The Corporation of the City of Burlington

City of Burlington By-law 69-2024

A by-law to repeal By-law 07-2024 and adopt an Emergency and Continuity Management Program.
File:735-07 (BFD 06-24)

Whereas Section 2.1 of the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9,* as amended (the "*Act*") requires municipalities to develop and implement an emergency management program and adopt it by by-law, and

Whereas the Act requires municipalities to formulate an emergency response plan to govern the provision of necessary services during an emergency and the procedures and manner in which employees of municipalities shall through by-law adopt the emergency response plan, and

Whereas it is deemed necessary to repeal and replace By-law 07-2024.

Now therefore Council of The Corporation of the City of Burlington hereby enacts as follows:

1. The Corporation of the City of Burlington adopts By-law XX-2024 Emergency and Continuity Management Program, which includes, as part of this By-law, the following appendices:
    - Appendix A: Emergency and Continuity Management Program;
    - Appendix B: Emergency Response Plan; and
    - Appendix C: Emergency and Continuity Management Program Committee Terms of Reference.
2. The following designations are appointed as outlined in Appendix B:
    - Community Emergency Management Coordinator and alternates
    - Emergency Control Group members, including the Public Information Officer and alternates
3. Emergency and Continuity Management Program Committee members, and a program committee chair are appointed, as outlined in Appendix C.
4. By-law 07-2024 is hereby repealed.
5. This By-law comes into force on the day it is passed.

Passed this 19th day, of November 2024

Mayor Marianne Meed Ward _____

City Clerk Samantha Yew _____

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

City of Burlington By-law 69-2024

Appendix A: Emergency and Continuity Management Program

1. Introduction

The *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9* and Ontario Regulation 380/04 require municipalities to carry out specific activities annually to comply with legislated standards.

The City of Burlington's Emergency and Continuity Management Program meets legislated standards and has been developed using the Canadian Standards Association (CSA) Z1600 standard for emergency and continuity management as a benchmark for continual improvement.

2. Program Structure

2.1. Community Emergency Management Coordinator

The Community Emergency Management Coordinator is responsible for overseeing the development, implementation, evaluation, and maintenance of the Emergency and Continuity Management Program. The Community Emergency Management Coordinator will work with the Emergency and Continuity Management Program Committee to develop and document a municipal emergency response plan and emergency operational procedures. The City of Burlington will include key stakeholders in the planning process where applicable and engage in such process on a regularly scheduled basis, or when the situation has changed in such a way that the existing plan(s) are put into question.

The Community Emergency Management Coordinator is also responsible for submitting an annual compliance report to Emergency Management Ontario to demonstrate how the City of Burlington has met the requirements for a municipal emergency management program as outlined in the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9.*

2.2. Emergency and Continuity Management Program Committee

The Emergency and Continuity Management Program Committee is responsible for guiding and supporting the City's Emergency and Continuity Management Program. Their tasks include setting priorities and goals, allocating resources, promoting awareness, coordinating initiatives, and monitoring the Program's performance. The Emergency and Continuity Management Program Committee is also responsible for conducting an annual review of the program and recommending any program revisions to City Council.

2.3. 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 as outlined in the City of Burlington's Emergency Response Plan. Emergency Control Group members must also participate in annual training and an annual exercise, as mandated under the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9.*

3. Program Administration

The City of Burlington's Emergency and Continuity Management Program has been developed, implemented, and updated in accordance with the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9* and Ontario Regulation 380/04.

Program administration is composed of the following elements:

3.1. Goals, Objectives, and Performance Measures

The Emergency and Continuity Management Program Committee will establish program goals, objectives, and performance measures annually, to be integrated into the city's overarching goals and objectives, in the form of the annual work plan for the Community Emergency Management Coordinator.

3.2. Budget and Controls

The City of Burlington has established a program budget allocated to preparedness, response, and recovery efforts to support the program before, during and after an emergency/disaster, which includes an operational budget as well as a reserve fund.

3.3. Records Management

The Community Emergency Management Coordinator will document and maintain logs and records of activities and decisions related to the program and establish and maintain an effective records management process.

