

# Town of Atikokan



## Emergency Plan

As part of the Town's communication strategy any emergency notices will be posted on our community channel (Shaw Cable channel 10), our website ([www.atikokan.ca](http://www.atikokan.ca)), Atikokan Emergency Radio Station CKAX 91,1 FM, as well as our social media platforms, including Facebook (<https://www.facebook.com/atikokantown>) and Twitter (<https://twitter.com/TownofAtikokan>).

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## **General**

The Town of Atikokan is located at the junction of Highway 11B and Highway 622 just north of the Highway #11. Atikokan has a population of approximately 2,800. Atikokan is 152 km east of Fort Frances and 210 km west of Thunder Bay in the District of Rainy River.

Atikokan is policed by the Ontario Provincial Police and has its own volunteer Fire Service and a Public Works Department. Atikokan has an enhanced 911 service.

Atikokan has a municipal airport with one 1,050-meter runway. A CNR freight line runs through the Town.

The most probable emergencies to affect the Municipality are listed in the HIRA (Hazard Identification and Risk Analysis) which is attached as Appendix "A".

The Municipality's Critical Infrastructure is listed as Appendix "B".

OPG has an Atikokan Generating Station Dam Safety Emergency Preparedness and Response Plan. A copy of this plan is to be kept in the Emergency Operations Centre and is to be referred to in any dam break or serious flooding.

## **Foreword**

Emergencies are defined as situations or the threat of impending situations abnormally affecting the health, safety, welfare or property of the community, which by their nature or magnitude require a controlled and coordinated response by all agencies. These are distinct from routine operations carried out by municipal agencies, e.g. fire, police, or roads departments, etc.

Under the authority of the *Emergency Management and Civil Protection Act*, "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."

*The Emergency Management and Civil Protection Act* states "The Head of Council may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to the law to implement the emergency plan of the municipality and to protect the property and the health, safety and welfare of the inhabitants of the emergency area". This establishes the principal function of the Community Control Group, if assembled, is to assist the Head of Council in making and placing in effect any decisions and orders that are made to control and mitigate the effects of an emergency.

All members of Council, the Community Control Group, and members of responding agencies should read the plan, know where their copy is kept and be familiar with their duties in the event of an emergency.

In addition to this Emergency Plan, each responding department/agency will also have its own emergency plan or standard operating procedures, call-out and resource list.

## **Community Emergency Management Program Committee**

The Community Emergency Management Program Committee Appendix "J" is comprised of the Head of Council, the CAO, CEMC, the Fire Chief, the Atikokan General Hospital CEO, representatives from the Ontario Provincial Police, Emergency Medical Services, Ontario Power Generation and Northwestern Health Unit, the Director of Public Works, Public Information Coordinator, and the Atikokan Hydro CEO. This group will approve the emergency plan's content and review the municipal emergency management program annually. The CAO will chair this committee.

# **Emergency Plan for the Coordination of Services In the Event of a Real or Impending Emergency**

## **1. Aim**

The aim of the emergency plan is to establish a general plan of action for the coordinated response in the event of an emergency or impending emergency in order to preserve life, health and property.

## **2. Composition, Responsibilities and Powers of the Community Control Group (CCG)**

All emergency operations shall be directed and controlled by the Community Control Group (CCG) who will assemble at the Emergency Operations Centre (EOC). The Community CCG shall be comprised of the following persons/community groups.

- Head of Council/Mayor
- CAO
- Fire Chief
- Ontario Provincial Police
- Director of Public Works
- Public Information Coordinator
- Atikokan Hydro CEO
- CEMC

Other experts may be invited to participate in the CCG. This group may contain important community infrastructure members i.e. Ontario Power Generation Atikokan Generating Station Representative, Atikokan General Hospital CEO, MNR District Manager, Northwestern Health Unit Representative, Rainy River District EMS Manager and other members as requested.

### **3. Implementation of the Plan**

It is the responsibility of the first responding municipal department at the scene of an emergency to assess the situation and to recommend whether this plan should be implemented. If the size or seriousness of the emergency appears beyond the capability or responsibilities of that department, the plan shall be put into effect. Any member of the Community Control Group, upon realizing the magnitude of an emergency or impending emergency warrants the plan's implementation, may do so. Once the emergency exists, municipal employees may take such action(s) under this emergency plan as required to protect lives and property of the community even though an emergency has not been declared under the Act.

