment, if protective equipment is deemed necessary for the organization.

- Develop arrangements for use in a pandemic to restrict large gatherings of people and day-to-day close social interaction. Influenza is typically spread from person to person within 1 metre proximity. Therefore, limiting person to person meetings, properly organizing shift changes, and altering work environments (ie. through physical barriers as necessary) will work to limit the spread of influenza within the workplace.

- Explore the option of eliminating or reducing travel during a pandemic.

- Develop policies around leave options for staff who become ill during a pandemic and for those who are required to perform care giving responsibilities.

- Develop policies for escalated office, workspace, and facility cleaning to be implemented during a pandemic.

- Promote personal hygiene and the importance of handwashing among staff and stakeholders both before and during an influenza pandemic.

- Develop a strategy for managing influenza cases at work during a pandemic. The strategy must consider the imperative of limiting the spread of influenza while at the same time respecting individual dignity. One consideration involves developing a **screening tool** to screen people entering the workplace. Appropriate health and

safety representatives should monitor the Government of Ontario website for information on screening tools during a pandemic.

Preparing Your People: Personal Preparedness

- Encourage managers and staff to take steps to ensure that themselves and their families
  are prepared for a pandemic, in addition to other emergencies.

- Post resources around the workplace to help employees develop personal preparedness kits, etc.

Preparing Your Organization: Continuity Planning

- Identify the services and functions that are critical to the on-going operations of the organization.

- Identify what the organization's critical services and functions rely on in order to operate, ie. external suppliers, IT systems, staff and skill sets, etc.

- Determine if there are sufficient back-ups in place to ensure the continued operations of critical functions and services in the event of substantial employee absenteeism and potential curtailed services of providers and vendors.

- Estimate the potential impact that a pandemic could have on your organization. Impacts could include: an increase or decrease in demand for your product or services; large-scale employee absenteeism; reluctance of clients to enter offices, limited supply of a particular good, etc.

- Develop strategies that could mitigate the specific impacts that a pandemic could have on your organization. Some strategies could include:
  - Providing the necessary tools to enable employee to work from home
  - Implementing appropriate health and safety policies (see section on Health and Safety)
  - Coordinating continuity plans with external suppliers and vendors
  - Open communication with staff and stakeholders
  - Other strategies noted above

PANDEMIC INFLUENZA STRATEGY

Scope and Purpose

All employees must take responsibility for protecting themselves, their families, and their workplace including practicing proper hand hygiene and social distancing and regular cleaning of office space.

Some simple steps for employees and their families include:

• Practice proper hand hygiene. It is the best way to prevent the spread of all flu viruses.

• Establish hand rub stations at facility entrances for use by public and staff.

• Get a flu shot every year. It will not protect individuals from getting influenza pandemic, but it will protect them from getting seasonal influenza, which could weaken their immune system or resistance.

• Keep an alcohol-based hand rub (gel or wipes) handy at work, home and in the car.

• Cover mouth and nose with a tissue or sleeve when coughing or sneezing.

• Stay home when sick.

• Keep your workplace clean.

• Use the employer's directed Personal Protective Equipment, where applicable.

First Responders (Police & Fire)

- Implement pandemic training and awareness programs including standard precautions for infection control.

- Encourage immunization for employees and their families against seasonal influenza.

- Post infection control notices particularly regarding hand hygiene strategically throughout workplaces to maintain awareness of risk of disease transmission and reinforce responsibility for hand hygiene.

Administration

- Encourage immunization for employees and their families against seasonal influenza.

- Post infection control notices particularly regarding hand hygiene strategically throughout workplaces to maintain awareness of risk of disease transmission and reinforce responsibility for hand hygiene.

PANDEMIC ALERT PHASE (PANDEMIC IS DEEMED LIKELY)
GENERAL PERSONAL AND WORKPLACE PREPAREDNESS AND AWARENESS PRECAUTIONS FOR ALL WORKPLACES

- Follow any directions or instructions issued by Ministry of Health & Long-Term Care for local public health officials

- Post and encourage compliance with infection prevention and control notices throughout workplace

- Ensure workplaces have adequate supplies of hand hygiene, cleaning and disinfection products giving consideration to increased cleaning frequency and thoroughness

- Consider appropriate modifications to policies and workplace procedures to minimize personal contact during the pandemic outbreak.

First Responders (Police & Fire)

- Liaise with Essex-Windsor EMS and medical officer of health and monitor changing policy directives relating to patient care and tiered response protocols

- Review, update and provide training on infection control measures as required

- Ensure adequate supplies of personal protective clothing and equipment for suspected increased demand. Consideration should be given to the potential for short supply and extended delivery schedules from suppliers as pandemic escalates

- Review and provide supplemental training as required on use and disposal of personal protective clothing and equipment

- Consider appropriate social distancing strategies for non-emergency interactions such as public education (social media, video/teleconferences may be alternatives to personal/group interactions)

- Encourage staff to practice isolation distancing of IM whenever possible when interacting with the public. An isolation distance of 2 metres should be observed when assessing patients in an EMS environment that display symptoms or are suspected to have influenza symptoms.

Administration

- Promote hand washing and flu shots.

- Encourage social distancing and relocate or modify workstations in order to create social distancing barriers of 1 meter.

- Ensure that sufficient quantities of cleaning products and personal protective equipment are available.

- Continue to monitor progression of influenza.

- Review pandemic phase guidelines and implement as necessary.

PANDEMIC PHASE (INFLUENZA IS PRESENT)
GENERAL WORKPLACE PREPAREDNESS AND AWARENESS PRECAUTIONS FOR ALL WORKPLACES

- Where appropriate organize shift changes to occur with a time interval between incoming and outgoing staff or designate separate staging areas and entrances/exits to reduce interaction between shifts of workers

- Implement specific pandemic training and awareness programs and consultation with local health unit officials

- Encourage staff to avoid classes, training exercises and other activities that necessitate close contact with others.

- Post notices at entry points to all facilities advising visitors and staff not to enter if they have influenza symptoms

- Review facility cleaning schedules and practices and increase cleaning and disinfection frequency and procedures as required.

First Responders (Police & Fire)

- Actively monitor and enforce policies for personal protective equipment and infection control during and after emergency responses and public assistance events

- Suspend non-essential public education and group events with the public

- Create contingency scheduling for staff to anticipate up to 50% staff reduction due to illness. Confirm mutual aid and other emergency staffing contingency plans that may be required.

- Implement measures to reduce exposure between staff

  o Sit next to individuals rather than in front of one another to limit exposure to coughing or sneezing
  o Be vigilant regarding 1-meter social distancing whenever possible
  o For emergency response and training events, restrict interactions between each company of volunteers when not essential.

- o Modified run assignments may be implemented to ensure adequate staffing while limiting non-essential exposure among staff.
- o Arrange to have crew quarters thoroughly cleaned and disinfected at the end of each duty shift. Particular focus should be given to hard surfaces in crew washroom/shower area, watch office and kitchen area.

Administration (Department Heads)

- Determine severity of the pandemic within the local region and implement response measures as may be required.

- Provide regular communication in order to avoid rumors, and to maintain contact with employees, stakeholders, media, emergency services, and vendors.

- Ensure that all critical services are continuously delivered, or not disrupted for longer than is permissible.

- Evaluate the possibility of employees working from home.

- Develop departmental contingency plans for situations of significant employee absenteeism. Such plans should designate a primary departmental contact, an alternate contact, and a second alternate contact if possible.
- Ensure that accurate and current information is provided to all departmental staff on a timely and regular basis.

- Implement a 48-hour quarantine program for all mail or documents arriving at Town Hall.

- Minimize face to face meetings where possible, and ensure safe social distancing (i.e. 1 meter).

CAO's Office

- Issue notice of closure for any public municipal facilities (i.e. Senior's Center, Public Library, Town Hall, and Vollmer Complex) as required.

- Provide direction within the Emergency Operations Center.

- Provide timely communication to residents, employees, media, and other stakeholders via social media, radio, newsprint.

- Develop a coordinated method of communication with Medical Officer of Health and Long-Term Care, Emergency Operations Center, Department Heads, front line staff, media, and residents.

- Inform the public of any changes to service levels provided by Town Hall.

Clerk's Office

- Postpone Council meetings if required.

- Ensure that Council is kept apprised of the status and operational plans.

- Provide a staff representative to the Emergency Operations Center.

- Assist in the preparation of media communications.

- Maintain essential administrative services located at Town Hall to ensure compliance with the Municipal Act, Municipal Elections Act, Marriage Act, and Municipal Freedom of Information and Protection of Privacy Act.

Public Works

- Provide essential services related to snow removal, significant damage to roads, watermain breaks, daily water samples, and flushing.

Fleet and Facilities

- Increase frequency of janitorial services at Town Hall, Vollmer Complex, Public Works, and Fire department as required.

- Ensure that sufficient supplies of personal protective equipment and sanitization supplies are available for janitorial services and front line staff.

- Maintain Vollmer Complex ice surfaces.

- Drain swimming pool(s) if required.

- Maintain mechanical integrity of essential equipment and vehicles.

Information Services

- Ensure all essential forms of electronic communication, file servers, websites, etc. are operational.

- Maintain backup copies of electronic data.

- Modify public and employee access levels to buildings if required.

- Provide support to users working from remote locations.

Finance

- Assist in the development of communication for all residents, vendors, and stakeholders regarding the processing of tax collection, accounts payable, accounts receivable, etc.

- Ensure that payroll is processed for all employees.

- Implement an accounting process in a manner where the financial costs of the pandemic may be recorded by each department, the Emergency Operations Center, and/or the Town as a whole.

Culture and Recreation

- Close Vollmer Complex, Riverdance, and any other buildings to the public as directed.

- Provide notice of cancellation to all customers, sports teams, leagues, etc. that may be impacted by such closures.

- Assist in the development of communication for all residents, customers, and stakeholders regarding the closure of buildings and/or cancellation of events.

- Maintain contact with Emergency Operations Center in order to determine if there are any requirements to utilize the Vollmer Complex as an emergency center.

Development and Strategic Initiatives

- Suspend or limit all direct face to face communication with external customers to that of phone or other electronic media as required.

- Assist in the development of communication for all residents, customers, and stakeholders regarding the suspension or limitation of services being provided.

Human Resources

- Address Human Resources issues such as temporary staffing, overtime, sick leave, WSIB, hours of work and scheduling.

- Ensure adequate measures are in place for the health and wellbeing of employees.

- Redeploy staff to alternate roles.

- Assist with training initiatives as required.

- Ensure cleanliness of the Emergency Operations Center.

PANDEMIC INFLUENZA STRATEGY

All Departments

- Debriefing of events during a pandemic with all departmental employees.

- Promote Employee Assistance Program.

- Restock any essential supplies if required.

- Identify and implement areas of improvement.

- Apply for applicable disaster relief funding if available.

INFECTION PREVENTION & CONTROL GUIDELINES FOR EMERGENCY OPERATIONS CENTRES

Scope and Purpose

This Infection Prevention & Control Guidelines (IPCG) for Emergency
Operations Centre (EOC) is intended for use in EOCs only.

Its purpose is twofold:

a) To identify the issues that may impact or affect EOCs; and
b) To identify infection prevention and control measures that can be implemented to help
   the operational continuity of EOCs, especially during influenza season or a pandemic.

This document should be considered in the design and implementation of a specific emergency
response program tailored to the needs of the EOC and /or the unique emergency situation
requiring activation of the Emergency Operations Centre (EOC)

Each EOC should have a designated Safety Officer.

**Key Issue: Infection Prevention and Control to help Ensure Continuity of
Operations (Business Continuity)**

Primary concern - The primary concern for EOCs is maintaining essential services while
experiencing potential workforce shortages due to employee illness as a result of an infectious
disease outbreak, ranging from a cold to potentially serious febrile respiratory illnesses such as
influenza. Symptoms of febrile respiratory illnesses include both a fever and a cough.

Primary goal – The primary goal for EOCs is to ensure that preventive practices are established
to decrease the risk of transmission of febrile respiratory illness in an EOC setting. This will help
to ensure continuity of operations (business continuity), which is especially important during
emergency operations. ***Note: for the purposes of this document the emphasis is on influenza
viruses.***

Transmission of influenza - Influenza is transmitted from person-to-person by droplets when
an infected person coughs or sneezes. Droplet-spread infections pass from person to person
easily while droplet-spread infections can also be transmitted indirectly by touching
contaminated surfaces such as doorknobs, elevator buttons, keyboards, etc.

Infection Prevention and Control Measures

The Human Resource Officer is designated Safety Officer in the LaSalle Emergency Operations Centre (EOC). In consultation with the Community Emergency Management Coordinator (CEMC), the Safety Officer is responsible for the implementation of the following infection control policies and control measures as deemed appropriate.

a) **Promotion of influenza immunization** - Influenza immunization is strongly recommended for all involved in the operations of an EOC, unless medically contraindicated. In Ontario, annual influenza immunization is recommended and available free to everyone over the age of 6 months who lives, works, or studies in Ontario.

b) **Education on hand hygiene** - Frequent hand washing, the use of alcohol-based sanitizers; care when disposing of tissue and hand hygiene after using tissues is recommended. An appropriate alcohol-based hand rub contains 60% to 90% alcohol (isopropyl or ethanol).

c) **Assessment** – Continuous assessment of the potential risk of infection and the appropriate use of personal protective equipment must be done.

d) **Regular cleaning** – The work environment, focusing on frequently touched surfaces, must be subject to a regular cleaning schedule.

e) **Policy on individual responsibility** – It is each individual's responsibility to keep him/herself, and fellow staff members, safe, including staying home when ill. EOCs should establish a clear expectation that staff do not come to work when ill with a febrile respiratory illness and support this expectation with appropriate attendance management policies.

f) **Procedures for personnel screening** – Procedures must be established for the screening of personnel, based on the Ministry of Health and Long-Term Care (MOHLTC).

Hand-Hygiene and Cough Etiquette

Frequent and thorough hand-hygiene and routine infection control practices are important measures in preventing the spread of many infectious illnesses, including influenza.

Frequent and thorough hand hygiene, either with soap and warm running water (for 15 or 20 seconds) or alcohol-based hand rub, is the single most important measure for preventing infections. Alcohol-based hand rubs are not effective when hands are visibly dirty. Hands should be washed thoroughly with soap and warm running water or wiped with 'moist wipes' to remove visible dirt prior to using alcohol-based hand rubs.

EOCs should design, implement, and reinforce an awareness campaign to educate all personnel regarding routine infection-control practices that can prevent the spread of respiratory illness. A routine 'infection control' education campaign should also include cough etiquette: covering

one's nose and mouth with a tissue when coughing or sneezing; washing one's hands after coughing/sneezing; appropriate disposal of tissues; and hand-hygiene after tissue use. Some suggestions for consideration by EOCs are:

a) Accessible hand hygiene stations in multiple locations, and signage instructing staff when and how to perform hand hygiene
b) Posted guidelines / signage, and regular education about hand hygiene and cough and respiratory etiquette
c) Quick and easy access to hygiene supplies (soap, hand-washing gels, single use paper towels, tissues, etc.

Workspace and Equipment Disinfection

EOCs should maintain routine cleaning practices to keep the working environment clean; 24/7 operation of an EOC should be reflected in the frequency of cleaning.
In addition, protocols may be instituted to clean the individual workplace before handing over to the next shift of personnel. Guidelines to be considered include the following:

a) scheduled cleaning of the personal workplace at the beginning or end of each shift
b) follow manufacturer's instructions for cleaning agents
c) containers for cleaning materials should be covered and kept separate from food preparation and rest areas
d) surfaces to be cleaned should include frequently touched surfaces, such as telephones, desktop, and keyboard
e) "Field" PPE, if required for EOC staff, may be obtained through the Fire Service.

Personnel Screening

Workplace screening supports sustained operational capability during an outbreak/pandemic situation. Screening questions will be provided by the MOHLTC at the onset of an infectious disease emergency. Personnel conducting workplace screening at building or departmental entrances need not be health professionals but should be advised as to the protocols to be followed.

Personnel ill with a febrile respiratory illness (fever and cough) should be denied admission to the EOC until assessed by a health professional. Non-essential personnel should not be permitted access to the EOC.

Personal Protective Equipment (PPE)

There is no indication, at this time, for PPE in an office setting like the EOC. If key personnel must enter the EOC when symptomatic, they should:

a) Maintain > 1-meter distance from others
b) Wear a mask to contain expelled droplets
c) Practice frequent hand hygiene
d) Ensure their workspace and any equipment they touch is disinfected (e.g. keyboards, phones)

Safety Officer

Under the Incident Management System (IMS), a Safety Officer (within the Command Section), is responsible for the health and safety for all EOC personnel.
The duties of the Safety Officer should include the development/adaptation, review and update of the infection prevention and control initiatives. The duties and responsibilities of a Safety Officer must be clearly identified to all personnel in the EOC.

Summary

An infection prevention and control program is not a static program or document; it should be monitored, evaluated, and updated on a regular basis to ensure it is congruent with current infection control practice guidelines. Ongoing evaluation of procedures should occur to ensure compliance with routine infection prevention and control practices and health and safety.

APPENDIX G:

**Infectious Disease Response Plan
Community Emergency Preparedness Response to Pandemic**

Introduction

This annex has been prepared to serve as a guide and source of information, to be used in conjunction with the County of Essex Emergency Response Plan as well as other supporting documents. This document was developed to address the specific issues of a pandemic based on a novel virus, influenza or communicable/infectious disease outbreak. It is intended to provide guidelines for a coordinated, unified and controlled response to minimize the impact of such a pandemic caused by a novel virus, influenza or communicable disease outbreak in Windsor-County of Essex.

Aim⁄Purpose of the Plan

To ensure that the County of Essex is prepared to effectively respond to pandemic caused by a novel virus, influenza virus or communicable disease so as to protect the life, health and safety of the citizens of Windsor-Essex County.

The Corporation of the County of Essex recognizes that the Windsor Essex County Health Unit and the Medical Officer of Health for Windsor-Essex County are the lead agency and lead medical official respectively for Pandemic and/or Communicable Disease outbreaks.

To ensure that the plan follows World Health Organization guidelines and meets the requirements of the Canadian Pandemic Influenza Plan, the Ontario Pandemic Influenza Plan, and the Emergency Management Ontario Pandemic Influenza Guidelines for Municipal Emergency Management Programs.

Goals and Objectives

Goal 1:

To coordinate an Essex County response to a novel virus, influenza virus Pandemic(s)and/or Communicable/Infectious disease.

Objectives:

a) To develop a plan that is flexible to account for the unknown epidemiology of a pandemic and the needs and impacts of various community partners and stakeholders.

b) To provide pro-active education, information and communications to all stakeholders in the community about the epidemiology of the disease or virus, impact of a pandemic, roles and responsibilities, updates on science and evidence based research to inform on current updated prevention and control measures toflatten the curve of transmission and overall number of cases.

c) To provide a plan that is reviewed on an as needed basis to ensure incorporation of new developments and scientific evidence based best practices.

d) To provide a stakeholder evaluated plan that is sufficiently clear and comprehensive to ensure operational viability and sustainability.

Goal 2:

To minimize serious illness and deaths from a pandemic caused by a novel virus, influenza virus or any communicable/infectious disease outbreak.

Objectives:

a) To enhance surveillance systems that include, testing and tracking positive case numbers, tracing close contacts along with monitoring patient treatment outcomes.

b) To develop operational procedures for vaccine and antiviral delivery and administration.

c) To assist and help coordinate operational procedures and training for frontline responders, healthcare facilities and providers during Pandemic incidents.

d) Pre-planning for Human Resource needs, staffing levels, work procedures, IT supports or work reassignments to ensure essential services and core business functions that are in turn required to meet primary agency and/or government roles, responsibilities and deliverables defined by municipal, provincial and federallegislation.

e) To assist Municipalities with developing citizen quarantine, self-isolating at home,

social distancing, safe hygiene practices and mental health assistance, education, awareness and information.

f) To assist and integrate with quarantine facilities, healthcare clinics, hospitals, longterm care/retirement home facilities, field hospitals and isolation reception centreswith developing response goals and implementing standards, procedures and bestpractices for ensuring the health & safety of frontline responders, EW-EMS VPN team, healthcare staff and hospital staff, while ensuring best in class patient care,treatment and outcomes.

g) To develop response plan procedures to assist vulnerable population members with access to healthcare monitoring, testing, treatment, and vaccination duringPandemic incidents during recommended self-isolation at home and quarantineorders made by the WECHU Medical Officer of Health as well as any other orders/by-laws enacted by municipalities and provincial orders issued by the Premier of Ontario under the Emergency Management Civil Protection Act of Ontario.

h) If necessary, activate the County of Essex Control Group and/or Emergency Operations Centre in enhanced monitoring, partial activation or full activation mode depending on severity of the Pandemic incident, along with utilizing the Incident Command/Incident Management System as adopted in the County of Essex Emergency Response Plan.

Goal 3:

To minimize societal disruption in Windsor-Essex County as a result of a Pandemiccaused by novel virus, influenza virus or communicable disease.

Objectives:

a) To ensure efficient interface and coordinate operational procedures for emergencymeasures within the municipalities and communities of the region.

b) To assist with development and implementation of a coordinated inter-municipalpublic pandemic communications plan with all relevant public, private and NGO sector stakeholders.

c) To assist with the development, promotion, testing and implementation of Continuity of Operations and Business Continuity Plans for both the public andprivate sectors.

d) Implementing new workplace environments, policy and standard operating procedures as well as return to work procedures for employees and to accommodate a safer and more practical work plan inclusive of working from home and/or combination of home and office hours.

e) To implement Supply Chain management and agreements to ensure the deliveryof identified priority resources, equipment, medical supplies and PPE for frontlinePandemic Response as well as assisting municipalities to obtain essential community resources or necessities. To assist and facilitate with a requested municipally agreed ordering of required, identified and essential PPE, response supplies, disinfection supplies and equipment.

Background

Pandemic

Pandemics occur when a novel virus, new influenza virus or any new communicable or infectious disease appears against which the human population has no immunity, resulting in several, and simultaneous epidemics worldwide causing enormous numbers of illness and death. Globalization of transportation and communication, aswell as urbanization and overcrowded conditions, epidemics due to the novel coronaviruses, influenza viruses and evolving communicable and infectious diseasesare likely to quickly spread around the world and become pandemics.

