

City of St. John's

**EMERGENCY
Management PLAN**

February 05, 2013

ST. JOHN'S

City of St. John's Emergency Management Plan

Approved in Principle:

City of St. John's

Date: Feb 8, 2013
Mayor: Dennis O'Keefe

Approved by Fire and Emergency Services – Newfoundland and Labrador

Director: [Signature]
Date: 08 APR 13

Adopted by:

City of St. John's

Date: 2013-04-24
Mayor: Dennis O'Keefe

REVIEWS

MONTH	DAY	YEAR	BY

PLAN REVISIONS

MONTH	DAY	YEAR	BY
November	02	2015	D. Day

Contents

Forward.....	6
Section I - Introduction	7
General.....	7
Definitions.....	8
Implementation and Authority	9
Direction and Control	13
Emergency Levels.....	13
Declaration and Termination of State of Emergency	16
Section II – Roles and Responsibilities	18
Senior Executive Committee (SEC)	18
Emergency Operations Center Group (EOCG)	18
Responsibilities of Fire and Emergency Services – Newfoundland and Labrador	29
Responsibilities of the Department of Environment and Conservation.....	30
Responsibilities of Service NL	31
Responsibilities of the Department of Natural Resources (Forestry)	31
Responsibilities of the Department of Transportation and Works.....	31
Support Staff and Agencies	32
Diagrams	38
Diagram 1: Emergency Operations Center Reception.....	38
Diagram 2: Emergency Operations Center	39
Appendix A: Emergency Alert Procedure	40
Appendix B: Internal Contact List.....	41
Appendix C: External Contact List.....	42
Appendix D: EOC Activation.....	43

Appendix E: Plan Distribution List..... 47

Appendix F: Summary of Significant Hazards..... 48

Appendix G: Potential Shelter Sites (City owned property)..... 49

Appendix H: Request for Assistance 50

Forward

The City of St. John's is the capital city of the Province of Newfoundland and Labrador and is home to international sea and airports. The City is also the primary base of operation for Provincial and Federal Government operations and provides many regional services such as water supply, waste management, and fire and emergency response. These factors, combined with a population of more than 106,000 local residents and over 195,000 metropolitan area residents, contribute to increased potential for emergency situations to occur.

Municipalities routinely respond to situations requiring fire, police, ambulance, and public works services; however, some situations have the potential to escalate beyond the scope of normal operations. These situations need to be dealt with via an emergency plan. The City's Emergency Management Plan is meant to be a generic and flexible document, adaptable to any emergency situation.

The City of St. John's Emergency Plan is a tool to assist emergency personnel in their response to such situations. In order to use this tool to its full potential, it is important that emergency personnel be aware of their roles and responsibilities within the response framework.

Section I - Introduction

Plan Maintenance

Review and maintenance of this plan will be completed by the Manager of Emergency Preparedness and Business Continuity, in consultation with the Emergency Operations Center Group (EOCG). The EOCG will be responsible for keeping the Plan (and its appendices) current with respect to legislation, agency roles and responsibilities and any other pertinent information. City departments are responsible for reviewing and amending their department policies, protocols and guidelines that support this Plan.

Departments will advise of any changes that affect the Plan to the Manager of Emergency Preparedness and Business Continuity by **September 15th of every year**. The EOCG will review and revise the Plan, and amendments will be distributed to the Plan holders (see **Appendix E**, Distribution List) in **January** of every year.

This “Plan”, may only be amended with the approval of Council and subsequent approval of Fire and Emergency Services – Newfoundland and Labrador. The appendices do not form part of the Plan. Proposals for amendments to the Plan or its appendices shall be submitted to the EOCG through the Director, Fire and Emergency Services St. John’s Regional Fire Department.

General

Title

This document is the **City of St. John's Emergency Management Plan**, herein referred to as the “Plan” and replaces the City of St. John’s Emergency Preparedness Plan, adopted on February 5, 2013.

Aim

The aim of the Plan is to provide a set of generic action guidelines to increase the City’s ability to efficiently and effectively deploy services and resources to protect the property and the health, safety, and welfare of the residents of the **City of St. John's** and assist other municipalities in the St. John’s Urban Region.

Emergency - Defined

Emergencies are situations, or threats of serious impending situations, that will adversely affect a significant number of persons, properties or areas. By their nature or magnitude, these situations may require municipal expenditures, requests for additional resources, provisions for emergency shelter, or evacuation. These situations are distinct from normal operations where coordinated activities among agencies are adequate to resolve the situation.

Definitions

"Act" means the *City of St. John's Act*.

"Access St. John's (311)" is the mechanism for general public inquiries to be answered during an emergency incident. The center will coordinate emergency information received from the general public and relay to the Emergency Operations Center (EOC). ACCESS St. John's will also coordinate emergency status information from the EOC and other outside agencies and provide the general public with emergency status information as calls are received.

"Command Post" is the central control/communications centre from which the Incident Commander(s) will coordinate onsite activities and communicate with the Emergency Operations Centre and other operational communications centres.

"Duty Officer" is a person assigned by the Emergency Operations Centre Manager to assist him/her in the EOC.

"Emergency Operations Centre (EOC)" is the physical facility from which the Emergency Operations Center Group supports the response effort of all the responding agencies to an emergency. This facility is located at a predetermined location with an alternate location designated if the primary EOC is not accessible.

"Emergency Operations Manager" is responsible for running the EOC and coordinating all decisions or directions of the EOCG to all responding agencies.

"Emergency Services Act" means the *Emergency Services Act*, Province of Newfoundland Labrador.

“Incident Commander” is the person responsible for all aspects of an emergency response including: quickly developing incident objectives, managing all incident operations, application of resources as well as responsibility for all persons involved. The role of incident commander *may* be assumed by senior or higher qualified Officers upon their arrival or as the situation dictates. The Incident Commander reports directly to the Emergency Operations Center Manager and the individual in this position may change as the emergency progresses.

“Media Centre” is the location from which information, approved by the EOCG, is provided to the media. The centre will also monitor the emergency’s media coverage to provide the EOCG with effective strategies on dealing with media issues. Components of this centre include a press room, a press conference area, and a media location at the emergency site. Media emergency site tours, interviews, and photo opportunities are coordinated through this centre, and are delivered at the emergency site. The Media Centre and Call (Information) Centre activities are linked through the Communications Team Leader.

“Emergency Operations Center Group (EOCG)” consists of senior staff members of the City of St. John's, Provincial Government Departments, and member agencies, who are responsible for planning and directing the actions of all personnel and resources of all agencies responding to an emergency.

“Unified Command” is a unified team effort which allows agencies with responsibility for the incident, either geographic or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without abdicating agency authority, responsibility or accountability.

Implementation and Authority

The *Emergency Services Act*, Province of Newfoundland and Labrador

This Emergency Response Plan has been developed in accordance with the legislative requirements in the *Emergency Services Act*. The following sections of the *Emergency Services Act* outline the roles of the City of St. John's in the development, adoption, activation and implementation of the emergency response plan.

Section 5 of the *Emergency Services Act* states:

5. (1) The councils of every municipality shall, within 3 years of this Act having come into force, adopt an emergency management plan.
- (2) An emergency management plan shall, before adoption by a municipality, be submitted to the director for review, and a council shall make any changes required by the director so that the plan may be approved by the director before the plan is adopted by a council.
- (3) An emergency management plan may be developed by a committee of a council, or a council may, with the necessary changes, adopt the emergency management plan of a neighbouring municipality with the consent of that municipality.
- (4) An emergency management plan which is adopted by a council under subsection (3) shall be submitted for the approval of the director as required under this subsection as if it had been made by the council alone.
- (5) An emergency management plan shall designate a person to supervise and control the management of the plan.
- (6) Amendments to an emergency management plan shall be submitted to the director for approval before the amendments may be adopted by a council.
- (7) An emergency management plan shall be reviewed by a council and a proposed change to the plan shall be submitted to the director for approval before it may be adopted by a council.

