

Burlington Fire Department – Emergency Management
1255 Fairview Street
Burlington, Ontario
L7S 1Y3

City of Burlington By-law XX-2024

Appendix B: Emergency Response Plan

Last Updated: 10 Jan 2024



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Quick Reference Guide

The following table outlines the actions required for Level 3 or 4 activations. Refer to Section 6 Concept of Operations for more detailed information.

Step	Plan Reference(s)	PMR	Action
Plan Activation	<ul style="list-style-type: none"> Section 6.1.1 	Emergency Control Group (ECG) members	<ul style="list-style-type: none"> Notifying the Community Emergency Management Coordinator (CEMC) or alternate CEMC of any incidents that might require: <ul style="list-style-type: none"> Level 2 (enhanced monitoring) Level 3 (partial activation) Level 4 (full activation)
		CEMC/Alternate CEMC	<ul style="list-style-type: none"> Monitor for situations with the potential for Level 2, 3, or 4 activations using established monitoring channels In consultation with the Fire Chief for Level 3 and 4 activations, determining <ul style="list-style-type: none"> Appropriate activation level and type Appropriate Operations Section Chief based on the incident
		Fire Chief	<ul style="list-style-type: none"> Provide CEMC/Alternate CEMC recommendation regarding need for Level 3 and 4 activations
Notification	<ul style="list-style-type: none"> Section 6.1.2 Emergency Support Plan 1 Emergency Support Plan 2 	CEMC/Alternate CEMC	<ul style="list-style-type: none"> Based on the selected activation level and type, send notification through the appropriate channel(s)
Emergency Operations Centre (EOC) Activation	<ul style="list-style-type: none"> Section 6.1.3 Emergency Support Plan 3 	Recreation, Community and Culture (RCC) On-Call supervisor	<ul style="list-style-type: none"> Responsible for ensuring the physical room set-up at the designated EOC location Responsible for cancelling any existing bookings for EOC space and designated breakout meeting room
		Burlington Digital Services	<ul style="list-style-type: none"> Responsible for setting up IT equipment at designated EOC location
		ECG members and ECG Scribes	<ul style="list-style-type: none"> Report to the designated EOC location or attend virtual incident briefing as directed in the notification alert. Staff attending an EOC must set up their individual workstation

Step	Plan Reference(s)	PMR	Action
First Operational Period	<ul style="list-style-type: none"> Section 6.2.2 Emergency Support Plan 6 	Planning Section Chief	<ul style="list-style-type: none"> Schedule Incident Briefing
	<ul style="list-style-type: none"> Section 6.2.2 Emergency Support Plan 5 	Operations Branch Directors	<ul style="list-style-type: none"> Provide situation updates to Operations Section Chief in preparation for incident briefing
		Operations Section Chief	<ul style="list-style-type: none"> Complete Incident Management System (IMS) 201 Incident Briefing form
	<ul style="list-style-type: none"> Section 6.2.2 Emergency Support Plan 6 	EOC Director	<p>This is only required when the Joint Command model is being used (where multiple organizations are sharing command of an incident)</p> <ul style="list-style-type: none"> In conjunction with the Commanders from relevant external organizations, complete an Initial Command Meeting
	<ul style="list-style-type: none"> Section 6.2.2 Emergency Support Plan 6 	Operations Section Chief	<ul style="list-style-type: none"> Facilitate the Incident Briefing to EOC members
	<ul style="list-style-type: none"> Section 6.2.2 Emergency Support Plan 6 	EOC Director	<ul style="list-style-type: none"> Determine the initial EOC objectives
	<ul style="list-style-type: none"> Section 6.2.2 Emergency Support Plan 2 	EOC members	<ul style="list-style-type: none"> Following the incident briefing, activate the required EOC Support positions that report directly to their IMS position Follow their position specific checklist and complete any other incident-specific actions as directed by the EOC Director
	<ul style="list-style-type: none"> Section 6.2.2 Emergency Support Plan 3 Emergency Support Plan 5 	EOC Support Staff	<ul style="list-style-type: none"> Report to the designated EOC location for physical activations, and hybrid activations where the staff member is participating in-person. For hybrid or virtual activations, participate in applicable virtual meetings. Follow their position checklist and any other incident-specific actions as directed by their direct IMS supervisory staff
		Operations Section Chief	<ul style="list-style-type: none"> In coordination with the Planning Section Chief, keep updating the IMS 201 Incident Briefing form as needed until the first written Incident Action Plan is enacted

Step	Plan Reference(s)	PMR	Action
Subsequent Operational Periods	<ul style="list-style-type: none"> • Section 6.2.3 • Emergency Support Plan 6 	Planning Section Chief	<ul style="list-style-type: none"> • Lead the incident action planning process for each operational period <ul style="list-style-type: none"> • Confirming length of operational period with EOC Director and Operations Section Chief • Determining required pre-planning meetings • Scheduling briefings/meetings • Facilitating designated meetings • Overseeing the creation of the Incident Action Plan for the next operational period
	<ul style="list-style-type: none"> • Section 6.2.3 • Emergency Support Plan 5 • Emergency Support Plan 6 	ECG members and EOC Support Staff positions	<ul style="list-style-type: none"> • Complete tasks as outlined in their position checklists • Contribute towards the development of the Incident Action Plan as required based on their position checklist • Complete incident-specific tasks as directed by their direct IMS supervisory staff
Demobilization	<ul style="list-style-type: none"> • Section 6.2.4 • Emergency Support Plan 5 	Demobilization Unit Leader	<i>Throughout the EOC activation:</i> <ul style="list-style-type: none"> • Coordinate with the Resource Unit Leader and the Operations Section Chief to confirm when individual resources are no longer required and distribute IMS 221 Demobilization Checkout Forms
		ECG members and EOC Support Staff positions	<i>Throughout the EOC activation:</i> <ul style="list-style-type: none"> • Upon being notified of the demobilization of their IMS position, obtain the required signoffs as outlined on the IMS 221 Demobilization Checkout form • Submit a completed IMS 221 Demobilization Checkout form to the Documentation Unit Leader before demobilizing.
	<ul style="list-style-type: none"> • Section 6.2.4 	EOC Director	<i>When response goals have been accomplished:</i> <ul style="list-style-type: none"> • Notify incident personnel that the incident is being deactivated
		CEMC/Alternate CEMC	<i>Following incident demobilization:</i> <ul style="list-style-type: none"> • Schedule an after-action review with personnel who participated in the response, including ECG members, activated EOC Support Staff positions, and external organization representatives as soon as possible and use the findings to create an After-Action Report.

1. Introduction

1.1. Purpose

The purpose of the Emergency Response Plan is to provide a framework for how the City of Burlington will provide a planned, coordinated, and effective response to protect life, property, the environment, and local economy when faced with complex, large-scale emergencies.

For the purpose of the Emergency Response Plan, and in accordance with the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9*, an emergency is defined as:

“A situation or impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.” [Section 1].

Source: [Emergency Management and Civil Protection Act](#)

1.2. Legal Authorities

1.2.1. Provincial Legislation

The *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9* provides the authority for municipalities to prepare for and respond to emergencies to protect public health, safety, and property. Ontario Regulation 380/04 sets the standards for municipal emergency management programs.

The *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9* requires that:

“Municipalities shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan.” [Section 3 (2)].

Source: [Emergency Management and Civil Protection Act](#)

1.2.2. Municipal By-law

As required by the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9*, this Emergency Response Plan has been adopted by the City of Burlington City Council as part of the Emergency and Continuity Management Program By-law XX-2024, and this Emergency Response Plan has been filed with Emergency Management Ontario.

1.2.3. Authority of the Emergency Response Plan

- As per the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9*, the Head of Council is authorized to declare that an emergency exists in all or any part of the City of Burlington and make such orders as considered necessary and are not contrary to law to implement the Emergency Response Plan.
- In the absence of the Head of Council, or in the case of their inability to act, the designated alternate shall be the Deputy Mayor for Emergencies and Ceremonies, who may exercise the powers and perform the duties of the Head of Council under the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9*.
- When an emergency exists, but has not been formally declared to exist, municipal employees may take such action(s) under this Emergency Response Plan as may be necessary to protect the lives, safety, and property of the residents and businesses of the

City of Burlington. An emergency declaration is not required during Emergency Operations Centre activations where municipal resources are used to address the impacts of an emergency.