Verifiable Pandemic Information Sources:

1. WHO/World Health Organization

2. PHAC/Public Health Agency of Canada

3. MOH/Ontario Ministry of Health

4. PHO/Public Health Ontario

5. WECHU/Windsor-Essex County Public Health Unit

6. CDC/Centers for Disease Control and Prevention

Novel Virus, New Influenza Virus or New Communicable Disease: How they could cause a Pandemic

Cyclical novel virus, annual influenza virus and communicable disease outbreaks becoming epidemics and potentially pandemics are due to minor changes in the surfaceproteins of the viruses. These changes in surface proteins enable the viruses to evade the immunity humans have developed after previous infections with the viruses or in response to vaccinations. When a major change in either one or both of their surface proteins occurs spontaneously, no one will have partial or full immunity against infectionbecause it is a completely new virus. If this virus holds the capacity to spread from person-to- person, a pandemic will occur.

Outbreaks in animals, especially when happening simultaneously with the annual outbreaks in humans, increase the chances of a pandemic, through the merging of animal and human viruses. During the last few years, the world has faced several threats with pandemic potentials, making the occurrence of the next pandemic event just a matter oftime. COVID-19 or SARS-CoV-II Pandemic occurring worldwide since its beginning in 2019 in Wuhan, China is a current emergency of high-level concern due to its ability to continually mutate with each host and the appearance of second wave in late 2020 that may continue well into 2021 or beyond.

Classifications:

1. Novel Virus is one that has not been identified or seen before and be isolated fromits host and is usually emergent representing a new strain with a new genetic make-up or mutation. This can in some cases cause increased transmission, increased numbers of positive cases and increased lethality because there may notbe a current vaccination or identified cure.

2. New Influenza Virus can cause a global outbreak, or pandemic, or serious illness.because there is little natural immunity, and the new flu virus can spread easily from person to person. Types A, B and D are human influenza viruses and Type Aviruses are known to cause pandemics.

3. Communicable/Infectious Disease is any disease generally transmissible person toperson via a pathogen or contagion through direct, indirect contact or vector transmission.

Treatment and vaccinations for Novel Viruses, New Influenza Viruses and Communicable Diseases:

Legislation

Emergency Management Ontario is governed by the Emergency Management and Civil Protection Act, RSO, 1990, Chapter E.9. Administration of the Act is assigned to the Solicitor General under whom the Chief of Emergency Management Ontario is responsible to coordinate, monitor and assist in the development and implementation of emergency management programs. He/she ensures those programs are coordinated with the emergency management programs and plan of the Government of Canada and its agencies. By Order in Council under the Act, the Ministry of Health and Long- Term Care (MOHLTC) is designated with lead responsibility for the provision of emergency health services, control of epidemics and response to large-scale adverse human health events.

Other stipulations under the Emergency Management and Civil Protection Act:

Section 2.1 (1) 2002 c. 14, s 4. Municipalities "shall develop and implement an emergency management program and the council of the municipality shall by by-law adopt the emergency management program".

The emergency management programs shall consist of, an emergency plan as required by section 3; training programs and exercises for employees of the municipalities and other persons with respect to the provision of necessary services and the procedures tobe followed in emergency response and recovery activities;

a) public education on risks to the public safety and on public preparedness foremergencies; and

b) any other element required by the standards for emergency management programs set under section 14. 2002, c.14, s. 4.

Municipal Emergency Plan- Every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan. 2002, c. 14, s. 5 (1)

Legal Powers - Declaration and Termination of an Emergency Under the Emergency Management and Civil Protection Act:

a) The Premier of Ontario may declare that an emergency exists throughout the province or in any part, may take actions, and may issue orders to protect thehealth, safety and welfare of the inhabitants of the affected area(s).

b) The Premier of Ontario may at any time declare that an emergency has terminated

c) The Head of Council of a municipality may declare that an emergency exists in theRegion, or any part thereof, and may take actions and make orders as he considers necessary to protect the property and the health, safety and welfare of the citizens

d) The Head of Council of a municipality may at any time declare that an emergencyhas terminated.

The <u>Medical Officer of Health (MOH) or designate</u> has the authority to control communicable diseases and determines the actions needed to protect the community from a communicable disease as outlined in the Health Protection and Promotion Act (HPPA), revised Statues of Ontario, 1990, Chapter H.7. The MOH has the power to identify, reduce or eliminate health hazards.

In addition, the <u>Medical Officer of Health</u> has the authority to issue an order under Section 22 of the HPPA with respect to communicable disease if "he or she is of the opinion (upon reasonable and probable grounds) that a communicable disease exists or mayexist, or that there is an immediate risk of an outbreak of a communicable disease in thehealth unit served by the Medical Officer of Health".

Novel virus or Influenza virus is a reportable and communicable disease as defined by the HPPA. Therefore, health professionals must report diagnoses of influenza meeting the case definition as outlined in 0.2.1 to the local Medical Officer of Health or designate.

Estimated Impact of an Influenza Pandemic

Source: WECPIP

Assumptions: 35% attack rate, six (6) week wave Ontario (Source: Dr. J. Spika, LCDC, January 27, 2000):

- Up to 8 million people will be infected
- Of which up to 4 million will be clinically ill
- 12000 will die
- economic costs are estimated at $1.4 to $2.5 billion in direct healthcare, and an additional $10 to $24 billion in societal costs

Windsor-Essex County (figures based on model FluAid 2.0 developed by Center for Disease Control, Atlanta Georgia) based on Windsor-Essex County's Population of 402,629 (MOHLTC 2004 population estimates):

Assumptions: 35% attack rate, six (6) week wave.

Impact	Number of People	Range
Infected	140,920	
Requiring Outpatient Care	75,196	58,436-107,641
Requiring Hospitalization	1,671	601-2,113
Deaths	381	215-393

These figures have been used to provide estimate of the low to high impact of an influenza pandemic on Windsor-Essex County for planning purposed number of hospitalbeds needed. The impact is dependent upon such factors as the virulence of the virus,availability of a vaccine and anti-viral drugs. Special guidelines will need to be

in placeto address critical issues that will occur as service access is maximized and resources are depleted. Locating the resources that will be required, collecting the information that will be needed to educate response partners, stakeholders and citizens and identifying the service gaps that exist presently or will occur need to be addressed. It can be expected that:

1. Given the high level of global traffic and speed of air transportation, a pandemicvirus or communicable disease may spread rapidly, leaving little or no time to prepare,

2. It is likely the pandemic will be widespread with simultaneous outbreaks; therefore, Essex County and surrounding areas may not be able to rely on neighbouring resources to assist with the response,

3. Border crossing problems will be significant due to the relative location of EssexCounty and possibility of closures,

4. Travel restrictions and traveler quarantines may occur on many levels as high case levels increase in areas both nationally and internationally,

5. Temporary Foreign Workers may require local quarantine procedures and accommodation as they arrive in Canada, as well as assistance with testing, contact tracing, treatment and isolation procedures and accommodation once attheir place of employment in the agri-food sector within local communities,

6. In addition to the Federal Government of Canada, Province of Ontario and WECHU coordination, cooperation with the US Federal, State, and local regionalhealth authorities will be required,

7. There will be shortages of healthcare, emergency, and essential services personnel due to illness,

8. Hospital and healthcare clinics may become overwhelmed and a shortage of space and beds for patients may occur, potentially causing an increased need for mobile field hospitals, isolation, and reception centres,

9. There will be shortages of medical resources, equipment, surface disinfection resources and personal protective equipment,

10. Essential services will be severely disrupted,

11. Vaccines and anti-viral medications may be limited, not readily available and aseffective as anticipated during the early stage of the pandemic,

12. There will be a need for mental health assistance and services to Frontline Responders, Patients, Individuals, Families, Survivors and the Community

13. There will be a need to cope with large numbers of ill people, from all age groups, that will require treatments, and

14. Media and public scrutiny will be intense, unrelenting, and fear will be abundant.

Scope of Essex County Pandemic Plan

This plan provides guidelines on how to implement and maintain the plan and actions tobe taken for the effective management of a pandemic for the protection of the life, health and safety of the citizens of Windsor-Essex County. It compliments both the existing Health Unit, Municipal and County Emergency Response Plans. Local area municipalities, school boards and other organizations are encouraged to use this document, as well as other Municipal documents in the preparation of their contingencyplans. It is recognized that this plan will require updates on a regular basis because of the changes in development of medications, changes in demographics and as other newepidemiological and evidence based best practices information becomes available.

Role and Responsibilities of the Medical Officer of Health

In this plan, the Medical Officer of Health, or an alternate, or a Health Unit designate, will complete tasks identified to be the responsibility of the Medical Officer of Health.

Specific Responsibilities:

1. Implements and activates the Health Unit Emergency Response Plan and the Essex County Pandemic Influenza Plan and similar municipal Pandemic InfluenzaPlans

2. Ensures that an assessment of the emergency situation is made from an epidemiological and public health perspective

3. Coordinates emergency activities of the Health Unit as part of the Municipal andCounty Emergency Response Plans (municipal emergency response groups)

4. Integrates response with municipal, regional and provincial authorities

5. Ensures public briefing on the situation and advises the community on matterspertaining to public health

6. Advises other rescue/response services in disasters and emergencies, while notdirectly involving the health department, but having potential public health implications

7. Monitors long term effects from a public health perspective

8. Ensures that the emergency plans (Health Unit Emergency Response Plan and ECPIP) are evaluated and revised as necessary.

World Health Organization (WHO)

Continuum of Pandemic Phases:

The World Health Organization (WHO) identifies 4 phases for Pandemics. For more details regarding the Pandemic Phases and other Pandemic related information providedby WHO, visit <u>World Health Organization</u>.

Figure 1. The continuum of pandemic phases[a]
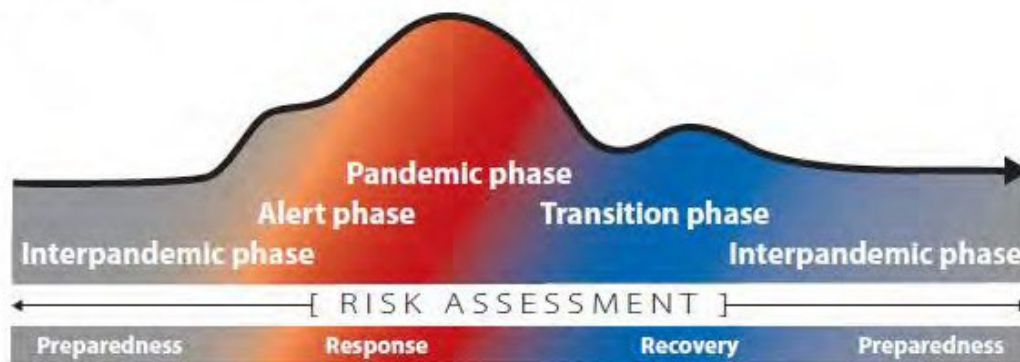
ª This continuum is according to a "global average" of cases, over time, based on continued risk assessment and consistent with the broader emergency risk management continuum.

Phase 1 Interpandemic Phase:

Global average of cases is currently low and correlates to Preparedness Assessment Stage

Phase 2 Pandemic Alert:

Global average of cases greatly increases and corresponds to Preparedness and Response Assessment Stages

Phase 3 Pandemic Phase:

Increased and sustained transmission in general population which correlates with the Response Assessment Stage

Phase 4 Transition Phase:

This Phase indicates a possible second wave or pandemic cases and correlates to the Recovery Assessment Stage eventually returning to a levelling out of cases and return to the Interpandemic Phase

The County of Essex Pandemic Influenza Plan has been developed in coordination with the Emergency Management Ontario Influenza Pandemic Guidelines for Municipal Emergency Management Programs. Although four pandemic phases are defined by the World Health Organization to coordinate health sector activities, for most municipal purposes, three pandemic alert phases will exist.

County of Essex Pandemic Alert Phases:

1. Pre-Pandemic Phase- (may also be referred to as Interpandemic phase) whereno threat is identified or imminent;

2. Pandemic Alert Phase- a pandemic is deemed to be likely;

3. Pandemic Phase- WHO has declared a pandemic is present.

Each of these phases will compel different levels of engagement and activity for municipalities and other public authorities.

In preparation for a response to a pandemic, the Health Unit has established an organizational structure that includes a Windsor -Essex County Pandemic Planning Committee that oversees six Sub-Committees. The roles and responsibilities for each of the Sub-Committees are listed as part of the committee organizational structure.

Role and Mandate of the Health Unit and Windsor-Essex CountyPandemic Planning Committee

As outlined by the Ontario Ministry of Health, pandemic preparedness planning is a responsibility that is shared between the public health unit, hospitals, healthcare agencies, long-term care facilities, retirement homes and local emergency response agencies. Local Medical Officers of health have been given the responsibility of ensuring the pandemic plans are developed, tested and reviewed regularly in the inter-pandemicperiod.

The Windsor-Essex County Health Unit becomes the lead agency in dealing with a Pandemic or communicable disease outbreak. The principal roles of the Health Unit are surveillance, administering vaccines and antivirals, providing health advice to the community and to support local efforts to respond and manage the event.

The Windsor-Essex County Pandemic Planning Committee was established in May 2005, and it is anticipated that committee members will assist with the development of local municipal pandemic plans, advocate for pandemic planning within a local community andregional approach structure and their own places of employment to be responsible for managing the response for an influenza or novel virus pandemic.

It was intended that the Windsor-Essex County Pandemic Planning Committee would bea standing committee, which currently has transformed into a regional command table structure during the SARS-CoV-II Pandemic that reflects the principles of the Ontario IMS structure and will meet regularly in the inter-pandemic period to test, review, and revise Pandemic planning, response and recovery.

Mandate:

1. To provide advice, expertise and recommendations, liaison and other activities associated with the pandemic and post-pandemic periods to support and promote the public safety, security, and health mandates of all orders of government.

2. To liaise with the Ministry of Health, Public Health Ontario and WECHU (and, if necessary, federal, PHAC and government Pandemic Flu Committee) in order to track any type of pandemic.

3. Monitor local conditions (number of cases, tracing, tracking), make recommendations to the board of health and local municipal councils on activating the local pandemic influenza contingency plans.

4. Serve as the primary coordinating body for the provision of public safety, security, and health services.

5. To oversee communication and approve communication messages,

6. Advocate for, secure and allocate public health and primary care resources as required,

7. To liaise with SOLGEN/OFMEM, MOH and other provincial agencies on the status of the event, response activities, and requirements for the provincial (or federal) support, advice, and assistance.

County of Essex Pandemic and Infectious Disease Plan Components:

County of Essex Pandemic & Infectious Disease Response Plan

Public Safety
Community Preparedness & Awareness
Social Distancing/Limiting Meeting or Gathering Sizes
Public Mental Health Supports
Sreening Procedures for Places of Business
Mask Wearing in Enclosed Spaces
High Touch Surfaces Disinfection

Corporate Pandemic Communications Program/Plan
with Internal/External Stakeholders
Public Education & Awareness
Workplace & Worker Education & Awareness
Message Collaboration and Cooperation with PHAC, MOH, ON LTC, Ontario Health , WECHU, Windsor Regional Hospital, ESHC, Municipalities

Healthcare Preparedness & Response
Epidemiological Survilence by the WHO, PHAC, MOH & WECHU
Public Testing
Case Tracing & Tracking
Labratory Services
Vaccines & Antivirals

Workplace Health & Safety
First Responder Safety
Work Structure & Meeting Changes with IT Supports
Employee Mental Health Support
Return to Work Procedures
Social Distancing
Worker Screening
PPE Supply
Surface Disinfection

During the pre-pandemic planning phase, the purpose of the Essex County Pandemic Infectious Disease Response Plan is to consult with various key stakeholders to coordinate a regional response for pandemic contingency planning and integrate pandemic planning with existing emergency planning and response procedures.

The County of Essex pre-planning and response to Pandemics whether from novel virus, influenza, or an Infectious Disease incident in cooperation with other internal and external stakeholders includes the following components illustrated in the diagram aboveand listed below:

1. Public Safety
2. Health Care Preparedness and Response

3. Workplace Health & Safety

4. Corporate Pandemic Communications Program/Plan:

Important to note that the role of the County of Essex Corporate Communications Teamhas been to develop operational a program and plan, for communicating timely, accurate and unified pandemic information to various key stakeholders (internal and external) before, during and after a pandemic; to provide timely information to professionals, the public and the media; and to monitor and address misinformation.

Emergency Alerting Guidelines

In pandemic influenza, the World Health Organization (WHO) will first identify an antigenic shift. The Population and Public Health Branch (PPNB) will obtain information about the new influenza strain and will begin to develop a vaccine for the influenza strain. This process can take up to six months or more to complete. The Ministry of Health will inform Medical Officers of Health of the impeding pandemic.

Historically, pandemics have originated in Asia, thus providing Essex County with some advanced warning about the pandemic. As the pandemic escalates in scale, the Medical Officer of Health and the Windsor-Essex County Pandemic Planning Committee will determine when to implement various stages of the Pandemic Plan and the Health Unit Emergency Response Plan, and whether to contact or convene emergency response groups and have the Essex County Pandemic/Infectious Disease Response Plan implemented. Area municipalities will also be prepared to implement their Emergency Response Plans if required. The following call-out procedure will be used to implement orplace on stand-by the Essex County Pandemic Plan:

1. The Medical Officer of Health or alternate or designate may be notified of influenza by the Ministry of Health and Long-Term Care (MOHLTC) indicating that there is a confirmation of a pandemic declared by the WHO/World Health Organization.

2. The Medical Officer of Health or alternate or designate will request that the Regional Pandemic Command and General Staff structure or Incident Management Team be contacted, and to either remain on standby or report tothe Health Unit. The Medical Officer of Health or alternate or designate will actas a liaison between the MOH and other provincial ministry entities.

3. The Medical Officer of Health or alternate or designate will activate Health UnitPandemic Emergency Response Plan.

4. The Medical Officer of Health's designate (or Director of Health Protection or Director who receives the advisory) will immediately notify the Manager,

Socialand Health Services and other members of the Health Unit Emergency Response Team, notifying them of the emergency and expected response required. They may be advised to assemble at the Health Unit to determine thescope of the emergency.

5. Components of the County of Essex Pandemic/Infectious Disease Response Plan will be activated, collaborated with, and engaged (Communications, Surveillance, Vaccine/Antiviral, Health Care Preparedness and the Community, Emergency Preparedness and Response) will contact the members of the Teams or their alternates.

6. At each level of notification, staff will be informed to remain on stand-by or takespecific action steps to respond to the emergency, brief but pertinent details of the emergency will be provided (i.e. type of emergency, location, magnitude, response required, assigned tasks).

7. Close the loop and report to the Medical Officer of Health or designate on the status of the alert fan-out.

Essex County Pandemic∕Infectious Disease Response Plan Activation

1. Identification of antigenic shift (A novel hemagglutinin surface protein with or without changes in the neuraminidase surface protein) by the World Health Organization (WHO)

2. Laboratory Centre for Disease Control (LCDC), Bureau of Infectious Diseases obtains information about the novel virus, new influenza strain or communicable disease

3. LCDC, Public Health Branch notifies local Medical Officers of Health (pandemic potential is confirmed)

4. Local Medical Officer of Health may assemble the Pandemic Command and General Staff structure or Incident Management Team and the local WECHU Pandemic Response Plan may be activated at the direction of the Medical Officer of Health

5. Once pandemic is imminent, the Health Unit Emergency Response Plan is activated at the direction of the Medical Officer of Health

6. It is expected that all municipalities will need to activate their emergency response plans

Maintaining and Evaluating the County of EssexPandemic∕Infectious Disease Response Plan

The County of Essex Pandemic/Infectious Disease Plan will have to be reviewed and updated on a regular basis due to a number of factors such as, directives from governments, scientific evidence-based research and information, changes in the

development and delivery of vaccines and medications, community issues impacting theplan, and changes in regional emergency response plans.

The Windsor Essex County Health Unit and the Medical Officer of Health are considered the lead agency and officer for any Pandemic or Infectious Disease incident locally and may offer recommendations, advice, and guidance for:

a) Annual testing, exercising, revising and review of the County of Essex Pandemic/Infectious Disease Plan once per year and may be co- ordinated with thereview, testing and revising of the Essex County Emergency Response Plan.

b) Review and update the County of Essex Control Group and Support Group contactlist once annually or on an as needed basis.

c) Review and update the internal resource list once a year or on an as needed basis.

d) Submit revisions to the Plan with the current COE ERP compliance submission to OFMEM and provide a copy to WECHU Medical Officer of Health (or designate) aswell as ensuring the plan is consistent with other Municipal Emergency Pandemic/Infectious Disease Response Plans, Sub -Plans and other federal and provincial Pandemic plans, legislation and regulations.

e) Provide staff training as required. New staff will be informed of their roles and responsibilities in pandemic incident response.

The Medical Officer of Health or designate, will appoint a staff representative from Windsor-Essex County Health Unit to be part of the Support Group for the County of Essex Control Group

Public Health Measures

Background

Public Health Measures are non-medical interventions used to reduce the spread of disease, such as contact tracing, closing schools, limiting public gatherings, issuing travel restrictions and screening people entering the country. The type of public health measures used and their timing depend on the epidemiology of the virus (e.g., pathogenicity, modes of transmission, incubation period attack rate in different age groups, period of communicability, and susceptibility to antivirals).

Objectives

a) To reduce further human cases caused by a virus that has not yet established efficient human-to-human transmission

b) To slow pandemic spread and gain time for implementing medical measures (e.g.,vaccine)

c) To reduce the impact of the pandemic

A Comprehensive Approach

Any single public health measure is unlikely to be effective on its own; rather a variety of public health measure should be implemented together. A comprehensive approach to public health measures would include:

Individual public health measure to protect those who have contact with people with novel virus, new influenza virus or communicable disease, such as: the use of personal protective equipment and practices (i.e., annual influenza immunization, respiratory etiquette, hand hygiene, stay home if ill, self-care if ill, case management and contact tracing, self- isolation, and individual activity restrictions). Community public health measures, such as cancelling public gatherings and closingschools

A consistent province-wide approach, which will build confidence in the public health measures and increase public support and compliance

Public Health Measures in the Pre-Pandemic Period

The effectiveness of public health measures during the pre- pandemic period primarily depends on:

- The epidemiology of the pandemic strain-because novel viruses, new influenza andcommunicable diseases are highly contagious, the opportunity to avert or contain a pandemic will end once efficient, sustained human-to-human contact is established

- Ontario's ability to implement public health measures- which will be affected bythe phase of the pandemic, the human and financial resources available, the associated costs, and the public' acceptance of the measures

- During the Pre-Pandemic Period, Ontario will:

- Establish protocols for case management and contact tracing at different phasesand stages of the pandemic

- Establish guidelines for the use of measures to increase social distance (e.g., school and day care closings, discouraging public gatherings)

- Establish, in conjunction with PHAC, guidelines for travel restrictions

- Develop educational materials on novel viruses, new influenza viruses and communicable disease and personal protective practices

- Develop guidelines for public health staff and how to implement public health measures

- Review, revise and disseminate infection and control guidelines.