### **4. Alerting of Community Control Group (Appendix “E”)**

On receipt of instructions from a member of the Community Control Group that an emergency exists, the Emergency Dispatch will call out the CCG. An attempt shall be made to contact the CCG or their alternates. In the event telephone service is out, the dispatch will contact the CCG by the most effective means. Whichever member of the group gives the call-out instruction will decide if this is to be a call-out or standby for the red team or blue team. Ensure the instructions are explicit. Instructions will include:

A) This is an emergency call-out. Please attend the Emergency Operations Centre at....

**OR**

B) This is an emergency standby call only. Please remain by your telephone until further notice (etc.) ... (The standby call may also be made by one of the CCG members who could supply more information.)

- The Primary Emergency Operations Centre is the Atikokan Municipal Office, 120 Marks Street.
- The Alternate Emergency Operations Centre is the Ontario Power Generating Station (Guard Shack), Highway 622.

On completion of the call out, the dispatch Northern Communications will advise the CCG by phone: 807-597-1234 x228 and also by fax: 807-597-6186 of who they were able and unable to contact.



## 5. The Community Control Group (CCG) shall:

- A) Appoint a site coordinator.
- B) Take such action as is necessary to minimize the effects of an emergency or disaster on the municipality or its inhabitants.
- C) Direct, coordinate and supply administrative and logistic support to all municipal departments and volunteer organizations in controlling the emergency or disaster.
- D) Be prepared to authorize the expenditure of municipal funds which are required for the preservation of life and health.
- E) Establish an information center for issuance of accurate releases to the news media and for issuance of authoritative instructions to the general public.

NOTE: As part of the Town's communication strategy any emergency notices will be posted on Shaw Cable channel 10, Atikokan Emergency radio CKAX 91.1 FM, our website ([www.atikokan.ca](http://www.atikokan.ca)) as well as our social media platforms, including Facebook (<https://www.facebook.com/atikokantown>) and Twitter (<https://twitter.com/TownofAtikokan>).

- F) Take initiative on any action required which isn't covered in the emergency plan.
- G) Share information on the emergency and important action taken by you and your agency with other members of the CCG via a written flip chart type of device and retain the pages for record purposes.
- H) Be aware that communications usually are the first thing to break down in an emergency. Ensure the CCG communicate well within the group, to/from their department/agency, and use maps when applicable or any other means to assist in sharing of information.
- I) Gather at regular intervals of **business cycles** to inform each other of actions taken and problems encountered. Frequency of meetings and agenda items will be established and conducted by the CAO in consultation with the Mayor and CEMC. Meetings will be kept as brief as possible to allow members to carry out their individual responsibilities.
- J) Ensure all personnel have been accounted for and advised of the termination of the emergency in order that no workers are left behind. Each agency should have a list of its personnel working during the emergency and use it as a "check-off list" at the termination of the emergency.
- K) Individually maintain a log of all action taken.

Note: The responsibilities of the CCG and these described for individual CCG members and responding agencies will vary depending on the type and magnitude of the event.

## **6. The Mayor/Head of Council shall:**

Upon learning of a potential emergency, the Head of Council should consider the possible need for activation of the plan, and if warranted shall trigger the “Emergency Plan – Activation Procedure” (see Appendix “E”).

- A) Consult with members of the Community Control Group and decide if a state of emergency should be declared.
- B) Declare an emergency under the *Emergency Management and Civil Protection Act* if warranted. In the absences of the head of council the acting Head of council may declare an Emergency. See page 1 of Appendix “E”
- C) Ensure Emergency Management Ontario has been notified by fax of the declaration of an “Emergency” via the Provincial Operations Centre.  
See page 1 of Appendix “E”
- D) Order an evacuation of people in the danger zone from a potentially life-threatening/health situation if warranted and in consultation with the applicable experts in the Community Control Group.
- E) Upon declaration of an emergency, the Mayor/Head of Council shall immediately notify the following:
  - all members of Council;
  - neighbouring municipal officials as required;
  - the local member of Provincial Parliament;
  - the public; and
  - the media.
- F) Approve news and public announcements.
- G) Request assistance from neighbouring municipalities for evacuation and reception centers if applicable.
- H) Update Council on the emergency as required.
- I) If an “Emergency” has been declared, terminate the “Emergency” at the end of the situation and ensure the Provincial Operations Centre is notified by fax. (See C.)
- J) Upon revocation of emergency order, the Mayor/Head of Council shall immediately notify all listed in section E).