1.3. Liability

1.3.1. Protection from Personal Liability

The *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9* states:

“No action or other proceeding lies or shall be instituted against a member of council, an employee of a municipality, an employee of a local services board, an employee of a district social services administration board, a minister of the Crown, a public servant or any other individual acting pursuant to this Act or an order made under this Act for any act done in good faith in the exercise or performance or the intended exercise or performance of any power or duty under this Act or an order under this Act or for neglect or default in the good faith exercise or performance of such a power or duty.” [Section 11(1)].

Source: [Emergency Management and Civil Protection Act](#)

1.3.2. Municipality Not Relieved of Liability

The *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9* states:

“Subsection (1) does not relieve a municipality of liability for the acts or omissions of a member of council or an employee of the municipality referred to in subsection (1) and the municipality is liable as if subsection (1) had not been enacted and in the case of a member of council, as if the member were an employee of the municipality.” [Section 11(3)]

Source: [Emergency Management and Civil Protection Act](#)

1.4. Public Access

As required under the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9*, this Emergency Response Plan is available on the City’s website at www.burlington.ca and paper copies are available upon request by contacting the Community Emergency Management Coordinator at cemc@burlington.ca.

1.5. Freedom of Information and Protection of Privacy

Any personal information collected under the authority of this Emergency Response Plan shall be used solely for the purpose of planning, preparing, and responding to emergencies as defined within the Emergency Response Plan. The release of any information under this Emergency Response Plan shall be made in conformity with the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.M.56* and the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9*.

The Emergency Support Plans as identified in Section 12 do not form part of this Emergency Response Plan as they may contain confidential information, require frequent updating, be of a technical nature, and/or contain sensitive or personal information which could pose a security threat or violate the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.M.56* if released. Any reference to Emergency Support Plans within the Emergency Response Plan is solely for the assistance of the users of the Emergency Response Plan.

1.6. Plan Maintenance and Testing

The Emergency Response Plan has been developed and maintained by the Community Emergency Management Coordinator and approved by the Emergency and Continuity Management Program Committee and City Council.

In accordance with the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9*, the Emergency Response Plan shall be reviewed by the Emergency and Continuity Management Program Committee on an annual basis. Any needed updates will be approved as follows:

- Major updates will be completed by the Community Emergency Management Coordinator and approved by the Emergency and Continuity Management Program Committee prior to City Council approval and will require an update to By-law XX-2024.
- Minor administrative updates and updates to the Emergency Support Plans and other supporting documentation will be completed by the Community Emergency Management Coordinator/Alternate Community Emergency Management Coordinator.

It is the responsibility of each person, service, agency, or department named within the Emergency Response Plan to notify the Community Emergency Management Coordinator of any required administrative updates or Emergency Support Plan updates including but not limited to contact information updates.

Emergency Control Group members shall participate in annual training and an annual exercise to test the effectiveness of the Emergency Response Plan as required by the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9* and Ontario Regulation 380/04. Revisions to the Emergency Response Plan may be identified in the annual exercise After Action Report.

2. Planning Framework

2.1. Planning Assumptions

The City of Burlington is subject to several hazards that may cause varying impacts to public safety, property, the environment, and local economy. The successful implementation of the Emergency Response Plan depends on the availability and coordination of City of Burlington resources and coordination with other levels of government and external partner organizations.

The following planning assumptions form the basis for the Emergency Response Plan:

- This Emergency Response Plan is an all-hazards plan to address all types of emergencies.
- This Emergency Response Plan shall align with Halton Region's Emergency Program and Plan, as required by the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9*.
- The City of Burlington will respond to emergencies within the City's jurisdictional boundaries and may request support from Halton Region via the Regional CAO, and the provincial and/or federal government via the Provincial Emergency Operations Centre, if required.
 - When City of Burlington services are disrupted due to an emergency incident, the City will assume the lead role for the duration of the response.
 - When Halton Region services are disrupted due to an emergency incident, Halton Region will assume the lead role for the duration of the response.
 - When both City of Burlington and Halton Region services are disrupted, each will assume the lead in restoring their respective services and coordinate response operations as needed.

- An emergency may occur with little to no warning and may escalate more rapidly than first responders can manage.
- An emergency may cause injuries, fatalities, property damage, and disruption of normal support systems.
 - Level 1, 2 and 3 activations are within the response capabilities of first responders, the City of Burlington, Halton Region and assisting and support organizations.
 - A Level 4 emergency will likely require provincial and/or federal assistance in addition to support from Halton Region and assisting and support organizations.
- During Level 3 and 4 emergencies, an Emergency Operations Centre (whether physical, hybrid, or virtual) will be activated and staffed to manage the strategic response to the emergency and support emergency operations at the site.
 - Emergency Control Group members will be required to mobilize to the designated Emergency Operations Centre location on short notice to provide timely and effective strategic direction.
 - Staff appointed to Emergency Operations Centre Support positions will be required to mobilize to the designated Emergency Operations Centre location on short notice to assist Emergency Control Group members according to their assigned Incident Management System position.
- The City of Burlington's designated Community Emergency Management Coordinator will execute their assigned responsibilities under this Emergency Response Plan and the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9.*
- Local emergency response personnel (first responders, Emergency Control Group members and Emergency Operations Centre Support staff) could experience damage or loss to their homes and personal property and could themselves be emergency victims and therefore may not be able to fulfill their designated role.
- When the City of Burlington's resources are strained, additional resources may be requested from:
 - Vendors
 - Neighbouring municipalities through mutual assistance agreements or memorandums of understanding
 - External partner organizations, non-profit organizations and/or citizens
 - Regional, provincial and/or federal governments
- Other levels of government and assisting and supporting organizations have their own emergency operating procedures for their staff.
- The City of Burlington and Halton Region will work in conjunction on the following:
 - Emergency declarations or terminations
 - Provision of emergency information during an emergency

2.2. Incident Management System

This Emergency Response Plan adopts the principles of the Incident Management System, which can be used in any size or type of emergency.

2.2.1. Background

The Incident Management System is a standardized approach to emergency management encompassing personnel, facilities, equipment, and communications operating within a common organizational structure to bring the situation under control as quickly as possible.

In 2008, the Incident Management System Doctrine for Ontario (now referred to as Incident Management System 1.0) was established to provide organizations with a framework to coordinate a structured incident response for incidents of varying types and scales, using effective communication and coordination. Incident Management System 1.0 had 17 principles

and concepts.

In 2021, Emergency Management Ontario updated the provincial Incident Management System doctrine by releasing Incident Management System 2.0 Guidance (referred to as Incident Management System 2.0). Incident Management System 2.0 is intended to be easier to understand, with improvements in effectiveness, flexibility, and interoperability.

2.2.2. Incident Management System Core Principles and Tools

Incident Management System 2.0 has reorganized the previous 17 principles and concepts from Incident Management System 1.0 into 4 core principles, which each have related tools, as listed below.

Core Principle	Tools
Communication	<ul style="list-style-type: none"> • Information management tools <ul style="list-style-type: none"> • Common terms • Integrated information management • Effective emergency information • Telecommunications technology and systems management
Coordination	<ul style="list-style-type: none"> • Common terms • Common roles, responsibilities, and structures • Manageable span of control • Sustainability
Collaboration	<ul style="list-style-type: none"> • Common objectives and plans • Complex incident objectives and plans • Training and exercises
Flexibility	<ul style="list-style-type: none"> • Scalability • Adaptable • Responsive to community needs

Refer to the [Incident Management System Guidance: Version 2.0 document](#) for more detailed information about Incident Management System core principles and tools.

2.2.3. Incident Management System Functions

The Incident Management System has five major functions that must be completed during emergencies, regardless of the scale or scope, including Command, Operations, Planning, Logistics and Finance & Administration.

The following table shows a high-level summary of each Incident Management System (IMS) function.