At this stage of the pandemic, public health may issue directives for such activities as screening, case management, contact tracing and travel restrictions.

Public Health Measures in the Pandemic Alert Period

For public health measures to be effective, they must be used aggressively at the beginning of a pandemic. In the pandemic alert period, the focus will be on identifying ill individuals early - as well as those who had contact with them - in order to contain the spread of the virus (i.e., case management and contact tracing). Ontario will encourage aggressive follow-up of confirmed and suspected cases.

Public Health Measures in the Pandemic Period

During the pandemic period, when a significant number of people are infected, the focus of public health measures will be on community containment strategies, such as measures to increase social distance (e.g., closing schools, discouraging public gatherings) and providing general messages about how to avoid getting or spreading influenza including:

- If sick, stay home from day-care, school, work and public events

- Reduce non-essential travel

- Avoid crowds and practice social distancing

- Wash hands frequently and meticulously with soap and water as well as alcohol-based hand sanitizers

- Practice respiratory hygiene, including covering one's mouth when coughing or sneezing with your elbow and proper tissue disposal

- Increase fresh air in buildings (i.e., open windows)

- How to clean and disinfect environmental surfaces

- When and how to seek medical attention in a way that minimizes exposure to novel viruses, influenza and communicable disease outbreaks.

At this phase of a pandemic, public health officials may issue directives for such activities as school closures, limiting or cancelling public gatherings, business closures and social distancing.

Support to People at High Risk

Some people will be more vulnerable to a pandemic and more affected by infection control measures than others. People at high risk include: the elderly, those with chronichealth conditions, and the homeless. Other groups who may have special needs during the pandemic include:

- The working poor, who would likely find it difficult to stay home from work when ill

- The homeless who may have limited access to pandemic information or healthcareresources

- Single parents of young children, who may find it hard to look after children andhousehold responsibilities when they are ill

- Members of ethnocultural groups, who need infection control information and messages delivered in culturally appropriate ways (e.g., in different languages, invideo format)

Public health officials will assess the needs of all vulnerable and high-risk groups, and work with emergency social service providers and volunteer organizations to find ways to offer support and assistance.

For further or additional information on Public Health Measures during an Influenza Pandemic, visit OHPIP- Public Health Measures- Chapter 6

Communications

Effective internal and external communications provide the backbone for a coordinated response to an influenza pandemic. A wide range of groups at all levels will need to share accurate, timely and consistent information about what is known about the pandemic strain and the risks to public health as well as advice on how to manage thoserisks at each stage of a pandemic. During a pandemic, media attention

will be intense, and information demands will continue over several months. Sustaining public and workplace confidence over that time will be a challenge. Credible spokespeople will be required nationally, provincially, locally and within workplaces.

Objectives

1. To ensure that Ontario is prepared to respond to public and health care workercommunication needs

2. To educate Ontarians about the pandemic plan

3. To provide consistent, coordinated and effective public and provider communications

4. To identify the communication activities that should occur during each phase ofthe pandemic

5. To ensure health care workers have access to transparent, accessible, accurate, real time information that will help them respond to challenges during each phase of the pandemic

6. To ensure that health care workers can share lessons learned during each phase of the pandemic with planners who will use that information to continuously improve Ontario's pandemic response.

A Comprehensive Approach to Pandemic Communications

Ontario is committed to providing focused, timely, accurate, accessible and concise communications to/from/among four key audiences:

- the public
- health care workers
- health care stakeholders (including health care employers, associations, regulatorycolleges and unions)
- internal audiences (i.e., MOHLTC staff, Ontario Public Service).

A comprehensive approach to communications reflects and supports the ethical framework for decision making during a pandemic (see 2.4) and its purpose is threefold:

To educate by:

- encouraging Ontarians to take the threat of pandemic seriously

- explaining how to prevent and treat influenza

- providing information about influenza symptoms

- describing the measures required to protect those at greater risk

- conducting regular technical briefings for members of media

- providing transparent, accessible, useful, accurate, technical, real time informationfor health care professionals that they can use to protect themselves and the public during each phase of the pandemic

To reassure by:

- demonstrating that government is prepared and has plans in place before a pandemic occurs

- demonstrating that government has initiated its emergency response plan whenrequired, is working with all other levels of governments and is taking all necessary steps to address the situation

- issuing regular timely updates that provide accurate and relevant information

- being responsive to information from the field/front lines and using that information to shape/adapt communication messages

- recognizing the hard work and dedication of all health care workers

- modeling a calm approach designed to reduce fear, avoid panic and encourage vigilance

To be accountable by:

- providing appropriate timely information

- reporting regularly on the health care system's ability to respond to the emergency.

For further or additional information on Communications during an influenza pandemic,visit: OHPIP- Communications- Chapter 12

Sources for Additional Information

- Department of Health and Human Service-Centers for Disease Control and Prevention - Centres of Disease Control Website

- World Health Organization - www.who.int for homepage or Click Here for Pandemic Influenza information.

- Ministry of Health and Long-Term Care - Click Here for direct link to Ontario Health Plan for an InfluenzaPandemic (OHPIP).

- For more information about HSN1 vaccine development process, visit National Institute of Health website

- U.S. Government Pandemic Influenza Information - http://www.flu.gov/pandemic/about/index.html

- Windsor-Essex County Health Unit - www.wechealthunit.org

- Ontario Health Plan for an Influenza Pandemic (OHPIP) - www.health.gov.on.c a or Click Here for direct link to OHPIP

- Canadian Pandemic Influenza Plan (CPIP) - www.phac-aspc.gc.ca or Click Here for direct link to CPIP

Annex 1 - County of Essex Pandemic Guideline

Business Pandemic Planning Checklist

In the event of a pandemic, businesses will play a key role in protecting employees' health and safety as well as limiting the negative impact to the economy and society. Planning for a pandemic is critical. To assist you in your efforts, the Department of Health and Human Services (HHS) and the Centers for Disease Control and Prevention (CDC) have developed a checklist for large businesses. It identifies important, specific activities large businesses can do to prepare, many of which will also help you in other emergencies. To obtain acopy of the Business Pandemic Planning Checklist, please click on the following link (Business Pandemic Planning Check list) or visit www.pandemicflu.gov for further details.

Annex 2 - Personal and Workplace Preparedness and Awareness

Scope and Purpose

All employees must take responsibility for protecting themselves, their families, and their workplace including practicing proper hand hygiene and social distancing and regular cleaning of office or workspace(s).

Some simple steps for employees and their families include:

1. Practice proper hand hygiene. It is the best way to prevent the spread of all flu viruses;

2. Get a flu shot every year. It will not protect them from getting influenza

pandemic,but it will protect them from getting seasonal influenza, which could weaken their immune system or resistance;

3. Keep an alcohol-based hand rub (gel or wipes) handy at work, home and in the car;

4. Cover mouth and nose with a tissue or sleeve when coughing or sneezing;

5. Stay home when sick;

6. Avoid large crowds of people where viruses can spread easily, when possible;

7. Reduce non-essential travel;

8. Use the employer's directed Personal Protective Equipment, where applicable;

9. Follow any instructions given by public health and ministry officials;

10. Post and follow infection prevention and control notices placed throughoutthe workplace;

11. Ensure the organization has adequate supplies of hand hygiene products, cleaning supplies, and other protective equipment, as appropriate;

12. Practice social distancing, to the extent possible, avoid meeting people face-to-face, use the telephone, teleconference/videoconference, Internet and email instead;

13. If appropriate, organize shift changes to allow for a time interval between when one shift ends and another begins to limit staff contact; and

14. Keep your workspace clean.

First Responder Precautions

Proper Hand hygiene is the single most important practice in preventing influenza transmission.

Suggested Infection Prevention and Control Measures for first responders include, but are not limited to:

1. Ensure access to infection prevention and control expertise;

2. Implementpandemic training and awareness programs;

3. Encourage immunization for employees and their families against seasonal influenza;

4. Post infection control notices around the workplace (e.g., hand hygiene protocols,cough etiquette, social distancing etc.). Signage on proper hand hygiene and health notices help raise awareness about the risk of disease

transmission in workplace settings, and reinforce personal/individual responsibility for hand hygiene;

5. Establish alcohol-based hand rub stations at entrances to stations and other system facilities (e.g., dispatch/supply centres);

6. Practice hand hygiene, to the extent possible, with an alcohol-based hand rub, orwith soap and water, before contact with the client, after removing and disposing of Personal Protective Equipment (masks, eye protection, gloves and gowns, if applicable) and before touching your face, especially your eyes, nose or mouth;

7. Use additional Personal Protective Equipment where appropriate;

8. Consider stockpiling of Personal Protective Equipment and work with suppliers toensure an ongoing source of supplies and equipment during a pandemic;

9. Ensure the organization has adequate supplies of hand hygiene products, cleaningsupplies and other protective equipment, as appropriate;

10. Examine and modify, where appropriate and to the extent possible, normal procedures, to minimize personal contact during a pandemic;

11. Sit next to rather than directly in front of a coughing client;

12. Suspend training and non-essential meetings;

13. Develop and determine Tiered Response Agreements for use during a pandemic;

14. Ensure prisoner transportation procedures are efficient for use in apandemic;

15. Restrict visitors or limit access during a pandemic;

16. Ensure mutual aid agreements and memorandums of understanding are up-to-date and appropriate for use during a pandemic considering the anticipated reduction in personnel resources;

17. Hold meetings via teleconference or cancel meetings or training activities;

18. Practice social distancing, when appropriate;

19. Practice cough etiquette - if tissues are not available cough or sneeze intoyour sleeve or elbow instead of your hands.

20. Organize shift changes, if appropriate, to allow for a time interval between when one shift ends and another begins to limit staff contact;

21. If possible, avoid meeting people face to face. Use the telephone, teleconference/videoconference, Internet and email instead;

22. Encourage staffs to avoid classes, training exercises or other activities duringor after work that require close contact with other people;

23. For front line service staff, a physical barrier between server and client maybe warranted;

24. Develop Infection Control Toolkits that include appropriate PersonalProtective Equipment, disinfectant wipes and other equipment;

25. Post notices at entry points to appropriate facilities, advising staff andvisitors not to enter if they have symptoms of influenza; and

26. Ensure proper office, workspace and facility cleaning are executed on a scheduled, ongoing basis:

   - Inspect and replace filters of air-conditioning systems regularly;

   - Clean telephone sets for each phone; and

   - Regularly cleans all common areas, counters, desktops, door handles, railings, sinks, washroom utilities, etc.

Note: For standard workplace settings, such as office facilities, cleaning can be accomplished with water, detergent and mechanical action (such as scrubbing) with a sufficient amount of contact time.

Donning and Removing of Personal Protective Equipment (PPE)

First responders should practice infection prevention control techniques for donning andremoving Personal Protective Equipment.

The following is taken from the Infection Prevention and Control Best Practices Manual for Land Ambulance Paramedics:

Sequence of donning Personal Protective Equipment

1. Perform hand hygiene
2. Gown
3. N95, P100 or PAPR Mask
4. Eye Protection
5. Gloves

Sequence of removal of Personal Protective Equipment

1. Gloves
2. Gown
3. Perform hand hygiene
4. Eye Protection

112

5. Mask

6. Perform hand hygiene

Personal Protective Equipment should be disposed of as per routine practices. As the pandemic virus is known, the Ministry of Health and Long-Term Care will provide further direction on proper disposal, if required. There may be a need to create additional PPE donning/doffing procedures, and separate areas or facilities for First Response Staff at Hospitals, Field Hospitals or Long-Term Care Facilities to facilitate donning/doffing and equipment disinfection.

Annex 3 - Infection Prevention and Control Guidelines

Scope and Purpose

This Infection Prevention & Control Guidelines (IPCG) for Emergency Operations Centres (EOCs) is intended for use in EOCs only.

Its purpose is twofold:

1. To identify the issues that may impact or affect EOCs; and

2. To identify infection prevention and control measures that can be implemented tohelp the operational continuity of EOCs, especially during influenza season or a pandemic.

This document should be considered in the design and implementation of a specific emergency response program tailored to the needs of the EOC and /or the unique situation. Each EOC should have a designated Risk Manager/Safety Officer.

Infection Prevention and Control to help Ensure Continuity of Operations (Business Continuity)

Primary concern - The primary concern for EOCs is maintaining essential services while experiencing potential workforce shortages due to employee illness because of an infectious communicable disease outbreak, ranging from a cold to potentially serious febrile respiratory illnesses such as influenza. Symptoms of febrile respiratory illnesses include both a fever and a cough.

Primary goal - The primary goal for EOCs is to ensure that preventive practices are

established to decrease the risk of transmission of febrile respiratory illness in an EOC setting. This will help to ensure continuity of operations (business continuity), which isespecially important during emergency operations.

Note: For the purposes of this document the emphasis is on novel viruses, influenza viruses and communicable disease.

Transmission novel viruses and new influenza - are transmitted from person-to-person by droplets when an infected person coughs or sneezes. Droplet-spread infections pass from person to person easily while droplet-spread infections can also be transmitted indirectly by touching contaminated surfaces such as doorknobs, elevator buttons, keyboards, etc.

Infection Prevention and Control Measures

It is recommended that EOCs establish policies on infection prevention and control measures to minimize novel virus and new influenza virus infection and transmission. It is expected that all EOCs will have a designated Safety Officer who will provide orientation to infection prevention and control policies, which should include the following components:

a) Promotion of influenza immunization - Influenza immunization is strongly recommended for all involved in the operations of an EOC, unless medically contraindicated. In Ontario, annual influenza immunization is recommended and available free to everyone over the age of 6 months who lives, works, or studies in Ontario;

b) Education on hand hygiene - Frequent hand washing, the use of alcohol-based sanitizers; care when disposing of tissue and hand hygiene after using tissues is recommended. An appropriate alcohol-based hand rub contains 60% to90% alcohol (isopropyl or ethanol);

c) Assessment - Continuous assessment of the potential risk of infection and the appropriate use of personal protective equipment must be done;

d) Regular cleaning - The work environment, focusing on frequently touched surfaces, must be subject to a regular cleaning schedule;

e) Policy on individual responsibility -It is each individual' responsibility to keep him/herself, and fellow staff members, safe, including staying home when ill. EOCs should establish a clear expectation that staff do not come to work when ill with a febrile respiratory illness and support this expectation with appropriate attendance management policies; and

f) Procedures for personnel screening - Procedures must be established for the screening of personnel for febrile respiratory illness, based on the Ministry of Health and Long-Term Care (MOH) document " Preventing Febrile Respiratory Illnesses", posted on the Ministry of Health website.

Hand-Hygiene and Cough Etiquette

Frequent and thorough hand-hygiene and routine infection control practices are important measures in preventing the spread of many infectious illnesses, including influenza.

Frequent and thorough hand hygiene, either with soap and warm running water (for 15or 20 seconds) or alcohol-based hand rub, is the single most important measure for preventing infections.

Alcohol-based hand rubs are not effective when hands are visibly dirty. Hands should bewashed thoroughly with soap and warm running water or wiped with 'moist wipes' to remove visible dirt prior to using alcohol-based hand rubs.

EOCs should design, implement and reinforce an awareness campaign to educate all personnel regarding routine infection- control practices that can prevent the spread of respiratory illness. A routine 'infection control' education campaign should also include cough etiquette: covering one's nose and mouth with a tissue when coughing or sneezing; washing one's hands after coughing/sneezing; appropriate disposal of tissues;and hand-hygiene after tissue use.

Some suggestions for consideration by EOCs are:

a) Accessible hand hygiene stations in multiple locations, and signage instructing staff when and how to perform hand hygiene;

b) Posted guidelines/ signage, and regular education about hand hygiene and coughand respiratory etiquette; and

c) Quick and easy access to hygiene supplies (soap, hand- washing gels, single use paper towels, tissues, etc.)

Workspace and Equipment Disinfection

EOCs should maintain routine cleaning practices to keep the working environment clean;24/7 operation of an EOC should be reflected in the frequency of cleaning.

In addition, protocols may be instituted to clean the individual workplace before handingover to the next shift of personnel. Guidelines to be considered include the following: scheduled cleaning of the personal workplace at the beginning or end of each shift;

a) follow manufacturer's instructions for cleaning agents;

b) containers for cleaning materials should be covered and kept separate from foodpreparation and rest areas;

c) surfaces to be cleaned should include frequently touched surfaces, such as telephones, desktop, and keyboard;

d) appropriate cleaning agents such as hospital grade disinfectants can be pre-packaged single- use cleaning towels or prepared for specific use (see: InfectionControl Guidelines); and

e) provision of individual headphones for each person stationed in the EOC

Personnel Screening

Workplace screening supports sustained operational capability during an outbreak/pandemic situation. Screening questions will be provided by the MOH at the onset of an infectious communicable disease emergency. Personnel conducting workplace screening at building or departmental entrances need not be health professionals but should be advised as to the protocols to be followed.

Personnel ill with a febrile respiratory illness (fever and cough) should be denied admission to the EOC until assessed by a health professional. Non-essential personnel should not be permitted access to the EOC.

Personal Protective Equipment (PPE)

There is no indication, at this time, for PPE in an office setting like the EOC. If key personnel must enter the EOC when symptomatic, they should:

a) Maintain > 2-meter distance from others;

b) Wear a mask to contain expelled droplets;

c) Practice frequent hand hygiene; and

d) Ensure their workspace and any equipment they touch are disinfected (e.g. keyboards, phones)

Risk Management Officer/Safety Officer

Under the Incident Management System (IMS), a Risk Management Officer/Safety Officer (within the Command Section), is responsible for the health and safety for all EOC personnel.

The duties of the Safety Officer should include the development/adaptation, review and update of the infection prevention and control initiatives. The duties and responsibilities of a Risk Management Officer/Safety Officer must be clearly identified to all personnel inthe EOC.

Summary

An infection prevention and control program is not a static program or document; it should be monitored, evaluated, and updated on a regular basis to ensure it is congruent with current infection control practice guidelines. Ongoing evaluation of procedures should occur to ensure compliance with routine infection prevention and control practices and health and safety standards.

CONTINUITY OF OPERATIONS PLAN

DRAFT

<u>Table of Content</u>

Continuity of Operations Plans for Service Delivery by Department

Introduction

As the title implies, a continuity of operations plan is a pre-determined strategy for continuing business, in this case municipal service delivery, in the event of a natural or human-caused disaster, or a localized significant emergency event that disrupts normal business operations for an extended period. While never a guarantee that any business affected by disaster or long-term disruption will go completely unscathed, preparing a continuity of operations plan will help reduce the potential impacts in the community and anticipate the actions and resources needed to continue essential municipal services in event of a disaster, and eventually recover to a point of restoration of normal operations. One of the primary goals in any large-scale municipal emergency is to avoid unnecessary evacuations and disruption to residents. Swift and efficient mitigation of the impacts of the emergency event, and restoration of municipal services, affirms the security and confidence of our residents in remaining in the familiarity of their homes where possible. Such actions assist greatly in maintaining municipal order and the economic viability of the community and local businesses.

Aim / Purpose of the Plan

A continuity plan is not a detailed operational plan. It does not assign specific duties or roles for specific potential emergency events. Rather it is intended to provide a variety of considerations and options for continuing/resuming services on a prioritized basis in the event of sudden & unintended disruption of normal services. The continuity of operations plan focuses on alternative plans and processes for minimizing the duration and/or potential for loss of services and capabilities and ensuring an expedient full recovery from the emergency event.

Goals and Objectives Goals

- To develop a comprehensive, "all hazards" plan to ensure the continuation of emergency services and essential municipal services in the event of a significant emergency event, and to minimize the disruption of routine municipal services.
- To expedite resumption of full municipal services to the community following an emergency event to assist residents and businesses to fully recover from the event, thereby reducing the economic and quality-of-life effects of the emergency to the greatest extent possible.
- The Continuity of Operations Plan should consider three critical components of municipal operations:
  o Protection of Municipal Facilities and Business Operations
  o Protection and Safety of Employees
  o Protection and Safety of Residents, Clients, and Stakeholders

Objectives
- Conduct an Inventory of Municipal Services
- Prioritize Emergency, Critical, Essential, and Routine services
- Conduct Risk Assessment and determine Vulnerabilities for each service
- Develop a comprehensive Continuity of Operations Plan for all municipal services
- Develop Training Program
- Exercise the Plan

Continuity of Operations Plans for Service Delivery by Department

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Administration

SERVICE: Oversight of All Departments

SERVICE TYPE:

☐ Emergency - No disruption of service provision

 X Critical - up to 24-hour service disruption in emergency

☐ Essential - 24-72 hour service disruption possible in emergency

☐ Routine - resumption of service may be delayed for more than 72 hours in event of emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Available personnel/back-up: Chief Administrative Officer, Executive Assistant to the CAO and the Director of Strategy and Engagement, Director of Finance/Deputy CAO (back-up).

The CAO administers the business affairs of the municipality in accordance with the policies and plans established by LaSalle Council. The CAO leads and directs the department heads. The Executive Assistant to the CAO will provide administrative support to the CAO as required.
The CAO would host period meetings with the department head group to gain insight into the situation, conduct business of the Town and make decisions.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   ☐ No

Additional requirements include:
Access to computer, smart phone, server, and office equipment. The CAO can work from an alternate site.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

IT Department, location to host meetings

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Administration

SERVICE: Liaison with Council

SERVICE TYPE:

☐ Emergency - No disruption of service provision

X Critical - up to 24-hour service disruption in emergency

☐ Essential - 24-72 hour service disruption possible in emergency

☐ Routine - resumption of service may be delayed for more than 72 hours in event of emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Available personnel/back-up: Corporate Communication and Promotions Officer & Council Co-ordinator.

Administrations liaison with Council encompasses the communication with the Mayor, Deputy Mayor, and members of Council with members of the public, scheduling of meetings, and relaying information to Council through reports. Service can be provided at an off-site location with computer and internet access and telephone set up so members of the public can reach the department. Computer and server access would be required for completion of reports to Council and access to online documents, agreements, etc.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   ☐ No

Require access to computer/laptop, internet, server, telephone.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

IT department, Council Services

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Administration

SERVICE: Communications

SERVICE TYPE:

☐ Emergency - No disruption of service provision

X Critical - up to 24-hour service disruption in emergency

☐ Essential - 24-72 hour service disruption possible in emergency

☐ Routine - resumption of service may be delayed for more than 72 hours in event of emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Available personnel/back-up – Corporate Communication and Promotions Officer, Executive Assistant to the CAO (back-up), Clerk's Department (back-up), Culture and Recreation Department (back-up), Communication Network Group (Essex County municipalities – back-up)

Communication includes providing information to employees, LaSalle Fire, LaSalle Police and Council members (internal), and to residents, businesses, other emergency personnel, schools etc. (external). Main forms of communication include: E-mail, Town website, social media pages, media advisories/media releases/public service announcements to local media representatives, lobby screens, flyers etc.