Section 6 of the *Emergency Services Act* states:

6. (1) Where an emergency is declared by a municipality, the emergency management plan adopted by the council of that municipality shall be activated.
- (2) An emergency which has been declared by a municipality shall remain in force until it is rescinded by the municipality.
- (3) Nothing in this section prevents the minister from declaring a municipal emergency, whether a municipal emergency has been declared by a council or not, and the minister may, following the declaration of the emergency,
 - (a) authorize the director to implement the municipality's emergency plan; or
 - (b) respond to the emergency in the manner the minister considers appropriate under section 9.

Section 7 of the *Emergency Services Act* states:

7. (1) Two or more councils may join together to form a regional emergency management committee for the purpose of developing a regional emergency management plan.
- (2) A regional emergency management plan shall be approved by the director before a council adopts the plan and the requirements of section 5 apply as if the plan had been made by a council alone.

Section 8 of the *Emergency Services Act* states:

8. (1) Where an emergency is declared by a regional emergency management committee, the chairperson of the committee shall declare the emergency for a region or a part of the region, and the regional emergency management plan adopted by the committee shall be activated for that region or part of the region as appropriate.
- (2) An emergency which has been declared by a regional emergency management committee shall remain in force until it is rescinded by the committee.
- (3) Nothing in this section prevents the minister from declaring a regional emergency in all or part of a region, whether a regional emergency has been declared by the regional emergency management committee or not, and the minister may, following the declaration of the emergency
 - (a) Authorize the director to implement the regional emergency management plan; or
 - (b) Respond to the emergency in the manner the minister considers appropriate under section 9.

Plan Alteration

Where a Council asks the Director of Emergency Services to approve an amendment of a Plan adopted under Section 5 of the *Emergency Services Act*, the Director shall approve the amendment before the Council adopts the amendment.

Authority

The power and authority of the Council or Mayor in relation to the declaration of a state of emergency within the boundaries of the City of St. John's is established pursuant to Section 34 of the **City of St. John's Act**, RSNL 1990, c.C-17 as amended.

Section 34 (1) provides that the Council or Mayor may declare a state of emergency in the City of St. John's or a specified part thereof where “...*in the opinion of the council or the mayor it appears desirable to do so because of the city's being affected in whole or in part by (a) earthquake, conflagration, explosion or disaster; (b) riot, civil commotion or epidemic; (c) snowstorm or flood; or (d) a drought or shortage of water ...*”.

Upon a state of emergency being declared pursuant to s. 34(1) the following may be ordered: “... *(a) the closing of businesses, shops or places of entertainment; (b) the suspension of shop closing regulations; (c) the restriction or prohibition of the use of streets by vehicles; (d) a curfew for citizens; and (e) the restriction or prohibition of the use of water in the city.*”

An order made under s. 34(1), upon being signed by the Mayor and being “*promulgated by means of radio or television or in another manner that seems advisable in the circumstances of the emergency...*” becomes effective from the time stated in the order. Further an order may be “...*limited as to time or as to part of the city specified in the order and may be amended by the council or the mayor.*”

Involvement by Provincial Government:

Should implementation of these actions prove insufficient to control the emergency, assistance may be requested from the Provincial Government by contacting Fire and Emergency Services - Newfoundland and Labrador, telephone (709) 729-3703 (24 hrs).

Federal Government Assistance

Should assistance or resources be required from the Federal Government Departments or agencies, requests will be directed through Fire and Emergency Services-Newfoundland and Labrador, telephone (709) 729-3703 (24 hrs).

Public Accessibility to the Plan

The emergency plan will be made available to the public during regular business hours at the Office of the Director of Corporate Services and City Clerk as well as the City of St. John's web site.

Freedom of Information and Protection of Privacy

Any personal information collected under the authority of the Plan shall be used solely for the purpose of planning, preparing and responding to emergencies as defined within the Plan and the release of any information under this Plan shall be made in conformity with the *Access to Information and Protection of Privacy Act*.

Direction and Control

Activation of the Plan

Upon learning of an emergency or potential threat to the community, the enabling authority will contact the Manager of Emergency Preparedness or alternate and recommend activation of the "Plan".

Actions of Emergency Response Agencies

Upon notification of an emergency, response agencies will perform duties and responsibilities as outlined in the Plan, or will place personnel on stand-by until further notice. Each agency responding to the emergency will appoint an 'Agency Representative' who is responsible for directing and coordinating the actions of all personnel of their responding agencies at the emergency site. Agency Representatives report directly to the Incident Commander.

Emergency Levels

Most emergencies are managed at the site level by the Incident Commander(s) and City departments and are considered routine operations. Emergencies of greater magnitude require an emergency management response structure beyond normal operations. The purpose of Emergency Types is to provide an indication to the magnitude of the incident so as to ensure the appropriate level of response is initiated. The Emergency Types listed below are a guide to determine the appropriate level of response; Appendix D provides further details on EOC activation.

Type	Description
V	<ul style="list-style-type: none"> • Incident requiring normal level of response provided by emergency services and/or City Departments • An incident with low impact to the City • EOC is not required but remains in a ready state • No notification of EOC Manager or EOCG required
IV	<ul style="list-style-type: none"> • Incident that, at the request of the onsite manager, requires support of additional resources including coordination of on-scene operations • An incident with moderate impact to the City • EOC Manager to be notified of incident and EOCG may be placed on 'stand-by' or partial activation of EOCG • Notification of outside agencies of incident and possible requests for assistance
III	<ul style="list-style-type: none"> • Incident that poses a danger or potential threat to life and/or property • An incident with high impact to the City of St. John's • EOC Manager to be notified of incident and requires full activation of the EOCG and EOC • Notification of outside agencies of incident and possible requests for assistance
II	<ul style="list-style-type: none"> • An incident that involves not only the City of St. John's, but one or more surrounding municipal jurisdictions, provincial or federal levels of government • EOC Manager to be notified of incident and requires full activation of the EOCG and EOC • A duration of several days and have a high impact to the City • Activation of outside agencies to provide assistance to the incident

Emergency Operations Centre (EOC)

The EOC will be established at the Central Fire Station, Parade Street, on the third floor. The backup location is Mount Pearl Fire Station, Olympic Drive, Mount Pearl. The Emergency Management Division of St. John's Regional Fire Department is responsible for establishing and maintaining a level of preparedness for the EOC.

Activation and Deactivation

Media Centre

The Manager of Marketing and Communications is responsible for identifying the need for and establishing a Media Centre.

Telecommunications

Each responding agency is responsible for establishing its own telecommunications links with its Agency Representative.

EOC Communications

Due to the high volume of message traffic that will occur during the response to an emergency, a procedure must be used to effectively manage the handling of these messages. A hierarchy of all messages to and from the EOC will be in accordance with the following designations;

Emergency is any message with implications of imminent death or serious injury to any person or groups of persons. Emergency alerts or immediate action directives are included in this category. Emergency messages take priority over all other traffic and should be used only when absolutely required.

Priority is assigned to important messages with a specific time limit or may result in a significant impact. It also includes those official messages not covered in the “**emergency**” category. Situation reports and requests for support from the emergency site(s) would normally be assigned this designation.

Routine covers most administrative or non-critical messages that are not time-limited, including routing logistics support. It is the responsibility of the originator of the message to designate the message according to the above hierarchy. A Message Centre Supervisor may be appointed by the Duty Officer and will be responsible to ensure that all messages received in the EOC have been properly classified before the messages are routed to their intended recipients.

Command Post

A temporary command post will be established immediately at each emergency site by the Incident Commander. The temporary command post will be replaced by a mobile or fixed Command Post as determined by the Incident Commander. All inter-agency communications will be channeled through this command post

and a direct link will be established with the EOC.

Dissemination of Decisions by the EOCG

Decisions by the EOCG are to be transmitted to the appropriate response agency. This function will be coordinated by the Emergency Operations Manager or alternate.