IMS Function	Overview
Coordination & Command	<p>Overall authority for the control and direction of the municipal emergency response. The EOC Director fills the Coordination & Command function, and is supported by the following Command Staff positions:</p> <ul style="list-style-type: none"> • Emergency Information Officer • Legal Officer • Liaison Officer • Political Liaison Officer • Safety Officer

IMS Function	Overview
Operations	Coordinates municipal response operations and directs resources and equipment as required through implementation of the Incident Action Plan.
Planning	Collects, evaluates, and distributes incident information, leads the development of the Incident Action Plan in conjunction with other functions, and maintains situational awareness and incident documentation.
Logistics	Arranges for and coordinates needed materials, services, equipment, and resources.
Finance and Administration	Tracks incident related costs, tracks compensation and claims files, and for qualifying incidents where the program has been activated, submits a Municipal Disaster Recovery Assistance program application for partial reimbursement from the province.

For more information on Incident Management System positions within each function, please refer to Emergency Support Plan 5 - Incident Management System Position Checklists and Forms.

3. Roles and Responsibilities

As identified in the 3rd edition of the *Emergency Management Framework for Canada*, “emergency management is a shared responsibility across all sectors of society”, and this section identifies the emergency preparedness and response roles and responsibilities of individuals, businesses, community organizations, external partner organizations and all levels of government.

3.1. Individuals

Individuals do not have specific responsibilities under this Emergency Response Plan, however, are responsible for ensuring that their household has completed emergency preparedness planning to enable their household to be self-sufficient for up to 72 hours following an emergency or disaster and being able to implement the two basic protective measures that may be required during emergencies – sheltering-in-place and evacuation.

Information on emergency preparedness planning and on how to sign up for Alert Burlington to receive notifications during large-scale emergencies is available on the City of Burlington’s website.

3.2. Businesses and Industries

Business and industries do not have specific responsibilities under this Emergency Response Plan but are responsible for having contingency plans for emergencies that may result from their activities, as required by relevant regulating authorities. Contingency plans must detail initial response procedures and procedures to warn and protect their employees and members of the public who may be impacted, and any additional items required by the relevant regulating authority.

3.3. City of Burlington

The City of Burlington is responsible for the implementation of this Emergency Response Plan during emergencies to protect life safety, property, the environment, and economy, and as applicable, supporting emergency operations in Halton Region or within the Province of Ontario.

3.3.1. Mayor

The City of Burlington Mayor, as Head of Council, has the following responsibilities during emergencies:

Mayor Related Responsibilities

- Provide updates to constituents, with information as provided by the Emergency Information Officer
- As part of the Council as a whole, make decisions as required in alignment with the updated version of CM-12-20 Appendix A Governance and Decision Making (refer to Section 5 for more information).
- In consultation with the Emergency Control Group, making an emergency declaration
- In consultation with the Emergency Control Group, terminating an emergency declaration when the emergency declaration is no longer needed

Political Liaison Officer Related Responsibilities

- Serve as the primary Political Liaison Officer on the Emergency Control Group and fulfill the responsibilities outlined in the position checklist (refer to Emergency Support Plan 5 - Incident Management System Position Checklists and Forms for more information).

3.3.2. Councillors

City of Burlington Councillors have the following responsibilities during emergencies:

Councillor Responsibilities

- Provide updates to constituents, with information as provided by the Emergency Information Officer
- Receive updates on Emergency Control Group activities from the Political Liaison Officer.
- As part of the Council as a whole, make decisions as required according to CM-20-22 Appendix A Governance and Decision Making (refer to Section 5 for more information).

Political Liaison Officer Responsibilities

- Based on the Deputy Mayor for Emergencies and Ceremonies rotation, serve as the Political Liaison Officer on the Emergency Control Group in cases where the Mayor is unavailable or unable to do so, and fulfill the responsibilities outlined in the position checklist (refer to Emergency Support Plan 5 - Incident Management System Position Checklists and Forms for more information).

3.3.3. Emergency Control Group

The City of Burlington's Emergency Control Group is responsible for managing and coordinating the City of Burlington's response during emergencies to protect life, property, the environment, and economy.

During a Level 3 or Level 4 activation, the Emergency Control Group is responsible for making decisions as required in alignment with the updated version of CM-12-20 Appendix A Governance and Decision Making (refer to Section 5 for more information).

Below is the list of Emergency Control Group members and their assigned Incident Management System (IMS) position for the City of Burlington:

IMS Position	Job Title	Overview
EOC Director	<ol style="list-style-type: none"> 1. City Manager 2. Executive Director, Environment, Infrastructure & Community Services 	Responsible for the overall management of the Emergency Operations Centre, including the provision of support to the incident site(s), and when necessary, incident command. Support to the site includes setting strategic guidance, information support, resource management support, legal support, and financial support.
Emergency Information Officer	<ol style="list-style-type: none"> 1. Director, Corporate Communications & Engagement 2. Manager, Corporate Communications 	Responsible for the development and release of approved emergency information to City staff not involved in the incident response, media, and the public.
Legal Officer	<ol style="list-style-type: none"> 1. Executive Director, Legal Services & Corporate Council 2. Deputy Corporation Counsel 	Responsible for monitoring risk exposures and ensuring good risk management practices are applied. Provides legal advice to the Mayor and Emergency Control Group and ensures general compliance with legislation.
Liaison Officer	<ol style="list-style-type: none"> 1. Specialist, Community Emergency Management/CEMC 2. Deputy Fire Chief 	Serves as the primary contact for external organizations and advises the EOC Director of issues regarding outside assistance and support.
Political Liaison Officer	<ol style="list-style-type: none"> 1. Mayor 2. Deputy Mayor for Emergencies/Ceremonial* <p>*This position is filled by Councillors based on an established rotation</p>	Responsible for keeping City Council informed of relevant updates from the Emergency Control Group, providing constituent relations, and serving as a City spokesperson.
Safety Officer	<ol style="list-style-type: none"> 1. Manager, Health, Safety & Wellness 2. Advisor, Health & Safety 	Monitors safety conditions and develops safety measures as needed to ensure the health and safety of all responders.
Operations Section Chief	<p>Fire Department</p> <ol style="list-style-type: none"> 1. Fire Chief 2. Deputy Fire Chief <p>Roads, Parks & Forestry (RPF) Department</p> <ol style="list-style-type: none"> 1. Director, Roads, Parks & Forestry 2. Manager, RPF Business Services 	Responsible for providing overall supervision and leadership to the Operations Section, including assisting in the development and implementation of the Incident Action Plan, and organizing, assigning, and supervising all resources assigned operational tasks within an incident.
Planning Section Chief	<ol style="list-style-type: none"> 1. Executive Director, Strategy Risk & Accountability 2. Executive Director, Digital Service and Chief Information Officer 	Responsible for providing overall supervision and leadership to the Planning Section, who is responsible for leading the development of the Incident Action Plan, and overseeing the collection, evaluation, processing, and distribution of incident information.
Logistics Section Chief	<ol style="list-style-type: none"> 1. Executive Director, Community Planning, Regulation & Mobility 2. Director, Transit 	Responsible for providing facilities, services, and materials in support of the incident, and assisting in the development of the Incident Action Plan.
Finance & Administration Section Chief	<ol style="list-style-type: none"> 1. Executive Director & Chief Financial Officer 2. Controller and Manager, Financial Services 	Responsible for financial and administrative support to an incident, including cost analysis and financial and administrative aspects.

Please refer to Emergency Support Plan 5 - Incident Management System Position Checklists and Forms for Incident Management System position checklists.

3.3.4. Emergency Operations Centre Support Staff

Emergency Operations Centre Support Staff positions are Incident Management System positions that work in support of the emergency alongside Emergency Control Group members.

Please refer to Emergency Support Plan 5 - Incident Management System Position Checklists and Forms for more information on the responsibilities of Emergency Operations Centre Support Staff positions.

3.3.5. Departments

City of Burlington departments are responsible for the implementation of measures to protect public safety, property, and the environment within the City of Burlington, and are authorized to take required actions during Level 1 or 2 activations, and before an emergency declaration.

Departments are also responsible for implementing emergency response actions as directed by the City's Emergency Control Group during Level 3 and 4 activations.

3.3.6. Community Emergency Management Coordinator

Municipalities are required to have a Community Emergency Management Coordinator, who is responsible for the coordination of the City of Burlington's Emergency and Continuity Management Program in compliance with the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9*, and who is the primary provincial contact during emergencies.