- K) Assist the CAO with the application for any disaster recovery funding.
- L) Keep a log of all action taken.

Note: Under the *Emergency Management and Civil Protection Act*, in the municipality only the Head of Council, or designate may declare an emergency. Normally the Head of Council declares the emergency terminated; however, under the Act, the Municipal Council or the Premier of Ontario may declare the termination of an emergency.

## **7. The Chief Administration Officer (CAO) shall:**

Upon learning of a potential emergency, the Chief Administration Officer should consider the possible need for activation of the plan, and if warranted shall trigger the “Emergency Plan – Activation Procedure” (see Appendix “E”).

- A) Serve as chair for CCG and ensure business cycle is conducted. CEMC is alternate.
- B) \* Serve as advisor to the Mayor on administrative matters and provide for the safety of municipal records.
- C) Ensure that all members of the CCG have been called out.
- D) \* Carry out any necessary administration in connection with the emergency; ensure that the status board and maps will be prominently displayed and kept up to date.
- E) Assist the Public Information Coordinator with news releases and arrange for the establishment of a public information service to provide specific information to people who may be affected by the emergency.
- F) \* Maintain liaison with all supporting agencies, as required.
- G) \* Ensure there is adequate social service personnel for the emergency and the community’s social services needs are met.
- H) \* Notify the CAO of a reception community of an impending evacuation or, of actual evacuation orders as soon as possible if residents will be evacuated to another community.
- I) \* Provide information and advice on financial matters as they relate to the emergency.
- J) \* Ensure records are maintained of all financial expenditures.

- K) \* Obtain legal advice for the CCG on contentious matters or other situations which may require legal assistance.
- L) \* Apply for any Disaster Recovery funding which may be available following the termination of a declared emergency.
- M) Ensure that identified individuals are available to act as:
 

1. Citizen Inquiry Coordinator	Deputy Clerk
2. Feeding Coordinator	As appointed by RRDSSAB CAO
3. Human Resources Coordinator	Treasurer
4. Property Coordinator	Clerk
5. Purchasing Coordinator	Public Works Director
6. Transportation Coordinator	Deputy Treasurer
- N) \* Maintain a log of all action taken.

\*Note: In CAO's absence, the Clerk shall attend the CCG and shall provide the services listed in points B, D, F, G, H, I, J, K, L, N.

## **8. The Fire Chief shall:**

Upon learning of a potential emergency, the Fire Chief should consider the possible need for activation of the plan, and if warranted shall trigger the "Emergency Plan Activation Procedure" (See Appendix "E").

- A) Activate the Fire Service's Emergency Call-Out System;
- B) Conduct firefighting operations;
- C) Direct and/or assist rescue operations;
- D) Activate the Fire Mutual Aid System, if required;
- E) Appoint an on-site Fire Coordinator;
- F) In the event of a dangerous goods spill:
  - i) Ensure the Ministry of the Environment and CANUTEC are contacted for any assistance required;
  - ii) Make available the applicable portion(s) of the book entitled "North American Emergency Response Guidebook", to the CCG.
- G) Should a CBRN (Chemical/Biological/Radioactive/Nuclear) or HUSAR (Heavy Urban Search and Rescue) team ever be required, ensure the Head of Council has declared an emergency and then call for the applicable team via Rainy River District Fire Coordinator and the Provincial Operations Centre.
- H) Keep the CCG updated on the emergency situation.

- I) Act as a resource person for equipment, advisors, volunteers, and provincial and federal agencies.
- J) Maintain a log of all action taken.