Current information must be provided to the Communication Officer in timely manner and on a regular basis throughout the event. Space may be needed to host media conferences, information meetings etc.

Require contact information for media to provide updates (email, phone, fax), email addresses for all employees and Council members.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   ☐ No

Require access to computer/laptop, smart phone, server, office equipment, social media pages, Everbridge Notification System, meeting location. Communications can operate from an alternate location for an extended period of time.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

IT Department, Clerk's Department, Culture and Recreation Department, possible support from other municipalities in Essex County.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Administration

SERVICE: Garbage and Recycle

SERVICE TYPE:

☐ Emergency - No disruption of service provision

☐ Critical - up to 24-hour service disruption in emergency

X Essential - 24-72 hour service disruption possible in emergency

☐ Routine - resumption of service may be delayed for more than 72 hours in event of emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Current contract is with WDS for garbage & recycle. In the event of an emergency, contact would need to be made with WDS to increase the pick-up of garbage/recycle in the Town. Contact with Council services and the public would need to be made to inform them of the updates, changes in services, schedules, and delays.

Available personnel/backup: Director of Finance

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   ☐ No

Require access to telephone, laptop & Internet access for e-mail correspondence, alerting the community and media.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

IT department and contact with WDS

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Administration

SERVICE: Police Services Board

SERVICE TYPE:

☐ Emergency - No disruption of service provision

☐ Critical - up to 24-hour service disruption in emergency

☐ Essential - 24-72 hour service disruption possible in emergency

X Routine - resumption of service may be delayed for more than 72 hours in event of emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Police Services Board encompasses issuance of agendas, minutes, correspondence/liaison between the Board and the Police Service, and attendance at meetings.

Available personnel/back-up: Clerk & LaSalle Police Service Executive Assistant

All services can be provided at an off-site location. In the event it was deemed necessary to hold a meeting and the Civic Centre was not an option, it could be held at an off-site location. If Internet access was not available at the offsite location, agenda items could be printed off. Meetings can be deferred or cancelled to post emergency stage. Meetings for which notice has already been given, contact should be made with members by phone or e-mail, advising of the cancellation or deferral and posted on the LaSalle Police Service website for public information.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   ☐ No

Require access to computer/laptop, Internet, server, and off-site equipment (chairs/tables for meetings). Access to board members contact information (on server)

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

Computer and Internet access to contact LaSalle Police Service to update their website with meeting/location changes. Possible support from the LaSalle Police Service Executive Assistant. IT and Finance department support.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Administration

SERVICE: Strategic Planning Committees

SERVICE TYPE:

      ☐ Emergency - No disruption of service provision

      ☐ Critical - up to 24-hour service disruption in emergency

      ☐ Essential - 24-72 hour service disruption possible in emergency

      X Routine - resumption of service may be delayed for more than 72 hours in event of emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Available personnel/back-up: Executive Assistant to the Clerk
Strategic Planning Committees encompasses the issuance of agendas, minutes, and attendance at meetings. Meetings can be deferred or cancelled to post emergency stage. Meetings for which notice has already been given, if possible, contact should be made with members by phone or email, advising of the cancellation or deferral.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   ☐ No

Require access to computer/laptop, internet, server, and office equipment (chairs/tables for meetings). Meetings can be held at off-site locations and agendas can be emailed, if deemed necessary to hold a meeting.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

IT department

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Administration

SERVICE: Land Acquisitions

SERVICE TYPE:

        □ Emergency - No disruption of service provision

        □ Critical - up to 24-hour service disruption in emergency

        □ Essential - 24-72 hour service disruption possible in emergency

        X Routine - resumption of service may be delayed for more than 72 hours in event of

          emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Current process for residents to donate land is to drop-off, mail or e-mail requests into finance/administration departments. Electronic receipts for land donation requests could continue off-site with computer and Internet access. Mail/drop-off process can be deferred to post emergency.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

Require access to computer/laptop, Internet (infoLaSalle) and server.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

Finance & Town Lawyer

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Council Services

SERVICE: Marriage Licence Issuance

SERVICE TYPE:
        □ Emergency - No disruption of service provision

        □ Critical - up to 24-hour service disruption in emergency

        □ Essential - 24-72 hour service disruption possible in emergency

        X Routine - resumption of service may be delayed for more than 72 hours in event of

          emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Marriage licences are issued during regular working hours currently, requiring access to In Form Filler program on Deputy Clerk's computer and dedicated printer in her office that has been set by IT to only print marriage licences. If a disaster occurs and there is no access to the printer, marriage licences cannot be issued. Marriage licences are locked in a cabinet in office of the Deputy Clerk. If Town Hall sustained damage and the licences were damaged, it would not be possible to issue licences.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

Yes, but dependent on access to desktop and printer being set up in alternate location and supply of marriage licences from the Office of the Registrar General.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

IT resources required to set up printer and ensure that margins are correct to accommodate licences as well as to confirm access to In Filler Form program.

Inability to issue licences is a financial issue for the municipality in terms of lost revenue. The service is provided by surrounding municipalities in Essex County and persons interested in obtaining a licence would be referred to those municipalities. If the Town website is available, a message indicating interruption of service would be made along with information on where the public can access service elsewhere.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Council Services

SERVICE: Civil Ceremonies

SERVICE TYPE:

□ Emergency - No disruption of service provision

□ Critical - up to 24-hour service disruption in emergency

□ Essential - 24-72 hour service disruption possible in emergency

X Routine - resumption of service may be delayed for more than 72 hours in event of

emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Currently civil ceremonies are conducted Monday to Friday between the hours of 9am and 4 pm subject to pre-booking. Ceremonies are conducted either in the Council Chambers or in front of the living wall in the atrium of the Civic Centre. In the event of an emergency, those ceremonies that have been pre-booked could be held offsite subject to the availability of the Clerk and Deputy Clerk who both provide the service. This is contingent on being able to access the Marriage Register issued by the Registrar General, kept in locked cabinet in the Deputy Clerk's office, access to previously issued marriage licence (in instances where we issue the licence and are also performing the civil ceremony, the licence is retained in the Deputy Clerk's office until the day of the ceremony). Access to the sample vows and computer and printer also required if vows were not prepared in advance and available.

New requests for ceremonies would be referred to other municipalities and/or civil marriage officiants available in Essex County until the Civic Centre is up and running.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

Yes, dependent on access to computer/ printer, marriage register.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

IT resources required for computer and printer.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Council Services

SERVICE: Council agenda and meeting

SERVICE TYPE:

☐ Emergency - No disruption of service provision

☐ Critical - up to 24-hour service disruption in emergency

 X Essential - 24-72 hour service disruption possible in emergency

☐ Routine - resumption of service may be delayed for more than 72 hours in event of
   emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Agenda: Currently the council agenda is completed using Escribe software. Access to computer, Internet required. Executive Assistant to the Clerk and Council Coordinator are employees trained in use of the software.   Current process is for departments to submit paper copies of reports that are routed to the CAO for approval, and then placed on the agenda. Assumption is that council meetings, in the event of an emergency, would only be held if absolutely necessary and items would be kept to a minimum. Non-emergency reports to be held over to a future date.

Meeting: If the Civic Centre is damaged, and Council Chambers not available, meetings could be held at an offsite location. Examples, Vollmer Centre, Macedonian Club. Notice must be given to the public of change in location. If Internet access not readily available, agendas could be printed off site for use by all.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   ☐ No

A worktop for council members, administration, chairs as well for the public. Microphone if available but not necessary. Suspend playing of national anthem and display of reports on screens. Location should be accessible to persons with disabilities. A worktop for council and administration and chairs required for closed meetings.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

None

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Council Services

SERVICE: Municipal Election

SERVICE TYPE:

☐ Emergency - No disruption of service provision

 X Critical - up to 24-hour service disruption in emergency

☐ Essential - 24-72 hour service disruption possible in emergency

 X Routine - resumption of service may be delayed for more than 72 hours in event of emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Resuming work on the municipal election is of varying importance depending on how far out Election Day is occurring. For example, if an emergency were to occur in July of an election year, the service would be categorized as routine. If the emergency occurs within the month leading up to the election, resumption of election services becomes critical. There are provisions in the Municipal Elections Act that allows the Clerk/Returning Officer to declare a state of emergency depending on the severity of the occurrence and to have deadlines set aside by the Ministry of Municipal Affairs. In that instance, ex, if an emergency occurs 2-3 days before the election or the day of, the Returning Officer would work with the Ministry to extend deadlines for voting etc.

As the 2018 election is being conducted using Internet and telephone voting and the technical infrastructure for the election is not hosted by the Town, but rather by the election services provider, the only reliance on the Town's website would be for information to the public about the election. Staff would need access to Internet, computers and a printer to access electronic voters list, to add/delete electors and to issue new or replacement voter kits. The continuity of operations plan for the election is contingent on ability to access the supply of extra voter kits.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   ☐ No

The Voter Assistance Centre could be established off site, at the Vollmer, or other municipal building with Internet access, computers, printer and copier.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

IT resources needed to establish off site location per above.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Council Services

SERVICE: MFIPPA Requests

SERVICE TYPE:
        ☐ Emergency - No disruption of service provision

        ☐ Critical - up to 24-hour service disruption in emergency

        ☐ Essential - 24-72 hour service disruption possible in emergency

        X Routine - resumption of service may be delayed for more than 72 hours in event of

          emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Continued service is dependent on staff availability in the departments in which the records are held, to search for them. If records have been lost due to an emergency, and no back up exists (ex. electronic copy), the Office of the Information & Privacy Commissioner would be informed immediately. The Act stipulates that requests must be responded to within 30 days.
If a new request is received, timelines would be extended, IPC to be notified.   Deputy Clerk, Clerk or Executive Assistant to the Clerk are trained staff in MFIPPA.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   ☐ No

Subject to availability of records.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

Continued work on a FOI request may only continue if the records that are the subject of the request can be accessed. As the records are usually held in other departments, it would depend on their physical location and condition if found. Assuming the records can be retrieved and there are staff to do this in those departments, access to the I Drive for forms, pc, printer or copier are needed.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Council Services

SERVICE: Records Management - Corporate

SERVICE TYPE:

        □ Emergency - No disruption of service provision

        □ Critical - up to 24-hour service disruption in emergency

        X Essential - 24-72 hour service disruption possible in emergency

        X Routine - resumption of service may be delayed for more than 72 hours in event of

          emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Routine filing of corporate records in the Council Services Department would resume post emergency and is considered routine. The file rooms are not fire or waterproof and records would therefore most likely be damaged or lost in the event of a catastrophe in the Civic Centre, Administration area. Some corporate records are backed up electronically and the File Clerk would be able to retrieve them.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

Yes, if records are available electronically subject to access to Laserfiche, pc.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

IT assistance.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Council Services

SERVICE: Records Management – Employee Records

SERVICE TYPE:

        □ Emergency - No disruption of service provision

        □ Critical - up to 24-hour service disruption in emergency

        X Essential - 24-72 hour service disruption possible in emergency

        X Routine - resumption of service may be delayed for more than 72 hours in event of

           emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Employee related information is maintained in both paper and electronic formats. Detailed paper records are either stored within the HR file room, Payroll office, and/or Finance file room. All of these rooms are located at Town Hall. Electronic records are maintained in Info:HR and Vadim Payroll, however both electronic systems store different types of information. Next of Kin information is either stored in Info:HR, or in paper format.

In the event that the HR file room, Payroll office or Info:HR software program were not accessible during an emergency and an employee sustained a serious injury while at work, co-workers of the injured employee could be contacted in order to obtain contact information for family members, etc.

Irreparable damage to Town Hall could result in the permanent loss of all paper records. Some of these records may be recovered electronically (i.e. letters, resumes, etc.), however not all information is stored in electronic format. Damaged records would need to be regenerated in cooperation with each employee to the best extent possible. All historical records could be permanently lost with no opportunity for recreation.

The Ministry of Labour and Canada Revenue Agency requires employers to maintain certain employment records for defined periods of time, and the Town may not be able to comply with such requirements.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

Some information could be accessed electronically; however, this would be dependent upon the Division of IT to have backup systems available.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

IT assistance

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Council Services

SERVICE: Recruitment

SERVICE TYPE:

    □ Emergency - No disruption of service provision

    □ Critical - up to 24-hour service disruption in emergency

    □ Essential - 24-72 hour service disruption possible in emergency

    X Routine - resumption of service may be delayed for more than 72 hours in event of

      emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Non-essential recruitment activities may be suspended until normal operations are able to resume. All data related to recruitment is stored electronically. Any interviews that have already been scheduled may be difficult to cancel if electronic data is inaccessible. The risk associated with being unable to cancel an interview is low.

Any essential recruitment activities may be conducted offsite provided HR is able to access resumes electronically.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

HR would require access to data stored electronically in order to conduct interviews at any offsite location that provides some level of privacy.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Council Services

SERVICE: Committee Administration

SERVICE TYPE:

      □ Emergency - No disruption of service provision

      □ Critical - up to 24-hour service disruption in emergency

      □ Essential - 24-72 hour service disruption possible in emergency

      X Routine - resumption of service may be delayed for more than 72 hours in event of

        emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Committee Administration encompasses the issuance of agendas, minutes, attendance at Committee meetings for which Council Services staff provide administrative support (Personnel, Accessibility Advisory Committee). Meetings can be deferred or cancelled to post emergency stage. Meetings for which notice has already been given, if possible, a message should be placed on the Town website and contact made with members by phone or email, advising of the cancellation or deferral.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

Meetings can be held at another municipal site, most likely the Vollmer Recreation Complex, as it is accessible for LAAC members. Personnel Committee meetings could be held at LaSalle Fire Service or the Vollmer Recreation Complex. Tables and chairs needed in either location. Agendas are normally sent via email.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

Access to a computer and network drives for templates of minutes and agendas. Internet to email agendas and minutes. A phone is needed to contact members.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Council Services

SERVICE: Negotiations

SERVICE TYPE:

□ Emergency - No disruption of service provision

□ Critical - up to 24-hour service disruption in emergency

□ Essential - 24-72 hour service disruption possible in emergency

X Routine - resumption of service may be delayed for more than 72 hours in event of

emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Contract negotiations may be suspended until normal operations of the Town are able to resume. Any information related to contract negotiations is maintained in both electronic and paper format.

Irreparable damage to Town Hall could result in the permanent loss of all paper records. Some of these records may be recovered electronically, however not all information is stored in electronic format. Damaged records would need to be regenerated in cooperation with each bargaining unit.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

Contract negotiations could take place at an offsite location, if necessary.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Council Services

SERVICE: Human Resources Health & Safety

SERVICE TYPE:

       ☐ Emergency - No disruption of service provision

       ☐ Critical - up to 24-hour service disruption in emergency

       ☐ Essential - 24-72 hour service disruption possible in emergency

       X Routine - resumption of service may be delayed for more than 72 hours in event of

         emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Human Resources health and safety training, policies, forms, etc. are maintained electronically on the Internet through an external vendor. Employees may access the training information from any electronic device that has Internet access.

Human Resources will continue to provide advice and support to the Town as required. Each Supervisor will still be responsible for ensuring the overall health and safety of their direct reports.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   ☐ No

All related training may be accessed from any offsite location that has internet access.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Council Services

SERVICE: Reception

SERVICE TYPE:

> □ Emergency - No disruption of service provision
>
> □ Critical - up to 24-hour service disruption in emergency
>
> □ Essential - 24-72 hour service disruption possible in emergency
>
> X Routine - resumption of service may be delayed for more than 72 hours in event of
>
> emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Reception is located at the main entrance of our town hall. The reception is the face of the Town of LaSalle and the first point of contact. The reception area is staffed in person and by telephone Monday to Friday from 8:30 a.m. - 4:30 pm. An external contracted service, Commissionaires operates the reception area Monday to Thursday evenings and Saturday in person only. If a disaster were to occur and there is no access to the building, computer, phones and records, anyone calling the town for information or assistance with an issue would not be able to reach the receptionist.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED? X Yes   □ No

Yes, but dependent on access to desktop and phone being set up in an alternate location.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

I.T. resources required to set up computer and phone so that residents contacting the town can be provided with information regarding a service or forwarded to the appropriate department for resolution.

Inability to set up a receptionist for incoming calls and inquiries would mean that any callers would not have a live person when calling the Town of LaSalle and would automatically go to voicemail. This could cause frustration for our residents.

If our building could not be accessed, the Commissionaires would not be required for evenings and Saturdays until the building was reopened.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Council Services

SERVICE: Taxi Cab and Lottery Licenses

SERVICE TYPE:
> □ Emergency - No disruption of service provision

> □ Critical - up to 24-hour service disruption in emergency

> □ Essential - 24-72 hour service disruption possible in emergency

> X Routine - resumption of service may be delayed for more than 72 hours in event of

>   emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Taxi cab and lottery licenses are currently issued during regular working hours, and requires access to a computer and working files in order to determine eligibility. If a disaster occurs and there is no access to the files and a computer, the taxi cab and lottery licenses cannot be issued. The templates for lottery licenses and taxicab licenses are saved on the Administrative Assistant to the Clerk's H:/ network drive. If files were destroyed eligibility reviews would have to be conducted to ensure that all required documentation is received prior to the issuance of the licence.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

Yes, but dependent on access to desktop and printer being set up in alternate location and files, if available or not destroyed. Also the ability to accept payment.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

IT resources required to set up computer and printer in order to issue licenses and also the ability to accept payment.

Inability to issue licences would be a revenue loss to the municipality and the taxi cab driver or the charitable organization wanting to run a charitable gaming event in the municipality. Without the license, a taxi cab driver could not operate a taxi cab and a Charitable organization could not run a charitable gaming event in the municipality.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Council Services

SERVICE: Reception Dog Licensing

SERVICE TYPE:
　　　　□ Emergency - No disruption of service provision

　　　　□ Critical - up to 24-hour service disruption in emergency

　　　　□ Essential - 24-72 hour service disruption possible in emergency

　　　　X Routine - resumption of service may be delayed for more than 72 hours in event of

　　　　　emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Dog licenses are issued during regular working hours currently, requiring access to a computer and records and the Vadim system to issue dog licence and ensure no more than 3 tags are sold per residence. If a disaster occurs and there is no access to the records, ability to take payment and a computer, the dog tag licenses cannot be issued. The records are stored in a system called Vadim.   If there is no access to a computer and the Vadim program, no dog tags can be issued. For the payment of the dog tag, the customer service reps in Finance must be operational as well.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?　　X Yes　　　□ No

Yes, but dependent on access to a computer with the Vadim program being set up in alternate location and records. Also the ability to accept payment.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

IT resources required to set up computer and Vadim program in order to issue licenses and also the ability to accept payment.

Inability to issue licenses would be a revenue loss to the municipality and unlicensed dogs in the municipality. The issuance of dog licenses can resume once services resume.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Culture and Recreation

SERVICE: Programs

SERVICE TYPE:

□ Emergency - No disruption of service provision

□ Critical - up to 24-hour service disruption in emergency

□ Essential - 24-72 hour service disruption possible in emergency

X Routine - resumption of service may be delayed for more than 72 hours in event of

emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Programs are delivered in different facilities throughout the year, 7 days a week. There is a registration process or a drop in option for some. In the event of an emergency, programs would be cancelled until it was safe to return to the facility and begin program delivery again.

Registration for programs would require a workspace, computer, access to Max Galaxy software and trained staff. We would require cash handling supports, debit machine or credit card processing.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

Dependent on the needs of each program being delivered or the set up to process registration.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

Program materials as required and IT support for accessing recreation software.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Culture and Recreation

SERVICE: Rentals

SERVICE TYPE:

☐ Emergency - No disruption of service provision

☐ Critical - up to 24-hour service disruption in emergency

☐ Essential - 24-72 hour service disruption possible in emergency

X Routine - resumption of service may be delayed for more than 72 hours in event of

emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Recreation coordinates the rentals of space and fields for user groups. There are contracts that are completed and filed including information about insurance. Rentals can be cancelled or re-booked when safe to operate buildings/facilities.

Messaging would be required via social media and town website to update residents on the status of their rentals.

Staff would be required to process refunds or coordinate the booking calendar on the recreation software.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   ☐ No

Rentals could not be coordinated or rescheduled until the facilities or space was safe and operational.
Other municipalities could be contacted to assist in the coordination of moving groups or leagues who use fields/facilities on a regular basis. (eg. Soccer tournament, hockey league, etc.)

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

Access to computer, internet support and recreation software. Staff would require the database of renters, list of contracts, etc.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Culture and Recreation

SERVICE: Cultural Events

SERVICE TYPE:

       □ Emergency - No disruption of service provision

       □ Critical - up to 24-hour service disruption in emergency

       □ Essential - 24-72 hour service disruption possible in emergency

       X Routine - resumption of service may be delayed for more than 72 hours in event of emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Recreation delivers events throughout the year at various locations in Town. The events can be cancelled or rescheduled depending on the event, venue and time of year. Access to the internet would be necessary to provide updates and messaging on social media and town website. Staff would require phone service and email to contact vendors, entertainment and services booked to deliver the event.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

Events could be moved to alternate locations if a suitable venue was determined in the municipality. Some events require access to services including hydro, shelter, etc. The alternate location would need to be accessible and safe. Larger outdoor Festivals would be cancelled, as an alternate date would be difficult when rescheduling vendors, entertainment and volunteers.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

Access to a computer, Internet support, phone and access to network drives. Staff would require Internet to post updates on social media and website.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Culture and Recreation

SERVICE: Hospitality

SERVICE TYPE:
 ☐ Emergency - No disruption of service provision

 ☐ Critical - up to 24-hour service disruption in emergency

 ☐ Essential - 24-72 hour service disruption possible in emergency

 X Routine - resumption of service may be delayed for more than 72 hours in event of

 emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Recreation delivers hospitality services at the concession booth both indoors and outdoors in the summer at the Vollmer Recreation Complex. This service would need to be cancelled until a safe operation could resume.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED? X Yes ☐ No

Concession sales could operate out of a different location provided there was safe and accessible access for staff and patrons. A minimized menu could also be created until a functioning kitchen was available or operational. Operations for a reduced menu would alleviate the need for appliances to prepare food or a sink as per the Health Unit Regulations on safe food handling.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

Access to space, storage for product, cash handling procedures, debit card/credit card terminal. Trained staff would also be required to work and serve customers. Products would be required to sell or to prepare as items for sale.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Culture and Recreation

SERVICE: Aquatics Indoor

SERVICE TYPE:
  ☐ Emergency - No disruption of service provision

  ☐ Critical - up to 24-hour service disruption in emergency

  ☐ Essential - 24-72 hour service disruption possible in emergency

  X Routine - resumption of service may be delayed for more than 72 hours in event of

  emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Recreation delivers aquatics services indoors throughout the year at the Vollmer Recreation Complex. Patrons can access the pool for swimming lessons or leisure activity. In the event of an emergency, the pool would be closed and would not re-open until safe to operate. The facility would need to be safe; water levels and chemicals would need to meet regulations for pool operations. The Department would require trained staff who were qualified to guard and instruct before operating.