The primary Community Emergency Management Coordinator is the Community Emergency Management Specialist, and the alternate Community Emergency Management Coordinators are the Deputy Fire Chief and Fire Chief.

3.4. Assisting and Supporting Organizations

During Level 3 or Level 4 emergency activations, the City of Burlington may be supported by assisting and supporting organizations.

Assisting organizations may provide personnel, services, or other resources to the City of Burlington. Assisting organization agency representatives are responsible for providing agency-specific information to the City of Burlington Liaison Officer, including:

- Statutory authorities and responsibilities
- Resource availability, and capabilities
- Constraints, limitations, and concerns
- Areas of agreement and disagreement between agency officials

Examples of assisting organizations include:

- Burlington Hydro, who is responsible for power restoration.
- Conservation Halton, who is responsible for flood forecasting and monitoring.
- Enbridge, who is responsible for gas restoration.
- Halton Regional Paramedic Services, who are responsible for providing medical treatment to injured individuals and as needed, transporting them to hospitals for further treatment.
- Halton Regional Police Services, who are responsible for enforcing laws and road closures, directing traffic, and overseeing evacuation efforts.

Supporting organizations may provide support services to the City of Burlington during an emergency, but do not provide any direct (tactical) support. Supporting organization agency representatives are responsible for providing organization-specific information to the City of Burlington Liaison Officer, including:

- Resource availability, and capabilities
- Constraints, limitations, and concerns
- Areas of agreement and disagreement between agency officials

Examples of supporting organizations include:

- Faith-based organizations
- Local non-profit organizations
- Local community organizations
- Faith based organizations
- NGO Alliance of Ontario members

3.5. Halton Region

Halton Region is responsible for providing the following services during an emergency, as per the *Halton Region Emergency Program and Plan (2018)*:

- Emergency Social Services (Social and Community Services)
- Emergency Evacuation Centres (Social and Community Services)
- Emergency Public Health Services (Health Department)
- Regional Infrastructure Services (Public Works)

During Halton Region Emergency Operations Centre activations, the Regional Emergency Control Group may require a representative from the City of Burlington. Should a City of Burlington representative be required by the Regional Emergency Control Group, the request will be sent through the Regional CAO to the City Manager.

3.6. Province of Ontario

The Province of Ontario, through the Provincial Emergency Operations Centre, is responsible for serving as the coordinating mechanism for provincial ministries that are involved in providing support to municipalities during emergencies.

During major incidents or declared emergencies, a municipality can request an EMO Field Officer to respond to assist in coordinating the provision of provincial resources and provide advice or assistance to the Emergency Control Group as required.

3.7. Government of Canada

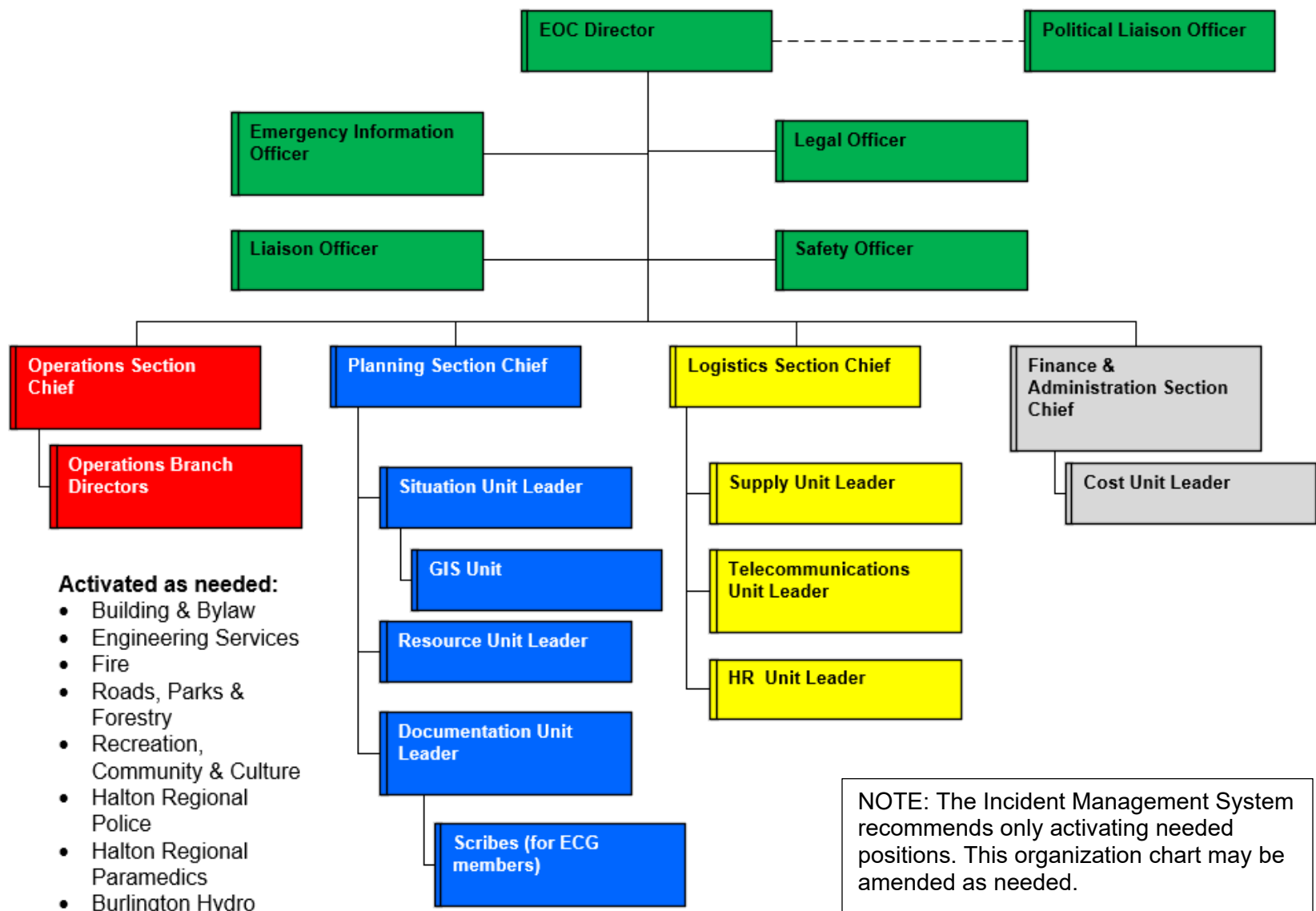
The Government of Canada is responsible for helping the Province of Ontario in emergencies that require resources beyond the Province of Ontario's capacity.

Federal support may come from any combination of the following: Canadian Coast Guard, Transport Canada, the Canadian Armed Forces or other applicable federal departments or agencies .