## **9. The OPP shall:**

Upon learning of a potential emergency, the Police should consider the possible need for activation of the plan, and if warranted shall trigger the “Emergency Plan – Activation Procedure” (see Appendix “E”).

- A) Activate the department's emergency alert system.
- B) If appropriate, appoint an on-site Police Coordinator.
- C) If warranted, set up an on-site command post, either in existing facilities or in a command post vehicle.
- D) Seal off the emergency area in the event such action is necessary.
- E) Control traffic to facilitate the movement of emergency and evacuation vehicles.
- F) Conduct the evacuation of buildings and areas authorized by the Head of Council.
- G) Provide security and prevent looting in emergency or evacuation areas and reception centers.
- H) Arrange for additional police assistance, if required and liaise with applicable police forces.
- I) Advise the Coroner in the event of fatalities and perform whatever additional responsibilities may be necessary under the *Coroners Act* and other statutes.
- J) Keep the CCG apprised of the emergency situation.
- K) Provide education to the public on safety matters via the Public Information Coordinator.
- L) Arrange for reception centres when needed and liaise with the Social Services Representative.
- M) Maintain a log of all action taken.

## **10. The Community Emergency Management Coordinator (CEMC)**

Upon learning of a potential emergency, the CEMC should consider the possible need for activation of the plan, and if warranted shall trigger the “Emergency Plan – Activation Procedure” (see Appendix “E”).

During an Emergency, the CEMC shall:

- A) Activate and arrange the Emergency Operations Centre (EOC).
- B) Ensure that security is in place at the EOC.
- C) Ensure that all members of the CCG have necessary plans, resources, supplies, maps and equipment.
- D) Provide advice and clarification about the implementation details of the Emergency Response Plan.
- E) Supervise the Communications Coordinator and provide a Reception Centre Coordinator and Registration and Inquiry Coordinator.
- F) Ensure the business cycle is met by the CCG and related documentation is maintained and kept. NOTE: The CAO will conduct these cycles, in his absence the CEMC will be his alternate.
- G) Advise Emergency Management Ontario (EMO) of any declared 'Emergency' via the Provincial Operation Centre via fax (see page 1 Appendix “E”) and liaise with Emergency Management Ontario during the emergency. (Notify EMO Field Officer as soon as possible.)
- H) Notify the Provincial Operation Centre via fax (see page 1 Appendix “E”) at the termination of a declared emergency.
- I) Conduct a debriefing session following the termination of the emergency with all members of the CCG and other persons as directed by the CCG.
- J) Maintain a log of all action taken.

**Annually the CEMC shall:**

- A) Update the plan as required.
- B) Coordinate an emergency exercise in the community.

## **11. The Rainy River District EMS Manager shall:**

Upon learning of a potential emergency, the RRDEMS Manager should consider the possible need for activation of the plan, and if warranted shall trigger the “Emergency Plan – Activation Procedure” (see Appendix “E”).

- A) Activate the department’s emergency alert system and emergency plan.
- B) Assume responsibility for triage and evacuation of casualties from the emergency site.
- C) Assume responsibility for additional resources of ambulances, personnel and communications equipment via Central Ambulance Communications Centre in Kenora.
- D) Provide and coordinate all transport requirements for the movement of casualties.
- E) Keep the Medical Officer of Health informed at regular intervals of all ambulance service activities and also the CCG, if the Medical Officer of Health is not in the EOC.
- F) Ensure an adequate distribution of casualties to local hospital and to area hospitals.
- G) Provide transport for and coordinate all hospital and related medical facilities evacuations.
- H) Maintain a log of all actions taken.

## **12. The Director of Public Works shall:**

Upon learning of a potential emergency, the Director of Public Works should consider the possible need for activation of the plan, and if warranted shall trigger the “Emergency Plan – Activation Procedure” (see Appendix “E”).