Briefings

Members of the EOCG will gather at regular intervals to inform each other of actions taken and problems encountered. Frequency of meetings and agenda items will be established by the Emergency Operations Manager. Maps and status boards will be prominently displayed and kept up to date by the Emergency Operations Manager. The Incident Commander(s) will schedule regular briefings with EOC Manager.

Request for Assistance

Assistance may be requested from neighbouring municipalities, and/or other organizations both from the public and private sector as required. Please refer to Appendix H.

Declaration and Termination of State of Emergency

Authority to Declare

As previously noted, Section 34 of the *City of St. John's Act* provides the Council or the Mayor with the statutory authority to declare a state of emergency in the City or part thereof in circumstances as referenced therein.

Notification

Where a Declaration of State of Emergency has been proclaimed, the Mayor shall notify the Minister of Municipal Affairs and the Manager of Emergency Operations shall notify the Director of Fire and Emergency Services, Province of Newfoundland Labrador.

Termination of a State of Emergency

The Emergency Operations Manager may recommend to Mayor and Council the termination of the emergency at any time and will notify:

- 1) Deputy Minister of Fire and Emergency Services\
- 2) Neighbouring municipal officials as required
- 3) The public
- 4) The media

Section II – Roles and Responsibilities

Senior Executive Committee (SEC)

Composition of SEC

City Manager

Deputy City Managers

Other senior government and agency officials as called by the City Manager

Responsibilities of SEC

- 1) Set priorities and approve objectives set by the EOC Manager.
- 2) Advise Mayor and Council as to whether the declaration of a State of Emergency is required.
- 3) Approve the spending of public funds for the implementation of the Incident Action Plan.
- 4) Formally requests Provincial and/or Federal government assistance.
- 5) Maintain a detailed log of all discussions, decisions or actions.
- 6) Conduct and participate in a post-emergency debriefing.

Emergency Operations Center Group (EOCG)

Composition of the EOCG

Emergency response operations will be supported by the following Senior department Directors/Managers/agency representatives at the EOC:

Emergency Operations Manager

Public Works

Planning, Development and Engineering

Community Services

Regional Fire Services

Strategy and Engagement, Marketing and Communications

Royal Newfoundland Constabulary

Advanced Education and Skills

Health and Community Services

Eastern Health

Other City staff, Government officials, and subject matter experts may be called by the Emergency Operations Manager to join the EOCG.

The EOCG can be called together in whole or in part without the declaration of an emergency.

Responsibilities of the EOCG

- 1) The Emergency Operations Manager of the EOCG will advise the Senior Executive Committee as to whether the declaration of an emergency is recommended.
- 2) Notify all City departments, the Province and supporting agencies of the emergency incident.
- 3) Designate any area(s) in the municipality as an emergency site(s).
- 4) Determine the requirement to recall or establish advisory or sub-groups as may be required to support implementation of emergency operations.
- 5) Support responding services and agencies to ensure that all actions necessary for the mitigation of the emergency are taken expeditiously and in accordance with the law.
- 6) Provide recommendations on the spending of public funds for the implementation of the Incident Action Plan.
- 7) Develop an Incident Action Plan including objectives and strategies in consultation with the Incident Commander(s).
- 8) Request and assist in the activation of reception centres and shelters through partner agencies.
- 9) Direct and commit personnel or equipment to support emergency operations, as required.
- 10) Arrange for assistance from agencies including other levels of government, public/private organizations and volunteer agencies, as required.
- 11) Notify all services, agencies, groups, or persons under the control of the EOCG of the termination of the emergency.
- 12) Direct follow-up in support of persons directly involved in emergency operations, including Critical Incident Stress Programs, as required.
- 13) Maintain a detailed log of all discussions, decisions or actions taken by the EOCG.
- 14) Conduct and participate in a post-emergency debriefing, and provide reports as requested by the Emergency Operations Manager.

Mayor (Head of Council)

Upon learning of a potential or active emergency, the Mayor as head of Council will:

- 1) Consult with the SEC and the EOC Manager.
- 2) Upon the advice of the City Manager, declare an emergency to exist.
- 3) Provide notification to the Province of Newfoundland and Labrador of the declaration and termination of a state of emergency.
- 4) Take action in accordance with direction of the EOCG, not contrary to law, to protect the property, health, safety, and welfare of the inhabitants of the City.
- 5) Provide feedback to the SEC on established priorities for the resolution of the emergency.
- 6) Request assistance from senior levels of Government, when required.
- 7) In consultation with the Public Information Officer and the Emergency Operations Manager, provide news releases and public announcements and act as the spokesperson for Council.
- 8) Keep Council updated regarding the situation and actions being taken to resolve the emergency.
- 9) Upon the advice of the Emergency Operations Manager, declare the emergency to be terminated at the appropriate time and ensure all concerned have been notified.

Emergency Operations Center Manager

The City Manager (Administrative Head) of the City shall Assume, Assign or Maintain the role of Emergency Operations Center Manager.

Upon learning of a potential emergency, the Emergency Operations Manager should consider the possible need for activation of the Plan, and if warranted, shall activate the “Emergency Plan” (**Appendix A**).

The Emergency Operations Manager or alternate will:

- 1) Designate a Deputy Emergency Operations Center Manager when required.
- 2) Set the priorities and objectives for the development of the IAP.
- 3) Direct all activities within the EOC.
- 4) Ensure that timely and correct information is displayed or available within the EOC.
- 5) Advise the EOCG on administrative matters including Corporate Policies

and Procedures.

- 6) Disseminate decisions or directions to all response agencies made by the EOCG.
- 7) Seek approval for expenditures of funds for implementing the IAP.
- 8) Provide SEC with up-to-date information on the status of emergency operations and impact on the Community.
- 9) Liaise with City Managers or Chief Administrative Officers of neighbouring municipalities affected by the emergency or providing assistance to City emergency operations.
- 10) Ensure that a detailed log is kept of all discussions, decisions or actions taken by the EOCG.
- 11) Ensure that a detailed log is kept of all actions taken by the Emergency Operations Manager.
- 12) Coordinate and chair a post-emergency debriefing of all key personnel involved in the emergency operations.
- 13) Prepare a post-emergency report for submission to City Council.

Deputy City Manager Community Services

Upon learning of a potential emergency, the Deputy City Manager Community Services or alternate is responsible to:

- 1) Provide the EOCG with information and advice on matters relating to the Department of Community Services.
- 2) Direct and commit personnel or equipment to support emergency operations, as required. Including, but not limited to:
 - **Access St. John's** – At the direction of the Emergency Operations Manager (City Manager) activate the “Emergency Plan – Alert Procedure” and manage all public inquiries.
 - **Parking Services** – Provide assistance to matters relating to traffic and crowd control.
 - **Humane Services** – Provide assistance on matters relating to pet evacuation/temporary lodging.
 - **Recreation** - Prepare facilities for the establishment of reception centres or temporary shelters as needed.
 - **Non-Profit Housing** – Provide assistance to tenants where required.
- 3) Maintain a detailed log of all actions taken by the Department of Community Services.
- 4) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

Deputy City Manager - Public Works

Upon learning of a potential emergency, the Deputy City Manager for Public Works (PW) or alternate should consider the possible need for activation of the Department's protocols and procedures related to the emergency event, and, if warranted, should contact the Emergency Operations Manager or alternate. The DCM or alternate will:

- 1) Provide the EOCG with information and advice on public works' matters.
- 2) Participate in decision-making, determining priorities, and issuing operational directives through the Emergency Operations Manager for the resolution of the emergency.
- 3) If directed by the EOCG, appoint an Incident Commander(s) to control operations at the emergency site(s).
- 4) Activate and coordinate the PW Emergency Response Sub-Plan.
- 5) Direct and coordinate all PW operations in accordance with the Plan and directions issued by the EOCG.
- 6) Provide engineering, personnel, materials, supplies, facility support, and equipment as required in support of emergency operations.
- 7) Arrange for and coordinate provision and use of personnel, engineering materials and equipment from other municipal, regional, provincial, or federal departments or private/commercial agencies.
- 8) Maintain liaison with regional public works and utilities services' agencies (i.e. hydro, telephone, cable) and issue directions for the disconnection and the reconnecting of services as directed by the EOCG.
- 9) Coordinate efforts to re-establish essential services.
- 10) Coordinate PW support to restoration and clean-up activities following the termination of the emergency.
- 11) Provide information and services to ensure the protection of water supply and sewerage discharge systems.
- 12) Provide assistance through staff to Senior Police Official on matters relating to traffic and crowd control.
- 13) Maintain a detailed log of all actions taken by the Department of Engineering.
- 14) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

Director of Regional Fire Services (Fire Chief)

Upon determining that a potential emergency could have a serious effect upon the City, the Director of Regional Fire and Emergency Services (Fire Chief) or alternate should consider the possible need for activation of the Plan, and, if warranted, should contact the Emergency Operations Manager or alternate.