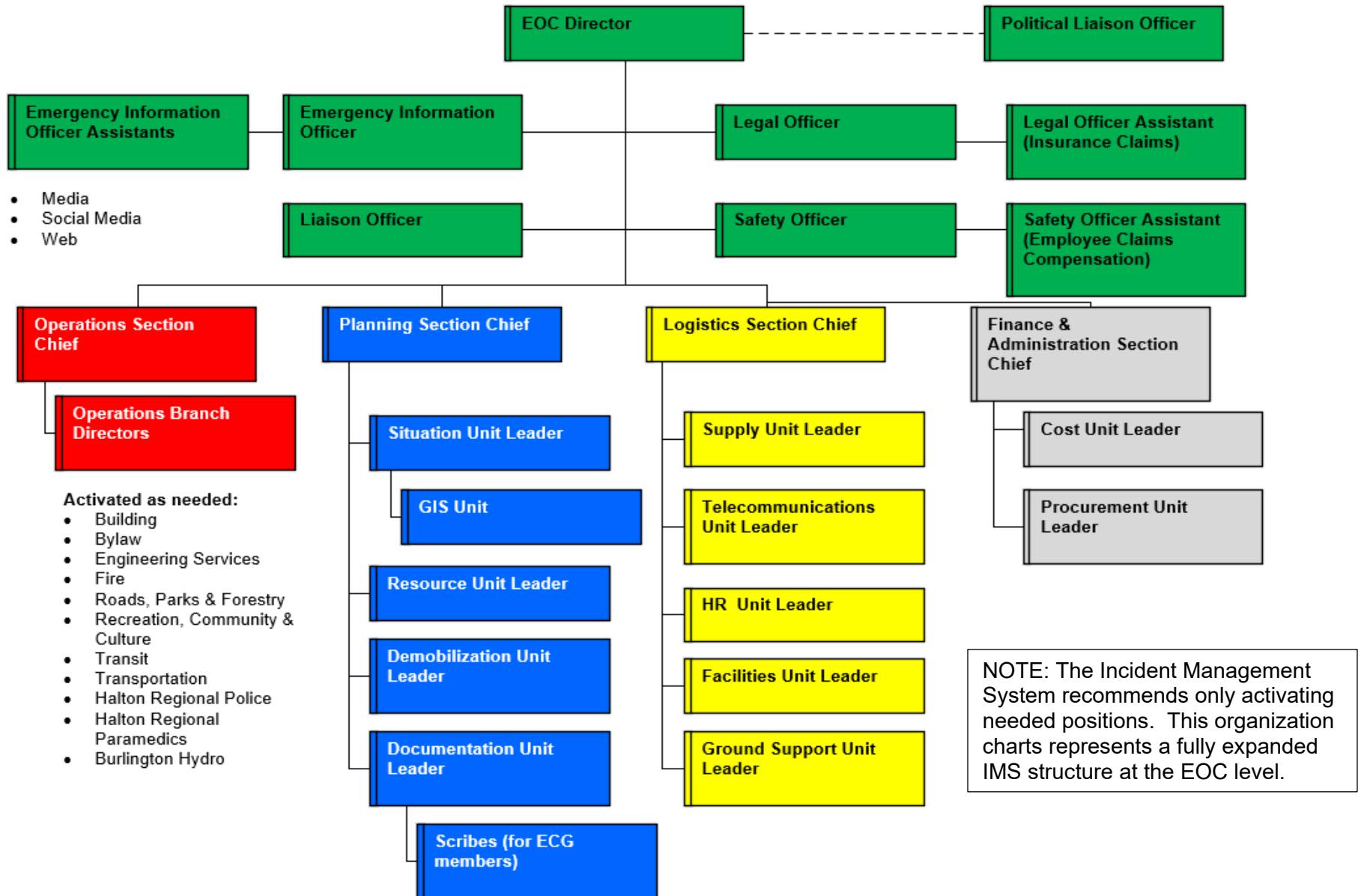
4. Emergency Operations Centre Organizational Structure

Below are the Emergency Operations Centre organization charts for Level 3 and Level 4 activations, which are a combination of Emergency Control Group members and Emergency Operations Centre Support positions. Note that the organization charts are guidelines and the positions activated may differ based on the needs of an emergency.

4.1.1. Level 3 Partial Activation Organizational Structure



4.1.2. Level 4 Full Activation Organizational Structure



5. Decision Making Authority

During an emergency that requires changes to service delivery levels, decisions will be made by the designated group as outlined in the updated version of CM-12-20 Appendix A: Governance and Decision Making, as listed below:

The extent of the re-design in service delivery will direct the decision-making process and ultimately, where the decision is made. The following are guidelines for decisions:

Committee/Council	Burlington Leadership Team/Emergency Control Group/Service Leads
<ul style="list-style-type: none"> • Service Level impacts (each stage) <ul style="list-style-type: none"> ○ Increase and/or decrease of service levels – longer-term ○ Implement and/or withdraw services • Financial Impacts <ul style="list-style-type: none"> ○ Fiscal year operating and capital budget implications • Corporate policy impacts • Community Impacts • Reputation and other risks 	<ul style="list-style-type: none"> • Tactical and operational impacts on City services delivered within the limits of Council approved service levels and budgets. • Human resource deployment • Health & safety issues • Immediate operational response related to COVID-19 and other emergencies (e.g., weather events)
<p>How: Approval of Council based on separate motion tied to specific criteria (as indicated above) for <u>service program changes</u>).</p>	<p>How: Endorsement of Council of <u>service modifications</u> decisions made by staff.</p>

6. Concept of Operations

6.1. Activation and Notification

6.1.1. Plan Activation

Daily during normal operations, the Emergency Response Plan activation level is Level 1, routine monitoring.

- Emergency Control Group members are responsible for:
 - Notifying the Community Emergency Management Coordinator or Alternate Community Emergency Management Coordinator of any incidents that might require:
 - i. Level 2 enhanced monitoring
 - ii. Level 3 partial activation
 - iii. Level 4 full activation
- The Community Emergency Management Coordinator or Alternate Community Emergency Management Coordinator is responsible for:
 - Monitoring for situations with the potential for Level 2, 3, or 4 activations using established monitoring channels
 - In consultation with the Fire Chief, determining:
 - i. Appropriate activation level, by referring to Section 6.1.1.1
 - ii. Appropriate activation type, by referring to Section 6.1.1.2
 - iii. Appropriate Operations Section Chief, based on the incident type

6.1.1.1. Activation Levels

Activation Level	Situation	Operational Implications
(1) Routine Monitoring	<p>Normal operations carried out using standard operating procedures, policies, and plans, including but not limited to the following types of incidents:</p> <ul style="list-style-type: none"> • House fires • Water main breaks • Motor vehicle accidents and • Road closures 	<p>No significant impact on normal operations</p> <ul style="list-style-type: none"> • City departments will use existing policies, plans, protocols, and guidelines • Halton Region First Response Protocol activated if displaced resident(s) need accommodation
(2) Enhanced Monitoring	<p>Incident that has minor impacts to public safety, property and/or the environment contained within the incident perimeter</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Apartment fire with limited displacement • Contained hazardous material spills • Active threat incident contained to a building 	<p>Minimal impact on normal operations</p> <ul style="list-style-type: none"> • Community Emergency Management Coordinator or Alternate Community Emergency Management Coordinator on stand-by • City departments will use existing policies, plans, protocols, and guidelines • Relevant City departments may experience minor impact on resources relating to incident. • Halton Region First Response Protocol activated if displaced resident(s) need accommodation • May activate Reception Centre at designated City facilities
(3) Partial Activation	<p>Emergencies with:</p> <ul style="list-style-type: none"> • Impact(s) to public safety, property and/or the environment outside incident perimeter • Possible need for limited evacuations • Media interest <p>Examples include:</p> <ul style="list-style-type: none"> • Hazardous material spills • Multiple/ widespread fire locations • Multiple active threats • Limited flooding 	<p>Moderate impact on normal operations</p> <ul style="list-style-type: none"> • Site requires Emergency Operations Centre support • Moderate impacts to City services • Limited support may be required from Halton Region and/or assisting or supporting organizations • May require activate of Reception Centre(s) at designated City facilities
(4) Full Activation	<p>Emergencies with:</p> <ul style="list-style-type: none"> • Major impacts to public safety, property and/or the environment outside incident perimeter • Multiple incident sites • Large-scale evacuations required • Major media and public interest <p>Examples include:</p> <ul style="list-style-type: none"> • Ice storm • Large-scale flood • Tornado • Train derailment • Large explosion • Pipeline leak 	<p>Major impact on normal operations</p> <ul style="list-style-type: none"> • Site requires Emergency Operations Centre support • Multiple City Departments are required to manage the effects of the emergency • Several City service levels affected • Support required from other levels or government and assisting or supporting organizations • May require activation of Reception Centre(s) at designated City facilities and/or Evacuation Centre at Haber Community Centre for displaced individuals

6.1.1.2. Activation Type

An Emergency Operations Centre is a “a designated and appropriately equipped facility where officials from an organization(s) assemble to manage the response to an emergency or disaster.”

Source: [Emergency Management Glossary of Terms](#)

Primary activities that occur within Emergency Operations Centres, include:

- Collecting, analyzing and sharing incident information;
- Supporting resource needs and requests, including allocation and tracking;
- Coordinating plans and determining current and future needs; and
- In some cases, providing coordination and policy direction.

Below is a list of the different Emergency Operations Centre activation types, along with related considerations and support requirements.