- A) Activate the department's emergency alert system.
- B) Provide municipal equipment and personnel as necessary.
- C) Arrange on a local basis for the procurement of special equipment e.g. heavy equipment, pumps, etc.
- D) Liaise with Ministry of Transportation officials and obtain necessary resources from them as required.
- E) Arrange for disconnection of utilities which represent a hazard and keep a list of local suppliers and location of equipment in the event of an emergency.
- F) Advise the CCG when sustained damage to structures exceeds safe limits.
- G) Provide assistance in cleanup operations and repair damages where there is a municipal responsibility.
- H) Provide flashers and barricades.
- I) Restore and obtain assistance in restoring essential services.
- J) Liaise with the Fire Chief concerning emergency water supplies for firefighting purposes.
- K) Arrange for the provision of emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health.
- L) Act as liaison with local and provincial utilities.
- M) Maintain a log of all action taken.



### **13. Northwestern Health Unit Representative shall:**

Upon learning of a potential emergency, the NWHU Representative should consider the possible need for activation of the plan, and if warranted shall trigger the “Emergency Plan – Activation Procedure” (see Appendix “E”).

- A) Activate the Health Unit's emergency alert systems.
- B) Coordinate all community health services that may be required and liaise with other essential services.
- C) Provide and disseminate public information on any health hazards.
- D) Provide advice on public health matters to the CCG.
- E) Provide for mass immunization, if required.
- F) Oversee water quality.
- G) Provide advice to the Head of Council on the evacuation of buildings and area for health reasons.
- H) Notify other agencies and senior levels of government about health-related matters.
- I) Inspect reception centres for health standards.
- J) Maintain a log of all action taken.

#### **14. OPG Atikokan Generating Station Representative shall:**

Upon learning of a potential emergency, the OPG Representative should consider the possible need for activation of the plan, and if warranted shall trigger the “Emergency Plan – Activation Procedure” (see Appendix “E”).

- A) Send a representative to advise and liaise between OPG and the Community Control Group.
- B) Inform the CCG regarding any major power outage.
- C) If the GS is shut down, assist in getting it back running as soon as possible and if power is required for back-loading, assist the CCG in requesting help from the other hydro utilities.
- D) Make the Generating Station Guard Shack available as an alternate Emergency Operations Centre if required by the CCG.
- E) Store in secure location Town of Atikokan Emergency Plan and Other Emergency Plans (Appendix “N”).
- F) Maintain a log of all action taken.

#### **15. The Atikokan General Hospital CEO shall:**

Upon learning of a potential emergency, the Atikokan General Hospital CEO should consider the possible need for activation of the plan, and if warranted shall trigger the “Emergency Plan – Activation Procedure” (see Appendix “E”).

- A) Implement the hospital emergency plan;
- B) Ensure liaison with the Medical Officer of Health and local ambulance representatives with respect to hospital and medical matters as required;
- C) Ensure liaison with the Ministry of Health and Long-Term Care as appropriate.
- D) Individually maintain a log of all action taken.

## **16. The Rainy River District Social Services Administration Board Representative shall:**

- A) Send a representative to advise and liaise between RRDSSAB and the Community Control Group if the Emergency Operations Centre is activated and services required.
- B) According to the nature of the emergency, ensure the survival and well-being of people during and following an emergency by supplying:
  - i) Emergency lodging to provide adequate temporary accommodation for the homeless.
  - ii) Emergency feeding to sustain those without food or adequate food preparation facilities.
  - iii) Emergency clothing to provide adequate protection from the elements.
  - iv) Individual and family services to assist and counsel individuals and families in need to provide special care to unattached children and dependent adults.
- C) When reception centres are needed, liaise with the police for pre-designation of facilities which can be utilized on short notice.
- D) Appoint a Registration and Inquiry Coordinator, a Feeding Coordinator and a Reception Centre Coordinator if an evacuation is ordered or anticipated.
- E) Assist and supervise the Registration and Inquiry Coordinator, the Feeding Coordinator and Reception Centre Coordinator.
- F) Communicate directly with the CAO in the EOC to keep the CCG updated on a regular basis and for requests for additional resources.
- G) Liaise with owners of reception center(s) with respect to their use, operation and maintenance.
- H) If required, liaise with Extended Care – Atikokan General Hospital, Rivercrest Terrace Apartments, and Fotheringham Court.
- I) Maintain a log of all actions taken.

## **17. Public Information Coordinator shall:**

Upon learning of a potential emergency, the Public Information Coordinator should consider the possible need for activation of the plan, and if warranted shall trigger the “Emergency Plan – Activation Procedure” (See Appendix “E”).