The Director of Regional Fire Services (Fire Chief) or alternate is responsible to:

- 1) Provide the EOCG with information and advice on matters under the scope of the St. John's Regional Fire Department (**SJRFD**), including but not limited to:
 - 2) Fire suppression
 - 3) Hazardous materials
 - 4) Serious petroleum/gas spill
 - 5) Emergency medical support
 - 6) other fire related responsibilities
- 7) Participate in decision-making, determining priorities, and issuing operational directives for the resolution of the emergency.
- 8) Establish and maintain a communications link with the Incident Commander (**Fire**) and other emergency services personnel.
- 9) Activate and direct the SJRFD Emergency Operational Plan.
- 10) Ensure that adequate firefighting resources and equipment are maintained.
- 11) Establish links with other municipal, Provincial and Federal Departments and agencies as it relates to fire and emergency services.
- 12) If directed by the EOCG, appoint an Incident Commander(s) to control operations at the emergency site(s).
- 13) Direct and coordinate all direction issued by the EOCG.
- 14) Maintain a detailed log of all actions taken by the SJRFD and City of St. John's Fire and Emergency Services.
- 15) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

Emergency Management Division – St. John's Regional Fire & Emergency Services

- 1) Maintain a level of readiness for EOC and mobile Command Post.
- 2) Provide support to EOCG and SEC.
- 3) Liaise with cooperating and assisting agencies regarding the emergency.

Deputy City Manager - Engineering, Planning and Development

The Department of Engineering, Planning and Development will act as subject matter experts and technical advisors to the Emergency Operations Manager as required. The Department will also advise the Emergency Operations Manager of issues that require mitigation or prevention as it relates to engineering, planning and development in the City of St. John's.

Director of Engineering

The Director of Engineering or alternate will:

- 1) Provide the EOCG with information and advice on matters relating to engineering services.
- 2) Consult with the Director of Water and Waste Water to provide information and services to ensure the protection of water supply and sewerage discharge systems.
- 3) Consult with the Director of Roads and provide information and services as it relates to traffic planning.
- 4) Establish links with other municipal, Provincial and Federal Departments and agencies as it relates to engineering services.
- 5) Maintain a detailed log of all actions taken by the Department of Engineering.
- 6) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

Director of Planning and Development

The Director of Planning and Development will:

- 1) Advise the EOCG on all matters relating to inspection services.
- 2) If directed by the EOCG, appoint an emergency site Incident Commander(s) to provide operational support at the emergency site(s).
- 3) Participate in emergency planning activities as required.
- 4) Communicate with the Director of Roads and Traffic and contracted forces regarding the securing of unsafe buildings, or demolition of structures found to be unsafe.
- 5) Provide information related to hydrology and flood control and protection.
- 6) Liaise with Building, Fire, Provincial/Municipal and other emergency response Officials as it relates to inspection services.
- 7) Maintain a detailed log of all actions taken by the Building Inspection Division.
- 8) Participate in a post-emergency debriefing and provide reports as

requested by the Emergency Operations Manager.

Senior Police Official

Upon learning of a potential emergency, the Senior Regional Police Official should consider the possible need for activation of the Plan, and if warranted, should contact the Emergency Operations Manager or alternate. The Senior Police Official will:

- 1) Provide the EOCG with information and advice on law enforcement matters.
- 2) Participate in decision-making, determining priorities, and issuing operational directives for the resolution of the emergency.
- 3) If directed by the EOCG, appoint an Incident Commander(s) to control operations at the emergency site(s).
- 4) Direct and coordinate all police operations in accordance with the IAP and directions issued by the EOCG.
- 5) Establish a communications link with the Police Incident Commander.
- 6) Direct the establishment of inner and outer perimeters around the emergency site(s).
- 7) Direct the control and dispersal of crowds within the emergency site(s).
- 8) Direct the movement of emergency vehicles to and from the emergency site(s).
- 9) Coordinate the arrangements for police operations with other municipal, provincial, or federal departments and arrange for additional supplies and equipment as required.
- 10) If directed by the EOCG, coordinate the arrangements for the evacuation of buildings or areas.
- 11) Maintain law and order in evacuation and reception centres and other temporary facilities.
- 12) Protect property and maintain law and order at the emergency site(s).
- 13) Direct that the Coroner be contacted in the event of fatalities and coordinate whatever additional support may be required.
- 14) Maintain a detailed log of all actions taken by the Royal Newfoundland Constabulary.
- 15) Participate in a post-emergency debriefing, and provide reports as requested by the Emergency Operations Manager.

Senior Official, Eastern Health

Upon learning of a potential emergency, the senior official for Eastern Health responsible for Emergency Preparedness and Response or alternate should consider the possible need for activation of the Plan, and, if warranted, should contact the Emergency Operations Manager or alternate.

The senior official or alternate will:

- 1) Provide the EOCG with information and advice on matters relating to hospital and other health services and ambulance services.
- 2) Participate in decision-making, determining priorities, and issuing operational directives for the resolution of the emergency.
- 3) Activate the Ambulance Services Emergency Response Plan.
- 4) Direct and coordinate all ambulance services in accordance with the Plan and directions issued by the EOCG.
- 5) Coordinate with senior police officials the movement of ambulances to and from the emergency site(s).
- 6) Coordinate with the Region's Medical Director for the providing of triage and treatment at the emergency site(s), casualty collection posts, and the distribution of casualties in accordance with the Plan and directions issued by the EOCG.
- 7) Coordinate the provision of special emergency health service resources at the emergency site (i.e., ambulance, buses, support units, paramedics, ambulance helicopters, etc.).
- 8) Provide the main radio and communication link among health services.
- 9) Coordinate the organization and transportation of persons in health care facilities, homes for the aged, nursing and rest homes, invalids and disabled citizens that need to be evacuated.
- 10) Coordinate the provision of first aid and health personnel augmentation utilizing resources both internal and external to the organization in accordance with the Plan and directions issued by the EOCG.
- 11) Maintain a detailed log of all actions taken by Eastern Health.
- 12) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.
- 13) If directed by the EOCG, appoint an Incident Commander(s) to control operations at the emergency site(s).