Activation Type	Description	Considerations For Use	Support Requirements
Physical	<p>A physical Emergency Operations Centre is a designated space that is used where Emergency Control Group members and EOC Support Staff work to manage the City’s response to an emergency.</p> <p>Refer to Emergency Support Plan 3 for a list of the City’s designated Emergency Operations Centre locations.</p>	<ul style="list-style-type: none"> • No widespread travel disruptions • Can function during power outages 	<p>At designated location</p> <ul style="list-style-type: none"> • Requires Recreation, Community & Culture support for initial set-up • Requires ongoing telecommunications support to ensure ability to communicate externally <p>Infrastructure Needed</p> <ul style="list-style-type: none"> • Internet connection • Network connection
Hybrid	<p>A hybrid Emergency Operations Centre is where some individuals work from a designated Emergency Operations Centre location and other personnel participate virtually.</p> <p>Refer to Emergency Support Plan 3 for a list of the City’s designated Emergency Operations Centre locations.</p>	<ul style="list-style-type: none"> • Can allow for additional personnel to participate if there are space limitations • Can be used to create a safer environment when social distancing measures are required • Can be used if required personnel unable to attend in-person 	<p>At designated location</p> <ul style="list-style-type: none"> • Requires Recreation, Community & Culture support for initial set-up • Requires ongoing telecommunications support to ensure ability to communicate externally <p>Infrastructure/Technology Needed</p> <ul style="list-style-type: none"> • Internet connection • Network connection • MS Teams and SharePoint operational
Virtual	<p>Virtual Emergency Operations Centres use network, software and video or teleconferencing to allow Emergency Control Group members and EOC Support Staff to work to manage the City’s response to an emergency virtually.</p>	<ul style="list-style-type: none"> • Can allow for additional personnel to participate if there are space limitations • Can be used to create a safer environment when social distancing measures are required • Can be used when there are widespread travel disruptions or unsafe road conditions 	<p>Technology Needed</p> <ul style="list-style-type: none"> • MS Teams and SharePoint operational <p>Infrastructure Needed</p> <ul style="list-style-type: none"> • Internet connection • Network connection

6.1.2. Notification

Activation Level	Notification(s)
(1) Routine Monitoring	Relevant Departments will make notifications based on existing policies, plans, protocols, and guidelines
(2) Enhanced Monitoring	The applicable lead department will send an initial notification to LIST – Level 1-Enhanced Monitoring Outlook distribution group to notify relevant stakeholders of situation and actions being taken.
(3) Partial Activation	<p>The Community Emergency Management Coordinator or Alternate Community Emergency Management Coordinator will send a notification of the activation level and type to the following groups:</p> <ul style="list-style-type: none"> • Emergency Control Group members • Designated staff in Recreation, Community & Culture and Burlington Digital Services • Halton Region • Provincial Emergency Operations Centre <p>The Community Emergency Management Coordinator or Alternate Community Emergency Management Coordinator will also send a stand-by notification to EOC Support Staff positions.</p>
(4) Full Activation	<p>The Community Emergency Management Coordinator/Alternate Community Emergency Management Coordinator will send a notification of the activation level and type to the following groups:</p> <ul style="list-style-type: none"> • Emergency Control Group members • Designated staff in Recreation, Community & Culture and Burlington Digital Services • Halton Region • Provincial Emergency Operations Centre <p>The Community Emergency Management Coordinator or Alternate Community Emergency Management Coordinator will also send a stand-by notification to Emergency Operations Centre Support Staff positions.</p>

Refer to Emergency Support Plan 1 - Notification for detailed notification instructions for Level 3 and 4 activations.

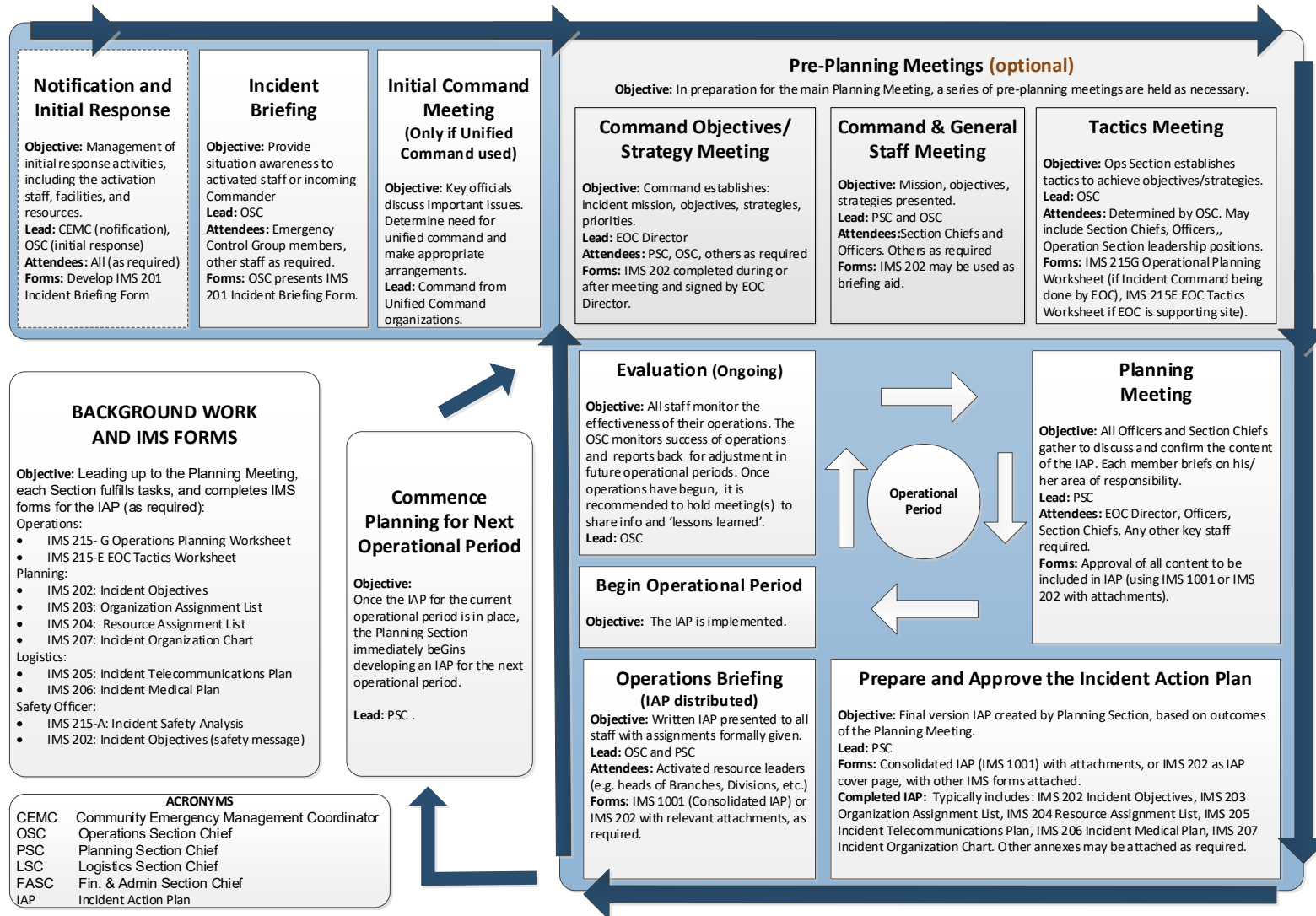
6.1.3. Emergency Operations Centre Activation

- Upon being notified of a physical or hybrid Emergency Operations Centre activation from the Community Emergency Management Coordinator or Alternate Community Emergency Management Coordinator, designated staff will complete the following actions:
 - **Recreation, Culture and Community Services staff** are responsible for the physical room set-up of the designated Emergency Operations Centre location.
 - **Burlington Digital Services** staff are responsible for setting up IT equipment at the designated Emergency Operations Centre location.
 - **Emergency Control Group members and Emergency Operations Centre Support Staff positions that have been activated** will report to the designated Emergency Operations Centre location or attend a virtual incident briefing, as directed in the notification alert. For physical or hybrid activations, staff attending a physical EOC must also set up their individual workstation.

Refer to Emergency Support Plan 3 - Emergency Operations Centre Activation for more information.