The Public Information Coordinator shall:

- A) Disseminate news and information to the media and the public in an accurate and timely manner. A detailed public information plan is attached in Appendix “C”.
- B) Maintain an up-to-date list of media telephone and fax numbers.
- C) Ensure that the media centre is set up and staffed and that the media is advised of location and telephone numbers.
- D) Have a hard copy of all outgoing information prior to a news release which is approved by the CCG and signed by the Mayor or CAO. Retain these copies.
- E) Issue public education via the media from the applicable CCG member(s) to the public as directed by the CCG.
- F) Provide direction and regular updates to the Citizen Inquiry Coordinator to ensure that the most accurate and up-to-date information is disseminated to the public.
- G) Monitor news coverage and correct any erroneous information.
- H) Maintain copies of media releases and newspaper articles pertaining to the emergency.
- I) Establish a Citizen Inquiry Service including the appointment of personnel and designated telephone lines.
- J) Inform the media/public of the establishment of the Citizen Inquiry Service and designated telephone number(s).
- K) Apprise the affected emergency services, the CCG and Town switchboards of the establishment of the Citizen Inquiry Service and designated telephone numbers.
- L) Respond to and re-direct inquiries and reports from the public.
- M) Individually maintain a log of all action taken.

## **18. Atikokan Hydro CEO shall:**

Upon learning of a potential emergency, the Atikokan Hydro CEO should consider the possible need for activation of the plan, and if warranted shall trigger the “Emergency Plan – Activation Procedure” (see Appendix “E”).

- A) Implement the Atikokan Hydro emergency plan;
- B) Ensure liaison with Hydro One;
- C) Inform the Community Control Group of any power interruption.
- D) Individually maintain a log of all action taken.

## **19. Support and Advisory Staff shall:**

The following staff may be required to provide support, logistics and advice to the CCG: (see duties for CAO pages 5 and 6).

- |    |  |  |
|----|--|--|
| A) | Communications Coordinator                       | Warren Paulson                         |
| B) | Property Coordinator                             | Clerk                                  |
| C) | Purchasing Coordinator                           | Stores                                 |
| D) | Human Resources Coordinator                      | Treasurer                              |
| E) | Transportation Coordinator                       | Deputy Treasurer                       |
| F) | Citizen Inquiry Coordinator                      | Deputy Clerk                           |
| G) | Site Media Coordinator                           | As appointed by Emergency Site Manager |
| H) | Registration and Inquiry Coordinator             | As appointed by RRDSSAB CAO            |
| I) | Feeding Coordinator                              | As appointed by RRDSSAB CAO            |
| J) | Reception Centre Coordinator                     | As appointed by RRDSSAB CAO            |
| N) | Individually maintain a log of all action taken. |  |

**20. The Communications Coordinator shall:**

- A) Activate the emergency notification system of the local amateur radio operators group.
- B) Initiate the necessary action to ensure the telephone system at the municipal offices functions as effectively as possible.
- C) Ensure that the emergency communications centre is properly equipped and staffed and working to correct any problems which may arise.
- D) Maintain an inventory of municipal and private sector communications equipment and facilities within and outside the municipality which could, in an emergency, be used to augment existing communications systems.
- E) Make arrangements to acquire additional communications resources during an emergency.
- F) Maintain a log of all action taken.

**21. The Property Coordinator shall:**

- A) Open and maintain the municipal offices.
- B) Provide security for the municipal offices.
- C) Provide identification cards to CCG members and support staff.
- D) Coordinate the maintenance and operation of feeding, sleeping and meeting areas at the Emergency Operations Centre.
- E) Procure staff to assist.
- F) Individually maintain a log of all action taken.

## **22. The Purchasing Coordinator shall:**

- A) Acquire equipment and supplies requested by the CCG and not owned by the Town.
- B) Liaise with purchasing agents of the neighbouring municipalities, if necessary.
- C) Keep the CAO up to date on expenditures.
- D) Maintain and update a list of all vendors (including 24-hour contact numbers) who may be required to provide supplies and equipment in the event of an emergency.
- E) Maintain a log of all action taken.