Interest in aquatics activity would be directed elsewhere until the facility and operations were deemed safe to re-open.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   ☐ No

During summer operations, the outdoor pool would be available if we needed to relocate programming, lessons or leisure activity. The capacity would be reduced, as the outdoor pool located at Front Road is smaller and would not be large enough to accommodate as many participants as is possible at the Vollmer Recreation Complex.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

Access to space, storage for product, cash handling procedures, debit card/credit card terminal. Trained staff would also be required to work and serve customers. Product would be required to operate the pool as per regulations.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Culture and Recreation

SERVICE: Aquatics Outdoor

SERVICE TYPE:

◻ Emergency - No disruption of service provision

◻ Critical - up to 24-hour service disruption in emergency

◻ Essential - 24-72 hour service disruption possible in emergency

X Routine - resumption of service may be delayed for more than 72 hours in event of

emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

The Culture and Recreation department delivers aquatics services outdoors in the summer at the outdoor pool located at Front Road. Patrons can access the pool for swimming lessons or leisure activity. In the event of an emergency, the pool would be closed and would not re-open until it was safe to operate. The facility would need to be safe, access would be required, water levels and chemicals would need to meet regulations for pool operations. The Department would require trained staff, who were qualified to maintain pool, guard and instruct before operating.

Interest in aquatics activity would be directed elsewhere until the facility and operations were deemed safe to re-open.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   ◻ No

During summer operations the indoor pool would be available if we needed to relocate programming, lessons or leisure activity.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

Access to space, storage for product, cash handling procedures, phone system.
Trained staff would also be required to work and serve customers. Product would be required to operate pool as per the regulations.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Culture and Recreation

SERVICE: Fitness Services

SERVICE TYPE:
  □ Emergency - No disruption of service provision

  □ Critical - up to 24-hour service disruption in emergency

  □ Essential - 24-72 hour service disruption possible in emergency

  X Routine - resumption of service may be delayed for more than 72 hours in event of

  emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Fitness operations are provided at the Vollmer Complex. Work out machines and classes are hosted on the second floor of the complex, some classes are hosted in different locations on the first floor. In the event of an emergency and the Vollmer was closed, the fitness services operation would be shut down and re-opened when the building was safe and operational with trained staff available.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

Fitness classes could operate out of alternate locations similar to programs provided a safe space was available and staff were able to instruct. The Fitness centre would not be relocated and operations would cease until access and function were deemed safe for residents and staff.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

Once the facility was deemed to be safe IT support would be required for accessing recreation software, internet, website and phone system.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Culture and Recreation

SERVICE: Vollmer Customer Service

SERVICE TYPE:

　□ Emergency - No disruption of service provision

　□ Critical - up to 24-hour service disruption in emergency

　□ Essential - 24-72 hour service disruption possible in emergency

　X Routine - resumption of service may be delayed for more than 72 hours in event of

　emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Customer Service is delivered at the Vollmer Recreation Complex during hours of operation throughout the year, 7 days a week. If the event of an emergency, the customer service delivery would be required to be moved to a safe location that would allow staff and residents to have access. The staff would be able to provide information, updates and service from an alternate location that was deemed appropriate and safe.

Delivery of Customer Service would require a workspace, computer, access to Max Galaxy software and the Internet to email and post updates on the website. Staff would also require a working phone system.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?　X Yes　　□ No

Yes, dependent on access to computer, printer, Internet, work space, hydro and phone system.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

IT support for accessing recreation software, Internet, website, pens, paper and phone system.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Finance

SERVICE: Utility Billing and Collection

SERVICE TYPE:

      □ Emergency - No disruption of service provision

      □ Critical - up to 24-hour service disruption in emergency

      □ Essential - 24-72 hour service disruption possible in emergency

      X Routine - resumption of service may be delayed for more than 72 hours in event of

       emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Currently, residential utility billing is performed quarterly and all other utility billing is performed monthly. If necessary, the Town could delay at least one residential billing cycle and multiple non-residential billing cycles while the accounting and/or meter reading systems are restored.
If a disaster took place that damaged the entire finance system at Town Hall, a "warm site" exists at the Public works building, which would take multiple days/weeks to get running and would require heavy involvement of the IT division.

If the water usage reading infrastructure (located on the Town's Tower) was damaged, the Town could potentially use existing Public Works staff or outsource drive by reading of water meters throughout the Town.

Currently there are three customer service representatives and one supervisor of revenue, who are responsible for the billing and collection function of both property tax and utility billing. The three customer service reps are cross-trained to perform all billing and collection duties for both utility billing and property taxes.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

If a disaster took place that damaged the entire finance system at Town Hall, a "warm site" exists at the Public works building, which would take multiple days/weeks to get running and would require heavy involvement of the IT division.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

If the finance servers located at Town Hall were permanently damaged due to a disaster, a "warm site" is currently set up at the Public Works building, and would require heavy involvement from the IT division and may take several days / weeks to get running. In addition to IT setup, some reconfiguration would be required to create a front counter to service residents. This reconfiguration could be performed by the fleet and facilities division of the Town or Eagle Office Supply could perform the reconfiguration if additional purchases are required.

In addition to existing public works site, the temporary site will require the following:
- Front desk reconfiguration to service residents coming in to pay their bills
- Multiple computers, debit machines, money counter
- A secure room to place a safe and store money at the end of the night (if Town Hall is damaged, it is likely that the WFCU will be damaged as well since it is located next to Town Hall, therefore staff may need to place deposits at the Dougall Ave. WFCU location)

If the Tower where the utility reading infrastructure is located is damaged, there are two options:
1) Having existing public works staff perform drive-by meter reads, if there are staff available
2) Outsource a company to perform drive-by meter reads

Note: non-residential reads are performed monthly and residential reads are performed quarterly.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Finance

SERVICE: Property Tax Billing and Collection

SERVICE TYPE:

□ Emergency - No disruption of service provision

□ Critical - up to 24-hour service disruption in emergency

□ Essential - 24-72 hour service disruption possible in emergency

X Routine - resumption of service may be delayed for more than 72 hours in event of

emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Currently, property tax billing occurs: the last Friday of February, the last Friday in April, the Last Friday in June and the last Friday in August. If necessary, the Town could delay property tax billings while the accounting system is restored. If cash flow becomes an issue, the Town could obtain a temporary loan from the WFCU until tax billing and collection activities resume.

If a disaster took place that damaged the entire finance system at Town Hall, a "warm site" exists at the Public works building, which would take multiple days/weeks to get running and would require heavy involvement of the IT division.

Currently there are three customer service representatives and one supervisor of revenue who are responsible for the billing and collection function of both property tax and utility billing. The three customer service reps are cross-trained to perform all billing and collection duties for both utility billing and property taxes.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

If a disaster took place that damaged the entire finance system at Town Hall, a "warm site" exists at the Public works building, which would take multiple days/weeks to get running and would require heavy involvement of the IT division.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

If the finance servers located at Town Hall were permanently damaged due to a disaster, a "warm site" is currently set up at the Public Works building, and would require heavy involvement from the IT division and may take several days / weeks to get running. In addition to IT setup, some reconfiguration would be required to create a front counter to service residents. This reconfiguration could be performed by the fleet and facilities division of the Town or Eagle Office Supply could perform the reconfiguration if additional purchases are required.

In addition to existing public works site, the temporary site will require the following:
- Front desk reconfiguration to service residents coming in to pay their bills
- Multiple computers, debit machines, money counter
- A secure room to place a safe and store money at the end of the night (if Town Hall is damaged, it is likely that the WFCU will be damaged as well since it is located next to Town Hall, therefore staff may need to place deposits at the Dougall Ave. WFCU location)

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Finance

SERVICE: Accounts Payable

SERVICE TYPE:

        □ Emergency - No disruption of service provision

        □ Critical - up to 24-hour service disruption in emergency

        □ Essential - 24-72 hour service disruption possible in emergency

        X Routine - resumption of service may be delayed for more than 72 hours in event of

         emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Currently, the accounts payable function is performed on an ongoing basis and cheques are cut weekly. If a disaster took place that damaged the entire finance system at Town Hall, a "warm site" exists at the Public works building, which would take multiple days/weeks to get running and would require heavy involvement of the IT division.

Currently, there is one accounts payable clerk and one supervisor of accounting. The financial analyst and payroll clerk are both trained as backup functions to the accounts payable clerk.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

If a disaster took place that damaged the entire finance system at Town Hall, a "warm site" exists at the Public works building, which would take multiple days/weeks to get running and would require heavy involvement of the IT division.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

If the finance servers located at Town Hall were permanently damaged due to a disaster, a "warm site" is currently set up at the Public Works building, and would require heavy involvement from the IT division and may take several days / weeks to get running.

A small cubicle would be required for accounts payable functions, which will consist of a computer and scanner. The printer at the warm site will also have to be configured to print Town cheques.

Typically, payments are made by their due dates, or within a week of the accounts payable clerk receiving the approved invoice. If the backup reconfiguration at the warm site was delayed beyond two months, the accounts payable function could be performed manually and hand written cheques could be written if absolutely necessary. This would require an extensive amount of human resources and the financial analyst position may be required to assist in the accounts payable function.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Finance

SERVICE: Payroll

SERVICE TYPE:

□ Emergency - No disruption of service provision

□ Critical - up to 24-hour service disruption in emergency

X Essential - 24-72 hour service disruption possible in emergency

□ Routine - resumption of service may be delayed for more than 72 hours in event of

emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Currently, the payroll function is performed on an ongoing basis and staff are paid weekly.
If a disaster took place that damaged the entire finance system at Town Hall, a "warm site"
exists at the Public works building, which would take multiple days/weeks to get running and
would require heavy involvement of the IT division.

Currently, there is one payroll clerk and one supervisor of accounting. The accounts payable
clerk is trained as backup function to the payroll clerk.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

If a disaster took place that damaged the entire finance system at Town Hall, a "warm site"
exists at the Public works building, which would take multiple days/weeks to get running and
would require heavy involvement of the IT division.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

If the finance servers located at Town Hall were permanently damaged due to a disaster, a
"warm site" is currently set up at the Public Works building and would require heavy
involvement from the IT division and may take several days / weeks to get running. A secure
office would be required for the payroll function, which will consist of a computer.

Given that the payroll function is performed weekly and it will take multiple days / weeks for the accounting system to be up and running, manual paycheques will have to be written for staff. This process is labour intensive as various source deductions will have to be manually calculated and kept track of. This amount of work will be too much for the payroll clerk to complete on her own and will require assistance. Assistance can be provided by the manager of finance and supervisor of accounting.

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Finance, Division of IT

SERVICE: Information Technology

SERVICE TYPE:

□ Emergency - No disruption of service provision

X Critical - up to 24-hour service disruption in emergency

□ Essential - 24-72 hour service disruption possible in emergency

□ Routine - resumption of service may be delayed for more than 72 hours in event of emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

The core of the Information Technology serving the Corporation resides in the first floor LAN room and second floor Server Room at Town Hall. The first floor LAN room contains access control panels for the Civic Centre including Town Hall, Library and Friendship Club spaces. Incoming services (Cogeco Internet, Cogeco Cable TV, and Bell Telephone) provide external voice, data and a/v communication with cabling coming into the building via first floor LAN room and up to second floor server room. The incoming cabling serves both the Corporation and Essex County Library. The Essex County Library cabling runs from the second floor server room to the Library LAN room. The Town Hall server room contains hardware infrastructure including two main host servers (hosting virtual servers), SAN, local backup server, network firewalls, core switches (layer 3) for internal communication, switches for County access and Sensus routers for water meter reads, Mitel controller, and Avigilon CCTV server. Inter-building cabling infrastructure originates from the server room and is distributed via singlemode fiber to Fire Service building, Police Service building, Cell Tower building, Vollmer Recreation Complex, and Public Works.

If a disaster took place that damaged the entire IT system at Town Hall, a "warm site" exists at the Public works building, which would take multiple days/weeks to get running and would require heavy involvement of the IT division. Prioritization of the systems in consultation with the departments would be necessary to ensure critical systems are restored first.

Currently there are two IS administrators and one supervisor of IT who are responsible for and are cross-trained among the systems. In the event of telephone and email disruption, the Division of IT would utilize the Everbridge Notification System (LaSalle Alerts) to notify staff when systems are operational, where and how to access, etc.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

If a disaster took place that damaged the entire IT system at Town Hall, a "warm site" exists at the Public works building, which would take multiple days/weeks to get running and would require heavy involvement of the IT division.

Prioritization of the systems in consultation with the departments would be necessary to ensure critical systems are restored first. In the event that the disaster includes the Vollmer Recreation Complex, the "warm site" at the Public Works building would be compromised from a voice/data communication perspective.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

If the IT systems located at Town Hall were permanently damaged due to a disaster, a "warm site" is currently set up at the Public Works building and would require heavy involvement from the IT division and may take several days / weeks to get up and running.

In addition to Town personnel, outside vendors would be required to assist with personnel, hardware, software and other IT needs as required. For example, server hardware, switches, telephone controllers, desktop and laptop computers, telephones, cabling and communication services.

In addition to existing public works site, the temporary site will require the following:
-   Hardware including servers, switches, computers, laptops, printers, plotter, telephones
-   Additional power sources as required
-   An additional room may be required for staging and deployment of hardware

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Finance, Division of IT

SERVICE: Geographic Information Systems (GIS)

SERVICE TYPE:

□ Emergency - No disruption of service provision

□ Critical - up to 24-hour service disruption in emergency

X Essential - 24-72 hour service disruption possible in emergency

□ Routine - resumption of service may be delayed for more than 72 hours in event of emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Currently, geographic information system (GIS) services occurs on a daily basis, predominantly assisting the Administration, Development & Strategic Initiatives/Building, Finance and Public Works departments via the ESRI ArcGIS software. Departments access GIS information via the online mapping application known as InfoLaSalle that is hosted at the County of Essex. If a disaster took place that damaged the desktop computer at Town Hall used to manage the GIS, a "warm site" can easily be configured at an alternate site which would take up to 24-hours to get running and would require involvement of the IT division. The InfoLaSalle website is a cloud based system, and would continue to operate with no disruption since it is hosted at the County of Essex.

Currently, there is one GIS technician and one Supervisor of Information Technology responsible for GIS services.

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

If a disaster took place that damaged the desktop computer at Town Hall used to manage the GIS, a "warm site" can easily be configured at an alternate site which would take up to 24-hours to get running and would require involvement of the IT division. The InfoLaSalle website is a cloud based system, and would continue to operate with no disruption since it is hosted at the County of Essex.
In addition to existing public works site, the temporary work location will require the following:

165

- Laptop with docking station and dual monitors
- Plotter
- Cell phone

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Fire Service

SERVICE: Emergency Response

SERVICE TYPE:

    X Emergency - No disruption of service provision

    □ Critical - up to 24-hour service disruption in emergency

    □ Essential - 24-72 hour service disruption possible in emergency

    □ Routine - resumption of service may be delayed for more than 72 hours in event of emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Consideration for Mutual Aid. Depending on the duration of the event consideration should be given to sustained staffing ie. Alternating crews, designated crew for the emergency event, separate crews for day-to-day emergency response. May need to advise EMS that we are not available for tiered response. Confirm availability of supplies, as needed. Addition considerations would include the following:

- Apparatus, related equipment
    - Additional firefighting foam supply from Windsor Fire Rescue
- Clean bunker gear, possible rental gear
    - Fire Service Management
- Sleeping / Living quarters
- Access to FirePro
- Dispatch services
- Radio communications, pagers
- Fuel source (gas, diesel)
- Medical supplies
- Office supplies for manual record keeping
- Firefighting water supply
- Food and potable water supply
- Generator
- Trained personnel

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

- Hygiene facilities
- Power supply
- Food and water supply
- Utilities, i.e. heat
- Adequate apparatus space
- Adequate office/support staff space
- Shelter with security
- Radio and dispatch communications
- Telecommunications
- Office supplies, i.e. laptops, Wi-Fi

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

- Fuel for trucks and equipment
- Water supply
- Radios
- Clean bunker gear for all personnel – washer
- Trained personnel
- Mutual aid agreement
- Full IT support
- Building department for structural inspections
- Mass notification messaging – involve council for consistent messaging
- Finance department for spending approvals

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Fire Service

SERVICE: Fire Prevention Services

SERVICE TYPE:

☐ Emergency - No disruption of service provision

☐ Critical - up to 24-hour service disruption in emergency

X Essential - 24-72 hour service disruption possible in emergency

☐ Routine - resumption of service may be delayed for more than 72 hours in event of emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Routine inspections and activities can be delayed. Emergency event may create additional inspection requirements. Prioritization of inspection requests according to life safety issues. Separate fire prevention staff from the emergency scene as soon as possible. Consider life safety implications in large residential and assembly buildings. Additional considerations should include:

- Phone and internet services, IT support
- Office supplies, manual record keeping
- Food and potable water supply
- Power supply
- Transportation and fuel
- Consideration for personal safety, hazards
- Hygiene facilities
- Radio communications
- Office work space
- Coordination with Building Department

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   ☐ No

- Hygiene facilities
- Power supply
- Food and water supply
- Utilities, i.e. heat
- Adequate office/support staff space

- Shelter with security
- Telecommunications
- Office supplies, i.e. laptops, Wi-Fi
- Personnel transportation

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

- Coordination with Building Department
- Trained personnel
- Full IT support
- PPE

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Fire Service

SERVICE: Training

SERVICE TYPE:

　　□ Emergency - No disruption of service provision

　　□ Critical - up to 24-hour service disruption in emergency

　　□ Essential - 24-72 hour service disruption possible in emergency

　　X Routine - resumption of service may be delayed for more than 72 hours in event of emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Routine training sessions may be suspended. Training specific to the emergency may be required. Additional considerations are as follows:

- Communication of specific training, if needed
- Manual record keeping may be required
- Access to I drive for training files
- Adequate indoor/outdoor training space
- Apparatus and firefighting equipment
- Files from training cabinet
- Air compressor for filling SCBA bottles

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?　X Yes　　□ No

- Electronic equipment (projector, computer)
- Hygiene facilities
- Power supply
- Water supply

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

- Computer, Projector, Radios
- Fuel for trucks and equipment
- Water supply
- Bunker gear for all personnel

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Fire Service

SERVICE: Administration / Office Services

SERVICE TYPE:

    ☐ Emergency - No disruption of service provision

    X Critical - up to 24-hour service disruption in emergency

    ☐ Essential - 24-72 hour service disruption possible in emergency

    ☐ Routine - resumption of service may be delayed for more than 72 hours in event of emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Depending on the nature and duration of the event, consideration should be made for alternate staffing of the administrative functions. Day-to-day administrative functions can be delayed. Considerations would include the following:

- Office work space and related equipment
- Access to FirePro
- Phone and internet services
- Office supplies for manual record keeping
- Food and potable water supply
- Generator
- Trained personnel

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED? X Yes   ☐ No

- Hygiene facilities
- Power supply
- Food and water supply
- Utilities, i.e. heat
- Adequate office/support staff space
- Shelter with security
- Telecommunications
- Office supplies, i.e. laptops, Wi-Fi
- Personnel transportation

172

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

- Trained personnel
- Full IT support

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Fire Service

SERVICE: Public Education

SERVICE TYPE:

□ Emergency - No disruption of service provision

□ Critical - up to 24-hour service disruption in emergency

□ Essential - 24-72 hour service disruption possible in emergency

X Routine - resumption of service may be delayed for more than 72 hours in event of emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Routine public education may be suspended during an emergency. Printed and electronic resources can be made available as required. Campaign related to emergency event can be created and posted on social media sites ie. Generator use, candles, portable heat sources, etc. Considerations would include the following:

- Access to printed materials
- Access to internet for public information access
- Phone and internet services
- Office supplies for manual record keeping
- Food and potable water supply
- Generator
- Trained personnel

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

- Hygiene facilities
- Power supply
- Food and water supply
- Utilities, i.e. heat
- Adequate office/support staff space
- Shelter with security
- Telecommunications
- Office supplies, i.e. laptops, wifi
- Personnel transportation

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

- Trained personnel
- Full IT support

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Police

SERVICE: Communications

SERVICE TYPE:

      X Emergency - No disruption of service provision

      □ Critical - up to 24-hour service disruption in emergency

      □Essential - 24-72 hour service disruption possible in emergency

      □ Routine - resumption of service may be delayed for more than 72 hours in event of emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

- Generator back up
- Off Site Communications at Kingsville Fire Site.
- No Off Site Data back-up yet.
- Transfer 911 calls to Windsor Police Service for interim back up until personnel arrive in Kingsville.
- Use of portable radios and cell phones

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

Vehicle to transport Personnel to Kingsville Fire Service back up site.