6.2. Incident Action Planning

During Level 3 and 4 activations, the Incident Action Planning Process will be used to create, implement, and monitor the effectiveness of an Incident Action Plan. Below is a graphic of this process:



6.2.1. Response Goals

During Level 3 or Level 4 activations, the Emergency Control Group will prioritize incident objectives based on the following response goals, in order of priority:

- Protect the safety of all responders
- Protect and preserve lives
- Treat the sick and injured
- Care for immediate needs
- Protect public health
- Ensure the continuity of essential services and government
- Protect property
- Protect the environment
- Prevent or reduce economic and social losses

6.2.2. First Operational Period

The following actions are required during the first operational period during Level 3 or 4 activations:

- **Planning Section Chief** to schedule Incident Briefing (and send meeting invitation for hybrid and virtual activations).
- **Operations Branch Directors** to provide situation updates to Operations Section Chief in preparation for the Incident Briefing.
- **Operations Section Chief** to complete the IMS 201 Incident Briefing form.
- **EOC Director and Incident Commander(s) from relevant external organizations** complete the Initial Command Meeting when Joint Command model is being used.
- **Operations Section Chief** to facilitate the Incident Briefing to Emergency Control Group members, using the IMS 201 Incident Briefing form for reference.
- **EOC Director** to determine the initial Emergency Operations Centre objectives.
- **Emergency Control Group members** to activate the required Emergency Operations Centre Support positions in their chain of command as applicable, follow their respective position checklist, and complete any other incident-specific actions as directed by the EOC Director.
- **EOC Support Staff** to report to the designated Emergency Operations Centre location and set up their individual workstation for physical activations, and hybrid activations where the staff member is participating in-person. For hybrid or virtual activations, where the staff member is participating virtually, participate in applicable virtual meetings. EOC Support Staff must also follow their position checklist and any other incident-specific actions as directed by their direct Incident Management System supervisory staff.
- **Operations Section Chief, in coordination with the Planning Section Chief**, to keep updating the IMS 201 Incident Briefing form as needed until first written Incident Action Plan is enacted.

Please refer to Emergency Support Plan 6 – Incident Action Planning Process for more detailed information on the Incident Briefing and Initial Command meeting.

6.2.3. Subsequent Operational Periods

In subsequent operational periods during Level 3 and 4 activations, the incident action planning process will be repeated, resulting in the creation of an Incident Action Plan for the following operational period. The IMS 201 Incident Briefing form is superseded by the first written Incident Action Plan.

The following actions are required during each subsequent operational periods throughout a Level 3 or 4 activation:

- **The Planning Section Chief** will lead the incident action planning process for each operational period, which includes:
 - Confirming the length of the operational period in conjunction with the EOC Director and Operations Section Chief;
 - Determining which pre-planning meetings (if any) will be completed;
 - Scheduling briefings/meetings for each operational period;
 - Facilitating designated meetings; and
 - Overseeing creation of the Incident Action Plan for the next operational period
- **Emergency Control Group members and activated EOC Support Staff positions** will complete tasks as outlined in their position checklists, and as applicable, contribute to the development of the Incident Action Plan. They will also complete any other incident-specific actions as directed by their direct Incident Management System supervisory staff.

Please refer to Emergency Support Plan 6 – Incident Action Planning Process for more detailed information on the meetings and briefings that can occur during the planning for each operational period.

6.2.4. Demobilization

To ensure efficient resource management, individual resources may be demobilized from the incident when no longer required. Once the incident response objectives have been met and there is no longer a need for the Emergency Control Group, the EOC Director may deactivate the incident by releasing all incident responders and resources.

The following demobilization related actions are required as indicated:

Throughout the response:

- **The Demobilization Unit Leader** coordinates with the Resource Unit Leader and the Operations Section to confirm when individual resources are no longer required and distributes IMS 221 Demobilization Checkout Forms with the required signoffs.
- **Emergency Control Group and Emergency Operations Centre Support Staff positions** will obtain the required signoffs as outlined in the IMS 221 Demobilization Checkout form and submit to the Documentation Unit Leader prior to demobilization.

When the response goals have been accomplished:

- **The EOC Director** will notify incident personnel that the incident is being deactivated.

Following incident demobilization:

- **The Community Emergency Management Coordinator** or Alternate Community Emergency Management Coordinator will schedule an after-action review with Emergency Control Group members, applicable EOC Support Staff positions and applicable external representatives as soon as possible and will use the findings to create an After-Action Report that identifies strengths, areas of improvement and action items.

7. Emergency Declaration and Termination

7.1. Declaration of Emergency

The Emergency Control Group will make a recommendation to the Mayor or designate regarding the need to formally declare an emergency, which should be done in consultation with Halton Region.

Please refer to Emergency Support Plan 4 - Emergency Declaration and Termination for detailed information on the emergency declaration process.

NOTE: The Premier of Ontario may also declare an emergency in Burlington, as the Premier has the authority under the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9* to declare that an emergency exists in all or any part of Ontario.

7.2. Termination of Emergency

The Mayor, designate or City Council as a whole can terminate an emergency declaration upon receiving a recommendation to terminate an emergency declaration from the Emergency Control Group, and in consultation with Halton Region.

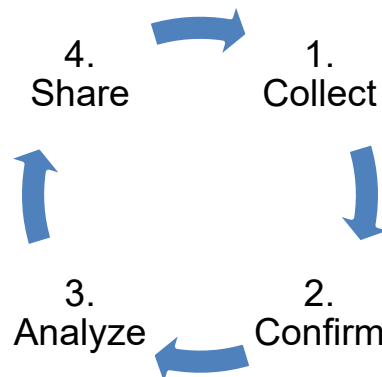
Please refer to Emergency Support Plan 4 - Emergency Declaration and Termination for detailed information on terminating an emergency and required notifications.

NOTE: The Premier of Ontario may also terminate a declared emergency in Burlington, as the Premier has the authority under the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9* to terminate declared emergencies in Ontario.

8. Information Management

8.1. Internal Incident Information

Internal information management is led by the Planning Section and includes the following four phases:



Once incident information has been collected, confirmed to be accurate, and analyzed as useful, it is shared by the Planning Section Chief (or Situation Unit Leader if activated) with relevant stakeholders, including:

- Incident personnel.
- Between the Emergency Operations Centre and incident site(s).
- Between incident response organizations through the most appropriate method, which could include:
 - Liaison Officers;
 - Conference calls/meetings; and/or
 - Situation reports or other briefing documents.

8.2. Employee Information

The Emergency Information Officer is responsible for ensuring that applicable all-staff communications be shared with City of Burlington employees not directly involved in the incident response. Below are the tools that can be used:

- Intranet
- All-staff email
- TV Burlington screens
- Staff phone line

8.3. External Emergency Information

The Emergency Information Officer is responsible for ensuring that approved emergency information is released to the media and public about the emergency, what the City of Burlington is doing in response to the emergency, and what the public needs to do to stay safe.

Depending on the situation, the Emergency Information Officer can use a variety of emergency information tools including:

- Media advisory
- Media release
- Media statement
- Fact sheet
- Website
- Social media
- Public inquiry line (Service Burlington)
- Public information briefing
- Media scrum
- Media conference
- Media briefing
- Public town hall
- Special information session (for targeted groups)

During emergencies, the Emergency Information Officer will work in conjunction with their Halton Region counterpart, the Director of Communications, on emergency information, including but not limited to media releases.

8.3.1. Emergency Alerts

8.3.1.1. *Alert Burlington*

Alert Burlington is the City of Burlington's notification system that can be used to directly issue emergency notifications related to imminent or already occurring, life-threatening situations. To receive Alert Burlington notifications, individuals must sign-up to receive notifications.

The Emergency Information Officer is responsible for issuing Alert Burlington notifications as needed, which may occur at any time throughout an incident. A job aid for issuing Alert Burlington alert notifications is available for the Emergency Information Officer.

8.3.1.2. *Alert Ready*

Alert Ready is Canada's national emergency alerting system, that sends notifications through television, radio and to LTE-connected and compatible wireless devices and cannot be opted out of.