Medical Officer, Eastern Health

Upon learning of a potential emergency, the Medical Officer, Eastern Health, or alternate should consider the possible need for activation of the Plan, and, if warranted, should contact the Emergency Operations Manager or alternate. The Medical Officer of Health or alternate will:

- 1) Provide the EOCG with information and advice on matters pertaining to public and/or environmental health.
- 2) Participate in decision making, determining priorities, and issuing operational directives for the resolution of the emergency.
- 3) Activate the Medical Officers of Health Emergency Plan and notification system as required.
- 4) Liaise with the Provincial Department of Health and Community Services.
- 5) Provide recommendations regarding the evacuation of buildings, neighbourhoods or other areas for reasons of health.
- 6) Provide instructions on health and safety matters to the public through the City of St. John's Public Information Officer and/or Eastern Health's Communication personnel.
- 7) Coordinate the response to disease-related emergencies or anticipated emergencies such as epidemics, in accordance with Eastern Health policies and procedures.
- 8) Coordinate efforts to prevent and control the spread of disease during an emergency.
- 9) Liaise with the Director of Public Works and Parks and the Provincial Department of Health and Community Services regarding the provision and testing of potable water and sanitation facilities.
- 10) Liaise with the Red Cross, St. John Ambulance, Salvation Army and other agencies on areas of mutual concern regarding health services in emergency areas including: food safety, counseling of victims, general safety and sanitation, accommodation standards, air monitoring, provision of home support services.
- 11) Maintain a detailed log of all actions taken by Eastern Health.
- 12) If directed by the EOCG, activate and operate emergency morgue facilities in arenas or other suitable venue.
- 13) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

Manager of Environmental Public Health (Eastern)

The Manager of Environmental Public Health:

- 1) Shares responsibilities with the Medical Officer of Health, particularly with respect to water, sanitation, air quality, housing, feeding stations and other environmental issues.
- 2) Liaises with Environmental Health Officers within Service NL to deploy and undertake inspections as necessary.

Public Information Officer

Upon learning of a potential emergency, the Public Information Officer or alternate should consider the possible need for activation of the Plan, and if warranted, should contact the Emergency Operations Manager or alternate.

The Public Information Officer or alternate will:

- 1) Advise the EOCG on matters pertaining to public information, public affairs, and media relations.
- 2) Participate in decision-making, determining priorities, and issuing operational directives through the Emergency Operations Manager for the resolution of the emergency.
- 3) Activate the Public Information Division's Crisis Communications Plan.
- 4) Gather process and disseminate information for use by the EOCG and ACCESS St. John's.
- 5) Formulate public information and media releases for review by the Head of Council and Emergency Operations Manager.
- 6) Upon approval of the Emergency Operations Manager, release information to the public and media.
- 7) Direct the establishment and operation of a Media Reception and Briefing Center and a site media centre.
- 8) Issue public announcements, instructions, or warnings as directed by the Emergency Operations Manager.
- 9) Provide public relations support as required.
- 10) Coordinate all media requests, including the arrangements for supervised tours near the emergency site(s).
- 11) Arrange for photo or video records of the emergency operations.
- 12) Maintain a detailed log of all actions taken by the Communications Division.
- 13) Participate in a post-emergency debriefing and provide reports as required by the Emergency Operations Manager.

- 14) Direct activation of the Communications Division's Crisis Communication Plan to provide a Call Centre and a Media Centre.

Incident Commander(s)

The Incident Commander will:

- 1) Provide for the safety of responders and public at the incident site
- 2) Organize and coordinate the response so as to stabilize the emergency incident.
- 3) Provide for the protection of property and the environment.
- 4) Establish an on-site Command Post.
- 5) Assess the situation and develop an Incident Action Plan.
- 6) Provide briefings at regular intervals to the EOCG, Command/General Staff and Agency representatives.
- 7) Coordinate the release of information at the scene with the Public Information Officer on-site.
- 8) Request, from the EOCG, support for emergency operations and personnel at the incident.
- 9) Develop a demobilization plan for all resources within the incident site.
- 10) Maintain a detailed log of all actions taken.
- 11) Participate in a post-emergency debriefing and provide such reports as requested by the Emergency Operations Manager.

Government of Newfoundland Labrador

Responsibilities of Fire and Emergency Services – Newfoundland and Labrador

Fire and Emergency Services – Newfoundland and Labrador (FES-NL) is tasked with the implementation of an emergency management strategy designed to develop and maintain a modern and robust emergency management system in the Province, in collaboration with agency partners and stakeholders, in planning against, preparing for, responding to and recovering from emergencies, disasters and fires.

- 1) Assist Municipalities, as defined in the *Emergency Services Act*, to meet their legislative requirement to develop an emergency management plan by May 1, 2012, and furthermore to maintain/update these plans on a regular basis to be approved by the Director of Emergency Services and adopted by the respective municipality(s).

- 2) Provide assistance to municipalities in Newfoundland and Labrador when an emergency occurs and their capacity to respond has been exceeded.
- 3) Liaise with other Provincial Government departments, agencies and the Government of Canada (through Public Safety Canada) to acquire additional resources, if needed, to respond and recover from an emergency.

Responsibilities of Advanced Education and Skills

The Department of Advanced Education and Skills has a Provincial legislated responsibility to provide Emergency Social Services when individuals, families, and/or municipalities cannot effectively respond and/or when the Provincial Government needs to respond to ensure the health, safety and wellbeing of its citizens.

The purpose of Emergency Social Services is to meet the survival needs of people following a disaster and provide temporary assistance until regular pre-disaster social services resume operation or until other plans or programs come into operation. Emergency Social Services includes: Reception Center; Lodging; Clothing; Food; Registration and Inquiry; Personal Services.

The Department is accountable for:

- 1) The operation, direction and supervision of Emergency Social Services.
- 2) The expenditure of public funds for assistance to any person in need of food, clothing, accommodations as a result of the emergency.
- 3) Ensuring the appropriate Memorandum of Understanding is in place should any of the Emergency Social Services be delegated to a partner agency (i.e., Red Cross, Salvation Army).
- 4) Coordination of volunteer and volunteer agencies wishing to assist in the provision of any of the Emergency Social Services.

Responsibilities of the Department of Environment and Conservation

- 1) Act as an advisor agency on the cleanup of hazardous materials, contamination of potable water supplies and emergency sewage disposal.
- 2) To assist in sampling the soil, water, etc., to determine the level or extent of a contaminant for the purpose of detection and eventual cleanup.
- 3) Advise on the safety of any area contaminated by hazardous materials or sewage in conjunction with the other responsible agencies.

Responsibilities of Service NL

- 1) Liaise with the town and power utilities to assess electrical safety issues.
- 2) Liaise with the Department of Environment and Conservation to assess environmental hazards such as spills, chemical and waste disposal and make recommendations and/or orders on remediation and containment.
- 3) Liaise with the Department of Health & Community Services, the Regional Medical Officer of Health, and the Department of Advance Education and Skillst to:
 - a) Carry out or perform water safety and food safety inspections.
 - b) Assess the suitability of temporary shelter/housing/food/water.
 - c) Implement disease and rodent control measures.
 - d) Ensure the protection of public health.

Responsibilities of the Department of Natural Resources (Forestry)

- 1) Respond immediately to the report of any fire near the community, fight the fire with all available resources until it is completely extinguished.
- 2) Provide protection to property, such as homes, when a fire is near or approaching a community. The local Fire Department will respond to fires within the community.
- 3) Provide sufficient fire-fighting equipment to assist agencies.
- 4) Establish communications and advise the Emergency Operations Centre Group on possible dangers to the community.
- 4) Work with the local Fire Department is addressing any needs as a result of a forest fire.

Responsibilities of the Department of Transportation and Works

- 1) Maintain a fleet of heavy equipment at maintenance depots located throughout the Province. These equipment resources are normally utilized in the course of carrying out routine highway maintenance activities, but in the event of an emergency, may be re-deployed as may reasonably be required in order to respond to issues of life safety and infrastructure loss during the emergency.
- 2) Provide up-to-date status reports on road closures, damages, etc., to the Emergency Operations Centre Group.

Support Staff and Agencies

Introduction

EOCG Support Groups may be drawn from City staff and personnel from other Government agencies and non-governmental organizations. Their advice, resources and information will assist the EOCG in making decisions. The Emergency Operations Manager is responsible for notifying Support Group personnel to report to the EOC. Contact names and numbers of City staff are listed in the "Internal Resource Contact List" **Appendix B**. Contact names and numbers of external agencies are listed in the **Appendix C**; External Resource Contact List.