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)
(Considerations for resources, IT, materials etc that are external to departmental control)

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Police

SERVICE: Crisis Negotiators/Incident Command/Scribes/Criminal Investigations, Major Case Management

SERVICE TYPE:

X Emergency - No disruption of service provision

□ Critical - up to 24-hour service disruption in emergency

□ Essential - 24-72 hour service disruption possible in emergency

□ Routine - resumption of service may be delayed for more than 72 hours in event of emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Command Centre required – Generator back up, communications, radio, telephone and Internet
Cell phones, Notepads

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED? X Yes □ No

Alternate facility for command centre or work from Police vehicles on scene

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

Power and communications, Internet

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Police

SERVICE: Search Master

SERVICE TYPE:

X Emergency - No disruption of service provision

□ Critical - up to 24-hour service disruption in emergency

□Essential - 24-72 hour service disruption possible in emergency

□ Routine - resumption of service may be delayed for more than 72 hours in event of emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Command Centre required – Generator back up, communications, radio telephone and Internet

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED? X Yes □ No

Facility for command centre

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

Power and communications, Internet

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Police

SERVICE: Forensic Identification Services

SERVICE TYPE:
       □ Emergency - No disruption of service provision

       X Critical - up to 24-hour service disruption in emergency

       □ Essential - 24-72 hour service disruption possible in emergency

       □ Routine - resumption of service may be delayed for more than 72 hours in event of emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Vehicle, communications, radio, telephone and Internet, cameras and Forensic Equipment

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

On scene from police service Technical Services Vehicle

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Police

SERVICE: Marine, ATV, Bike

SERVICE TYPE:

      □ Emergency - No disruption of service provision

      X Critical - up to 24-hour service disruption in emergency

      □ Essential - 24-72 hour service disruption possible in emergency

      □ Routine - resumption of service may be delayed for more than 72 hours in event of emergency

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

Vehicle, communications, radio, telephone and Internet, cell phones

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

On scene from police service vehicles

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Public Works

SERVICE: Drainage

SERVICE TYPE:

      X Emergency - No disruption of service provision

- Drainage blockages on main drains/storm sewers
- Overland flooding
- Emergency locates

      X Critical - up to 24-hour service disruption in emergency

- Drainage inlet blockages (i.e. catch basin, small ditches)
- Storm pump stations

      X Essential - 24-72 hour service disruption possible in emergency

- Mechanic services

      X Routine - resumption of service may be delayed for more than 72 hours in event of emergency
- Regular drain cleaning
- Catch basin cleaning
- Culvert replacements
- Routine maintenance

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

- Radio communications, pagers
- Fuel source (gas, diesel)
- Generator

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED? X Yes ☐ No

- Hygiene facilities
- Power supply
- Food and water supply
- Utilities, i.e. heat
- Adequate apparatus space
- Adequate office/support staff space
- Shelter with security

- Radio and dispatch communications
- Telecommunications
- Office supplies, i.e. laptops, Wi-Fi

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)
(Considerations for resources, IT, materials etc that are external to departmental control)

- Fuel for trucks and equipment
- Radios
- Finance department for spending approvals

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Public Works

SERVICE: Facilities

SERVICE TYPE:

    X Emergency - No disruption of service provision

- Monitor/maintain refrigeration system
- Building system repairs/maintenance
- Enhanced cleaning

    □ Critical - up to 24-hour service disruption in emergency

    X Essential - 24-72 hour service disruption possible in emergency

- Pool maintenance
- Mechanic services

    X Routine - resumption of service may be delayed for more than 72 hours in event of emergency
- Regular facility cleaning
- Event setups
- Fire Inspections

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

- Radio communications, pagers
- Fuel source (gas, diesel)
- Generator

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

- Hygiene facilities
- Power supply
- Food and water supply
- Utilities, i.e. heat
- Adequate apparatus space
- Adequate office/support staff space
- Shelter with security
- Radio and dispatch communications

- Telecommunications
- Office supplies, i.e. laptops, Wi-Fi

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)
(Considerations for resources, IT, materials etc that are external to departmental control)

- Hygiene facilities
- Power supply
- Food and water supply

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Public Works

SERVICE: Parks

SERVICE TYPE:

□ Emergency - No disruption of service provision

□ Critical - up to 24-hour service disruption in emergency

X Essential - 24-72 hour service disruption possible in emergency

- Empty public garbage's
- Mechanic services

X Routine - resumption of service may be delayed for more than 72 hours in event of emergency
- Grass cutting
- Gardens maintenance
- Path clearing
- Tree trimming
- Events setup
- Sports field setup and maintenance

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

- Radio communications, pagers
- Fuel source (gas, diesel)
- Generator

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

- Hygiene facilities
- Power supply
- Food and water supply
- Utilities, i.e. heat
- Adequate apparatus space
- Adequate office/support staff space
- Shelter with security
- Radio and dispatch communications

- Telecommunications
- Office supplies, i.e. laptops, Wi-Fi

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)
(Considerations for resources, IT, materials etc that are external to departmental control)

- Fuel for trucks and equipment
- Radios
- Finance department for spending approvals

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Public Works

SERVICE: Roads

SERVICE TYPE:

X Emergency - No disruption of service provision

- Emergency traffic control setups and road closures
- Removing road blockages
- Maintain fuel levels at fuel depot

□ Critical - up to 24-hour service disruption in emergency

X Essential - 24-72 hour service disruption possible in emergency

- Mechanic services

X Routine - resumption of service may be delayed for more than 72 hours in event of emergency
- Asphalt maintenance
- Shoulder maintenance
- Roadside cutting
- Tree trimming/cleanup
- Street cleaning

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

- Radio communications, pagers
- Fuel source (gas, diesel)
- Generator

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

- Hygiene facilities
- Power supply
- Food and water supply
- Utilities, i.e. heat
- Adequate apparatus space
- Adequate office/support staff space
- Shelter with security

- Radio and dispatch communications
- Telecommunications
- Office supplies, i.e. laptops, Wi-Fi

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)
(Considerations for resources, IT, materials etc that are external to departmental control)

- Fuel for trucks and equipment
- Radios
- Finance department for spending approvals

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Public Works

SERVICE: Wastewater Collection

SERVICE TYPE:

X Emergency - No disruption of service provision

- Operations of pump stations (OCWA)
- Emergency locates
- Mainline sewer blockage

X Critical - up to 24-hour service disruption in emergency

- Private sewer backups

X Essential - 24-72 hour service disruption possible in emergency

- Mechanic services

X Routine - resumption of service may be delayed for more than 72 hours in event of emergency
- Routine locates
- Manhole inspections
- Bond return inspection
- General repairs

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

- Radio communications, pagers
- Fuel source (gas, diesel)
- Generator

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

- Hygiene facilities
- Power supply
- Food and water supply
- Utilities, i.e. heat
- Adequate apparatus space
- Adequate office/support staff space
- Shelter with security

- Radio and dispatch communications
- Telecommunications
- Office supplies, i.e. laptops, Wi-Fi

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)
(Considerations for resources, IT, materials etc that are external to departmental control)

- Fuel for trucks and equipment
- Radios
- Finance department for spending approvals

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Public Works

SERVICE: Water Distribution

SERVICE TYPE:
       X Emergency - No disruption of service provision

- Watermain breaks
- Emergency locates

       X Critical - up to 24-hour service disruption in emergency

- Watermeter leaks
- Water sampling
- Flushing in low chlorine residual areas

       X Essential - 24-72 hour service disruption possible in emergency

- Mechanic services

       X Routine - resumption of service may be delayed for more than 72 hours in event of emergency
- Meter maintenance
- Hydrant maintenance
- Restorations
- Valve maintenance
- Routine locates

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

- Radio communications, pagers
- Fuel source (gas, diesel)
- Generator

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED?   X Yes   □ No

- Hygiene facilities
- Power supply
- Food and water supply
- Utilities, i.e. heat
- Adequate apparatus space

- Adequate office/support staff space
- Shelter with security
- Radio and dispatch communications
- Telecommunications
- Office supplies, i.e. laptops, Wi-Fi

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)
(Considerations for resources, IT, materials etc that are external to departmental control)

- Fuel for trucks and equipment
- Radios
- Finance department for spending approvals

TOWN OF LASALLE
CONTINUITY OF OPERATIONS PLAN FOR SERVICE DELIVERY

DEPARTMENT: Public Works

SERVICE: Winter Operations

SERVICE TYPE:

X Emergency - No disruption of service provision

- Snow removal on main roadways
- Snow removal at Fire/Police/EOC
- Emergency snow removal equipment/repair maintenace

X Critical - up to 24-hour service disruption in emergency

- Snow removal on residential streets

X Essential - 24-72 hour service disruption possible in emergency

- Mechanic services

X Routine - resumption of service may be delayed for more than 72 hours in event of emergency
- Sidewalk/path snow removal

PLAN FOR CONTINUITY/RESUMPTION OF SERVICE:

- Radio communications, pagers
- Fuel source (gas, diesel)
- Generator

CAN SERVICE BE PROVIDED FROM AN ALTERNATE SITE IF REQUIRED? X Yes   □ No

- Hygiene facilities
- Power supply
- Food and water supply
- Utilities, i.e. heat
- Adequate apparatus space
- Adequate office/support staff space
- Shelter with security
- Radio and dispatch communications
- Telecommunications
- Office supplies, i.e. laptops, Wi-Fi

DEPENDENCIES FOR CONTINUITY OF OPERATIONS PLAN (COOP)
(Considerations for resources, IT, materials etc that are external to departmental control)

- Fuel for trucks and equipment
- Radios
- Finance department for spending approvals

Training and Maintenance of the Plan

The effectiveness of any operational plan is directly dependent on training and maintenance of the plan to ensure staff are aware of the details of the plan, and it updated as required to reflect operational changes that occur over time.

The Municipal Control Group should endeavor to incorporate elements of the Continuity of Operations Plan in regular and annual training sessions and exercises. As an appendix to the Emergency Response Plan, the Continuity of Operations Plan will be reviewed annually and amended as required.

It is the responsibility of the municipal Directors and Managers in each department to ensure staff are aware of the plan and trained in the applicable responsibilities, and areas of the plan relating to their departments and functional areas. Such training is to include designation of individuals, and alternates, responsible for implementing departmental plans, as well as maintaining necessary arrangements with suppliers and allied agencies to ensure continued access to necessary external supplies and resources in the event of a municipal emergency.

APPENDIX I

Town of LaSalle Flood Response Plan

July 2019

1.0 Introduction

1.1 Purpose

The purpose of the Town of LaSalle Flood Response Plan is to provide awareness of the potential for flood events and prepare for a coordinated and efficient response to a municipal flood emergency and/or significant flooding events within the municipality. The primary aim of this plan is to achieve the following:

- To provide for effective coordination, communication and response among municipal staff and resources, as well as external agency partners and resources, before, during, and after a flood event.
- A coordinated response consistent with prevailing conditions and information provided by external agencies including the Essex Region Conservation Authority (ERCA) Watershed Conditions statements, and/or other provincial and regional sources.
- To define the roles and responsibilities of the municipal departments and supporting agencies involved in a flood emergency.
- To define the essential municipal services and procedures to be sustained and utilized in minimizing the effects of a flood emergency in the Town of Tecumseh.
- To establish an effective communications strategy to keep residents, stakeholders, and external partner agencies informed of imminent threats and relevant response activity

1.2 Scope

The Flood Response Plan focuses on awareness, preparedness and response activities at the local municipal level. It outlines procedures and assistive measures that may be undertaken by the municipality to protect and sustain municipal infrastructure and assist municipal residents during flood emergencies.

It is acknowledged that The Town of LaSalle may require the assistance of external partner agencies during a flooding emergency and will work in conjunction with the Essex Region Conservation Authority (ERCA), stakeholders and Provincial authorities to help prepare for, mitigate where possible, and coordinate an effective response to flood emergencies.

1.3 Background

The Town of LaSalle is situated south of the City of Windsor. The current land use is a mixture of urban, suburban and rural areas. The northern approximately half of the municipality is primarily an urban landscape with a typical mixture of residential, multi-residential, commercial, and retail development. The southern portion of the municipality is primarily a mixture of suburban single-family homes, recreational lands, and agricultural lands.

The western boundary of the municipality includes approximately 8 kilometers of the Detroit River shoreline, at its midpoint between Lake St. Clair and Lake Erie. This area includes numerous marinas, residential developments, commercial businesses, and a major connecting link highway corridor between the City of Windsor and the Town of Amherstburg. The Canard River and Turkey Creek watersheds, as well as various other drainage systems also traverse the

municipality and have the potential to impact various infrastructure, and residential, recreational, and agricultural areas.

The Town of LaSalle has experienced instances of relatively minor flooding in the recent past attributed to the occurrence of significant storm or environmental events. Several areas of the municipality have been impacted, depending on the nature of the precipitating event. The extent and scope of any initial municipal response to flooding conditions will depend largely on the nature of the event that causes the flooding, and particularly on the speed of the onset of the event (i.e., warning time as in the case of rising lake & river levels vs. flash flooding due to extreme rain events), and on the scale and magnitude of the flood event (i.e., geographic area impacted, depth and extent of overland flooding.

The Town recognizes that an emergency response to flooding requires collaboration between agencies, sectors, and departments internally with the municipality, as well as ERCA, other external service providers and partner agencies, including provincial and regional resources. Therefore, there is a recognized need for a flood management plan to coordinate flood preparedness and response actions.

1.4   Planning Assumptions
The plan assumes the following:
- ERCA will provide watershed condition statements as they become available.
- The Town of LaSalle will work in partnership with ERCA officials to monitor risks to the community and provide relevant public information when appropriate
- The Town of LaSalle has the primary responsibility for mitigation, prevention, preparedness, response, and recovery in flood emergency/disaster situations.
- Seasonal climatic conditions and water level fluctuations, as well as associated extreme weather events may result in varying degrees of flooding in certain areas of the Town.
- Significant flooding events in The Town of LaSalle will be managed through the general organization, procedures, and response activities established in the Town of LaSalle Emergency Response Plan, including the Flood Response Plan appendix as applicable, and departmental operating procedures.
- Residents and property owners of the Town of LaSalle will take active measures to protect privately-owned property.

1.5   Plan Limitations
- While efforts will be made to assist affected property owners during a flood emergency, the protection of critical municipal infrastructure must be the first priority to ensure continuity of municipal services to the community.
- The Town will provide sandbags and sand to residents when adequate supplies are available, however, no municipal personnel will be deployed for the protection of private property.
- There may be factors that will adversely affect the municipality's ability to respond to flood emergencies. Response may be delayed if roads become impassable, normal

channels of communications may be disrupted, and provision of routine municipal services &/or utilities may be unavailable for extended periods of time.
- The level of Response to flooding varies depending on the cause of flooding. In the case of isolated severe weather events or heavy rain fall, the response and recovery may take place simultaneously as there may be little or no time to prepare.

1.6   Authority and Maintenance

The Town of LaSalle Flood Response Plan is an appendix to the Town of LaSalle Emergency Response Plan, which is authorized by municipal Council by-law, under the provincial authority of the Emergency Management and Civil Protection Act, RSO 1990.

Responsibility for the annual review, revision and testing of the Town of LaSalle Emergency Response Plan is assigned to the Town of LaSalle Community Emergency Management Coordinator (CEMC).

1.0   Flooding Hazard and Risk Considerations

The Ontario Ministry of Natural Resources and Forestry (MNRF) defines flooding as *"an overflow of water associated with a lake, river or stream that threatens the safety, welfare of people and/or damage to public and/or private property. Floods may be caused by natural phenomena (e.g. weather), structural failure (e.g. dams), or human interference (e.g. stream diversion)"*

At a provincial level, the MNRF has been identified as the ministry responsible for a provincial response to flood emergencies. As part of that responsibility, the MNRF provides information regarding flood forecasting to Conservation Authorities and municipalities to enable them to prepare for, track, and manage local flooding. Conservation Authorities monitor conditions and information from various sources and are responsible for local flood advisory messaging. As in other local emergencies, the municipality has jurisdiction and is responsible for the welfare of residents and protection of local infrastructure, with the province providing assistance, if requested, in support of emergency actions undertaken by the municipality.

2.1   Types of Flooding

The extent of localized flooding is determined by several factors including specific elevation and topography, water storage capacity and shoreline protection features (breakwalls, dikes), type of land use, intensity & duration of rainfall events, and seasonal snow & ice melt affecting local lake and river watercourse levels.

Although in general terms there are many potential sources or causes of flooding, the sources of flooding most likely to be experienced in the Town of LaSalle include the following or any combination thereof:

Lake Level – Freshet Flooding

Water levels in the Great Lakes are largely modulated by precipitation, natural springs and rivers, and climatic conditions. Great Lakes water levels typically rise during the spring into summer, but major winter snowfalls and excessive rainfall are primary drivers for high water as well, (referred to as the spring freshet). High lake levels in the Great Lakes and Lake St. Clair may cause local flooding to occur along the shores of the Detroit River and tributary watercourses such as the Canard River and Turkey Creek, in some places repeatedly, and can intensify during high wind and/or significant precipitation events and storms. Although water levels in the Great Lakes are in constant flux, the recent observed shifts have been particularly extreme.

Spring Rainfall
Significant spring rainfall events can be problematic due to various local climatic conditions that may be present.
The potential flooding impact of spring rainfall will vary depending on a number of factors including:

- How much rain falls
- Pre-existing water levels relative to snow/ice melt before a rain event
- The water content of the any existing snow cover on the ground
- The ground level permeability conditions (frozen or unfrozen)

The worst-case scenario is above-zero temperatures combined with rain on frozen ground, or rain on snow with above-average water content. These conditions provide the greatest threat for flooding.

Severe Rainfall Events
Our region can and has experienced significant rainfall events producing abnormally high volumes of precipitation due to either extreme intense rainfall over a short period of time, or significantly heavy rainfall over an extended period of time.

In the case of brief, extremely intense rainfall, the volume of water has the potential to overwhelm the capacity of the municipal storm drainage infrastructure, resulting in *"flash-flood"* conditions where areas may experience overland flooding for a relatively short-term duration, that may impact residential and commercial properties in the affected areas. The increased potential for electrical power outages due to the effects of these intense storms can further impact the ability of municipal & residential storm drainage systems to prevent flooding conditions.

2.2   Potential Adverse Impacts Caused by Flooding

Any significant flooding event has the potential to cause, or result in, a variety of negative impacts in the municipality including but is not limited to, the following:

- Threat to life and property

- Damage or destruction of public property, including damage to critical infrastructure
- Property damage or loss to private residential and commercial properties
- Utility failure (power, water / wastewater, gas)
- Communications disruption (telephone, internet, radio, television etc)
- Structural damage
- Erosion
- Damage to watershed ecosystems
- Traffic disruptions (road, bridge or rail closures), stranded motorists
- Difficulty or inability to deliver essential and emergency services (Police, Fire, Paramedic Services, Public Works, garbage collection, utility services)
- Food and water shortages
- Evacuation of people and animals
- Crop damage
- Threat to public health (contaminated water – both potable and non-potable water sources, algae, mold, sewage etc.)

3.0   Flood Emergency Management Overview

3.1   Prevention and Mitigation

Prevention and mitigation are those measures conducted proactively to reduce the likelihood of flooding. At the municipal level this may include working with the conservation authority to interpret flood mapping of the area in relation to land use policies, storm drainage infrastructure capacities, proactive infrastructure protective measures such as pump stations or shoreline dyke systems, recommending protective measures for property owners such as backflow prevention devices, etc.

With the increasing frequency and extent of local flooding attributed to multiple sources, the Town of LaSalle has been proactively reviewing all relevant prevention and mitigation measures and identifying available funding sources to continue to increase the resiliency of municipal infrastructure and reduce the effects of flooding wherever practical.

3.2   Preparedness

Preparedness activities are those activities carried out in advance of flooding and are initiated based on available information regarding the likelihood and extent of any potential threats of flooding. These activities include enhanced monitoring activities etc,. External provincial and regional authorities such as ERCA and MNRF provide assessments and flood forecasts to municipalities as necessary. During periods of elevated risk for flooding, the province provides strategic recommendations to municipalities and engages in enhanced flood readiness activities**.**

The Essex Region Conservation Authority (ERCA) has developed a public advisory system to inform local municipalities and residents of current and changing watershed conditions within our region, and where applicable, of potential impact in the local municipalities. Advisory messaging is issued by ERCA using the following standardized categories:

Watershed Conditions –Safety Bulletins: High flows, unsafe banks, melting ice or other factors that could be dangerous for recreational users such as anglers, canoeists, hikers, children, pets, etc. Flooding is not expected.

Watershed Conditions –Flood Outlook: Early notice of the potential for flooding based on weather forecasts calling for heavy rain, snow melt, high wind or other conditions that could lead to high runoff, cause ice jams, lakeshore flooding or erosion.

Flood Watch Bulletins: Flooding is possible in specific watercourses or municipalities. Municipalities, emergency services and individual landowners in flood-prone areas should prepare.

Flood Warning Bulletins: Flooding is imminent or already occurring in specific watercourses or municipalities.

Where there is a possibility of a significant flood event, the level of readiness required is dictated by the level of the anticipated flooding threat. Activities that may be undertaken include routine or enhanced visual monitoring of water levels, ensuring supplies and availability of required material such as sandbags and sand, heavy equipment, road closure & traffic control equipment, and review of flood plans and procedures, particularly in relation to protection of critical infrastructure, and emergency service functions. Depending on the anticipated severity of the flooding event, there may also a need to establish advanced planning working groups such as agriculture, transportation including mass evacuation planning, government services continuity, community recovery, health, critical infrastructure, and mapping.

3.3   Response

The level of municipal response is generally determined by flood level predictions as described by the Advisories issued by the Conservation Authority, and the potential or actual severity or impacts of local flooding experienced in the municipality.

At minimum, the municipality would implement regular monitoring of water levels and vulnerable municipal infrastructure. Appropriate public information regarding current and anticipated conditions would be issued, in addition to specific safety and precautionary messaging for residents who may be affected by flooding conditions. As necessary, the Municipal Control Group would be activated and the Emergency Operations Center would be appropriately staffed with Town officials and allied support agencies to support a coordinated municipal response to flooding conditions, including such activities as protection of municipal infrastructure, provision of emergency and essential services in the impacted area, road

closures, evacuation of affected residents, public health and lodging concerns etc.

As response activities in the EOC continue to expand, it may become increasingly challenging to maintain resources to sustain routine, essential, and emergency services in areas not affected by the flooding incident. The ability to access external resources and/or modify acceptable levels of municipal services is an important consideration.

3.4   Recovery

Recovery refers to activities and measures or programs designed to return a situation to an acceptable pre- emergency condition. Recovery activities may be carried out at the local, as in the case of restoration of municipal infrastructure and services and may include support or programs at the County or provincial level as is required by the complexity of the flood.

The Ministry of Municipal Affairs (MMA) advises municipalities on the Disaster Recovery Assistance for Ontarians (DRAO) and Municipal Disaster Recovery Assistance (MDRA) applications, determines eligibility of affected municipalities, and activates these programs. The Ministry of Environment, Conservation & Parks (MECP) provides information to municipalities regarding the safe handling and disposal of hazardous waste and the disposal of sandbags.