The Community Emergency Management Coordinator or Alternate Community Emergency Management Coordinator, in their function as a Liaison Officer on the Emergency Control Group, is responsible for contacting the Provincial Emergency Operations Centre to request that the Provincial Emergency Operations Centre issue an Alert Ready notification as needed, which may occur at any time throughout an incident. A job aid for requesting that the Provincial Emergency Operations Centre issue an Alert Ready notification is available for the Community Emergency Management Coordinator or Alternate Community Emergency Management Coordinator.

8.3.2. Media Spokesperson(s)

The Political Liaison Officer position on the Emergency Control Group is the main spokesperson for the City of Burlington. Additional City spokesperson(s) may be required depending on the emergency.

Any media requests will be directed to the Emergency Information Officer to ensure consistent messaging and for proper follow-up.

8.3.3. Emergency Information Centre

An Emergency Information Centre may be established for the following activities:

- Media check-in and accreditation
- Handling media inquiries
- News conferences
- Monitoring media reporting to ensure that inaccurate or misleading information is corrected
- Arranging site tours (if deemed appropriate and safe)
- Updating website and social media information

An appropriate Emergency Information Centre location will be identified based on the circumstances of a specific emergency.

8.3.4. Public Inquiries

Service Burlington is the first point-of-contact for residents and local businesses calling for emergency information. During a Level 3 or Level 4 emergency activation, the Manager of Customer Experience will liaise with the Emergency Information Officer to gather information needs from calls from the public.

Service Burlington can be accessed in the following ways:

- In-person at City Hall (426 Brant Street) from 8:30am to 4:30pm from Monday to Friday, except for statutory holidays and other City closures
- On the phone by calling 905-335-7777
- By email at city@burlington.ca

9. Requests for Assistance

During Level 3 or Level 4 activations, the City of Burlington may request assistance to augment existing resources or provide specialized expertise at any time, without any loss of control or authority, from any person or agency, including:

- Levels of government
- Private sector
- Volunteer agency sector

The City of Burlington may incur charges for any services requested. Where cost has been incurred by the City of Burlington through the implementation of this Emergency Response Plan, or in connection with an emergency, the City of Burlington has the right of action against any person who caused the emergency for the recovery of such money or cost and may seek reimbursement for all or part of the applicable costs as per the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9*.

9.1. Reciprocal Agreements

Reciprocal agreements, such as mutual aid/assistance agreements or memorandums of understanding for the provision of personnel, services, equipment, or materials during an emergency may be invoked in accordance with their terms.

9.2. Assisting and Supporting Organizations

The Liaison Officer is responsible for contacting assisting and supporting organizations to request any support needed.

9.3. Neighbouring Municipalities

The Liaison Officer will contact the relevant municipal Community Emergency Management Coordinator to make requests for support outside of any existing reciprocal agreements. The Liaison Officer will also notify the Regional Community Emergency Management Coordinator of any requests made to other Halton municipalities to ensure that resource allocations are monitored.

9.4. Halton Region

The Mayor or City Manager will request regional emergency response resources from the Regional CAO, as per Section 3.0 of the *Halton Region Emergency Program and Plan* (2018).

Any approved emergency response resource requests will be coordinated between the Liaison Officer and the Regional Community Emergency Management Coordinator.

9.5. Province of Ontario

The Liaison Officer will make requests for support from applicable provincial ministries and/or the federal government during Level 3 and Level 4 emergency activations to the Provincial Emergency Operations Centre Duty Officer.

9.6. Government of Canada

The Provincial Emergency Operations Centre will make requests for support from the federal government to the Federal Coordination Centre. Federal support may come from any combination of the following: Canadian Coast Guard, Transport Canada, the Canadian Armed Forces or other federal departments or agencies.

10. Disaster Financial Assistance

10.1. Municipal Disaster Recovery Assistance

The Municipal Disaster Recovery Assistance program is intended to help municipalities recover from extraordinary operating and capital costs after a natural disaster.

The Finance and Administration Section Chief is responsible for submitting claims on behalf of the City of Burlington for incidents that meet the eligibility criteria where the Municipal Disaster Recovery Assistance program has been activated.

More information on the Municipal Disaster Recovery Assistance program is available on the [Guidelines to apply for Municipal Disaster Recovery Assistance website](#).

10.2. Disaster Recovery Assistance for Ontarians

The Disaster Recovery Assistance for Ontarians program is intended to help people affected by natural disasters with help covering costs related to cleaning, repairing or replacing essential property.

More information on the Disaster Recovery Assistance for Ontarians program is available on the [Disaster Recovery Assistance website](#).

11. Glossary of Terms

After Action Report

A report that documents the performance of tasks related to an emergency, exercise, or planned event, and, where necessary, makes recommendations for improvements.

Critical Infrastructure

Interdependent, interactive, interconnected networks of institutions, services, systems, and processes that meet vital human needs, sustain the economy, protect public safety and security, and maintain continuity of and confidence in government.

Declaration of Emergency

A signed declaration in writing by the Head of Council or Premier of Ontario in accordance with the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9*. This declaration is usually based on a situation or an impending situation that threatens public safety, public health, the environment, critical infrastructure, property, and/or economic stability and exceeds the scope of routine community emergency response.

Disaster

A serious disruption to an affected area, involving widespread human, property, environmental and/or economic impacts that exceed the ability of one or more affected communities to cope using their own resources.

Emergency

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

Emergency Control Group

A group comprised of senior staff and employees of an organization, and others that may be involved in directing that organization's response to an emergency, including the implementation of its emergency response plans and procedures.

Emergency Information

Information about an emergency can be disseminated in anticipation of an emergency or during an emergency. It may provide situational information or directive actions to be taken by the public.

Emergency Operations Centre

A designated and appropriately equipped facility where officials from an organization assemble to manage the response to an emergency or disaster.

Emergency Response Plan

A plan developed and maintained to direct an organization's external response to an emergency.

Emergency Social Services

Emergency Social Services is a planned emergency response organization designed to provide those basic services considered essential for the immediate and continuing well-being of persons displaced due to an emergency or disaster.

Hazard Identification and Risk Assessment

Hazard identification is a structured process for identifying those hazards which exist within a selected area and defining their causes and characteristics. Risk assessment is a methodology to determine the nature and extent of risk by analyzing potential hazards and the evaluation of vulnerabilities and consequences.

Incident

An occurrence or event that requires an emergency response to protect people, property, the environment, the economy and/or services.

Incident Action Plan

Within the Incident Management System, an oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide directions and important information for management of the incident during one or more operational periods.

Incident Management System

A standardized approach to emergency management encompassing personnel, facilities, equipment, procedures, and communications operating within a common organizational structure. The Incident Management System is based on the understanding that in any and every incident there are certain management functions that must be carried out regardless of the number of persons who are available or involved in the emergency response.

12. Emergency Support Plans

Below is a list of Emergency Support Plans that are referenced in this Emergency Response Plan, that provide supplementary information for Emergency Control Group members and staff assigned to EOC Support Staff positions.

- **Emergency Support Plan 1 - Notification**
This Emergency Support Plan outlines the process for notifying relevant personnel of a Level 3 (Partial) or Level 4 (Full) activation.
- **Emergency Support Plan 2 - Contact Lists**
This Emergency Support Plan is updated annually and provides relevant internal and external contact information.
- **Emergency Support Plan 3 – Emergency Operations Centre Activation**
This Emergency Support Plan outlines the procedures involved in the activation of designated Emergency Operations Centre locations, including physical, hybrid and virtual activations.
- **Emergency Support Plan 4 - Emergency Declaration and Termination**
This Emergency Support Plan outlines considerations related to declaring an emergency and terminating an emergency declaration, as well as the related processes.
- **Emergency Support Plan 5 - Incident Management System Position Checklists and Forms**
This Emergency Support Plan provides Incident Management System position specific checklists for Emergency Control Group members and EOC Support Staff positions as well as Incident Management System forms.
- **Emergency Support Plan 6 - Incident Management System Incident Action Planning Process**
This Emergency Support Plan outlines the iterative Incident Management System Incident Action Planning Process, including meeting/briefing agendas and related responsibilities.
- **Emergency Support Plan 7 - Recovery**
To be developed in 2024
This Emergency Support Plan provides a framework for how internal and external stakeholders will work together during the recovery process following a large-scale emergency or disaster.