The main functions of potential support personnel/agencies include:

Duty Officer

The Duty Officer or alternate will:

- 1) Assist the Emergency Operations Manager at the EOC.
- 2) Appoint an EOC records manager to ensure all records to and from the EOC are maintained.
- 3) Arrange for printing materials, if required.
- 4) Coordinate the provision of clerical staff to assist at the EOC.
- 5) At the direction of the Emergency Operations Manager, ensure that the City Clerk is advised of all matters pertaining to the emergency for the information of Council.
- 6) Arrange for special Council meeting(s) as directed by the Emergency Operations Manager.
- 7) Coordinate the arrangements for identification cards to be issued to the EOCG, City support staff and external resource personnel, as required.
- 8) Maintain food and nourishment services and the cleaning of meeting areas at the EOCG, as required.
- 9) If directed by the EOCG, retrieve records from the appropriate departments and/or records management, and ensure their preservation and availability.
- 10) Maintain a detailed log of all actions taken to support the operations.
- 11) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

City Solicitor

If requested, the City Solicitor or alternate will:

- 1) Provide legal advice to the Emergency Operations Manager.
- 2) Liaise with representatives from the Provincial/Federal Solicitor's Offices.
- 3) Maintain a detailed log of all actions taken by the City Solicitor's Office.
- 4) Respond to matters of a legal nature arising as a result of the emergency situation in consultation with the Emergency Operations Manager.
- 5) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

Office of the City Clerk

The City Clerk or alternate will:

- 1) In the absence of the City Manager, City of St. John's, assume this role.
- 2) Coordinate the provision, installation, operation, and maintenance of all Telecommunications systems in support of emergency operations.
- 3) Assign a recording secretary to the EOC to document all actions taken by the EOC.
- 4) Arrange for printing of materials, if required.
- 5) Act as liaison for Mayor and Council.
- 6) Maintain a log of all actions taken by the Office of the City Clerk.
- 7) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

Deputy City Manager Corporate Services

The DCM Corporate Services or alternate will:

- 1) Coordinate the provision, installation, operation, and maintenance of all Information technology requirements in support of emergency operations.
- 2) Provide logistical support to the EOC through the Materials Management Division including;
 - Maintain and update a list of vendors (including 24-hour contact numbers) who may be required to provide supplies and equipment.
 - Liaise with purchasing agents of area municipalities, as required.
- 3) Provide support and advise for Human Resource including
 - The deployment of City of St. John's Human Resources during emergencies.
 - Ensure records of human resources utilized and all associated details, that may involve financial liability, are completed.

- Coordinate Critical Incident Stress Programs (Wellness Division, Human Resources Department) for City of St. John's employees and personnel contracted by the City of St. John's.
- 4) Appoint and deploy Safety Officer(s), if required.
 - 5) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

City Safety Officer

The City's Safety Officer shall be responsible to provide advice and guidance pertaining to the administration of the Occupational Health and Safety legislation and City policy as it relates to City employees and personnel contracted by the City of St. John's involved in an operation or event deemed as an emergency response.

As required, the City Safety Officer will:

- 1) Report to the City of St. John's Emergency Operations Center and provide assistance to the EOC Manager as it relates to occupational health and safety matters.
- 2) Coordinate Health and Safety functions and provide advice to the Incident Commander/EOC Manager of activities, procedures or standards which may require modification or suspension to meet health and safety objectives.
- 3) Monitor and support all emergency operations involving City employees and its contractors until normal operation is restored.
- 4) Liaise with other Safety Officers assigned by the various agencies.
- 5.) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager

Manager Corporate Risk and Recovery

- 1) Conduct risk assessments and/or inspections of any affected areas. Recommend preventative controls and other risk treatments
- 2) Identify appropriate City insurance coverage to cover any damage and or injury. Determine if third party contract liability should respond to remedy damage or injury.
- 3) Provide loss control advice and guidance of all City departments including identifying all the records that are vital to the recovery process.
- 4) Monitor and ensure recording of direct costs related to incident.
- 5) Gather claims and incident information including an estimate of the time it will take to overcome any backlog of work accumulated during the outage.

- 6) Maintain a detailed log of all actions taken in the capacity of risk management and recovery.
- 7) Communicate with Insurance industry partners and vendors.
- 8) Participate in post-incident debriefings.

Bell Aliant Corporation

During emergency operations, the EOCG's request for assistance from Bell Aliant will be coordinated through the Director of Corporate and Information Services.

If requested, the assigned representative of Bell Aliant, will:

- 1) Report to the EOC or office of the Director of Information Corporate Services and City Clerk, to provide expertise and coordinate the response of Bell Aliant resources.
- 2) Activate the Bell Aliant emergency plan and notification system.
- 3) Provide the Director of Corporate and Information Services with information for public release relating to telephone service interruption and restoration of services.
- 4) Expedite the installation of emergency telephone lines and services to Command Posts, EOC, and evacuation centres, if requested by the Director of Corporate and Information Services.
- 5) Maintain a detailed log of all actions taken by Bell Aliant.
- 6) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

Rogers Communications Inc.

During emergency operations, the EOCG's request for assistance from Rogers Communications will be coordinated through the Director of Corporate and Information Services. If requested, the assigned representative of Rogers Communications will:

- 1) Report to the EOC or office of the Director of Information Corporate Services and City Clerk, to provide expertise and coordinate the response of Rogers' resources.
- 2) Activate Rogers' emergency plan and notification system.
- 3) Provide the Director of Corporate and Information Services with information for public release relating to service interruption and restoration of services.
- 4) Expedite the installation/restoration of emergency services to critical City

of St. John's facilities, if requested by the Director of Corporate and Information Services.

- 5) Maintain a detailed log of all actions taken by the organization.
- 6) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

Newfoundland Power Corporation

During emergency operations, the EOCG's request for assistance from Newfoundland Power will be coordinated through the Director or Engineering. If requested, the representative of Newfoundland Power Corporation will:

- 1) Report to the EOC to provide expertise to the Director of Engineering, and coordinate the response of Newfoundland Power resources.
- 2) Activate Newfoundland Power's emergency plan and notification system.
- 3) Provide the Public Information Officer with information for public release relating to power interruption and restoration of services.
- 4) Maintain a detailed log of all actions taken by Newfoundland Power.
- 5) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

Metrobus Transit

During emergency operations, the EOCG's request for assistance from Metrobus will be coordinated through the organizations Manager of Operations.\

If requested, the General Manager of Metrobus will:

- 1) Make available Metrobus vehicles and/or communications resources, as required.
- 2) Provide the Public Information Officer with information for public release relating to the availability of Metrobus services.
- 3) Maintain a detailed log of all actions taken by Metrobus.
- 4) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

Amateur Radio Emergency Service AVRAC

AVRAC is a group of amateur radio operators, specializing in emergency communications. These volunteers can provide direct radio communications links to Evacuation Centres and backup communications at the EOC and operational command centres as required.

- 1) At the request of the Emergency Operations Manager, provide radio equipment and operators at the EOC or other locations as required.
- 2) Provide an AVRAC coordinator at the EOC to liaise with the Duty Officer.
- 3) Provide radio communications links between opened Evacuation Centres and the EOC or other locations at the request of the Emergency Operations Manager.
- 4) In the event of loss of regular telephone service, provide communications to extended areas as required, provincially, nationally and internationally.
- 5) Serve as a communication link with senior levels of government as required.