4.0   Implementation of the Town of LaSalle Flood Response Plan

4.1   Flood Management Group

Under the Emergency Management and Civil Protection Act (Ontario Regulation 380/04), municipalities have the primary responsibility and authority for response to flooding as most other emergencies, and for the welfare of residents and protection of property. This responsibility is intended to facilitate emergency planning at the local level and expedite an effective local response to emergency events.

At the municipal level the following individuals are appointed as the *Flood Management Group* for the Town of LaSalle, and have the primary responsibility to coordinate emergency preparedness, response and recovery activities for significant flooding emergencies:

- Mayor (head of Council)
- Chief Administrative Officer
- Director of Public Works
- Community Emergency Management Coordinator
- Director of Strategy and Engagement (EIO)

During flood events, the Flood Management Group also may engage various subject matter experts as necessary to provide research and analysis, or technical knowledge to support multi-agency coordination and resolution of complex issues. The primary role of the external subject

matter experts is to provide decision-making support and advice to the Flood Management Group and the broader Municipal Control Group in the Emergency Operations Center.

The Town of LaSalle Emergency Response Plan, through the activation of the Municipal Control Group, has general procedures and mechanisms in place to deal with anticipated seasonal flood events, however there may be complex and/or long duration situations where engaging additional Provincial-level decision-making support and expertise from key ministries and agencies is required. Where necessary the Flood Management Group will address specific, complex flood management issues, including those that may have significant or precedent implications on future municipal policy or mitigation activities.

4.2   Notification

This flood response plan is intended to provide guidance to initial responding municipal staff to reduce or limit the detrimental impacts during a major flooding event in the municipality. In the absence of prior notification or on-0going flood control measures, and subject to determining the severity of an emergent potentially significant flooding event, the initial responding agency, service or department will immediately contact the LaSalle CEMC, Director of Public Works, Chief Administrative Officer (CAO), Mayor, or their appointed alternate, regarding immediate threats or municipal response needs, and the potential need to implement notifications and response procedures of section 3 of the Town of LaSalle Emergency Response Plan.

Various forms of advance notification are typically provided in the case of anticipated flooding due to rising lake levels, or during spring freshet conditions. ERCA watershed conditions forecasts and notifications, weather forecasting services, and provincial sources may provide advance notification to the municipal Flood Management Group of the impending potential for flood conditions.

Upon notification of imminent potential for flooding conditions the Flood Management Group will commence a *Routine Monitoring* level of activation consistent with the Emergency Response Plan and will maintain regular contact and situational awareness among Flood Management Group members regarding current and changing conditions. Additional Municipal Control Group members may be notified to conduct or confirm advance preparedness activities.

Upon receiving a Flood Watch or Flood Warning, the Flood Management Group may adopt an *Enhanced Monitoring* posture. Enhanced measures may include establishing a regular meeting cycle, and/or a *Partial Activation* of the Municipal Control Group to provide a situation update and review or develop pertinent plans based on the current conditions and anticipated extent of flooding.

4.3   Response

In the event of rapid and significant "flash flooding", or monitoring activities indicate an elevated risk to portions of the municipality due to flooding conditions, further activation of the Town of LaSalle Emergency Response Plan may be necessary. Response *Activation Levels* and

associated activities are identified in Section 3 of the all hazards Emergency Response Plan. Additional considerations specific to flooding emergencies may include:

- *Partial or Full Activation* of the *Emergency Operations Center* should include notification of the following relevant municipal service providers and partner agencies:
  - Essex Windsor EMS
  - Windsor & Essex County Social Services
  - Red Cross
  - County of Essex CEMC
  - Essex Powerlines
  - Enbridge Gas Inc.

- Consultation among the Municipal Control Group to determine the most appropriate response to the specific flood circumstances and, if warranted, deploy municipal resources as required to ensure public safety and protect municipal infrastructure.
- Maintain liaison with Conservation Authority Flood Coordinators.
- Consider notification of the Provincial Emergency Operations Center for additional resources and/or technical assistance
- Consider the declaration of a municipal emergency if warranted

4.4   Roles and Responsibilities

As detailed in Appendix F of the Town of LaSalle Emergency Response Plan, the roles and responsibilities of the Municipal Control Group are organized and structured in accordance with the established standardized Incident Management System for emergency management. This IMS system consists of five key functions: Command, Operations, Planning, Logistics and Finance/Administration.

Upon activation of the *Emergency Operations Center* in response to a flooding emergency the titles, roles, and responsibilities of Municipal Control Group members are as detailed in Section 7 of the Town of LaSalle Emergency Response Plan. Additional considerations specific to flooding emergencies may include:

Command Section

- **Community Emergency Management Coordinator (CEMC)**
  The Community Emergency Management Coordinator (CEMC) is the Municipal Control Group's point of contact and coordination for external representatives of other governmental departments and agencies, and municipal service providers or partner agencies.

In this role, the CEMC will function as the *Flood Coordinator* to coordinate the implementation of the Flood Response Plan and facilitate a common designated point of contact for external stakeholders to liaise with members of the *Flood Management Group*.

- **Emergency Information Coordinator (EIC)**

  The Municipal Emergency Information Officer will coordinate emergency information tools (such as news releases, news conferences, social media messaging etc.) advising the public of actions and/or protective measures that may be taken during a flooding event.

  - Use of 211 may be established for residents in an affected area to receive specific instructions appropriate for conditions in that area
  - Use of the Everbridge LaSalle Alerts system may be considered for messaging to specific groups of residents
  - Updates on the event should be provided to the public via the media as conditions and activities in the affected areas change, such as road closures and restrictions in the area.
  - Public safety messaging should be developed in collaboration with municipal service providers for residents experiencing flooding or returning to their homes after flooding such as hydro and natural gas precautions, assessing flood damage, health and hygiene precautions, cleaning & restoring properties, and flood debris collection.

- **Operations Section**

  Operations coordinates the operational requirements and the response, directs resources and equipment as required to fulfill emergency management requirements.

- **Public Works Coordinator**

  Municipal response to flooding incidents is primarily coordinated by the Public Works department. In this capacity the Public Works Coordinator (Director of Public Works or alternate) would typically be appointed as *Operations Section Chief* under the authority of the Town of LaSalle Emergency Response Plan, coordinating overall response activities with other municipal departments and external agencies. Public Works considerations specific to flooding events may include:

  - Pre-planning of identified areas vulnerable to flooding, and any precautionary or preparedness measures that may be undertaken
  - Ensuring storm infrastructure is maintained in operational condition during the emergency conditions
  - Maintaining a cache of tools and equipment available for immediate deployment to a flood emergency.

- Maintaining a stock of sandbags, or a process for procuring sandbags and access to clean sand under emergency conditions. This may include keeping a stock of prefilled sandbags.
- Deploying filled sandbags to affected areas for municipal purposes in consultation with the Flood Management Group.
- Coordinating with Command and other Operations sections to support road closures and emergency service access to affected areas as may be required
- Providing operational response regarding public safety and the protection of municipal infrastructure and respond to requests for deployment of municipal resources and personnel.

- **Fire Coordinator**

Flooding events may involve circumstances where evacuation of residents, or specialized water rescue resources are required. Fire Service considerations specific to flooding may include:

- Conduct Water Rescue of any persons in danger with minimum delay and provide emergency medical care as necessary.
- Assisting EMS or Police with access to residents in need of immediate assistance
- In consultation with the Flood Management Group, assist with evacuations of residents in the affected areas as required.
- Liaise with utility service providers and residents on matters of life safety due to flooding conditions

- **Police Coordinator**

Flooding events may involve circumstances where evacuation of residents, or various road closures and traffic diversion is necessary. Police Service considerations specific to flooding may include:

- Monitoring continued ability to provide effective emergency response to affected areas, and access of additional resources as may be required
- Coordinating with Command and other Operations sections to support road closures, traffic diversion routes and emergency service access to affected areas as may be required
- Coordinating with Command and other Operations sections to support and assist with evacuation of residents in affected areas, including providing for security in evacuated areas.

5.0 Recovery Operations

As identified in Section 8 of the Town of LaSalle Emergency Response Plan, Recovery Operations refer to activities and programs designed to return a situation to an acceptable pre-emergency condition. Additional Recovery considerations specific to flooding emergencies may include:

- Policies and plans for debris removal
- Collaboration with public health officials, and public messaging regarding recommended practices for property cleanup and hygiene considerations
- Identification of vulnerable populations that may require additional assistance
- Coordination with the Chief Building Official to conduct inspections of identified affected properties and evacuated premises to determine re-occupation status.
- Coordination with utility service providers to facilitate re-occupation of evacuated areas
- Consideration of a Volunteer management program, including a registration and screening process, and identification of areas where volunteers can be of assistance
- Determine & establish eligibility for upper tier financial assistance programs
- Conduct public messaging regarding available resources and programs for residents and property owners
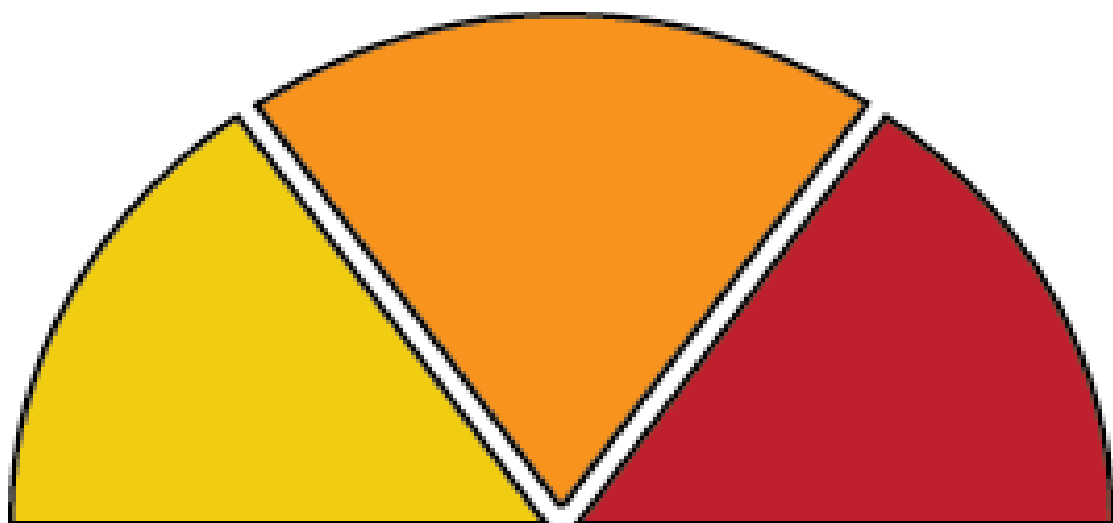
HEAT ALERT AND RESPONSE PLAN
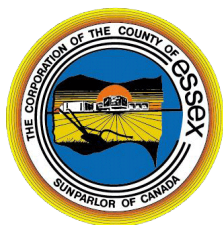
1.0 Introduction

Climate projections by Environment Canada indicate that the region of south-western Ontario can expect extreme heat events of increasing intensity, duration and frequency. This plan is intended to define what constitute a heat event for the City of Windsor and County of Essex that would warrant a response by public authorities. It describes a three-tier alert structure for such events and the appropriate communications and other response protocols. It also outlines how to involve non-government organizations and community groups to improve the resiliency of specific vulnerable populations and the public-at-large to heat health impacts.

This draft document is part of a pilot project supported by Health Canada to develop a heat alert and response system for the City of Windsor and County of Essex. This draft version of the Heat Alert and Response Plan (HARP) is dated January 2011.

2.0 Objectives

The goal of the HARP is to improve the resiliency among residents of the Windsor Essex region to extreme heat. In order to achieve this goal, the overarching objectives of this plan are to:

- Provide direction to decision makers on taking action during an extreme heat event based on the outline alert protocol.
- Educate the public about the heat health risks, notification and appropriate protective measures.
- Identify ways and means of reaching vulnerable populations concerning appropriate protective measures.
- Engage non-government organizations and community groups to support the communication and outreach strategy of the HARP.

3.0 Roles and Responsibilities

The following core organizations were all active participants on the Heat Alert and Response System Advisory Committee (HARSAC)

3.1 Windsor-Essex County Health Unit (Lead)

Contact: Medical Officer of Health

Roles and Responsibilities:

- Monitor Environment Canada's Humidex forecast, April thru October
- Contact Environment Canada regarding special weather statements and forecasts

- Determine the appropriate heat notification level
- Contact City of Detroit to exchange information prior to and during extreme heat events
- Notify media and community partners of change in level
- Conduct debriefings after extreme heat events
- Undertake annual evaluations of the HARP in the fall
- Add webcross link button to the WECHU's website
- Coordinate with Detroit to develop heat-health messaging
- Execute education campaign and training

3.2 Canadian Red Cross

Contact: Disaster Management Coordinator

Roles and Responsibilities:

- Maintain network of (respite) community partner organizations
- Conduct annual workshop to train the leadership of the community partner organizations
- Provide volunteers, including member of the First Aid Service (FAS) team to provide support

3.3 City of Windsor and County Municipalities

3.3.1 Corporate Communications

Contact: Municipal Marketing & Communications Officer

Roles and Responsibilities:

- Assist with the dissemination of information regarding extreme heat events
- Provide web cross link to Stay Cool Windsor Essex webpage between April and October

3.3.2 Environmental Master Plan Office

Contact: Municipal Environmental Coordinator

Roles and Responsibilities:

- Assist with the dissemination of information regarding extreme heat events
- Continue to coordinate efforts with Health Canada on heat health and other associated health issues (i.e. air quality)

- Continue to support the Heat Alert and Response Plan
- Explore adaptation strategies to build a more heat resilient community

3.3.3 Fire and Rescue Services

Contact: Municipal Fire Chief or Community Emergency Management Coordinator (CEMC)

Roles and Responsibilities:

- Assist with the dissemination of information regarding extreme heat events
- Prepare first responders with heat-health messaging
- Provide web cross link to Stay Cool Windsor Essex webpage between April and October

3.3.4 Parks & Facility Operations and Recreation

Contact: Municipal Parks Marketing & Communications Officer

Roles and Responsibilities:

- Assist with the dissemination of information regarding extreme heat event
- Provide annual list of public facilities with air conditioning (and generators) with normal hours of operation that the general public can access if required
- Monitor the use of pools and explore options to extend hours during extreme heat events

3.3.5   Police Services

Contact: Municipal Police Chief

Roles and Responsibilities:

- Assist with the dissemination of information regarding extreme heat event
- Prepare first responders with heat-health messaging

3.3.6   211/311 Call Centre

Contact: Manager of 211/311 Call Centre

Roles and Responsibilities:

- Assist with the dissemination of information regarding extreme heat event

3.4 City of Detroit

Contact: Emergency Preparedness Coordinator (Department of Health & Wellness Promotion – Office of Emergency & Public Health Preparedness)

Roles and Responsibilities:

- Exchange information with the Windsor Essex County Health Unit prior to and during extreme heat events
- Coordinate with Windsor Essex County Health Unit to develop heat-health messaging

3.5 Community Care Access Centre

Contact: Accreditation Manager

Roles and Responsibilities:

- Maintain network of (respite) community partner organizations
- Assist with the dissemination of information regarding extreme heat event

3.6 County of Essex

Contact: Emergency Management Coordinator

Roles and Responsibilities:

- Support preparedness among County municipalities and local organizations through ongoing exchange of information about heat-health and emergency response best practices
- Prepare first responders with heat-health messaging
- Provide web cross link to Stay Cool Windsor Essex webpage between April and October
- Develop and organize extreme table-top simulations for local emergency response agencies, taking place as needed

3.7 Essex-Windsor EMS

Contact: Deputy Chief, Planning & Physical Resources

Roles and Responsibilities:

- Prepare first responders with heat-health messaging
- Provide emergency medical response to the public during extreme heat events
- Report to the Medical Officer of Health the prevalence of heat-related illnesses

The sustainability and success of the HARP will be in part due to the large number of organizations that have committed to the development and implementation of this plan. A list of all community partners is listed in Appendix A.

4.0   Heat Alert Triggers

4.1   Monitoring (April thru October)

Starting in April of each year, the Windsor-Essex County Health Unit (WECHU) will begin monitoring the Environment Canada forecast for extreme heat events.
Environment Canada monitors both temperature and humidity. The combination of temperature and humidity reflects the perceived temperature and is reported as the Humidex reading. Environment Canada defines an extremely high humidex reading as over 40. In such conditions, all unnecessary activity should be curtailed.

4.2 Heat Advisory (Level 1)

A heat advisory is intended to signal an impending heat event of particular concern for vulnerable populations, such as the elderly and children, as well as anyone who is physically active or outdoors for a prolonged period of time. It is also meant to signal to various agencies that they should be in a state of readiness for a possible escalation in the severity of weather conditions.

At this stage, EMS (Emergency Medical Services), hospitals, and selected health professionals are expected to begin regular reporting to the Medical Officer of Health on specific data for heat-related illness.

4.2.1   Who activates/deactivates

The Medical Officer of Health (MOH) of the WECHU is responsible for activating a heat advisory Level 1.

4.2.2   When

A Heat Advisory Level 1 is called when one of the following conditions are met:
- 1 day with a humidex forecasted above 40

4.2.3   What happens

1) A media release along with an email blast will be sent to all community partners and any member of the public that has signed up to be notified.

2) For information purposes, the MOH will notify the Emergency Preparedness Coordinator from the City of Detroit Department of Health & Wellness Promotion.

3) EMS and area hospitals will be reminded that they are expected to report back to the WECHU regarding possible heat-related illnesses, for the duration of the heat advisory. These illnesses are summarized in Appendix B.

4) Selected pharmacists, as identified by the Essex County Pharmacists Association, will submit a brief summary of their observations by email to the MOH, at the end of each day for the duration of the heat advisory.

5) Information from EMS, hospitals and pharmacists will be considered by the MOH in determining if and when to activate the Level 2 (Heat Warning) protocol.

6) The MOH will notify EMS, hospitals, and the selected pharmacists, once reporting is no longer required, based on return to normal weather conditions satisfactory to the MOH.

4.3 Heat Warning (Level 2)

A heat warning is designed to signal impending health risks to the public-at-large due to a prolonged extreme heat wave. Specific actions are advised for vulnerable populations, such as visits and phone calls by community organizations. EMS and area hospitals should anticipate increased admissions and make preparations to cope. A number of other agencies such as Canadian Red Cross, Salvation Army and Fire & Rescue, are expected to be in a state of readiness for possible impacts affecting the public-at-large.

4.3.1 Who activates/deactivates

The Medical Officer of Health (MOH) of the WECHU (back-up: Director of Health Protection, WECHU) is responsible for activating a heat warning Level 2.

4.3.2 When

A Heat Warning Level 2 is called when one of the following conditions is met:
- 4 consecutive days with humidex forecasted above 40
- 1 day with a humidex forecasted above 45
- 4 days with a minimum night time humidex forecasted of 28
- Escalation of heat-health impacts

4.3.3 What happens

1) A media release along with an email blast will be sent to all community partners and any members of the public that have signed up to be notified.

2) For information purposes, the MOH will notify the Emergency Preparedness Coordinator from the City of Detroit Department of Health & Wellness Promotion.

3) The MOH will request the Canadian Red Cross to contact community partners to confirm their continued cooperation and make any revisions to the public directory of Community Partners, as necessary.

4) The MOH will advise the Canadian Red Cross of the potential for a change in the alert level from Level 2 to Level 3, thereby allowing the Red Cross an opportunity to prepare for deployment of mobile cooling stations in the event of a Heat Emergency (Level 3).

5) The Community Emergency Management Coordinator (CEMC) will consult with Enwin Utilities and other area utilities to briefly review their disaster planning for a potential widespread power outage.

4.4 Heat Emergency (Level 3)

A Heat Emergency is the highest stage in the Heat Wave Plan and denotes a state of emergency. This would occur when a heat wave is so severe and/or prolonged that its effects extend outside health and social care, such as power or water shortages, and/or where the capacity of health and social care systems to respond is threatened.

4.4.1   Who activates/deactivates

The Head of the respective municipal Council (Mayor or alternate), in consultation with members of the Community Control Group (CCG), which includes: Chief Administrative Officer (CAO), Community Emergency Management Coordinator (CEMC), Medical Officer of Health (MOH), etc will be responsible for activating a Heat Emergency (Level 3).

4.4.2   When

A Heat Emergency will be called at the discretion of the Head of Council (Mayor or alternate). A decision would be reached based on circumstances prevailing at the time and through consultation with the Community Control Group (CCG) as described in the respective municipal Emergency Response Plan.

4.4.3   What happens

1) Activation/deactivation of the emergency notification system, pursuant to the respective municipal Emergency Response Plan. Steps include: formal declaration/termination of an emergency, media release, notification to organizations and activation/deactivation of the Emergency Operations Centre (EOC).   The full Emergency Response Plans should be available on the respective municipal websites

5.0 Preparing for Heat

5.1 Community Partner Preparedness

Early each spring, the list of community partners (Appendix A) should be contacted to review the following;
   1) Verify primary and secondary contacts
   2) Determine if each partner is still able to provide support to the program
   3) Determine if they need additional resources (i.e. posters, flyers, etc)
   4) Determine their capacity and availability of support staff in the event of a prolonged heat wave.

5.2 Places to Cool Down

A list of places to cool down is provided in Appendix C. This list should be reviewed in the spring to verify hours of normal operation.

5.3 Stay Cool Windsor-Essex

The website (staycoolwindsoressex.com) should be updated routinely prior to and during the heat season. Communications tools developed as support to the community partners should be provided on the website in formats that allow easy downloading and printing.
The places to stay cool should also be updated to ensure that the information remains accurate.
The number of visits to the website should be monitored and used to evaluate the success of the awareness campaign.

5.4 211 Call Centre

211 should be provided with all updated information as it pertains to the heat alert and response plan and awareness campaign.
211 will also be asked to track the number of calls received for heat related questions. This information will assist in the evaluation of the awareness campaign.

5.5 Education

The Education Campaign will be led by the Windsor Essex County Health Unit and the City of Windsor's Environmental Coordinator. Community partnerships will be crucial for the success of this campaign. Such partnerships will be necessary to ensure that the messages are getting out across the community.
The beginning of the heat season represents a timely opportunity to build public awareness of heat wave notification protocol (internally and with the general public), associated health risks, and protective measures. The heat season is defined roughly as the period from Mid-April to Early-October. In addition to the Stay Cool Windsor Essex website and 211, a marketing campaign will be executed. The marketing campaign may vary year-to-year depending on the

funding and the success of certain tactics implemented. Posters, banners, brochures, advertisements, fridge magnets are all examples of tactics that may be implemented.
Train the trainer sessions will be conducted in the Spring of 2011. These sessions will provide an overview of the history and future of excessive heat in Windsor/Essex, heat-related illness, and how the community partners can support the heat alert and response plan. A list of participants in the train the trainer sessions will be maintained and those able to provide support to the program will be listed as a community partner in Appendix A.