## **23. The Human Resources Coordinator shall:**

- A) Coordinate and process requests for human resources.
- B) Under the direction of the CCG, coordinate offers of and appeals for volunteers.
- C) Select the most appropriate site(s) for the registration of human resources.
- D) Ensure records of human resources and administrative detail, that may involve financial liability, are completed and kept.
- E) When volunteers are involved, ensure that a Volunteer Registration Form is completed, and a copy of the form is retained for Town records.
- F) Ensure identification cards are issued to volunteers and temporary employees, where practical.
- F) Arrange for transportation of human resources to and from site(s).
- G) Obtain assistance, if necessary, from Employment and Immigration Canada, as well as other government departments, public and private agencies and volunteer groups.
- H) Maintain a log of all action taken.

**23. The Transportation Coordinator shall:**

- A) Coordinate the acquisition, distribution and scheduling of various modes of transport (e.g., public transit, school buses, trains, boats and trucks) for the purpose of transporting persons and/or supplies, as required, by members of the CCG and the support and advisory staff.
- B) Procure staff to assist, as required.
- C) Ensure that a record is maintained of drivers and operators involved.
- D) Maintain a log of all action taken.

**24. The Citizen Inquiry Coordinator shall:**

- A) Attend and staff the Citizen Inquiry Telephones.
- B) Ensure that the Coordinator and Citizen Enquiry Service have adequate information from the Public Information Coordinator to answer reasonable questions from the public.
- C) Provide professional and polite service to the callers bearing in mind they may be experiencing critical incident stress and venting their frustration with you. (It is not personal.)
- D) Maintain a log of all action taken.



## **25. The Site Media Coordinator shall:**

The Site Media Coordinator will be appointed if required by the Emergency Site Manager and in conjunction with the CCG and shall:

- A) Establish a communication link and regular liaison with the Public Information Coordinator.
- B) Redirect all inquiries regarding decisions made by the CCG and the emergency as a whole, to the Public Information Coordinator.
- C) Ensure that media arriving at the site are kept together and in a safe area.
- D) Where necessary and appropriate, coordinate media photograph sessions at the scene.
- E) Coordinate on-scene interviews between the media and department heads if approved by the Emergency Site Manager and the CCG.
- F) Normally the media will remain at the Media Centre and only go to the site for an outside photograph or interview session.
- G) Maintain a log of all action taken.

## **26. The Registration and Inquiry Coordinator shall:**

A Registration and Inquiry Coordinator will be appointed by the RRDSSAB CAO and shall:

- A) Ensure there is a Registration and Inquiry Volunteer at each reception centre.
- B) Ensure all evacuees are registered via Emergency Management forms from Social Services.
- C) Keep an updated report on number of evacuees for the Social Services Representative.
- D) Keep track of the lodging location of evacuees. If registered evacuees choose to stay with relatives, friends, etc., they must inform the Registration and Inquiry Coordinator of where they are going, and provide a phone number.
- E) Obtain reception information of evacuees admitted to the hospital.
- F) Provide facilities for local public inquiries and disseminate information to Social Services Representative and evacuees.
- G) Be aware of confidentiality. You must ask each evacuee for permission to release their information for inquiries (they must sign). Some people may be hiding from spouses or others.
- H) Maintain a log of all action taken.

## **27. The Feeding Coordinator shall:**

A Feeding Coordinator will be appointed by the RRDSSAB CAO and shall:

- A) Establish and maintain liaison with the Purchasing Coordinator, restaurant managers and church hall caterers;
- B) Arrange for feeding of evacuees, reception committee members and staff. Evacuees residing with relatives or friends may be permitted to dine at the provided feeding facilities;
- C) Maintain a log of all action taken.

## **28. The Reception Centre Coordinator shall:**

A Reception Centre Coordinator will be appointed by the RRDSSAB CAO and shall:

- A) Ensure the Social Services Coordinator has enough Reception Centres.
- B) Ensure there is a volunteer in charge of each shift at each Reception Centre.
- C) Billet evacuees with their relatives or friends when possible.
- D) Advise the Registration and Inquiry Coordinator of the location and capacity of available, suitable accommodation.
- E) Maintain a log of all actions taken.