Ground Search and Rescue (Rovers SAR)

Rovers SAR are a group of professionally trained volunteers who provide auxiliary support to police authorities in the search for lost or missing persons. The group has experience in providing assistance during emergency incidents and can provide both human and technical resources. If requested, the liaison for Rovers SAR will:

- 1) At the request of the Emergency Operations Manager provide resources and access to assets of the organization
- 2) Provide a Rovers SAR representative at the EOC to liaise with the Duty Officer
- 3) Maintain a detailed log of all actions taken.
- 4) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

Diagrams

Diagram 1: Emergency Operations Center Reception

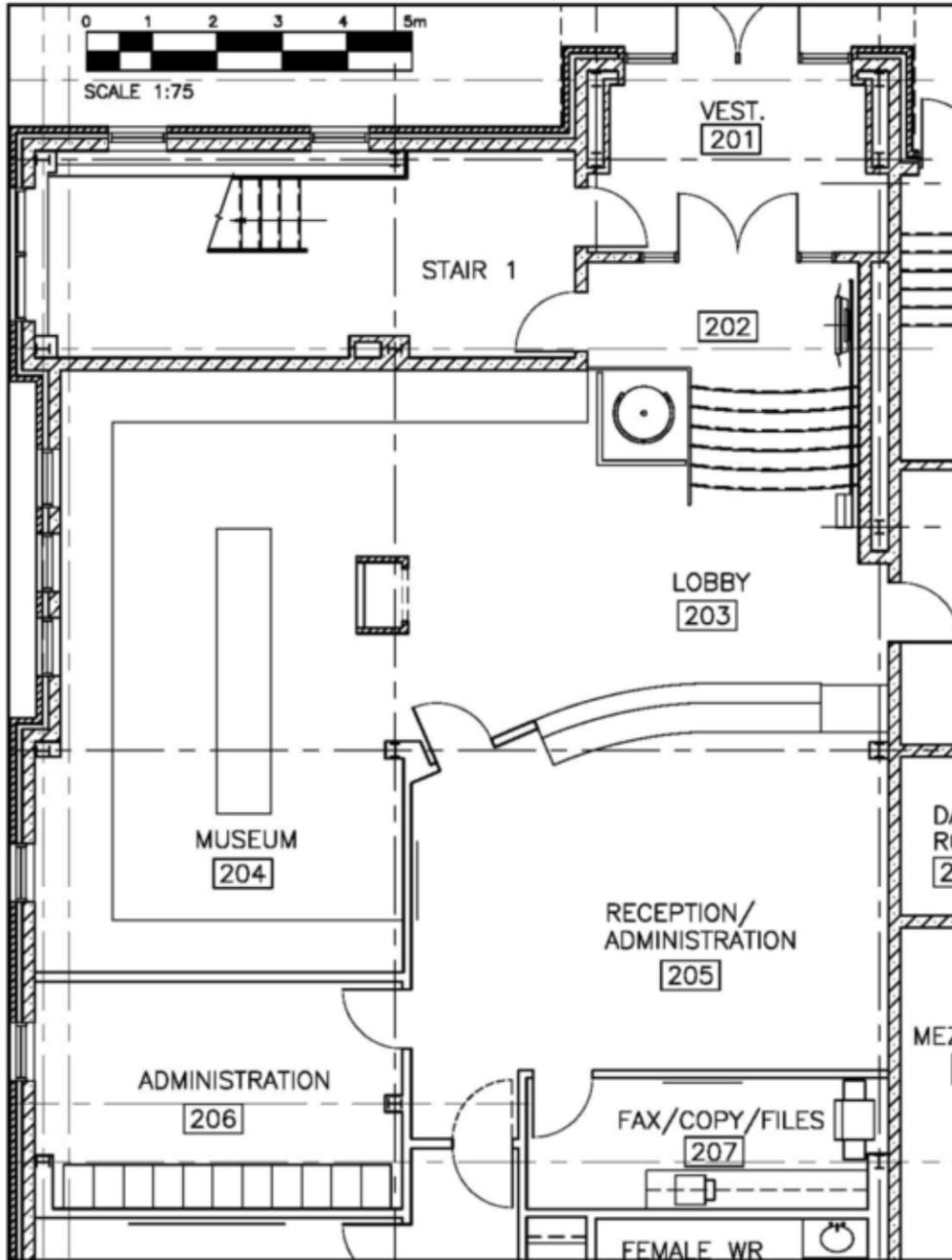
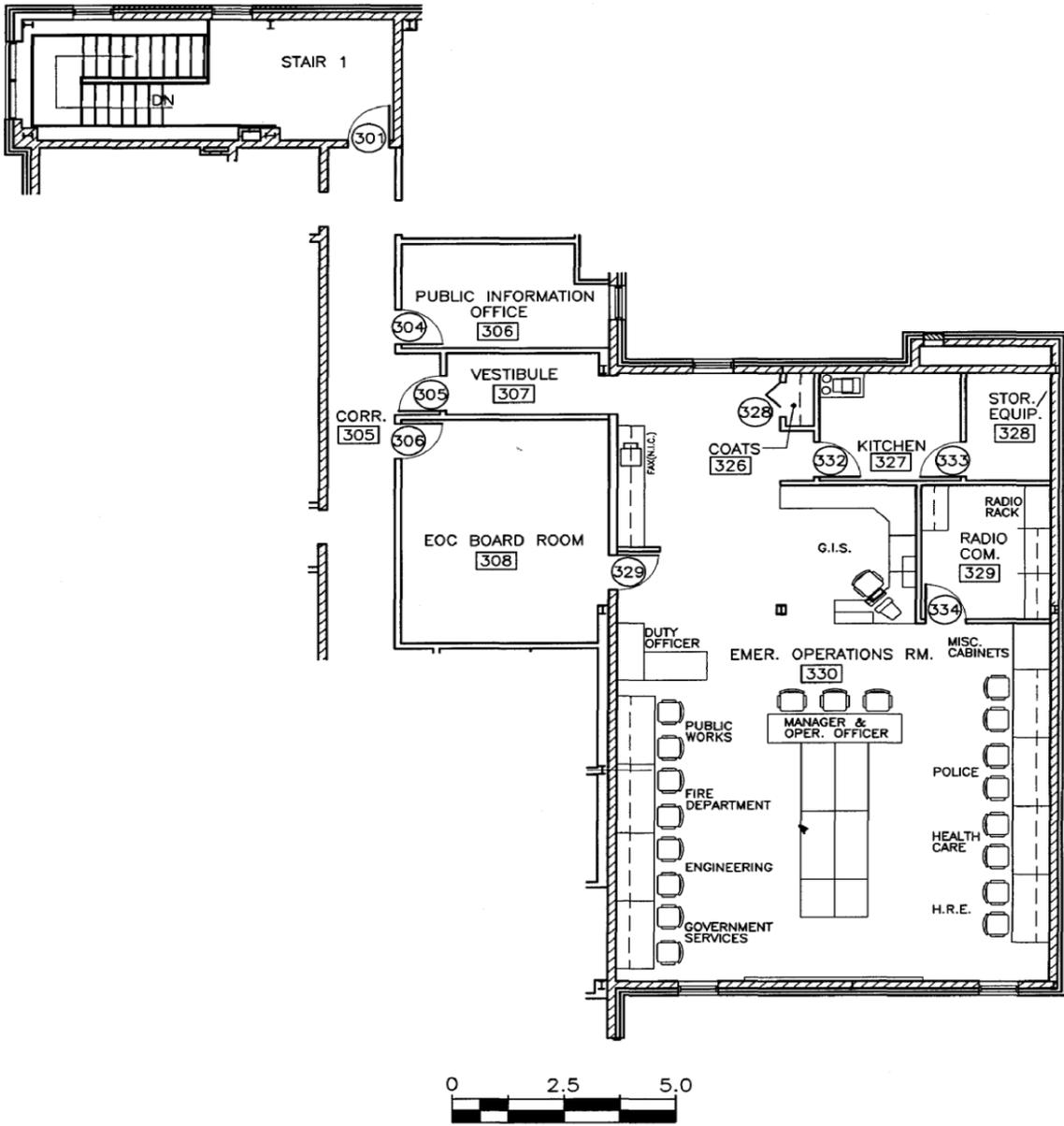


Diagram 2: Emergency Operations Center



Appendix A: Emergency Alert Procedure

Upon receipt of notification of a real or potential emergency or disaster the responding agency such as the Police or Fire or Emergency official, shall contact St. John's Regional Fire Department's 911Center.