6.0 Supporting Documents

This heat alert and response plan was developed with support of Health Canada's Climate Change and Health Office through a two-year pilot project. The pilot project has allowed Health Canada to develop numerous information resources that are intended to support Canadian communities in developing their own heat alert and response plans. These resources were developed through lessons learned in the four pilot communities and will also be useful in the evaluation and adaptation of this heat alert and response plan.
The following is a list of documents developed through the pilot project with the assistance of Health Canada:

Windsor-Essex specific documents

- Extreme Heat Event, Exercise HARS Reality, February 24, 2010
- Assessment of Vulnerability to the Health Impacts of Extreme Heat in Windsor
- Communications Audit, Strategy and Big Picture Landscape

Health Canada documents, Heat Resilient Canadians and Communities

- Guidelines for Assessing Health Vulnerability and Adaptation to Extreme Heat Events
- Communicating the Health Risks of Extreme Heat Events: Toolkit for Public Health and Emergency Management Officials
- Audience Specific Public Heat-Health Fact Sheets
- Best Practices for Developing Heat Alert and Response Systems to Protect Canadians
- Guidelines for Health Care Workers Regarding Extreme Heat Events
- Facts Sheets for Health Care Workers
- Simulating Extreme Heat Events to Develop Heat Alert and Response Systems
- Extreme Heat Events User Guide for health care organizations

APPENDIX A

Community Partners

Confirm support of Community Partners each spring

Community Partner	Contact Info	Support pledged
To Be Confirmed		

APPENDIX B

Heat-Health Illnesses – Draft from Health Canada's Communication Tool kit.

Extreme heat events can lead to one or more of the following health effects presented in descending order of severity[1]

Heat stroke – Most serious type of heat illness that is a result of body heat overload. Signs of heat stroke may include a core body temperature greater than 40ºC/104ºF, complete or partial loss of consciousness and/or reduced mental ability.[13] Sweating is not a good indicator of heat stroke as there are two types of heat stroke:

2. **Classic** – Accompanied by little or no sweating, usually occurring in children, persons who are chronically ill, and older adults

3. **Exertional** – Accompanied by increase in body temperature because of strenuous exercise or occupational exposure in combination with environmental heat and where sweating is usually present

Heat exhaustion – Caused by excessive loss of water and salt. Symptoms may include heavy sweating, weakness, dizziness, nausea, headache, diarrhea, and muscle cramps.

Heat fainting – Caused by the loss of body fluids through sweating, and by lowered blood pressure due to pooling of blood in the legs. Symptoms include temporary dizziness resulting from insufficient flow of blood to the brain while a person is standing.

Heat edema – Heat-induced swelling frequently noticeable in the ankles, feet and hands and is most often seen in people who are not regularly exposed to heat.

Heat rash – Is a result of inflammation of clogged sweat glands and is accompanied by tiny red spots on the skin, which may give a prickling sensation.

Heat cramps – Caused by a salt imbalance resulting from a failure to replace salt lost through excessive sweating. Symptoms are sharp muscle pains.

APPENDIX C
List of Places to Stay Cool

Reviewed each spring for updated hours of operation

Location	Address	Hours of Operation	A/C Yes/No	Generator Yes/No	Any Conditions
Vollmer Culture & Recreation Complex	2121 Laurier Dr. LaSalle, ON	Mon-Fri 6:00 a.m. – 10:00 p.m. Sat/Sun - 7:00 a.m. – 10:00 p.m.	YES	YES	Accessible Facility
Town of LaSalle Civic Centre Atrium	5950 Malden Rd. LaSalle, ON	Mon-Thu 8:30 a.m. – 8:00 p.m. Fri 8:30 a.m. – 6:00 p.m. Sat 10:00 a.m. – 5:00 p.m.	YES	YES	Accessible Facility
Essex County Library – LaSalle Branch	5950 Malden Rd. LaSalle, ON	Mon-Thu 8:30 a.m. – 8:00 p.m. Fri 8:30 a.m. – 6:00 p.m. Sat 10:00 a.m. – 5:00 p.m.	YES	YES	Accessible Facility
LaSalle Pool (Outdoor)	Front Rd. (at Laurier Dr.) LaSalle, ON	Visit lasalleactive.ca for current hours	N/A	N/A	None
Splash Pad	2121 Laurier Dr. LaSalle, ON	9 a.m. – 8 p.m. Note: can be made available at any time	N/A	N/A	None

STAY WARM
WINDSOR-ESSEX

COLD ALERT AND RESPONSE PLAN

WINDSOR-ESSEX COUNTY
HEALTH unit
Bureau de santé de Windsor-comté d'Essex

7.0 Introduction

The Medical Officer of Health will issue a Cold Warning or an Extreme Cold Warning when the criteria are met for forecasted cold events in our area. When issuing a Cold Warning or an Extreme Cold Warning, the Medical Officer of Health will also consider factors that increase the impact of cold weather on health such as precipitation, low daytime temperatures, number of days/nights of cold weather in a row, and sudden onset of cold weather.

During the cold months, the WECHU website will be updated daily when a warning is issued. When under a cold warning, you should take extra precautions to protect yourself and loved ones from cold related health risks.

2.0 What does it mean?

Cold Warning Level	Warning Icon	Warning Criteria
Cold Warning		A cold warning is issued when the temperature reaches -15°C (5°F) without the wind chill for one day.
Extreme Cold Warning		An extreme cold warning is issued when temperatures are -27°C (-16.6°F) with or without the wind chill for one day.
Cold Emergency		Cold Emergencies are declared during extenuating circumstances (i.e., large scale power outage or drinking water emergency) during a cold event.

3.0 Health Risks of Extreme Cold

Cold weather can be harmful to your health. While the health risks related to cold are higher for certain groups (such as people who work outdoors, people with pre-existing heart conditions or respiratory illnesses, older adults, infants, young children, and those who are experiencing homelessness), everyone is potentially at risk. Fortunately, most cold-related injuries can be prevented or treated if you are aware of the risks, signs, and symptoms. This information can help you to plan ahead, and take action to protect yourself and your family.

    I.   **Cold-related Injury**

While the health risks related to cold are higher for certain groups (such as people who work outdoors, people with pre-existing heart conditions or respiratory illnesses, older adults, infants, young children, and those who are experiencing homelessness), everyone is potentially at risk. Fortunately, most cold-related injuries can be prevented or treated if you are aware of the risks, signs, and symptoms. This information can help you to plan ahead, and take action to protect yourself and your family (APPENDIX B).

4.0 Preparing for Cold

    7.1 Community Partner Preparedness

    Early each spring, the list of community partners (Appendix A) should be contacted to review the following;

    1) Verify primary and secondary contacts

    2) Determine if each partner is still able to provide support to the program

    3) Determine if they need additional resources (i.e. posters, flyers, etc.)

    4) Determine their capacity and availability of support staff in the event of a prolonged heat wave.

7.2 Places to Stay Warm

A list of places to cool down is provided in Appendix A. This list should be reviewed in the spring to verify hours of normal operation.

7.3 Stay Warm Windsor-Essex

The website (https://www.wechu.org/your-environment/stay-warm-windsor-essex-program) should be updated routinely prior to and during the cold season. Communications tools developed as support to the community partners should be provided on the website in formats that allow easy downloading and printing.

The places to stay warm should also be updated to ensure that the information remains accurate. The number of visits to the website should be monitored and used to evaluate the success of the awareness campaign.

7.4 211 Call Centre

211 should be provided with all updated information as it pertains to the cold alert and response plan and awareness campaign.

211 will also be asked to track the number of calls received for cold related questions. This information will assist in the evaluation of the awareness campaign.

5.0 Cold Warning Levels

Cold Warning (Level 1)
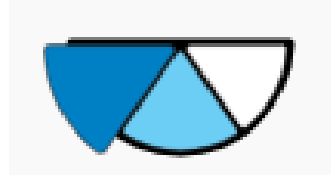
i.   Who activates/deactivates

The Medical Officer of Health (MOH) of the WECHU is responsible for activating cold warning levels.

ii.   When

Cold warning – A cold warning is issued when the temperature reaches -15°C (5°F) without the wind chill for one day.

iii.   What happens
1)   A media release along with an email blast will be sent to all community partners and any member of the public that has signed up to be notified.
2)   WECHU social media posts will be shared along with a List of Places to Stay Warm (Appendix A).

Extreme Cold Warning (Level 2)

i.   Who activates/deactivates

The Medical Officer of Health (MOH) of the WECHU is responsible for activating cold warning levels.

ii.   When

Extreme Cold warning – An extreme cold warning is issued when temperatures are -27°C (-16.6°F) with or without the wind chill for one day.

iii.   What happens
1)   A media release along with an email blast will be sent to all community partners and any member of the public that has signed up to be notified.
2)   WECHU social media posts will be shared along with a List of Places to Stay Warm (Appendix A).

Cold Emergency (Level 3)
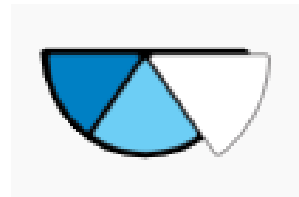
i.   Who activates/deactivates

The Head of the respective municipal Council (Mayor or alternate), in consultation with members of the Community Control Group (CCG), which includes: Chief Administrative Officer (CAO), Community Emergency Management Coordinator (CEMC), Medical Officer of Health (MOH), etc. will be responsible for activating a Cold Emergency (Level 3).

ii.   When

Cold Emergency – Cold Emergencies are declared during extenuating circumstances (i.e., large scale power outage or drinking water emergency) during a cold event. A Cold Emergency will be called at the discretion of the Head of Council (Mayor or alternate). A decision would be reached based on circumstances prevailing at the time and through consultation with the Community Control Group (CCG) as described in the respective municipal Emergency Response Plan.

iii.   What happens

Activation/deactivation of the emergency notification system, pursuant to the respective municipal Emergency Response Plan. Steps include: formal declaration/termination of an emergency, media release, notification to organizations and activation/deactivation of the Emergency Operations Centre (EOC).

Windsor-Essex specific documents

- Health Canada It's Your Health: Extreme Cold
- Environment Canada's Weather Alerts for Ontario-South
- Environment Canada's Winter Weather Information

APPENDIX A
List of Places to Stay Warm

Reviewed each spring for updated hours of operation

Location	Address	Hours of Operation	Contact Name / Phone Number	HEAT Yes/No	Generator Yes/No	Any Conditions
Community Centres						
Vollmer Culture & Recreation Complex	2121 Laurier Dr. LaSalle, ON	Mon-Fri 6:00 a.m. – 10:00 p.m. Sat/Sun - 7:00 a.m. – 10:00 p.m.	Mark Masanovich (519) 969-4143	YES	YES	Accessible Facility
Town of LaSalle Civic Centre Atrium	5950 Malden Rd. LaSalle, ON	Mon-Thu 8:30 a.m. – 8:00 p.m. Fri 8:30 a.m. – 6:00 p.m. Sat 10:00 a.m. – 5:00 p.m.	Mark Masanovich (519) 969-4143	YES	YES	Accessible Facility
The Essex County Homelessness Hub	215 Talbot Street East Leamington, ON	Mon-Sun 9:00 a.m. to 5:00 p.m. 10:00 p.m. to 9:00 a.m.	519-326-8629, ext. 395	YES	YES	Accessible Facility
Welcome Centre Shelter for Women & Families	263 Bridge Ave.	N/A	(519) 971-7595	YES	YES	Accessible Facility
The Salvation Army	355 Church Street	N/A	(519) 253-7474	YES	YES	Accessible Facility
The Downtown Mission of Windsor	664 Victoria Ave.	Mon-Sun 8:00 a.m. to 8:00 p.m.	(519) 973-5573	YES	YES	Accessible Facility
Libraries						
Essex County Library – LaSalle Branch	5950 Malden Rd. LaSalle, ON	Mon-Thu 8:30 a.m. – 8:00 p.m. Fri 8:30 a.m. – 6:00 p.m. Sat 10:00 a.m. – 5:00 p.m.	Donna Spickett (226) 946-1529 ext. 210	YES	YES	Accessible Facility

APPENDIX B
Cold-related Injuries

Cold weather can result in the development of cold-related injuries, such as windburn, frostnip, frostbite and hypothermia.

A. Windburn - Occurs when cold wind removes the top layer of oil from the skin
    a. Signs and Symptoms
        i. Excessive dryness
        ii. Redness
        iii. Soreness
        iv. Itchiness
    b. What to do
        i. Do not scratch or rub affected areas
        ii. Apply protective skin care product as needed to relieve symptoms
        iii. Use lip balm to protect lips

B. Frostnip - Mild form of frostbite, only the skin freezes
    a. Signs and Symptoms
        i. Skin appears yellowish or white, but feels soft to the touch
        ii. Painful tingling or burning sensation
    b. What to do
        i. Move to a warm room, reheat your body with blankets or by contact with another person
        ii. Thaw injured skin in water above body temperature (Note: Do not use scalding or hot water)
        iii. Do not rub, massage or shake the injured skin
        iv. For severe frostbite, seek medical attention immediately

C. Frostbite - Both skin and the underlying tissue are frozen
    a. Signs and Symptoms
        i. Skin appears white and waxy, hard to the touch
        ii. Frostbite area has no feeling
        iii. Severe frostbite can cause permanent damage to body tissue if it is not treated immediately.
    b. What to do
        i. Move to a warm room, reheat your body with blankets or by contact with another person
        ii. Thaw injured skin in water above body temperature (Note: Do not use scalding or hot water)
        iii. Do not rub, massage or shake the injured skin
        iv. For severe frostbite, seek medical attention immediately

D. Hypothermia - Occurs when body loses heat faster than it can produce it
    a. Signs and Symptoms
        i. Stage 1: Shivering, goose bumps on skin, numb hands, quick and shallow breathing, fatigue

      ii. Stage 2: Warm sensation, strong shivering, uncoordinated movements, mild confusion, lips/ears/fingers/toes may turn blue

     iii. Stage 3: In severe cases, frostbite can affect speaking, thinking and walking, amnesia may develop, blue/puffy skin

b. What to do

      i. Hypothermia is a medical emergency. Call 911 immediately if you suspect someone may have hypothermia.

     ii. While waiting for help:

        1. Move them to a warm place
        2. Gently remove any wet clothing
        3. Wrap them in blankets/dry clothing
        4. Give them warm and sweet liquids

Do not fight shivering, it's one of the ways the body increases its core temperature.

APPENDIX K

MENTAL HEALTH

Addictions	
Alcoholics Anonymous	519.256.9975
Brentwood Recovery	519.253.2441
Centre for Problem Gambling & Digital Dependency HDGH, 1453 Prince Rd.	519.254.2112
Cocaine Anonymous	519.788.3889
Concurrent Disorders Treatment HDGH, 1453 Prince Rd.	519.257.5125
DART	1.800.565.8603
House of Sophrosyne	519.252.2711
Narcotics Anonymous	519.977.8063
New Beginnings Non-Residential Attendance Centre	519.971.0973
Phoenix Recovery Program Downtown Mission, 875 Ouellette Ave.	519.962.5582 x803
Pozitive Pathways Harm Reduction	519.973.0222
RE/ACT Windsor-Essex www.reactwindsor.ca	519.566.2115
Recovery Inc.	519.326.3635
SAFEpoint	519.997.7422
Salvation Army	519.253.7473
S.T.A.G.E.S. Group, CMHA	519.255.7440
S.T.E.P.S. (1-1 support)	519.997.2824
Windsor Addiction Assessment & Referral	519.257.5220
Windsor Family Health Team	519.250.5656
Withdrawal Management Centre	519.257.5225
Women for Sobriety	519.256.1497
Emergency Shelters	
Downtown Mission 875 Ouellette Ave.	519.973.5573
Salvation Army (Men only) 355 Church St.	519.253.7473
Welcome Centre (Women & Families only) 500 Tuscarora St.	519.971.7595
Hiatus House Crisis support, emergency shelter for women and children experiencing domestic violence.	24hr: 519.252.7781
Housing Information Services 3450 Ypres, Suite 200	519.254.4824
Online & Phone Support	
Bounce Back www.bouncebackontario.ca	1.866.345.0224
Talk Suicide Canada National Phone Line	1.833.456.4566
Windsor-Essex Compassion Care Community (WECCC) www.weccc.ca	519.728.1435 ext. 208

Breaking Free from Substance Use www.breakingfreeonline.ca Wellness Together Canada	Text WELLNESS to 741741
Windsor-Essex County Health Unit	519.258.2146
Community Info & Referral	211
Mental Health Education & Training Suicide Prevention mhp@cmha-wecb.on.ca	519.255.7440 ext. 234
Crisis Support	
Community Crisis Centre	24hr: 519.973.4435
Sexual Assault Crisis Centre Crisis support and counselling for people who have experienced sexual violence.	24hr: 519.253.9667
Drouillard Place 1102 Drouillard Rd.	519.253.4446
Windsor-Essex Children's Aid Society	1.800.265.5609
Kids Help Phone	1.800.668.6868 Texting available: 686868
Translifeline Peer support service run by trans people, for trans and questioning callers	1.877.330.6366
Addiction, Mental Health, & Problem Gambling Service	1.866.531.2600
Post-Secondary Student Helplines	
Good2Talk	1.866.925.5454
Keep.meSAFE	1.844.451.9700
Indigenous Supports	
Hope for Wellness Help Line Online chat: www.hopeforwellness.ca	1.855.242.3310
24/7 Support Line to receive emotional support related to missing and murdered Indigenous women and girls.	1-844-413-6649
Community Resources	
TSC Crisis & Mental Wellness Centre 744 Ouellette Ave. 8am to 8pm ext. 72621	519.257.5111
TSC Wellness Program	519.257.5224
Mood/Anxiety Treatment Program	519.257.5125
Regional Children's Centre	519.257.KIDS (5437)
Wellness Program for Extended Psychosis	519.257.5111
Geriatric Assessment Program Geriatric Mental Health Outreach Team Hôtel-Dieu Grace Healthcare	519.257.5112
Family Services Windsor-Essex 1770 Langlois Ave.	519.966.5010
Bulimia Anorexia Nervosa Association	519.969.2112

1500 Ouellette Ave., Suite 100	
Maryvale Adolescent Family Services (Ages 11-17) 3640 Wells St.	519.258.0484
Teen Health Centre (up to Age 24) 1361 Ouellette Ave. (WECHC	519.253.8481
Sandwich Community Health 3325 College Ave. (WECHC)	519.258.6002
Pozitive Pathways 511 Pelissier St.	519.973.0222
Mental Health Connections 370 Erie St. E. NAMI Family to Family Education Program	519.256.4854
Noah's House (Youth Mental Health) 2343 Pillette Rd.	519.250.9096
The House Youth Centre 247 Brock St., Amherstburg	519.736.6811
Essex County Youth Diversion 1821 Provincial Rd.	519.253.3340
The Bridge Youth Center 310 Sherk St, Leamington	226.773.3454
LaSalle Hangout for Youth 1400 Front Rd., LaSalle	519.970.9629
Brain Injury Association of Windsor & Essex County 856 Victor Dr., Windsor	519.981.1329
Alzheimer Society of Windsor-Essex 2135 Richmond St.	519.974.2220
Life After Fifty (LAF) (2 locations)	519.254.1108
COAST – Mental Health Response Unit – LaSalle Police Senior Constable Bonnie RACINE: 519-969-5210 ext. 2541 Stephanie Robinson, HDGH Crisis Worker	Other Locations: Windsor: 519.973.4409 Essex: 519.723.4600 Leamington: 519.324.0123
Mental Health Support Team	LaSalle: 519.250.5048 Amherstburg: 519.736.0208
Multicultural Council of Windsor	519.255.1127
New Canadians' Centre of Excellence	519.258.4076
YMCA of Windsor Essex County	519.258.9622
Windsor Family Health Team Unit 245 - 2475 McDougall	519.250.5656
Southwest Ontario Aboriginal Health Access Centre 1405 Tecumseh Rd. W., Unit 2	519.916.1755
Ontario Works	Ontario Works: 519.255.5200 For Applications: 519.255.5600
Ontario Disability Support Program 270 Erie St. E.	519.254.1651
Windsor Pride 1770 Langlois Ave.	519.973.4656

50+ Proud: Gay and Gray 1770 Langlois Ave.	519.973.4656
Trans Wellness Ontario 1435 Tecumseh Rd. E.	226.674.4745
Windsor Residence for Young Men 1505 Langlois Ave. (ages 16-20)	226.221.8464
Community Legal Aid	519.253.7150
Legal Assistance of Windsor	519.256.7831
The Downtown Mission of Windsor 875 Ouellette Ave.	519.973.5573
The Windsor Youth Centre (program of the Downtown Mission) 1247 Wyandotte St. E.	226.674.0006
Julien's House (Bereavement/Grief)	519.945.2273
Youth Wellness Hub Windsor-Essex 3640 Wells St. (Maryvale Cottage 6)	519.800.8640

APPENDIX L

DISTRIBUTION LIST - ELECTRONIC

Agency or Department   Number Needed

Mayor, Town of LaSalle..1

Deputy Mayor, Town of LaSalle 1

Members of Council...5

CAO & Deputy, Town of LaSalle 2

Emergency Information Officer 1

LaSalle Police, Chief, Deputy Chief and Dispatch 3

LaSalle Fire/ CEMC (electronic copy on network and hard copy for filing system)..2

Director of Public Works...1

Emergency Planning Committee 6

Town of LaSalle Department Heads 8

Corporate Network Drive (Master copy accessible to staff) 1

County Emergency Planner (email) 1

Emergency Management Ontario (email) 1

Essex Powerlines Corporation (email general manager) 1

Essex Region Conservation Authority (email to general manager)............1

Greater Essex Municipal District School Board (email) 2

Windsor-Essex Catholic District School Board (email).................................2

Le Conseil Scolaire de District des Ecoles Catholiques du Sud-Ouest (email) 2

Amateur Radio Emergency Services (email)..1

Medical Officer of Health (email) 2

Central Ambulance Communications Centre (email to Chief of EMS to forward to CACC) 1

Essex Municipal Director of Land Ambulance (email to Chief of EMS, same as above)   3

Windsor-Essex Municipal Director of Social Services (email) 2

Canadian Red Cross (email) 1

County Fire Coordinators (email) 3

County Warden (email) 2

County Chief Administrative Officer (email)..2