Upon receipt of verification from the responding agency that a real or potential emergency or disaster exists, the Emergency Operations Manager or designate shall contact the Citizen Service Center and advise the supervisor and/or manager to alert the Municipal Control Group members and advise them to either "**stand by**" or to "**report to the Emergency Operations Center at Central Fire Station**". The Emergency Operations Manager or Designate shall notify the Mayor or designated head of Council of the details of the situation and action taken.

Where direction is given by the Emergency Operations Manager or designate to have the members of the Municipal Control Group and/or support staff report to the Emergency Operations Center, the Supervisor of the Citizen Service Center shall contact all members listed in the City of St. John's Call Out List, (**Appendix B**) and direct them to report to their respective stations.

Members of the Municipal Control Group will assess the need to enact their respective sub plans and arrange for the notification of agency personnel as required.

If the situation is brought under control, the Emergency Operations Manager may direct the responding agencies to "stand down".

Appendix B: Internal Contact List
(Intentionally Blank – private & confidential)

Appendix C: External Contact List

(Intentionally Blank – private & confidential)

Appendix D: EOC Activation

Emergency Operation Centre

The EOC is a facility or room designated as a common meeting point to provide support to departments if an emergency event should occur. The designated location is 3rd floor of Central Fire Station with the alternate located at Mount Pearl Fire Station. The EOC is where the Incident Management Team gathers, makes decisions to allocate and coordinate resources, coordinates communication/public information and directs the overall response. The activation of the EOC has the following advantages:

- Provides for Situation Status Management
- Provides for Resource Status Management
- Security/Access
- Public Information

EOC Activation

Upon receiving notification of an impending or actual emergency situation, the City Manager will Assume, Assign or Maintain the EOC Manager role. The EOC Manager will activate the Incident Management Team. The Incident Management Team will then provide notification to the City departments to activate their respective emergency procedures and protocols.

EOC Staffing

- Situational Awareness – (Type V to IV) provides opportunity to maintain awareness of a developing or occurring event and will allow for a quicker transition to Partial or Full activation
 - Manager of Emergency Preparedness
 - Public Information Officer
 - Duty Manager
- Partial Activation – (Type IV to III); i.e., Major fire, Significant Weather Event.
 - EOC Manager
 - Public Information Officer
 - Duty Manager
 - ICS Positions field as required by;
 - Representatives from City departments that represent Subject Matter Experts most related to the Incident
 - Non-governmental Agencies that represent Subject Matter Experts or Supporting Agencies related to the incident
 - Emergency management partners

- Full Activation – (Type III to II) i.e., Major Weather Event, Loss of Water Treatment Plant Affecting Large Section of Population
 - All ICS position to be filled
 - Representatives from **All** City departments that represent Subject Matter Experts most related to the Incident
 - Non-governmental Agencies that represent Subject Matter Experts or Supporting Agencies related to the incident
 - Emergency management partners.

Initial Activation Steps:

- Establish Main Event Log
- Organize the Incident Management Team
- Notify –
 - Provincial Fire and Emergency Services
 - Manager, Marketing and Communications
 - Senior Executive Committee
- Establish a means/process of Communication – within the site/department and with partner agencies
- Record key information
- Obtain Situation Report from Lead Department/Agency
- Activate an Operations Log and record duties performed
- Set operational period objectives and strategies

Each operational period will begin with an operational briefing conference call led by the planning section. The agenda will include:

- Situation update from the executive team and satellite posts
- Department briefings
- Safety Officer brief
- Communications Officer brief
- Objectives & priorities for the day from executive team
- Set time for next planning meeting and operational briefing

The City of St. John's utilizes the *Incident Command System's* (ICS) five primary functions for organizing and managing incidents, and they are as follows:

- Command (The Boss)
- Operations (*The Doers*)
- Planning (*The Thinkers*)
- Logistics (*The Getters*)
- Finance/Administration (*The Payers*)

Incident Command System

Using the Incident Command System expanding incident philosophy, the initial organizational structure will reflect the needs at that moment in time.

EOC Staff Positions

EOC Manager

- Organize and direct operations, providing overall direction for operations.
- Receive status report and discuss an initial action plan (Command Staff and Section Chiefs)

Liaison Officer

- Function as City's emergency event contact person for representatives from other agencies.

Safety Officer

- Monitor and have authority over the safety of those engaged in response operations. Coordinate with CITY Occupational Health and Safety, Infection Control, Quality & Risk Management; identify hazardous conditions and implement safe workplace protocols.

Public Information Officer

- Provide information to the news media and generate information for release to CITY Staff.

General Staff

Operations Chief

- Ensure that the operations coordination function is carried out including coordination of response for all operational functions.
- Ensure that operational objectives and assignments identified in the Action Plan are carried out effectively

Planning Chief

- Develops the action plan to accomplish the objectives
- Collects and evaluates information
- Maintains resource status
- Maintains records

Logistics Chief

- Ensure necessary supplies and facilities to support the objective
- Coordinates the delivery and availability of consumables
- Ensures necessary communication tools are operational

Finance/Administration Chief

- Oversees the acquisition of supplies and services and associated costs
- Supervise the documentation of expenditures (overtime)
- Provides accounting, procurement, time recording and cost analysis

Appendix E: Plan Distribution List

Eastern Health

Government of Newfoundland & Labrador

- Fire & Emergency Services
- Advanced Education and Skills

RNC

St. John's Regional Fire Department

Appendix F: Summary of Significant Hazards

(Held in separate binder)

Appendix G: Potential Shelter Sites (City owned property)

Facility	Room	Area for Cots (m ²)	Regular Washroom Stalls	Accessible Washroom Stalls	Emergency Power	Building Accessible
City Hall	Foran/Greene	284	10	10	Yes	Yes
Mews Center	Gym Multipurpose Games Room Canteen	385 164 120 61	8 - - -	6 - - -	Ready for Remote	Yes *during power outage becomes inaccessible (i.e. elevator)
Wedgewood Rec. Center	Gym	199	4	4	None	Yes
St. John's Rec Center	Gym	1452	4	2	None	Yes
Shea Heights Community Center	Main Hall	232	3	2	None	Yes
Kilbride Lions Center	Main Hall Main Room-Basement	215 215	3 1	2 2	None	Yes
Goulds Rec Center	Gym	232	4	1	None	Yes
Rotary Chalet	Main Hall Main Room-Basement	24	3 1	2 1	None	Yes
Mile One Centre	Ice Surface	1586	63	23	Partial	Yes
Convention Center	Main Hall	1437	22	6	Partial	Yes

Appendix H: Request for Assistance

Assistance may be requested by neighbouring municipalities, and/or other organizations both from the public and private sector. These requests would be considered:

- Beyond normal operations for the requesting agency but not considered an emergency, as no impending threat to life or property exists.
- The request for assistance is beyond what would be normally accommodated by existing agreements (formal & informal) that the requesting agency would have with the various departments of the City of St. John's.
- Or the normal means of requesting assistance is not available.

If such a situation should happen, the requesting agency should:

1. Contact the City of St. John's, Citizen Service Center emergency line by calling (709) 576-8579.
2. The call taker will ask a series of questions so as to provide clarification to the Municipal Control Group as to how the City can assist the requesting agency.
3. Once the request has been made, the call taker will provide you with a Case ID and this number should be recorded for future reference.
4. The call taker will notify the Municipal Control Group of the request and a member of that group will call the contact designated by the agency to discuss an appropriate response.
5. If the request for assistance is no longer required prior to a member of the EOCG making contact with the requesting agency, the agency should advise the Citizen Service Center to "stand down".
6. If the request for assistance should escalate to a real or potential emergency or disaster the requesting agency shall follow the procedure outline in Appendix A.