4. Emergency Management

4.1. Emergency Response Plan

The City of Burlington has adopted an Emergency Response Plan via by-law, as required under the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9.* The Emergency Response Plan is an all-hazards plan based on the provincial Incident Management System.

The Emergency Response Plan outlines how the City of Burlington will respond to large-scale emergencies or disasters within its jurisdiction. The Community Emergency Management Coordinator reviews the Emergency Response Plan annually and brings any recommended major updates to the Emergency and Continuity Management Program Committee for approval prior to Council approval. As identified in the Emergency and Continuity Management Program By-law, the Community Emergency Management Coordinator is authorized to make administrative changes to the Emergency Response Plan.

As outlined in the Emergency Response Plan, the Community Emergency Management Coordinator will oversee the after-action review process following each incident that requires an Emergency Control Group activation. An After Action Report will be created that identifies strengths, areas of improvement and action items.

4.2. Emergency Operations Centre

The City of Burlington has designated one primary and two alternate Emergency Operations Centre (EOC) locations, from which Emergency Control Group members and activated EOC Support Staff positions will work during a large-scale emergency or disaster. Depending on the incident, hybrid or virtual EOC activations are also possible.

The Community Emergency Management Coordinator, in conjunction with Burlington Digital Services, will conduct EOC activation drills each year to confirm that telecommunications equipment and systems are functioning properly at the designated EOC locations. Any identified deficiencies will be added to the Improvement Plan for the Emergency and Continuity Management Program.

4.3. Training and Exercises

The training and exercise plan will outline the training and exercises for the current Council term and will be reviewed and updated as needed each year.

A new training and exercise plan will be created at the beginning of each Council term.

The training and exercise plan will include the following elements:

4.3.1. Annual ECG Training

Emergency Control Group members must attend training each year, as mandated under the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9* and Ontario Regulation 380/04. The following topics are included in the annual Emergency Control Group training, as required by Guidance Note 2018-01-01, as follows:

- Emergency and Continuity Management program components, including:
    - The Emergency Response Plan, including Emergency Control Group member roles and responsibilities, and those of organizations which may play a role in response;
    - The procedures used to activate and operate under the Emergency Response Plan;
    - The notification procedures used to notify Emergency Control Group members when the Emergency Response Plan is activated; and
    - The location, communications infrastructure, and technology in the designated EOC locations.

4.3.2. Provincial Training

As the City of Burlington's Emergency Response Plan is based on the Incident Management System, Emergency Control Group members, as well as staff assigned to EOC Support Staff positions are required to attend Incident Management System training as outlined in the City of Burlington's Incident Management System organizational policy, as listed below:

Course	IMS Position	
IMS 100	All IMS Positions	
IMS 200	• EOC Director • Officers (other than Political Liaison Officer) • Section Chiefs	• Operations Section positions • Planning Section positions • Supply Unit Leader • Facilities Unit Leader
IMS 300	• EOC Director • Officers (other than Political Liaison Officer) • Section Chiefs	

Additional provincial training is offered as follows:
- EM 200 Basic Emergency Management (optional)
- EM 240 Note Taking

Any new provincial emergency management or IMS courses will be offered to applicable audiences based on instructor availability.

4.3.3. Annual ECG Exercise

Emergency Control Group members are required to participate in an exercise each year, as required by the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9,* to help with familiarization with their roles, and identify any gaps in plans, procedures and/or training. Staff assigned to EOC Support Staff positions may be invited to participate in operations-based, functional or full-scale Emergency Control Group exercises.

Following each annual Emergency Control Group exercise, the Community Emergency Management Specialist will create an After Action Report that identifies strengths, areas of improvement and action items.

4.4. Public Education

Public education is provided each year on general emergency preparedness, as well as on specific hazards, as required by the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9*.

General emergency preparedness public education occurs during Emergency Preparedness Week, which takes place during the first full week of May each year, and which encourages residents to take action to be better prepared to protect themselves and their families before, during, and after emergencies.

4.5. Hazard Identification and Risk Assessment

The City of Burlington annually reviews, and as needed, updates the municipal Hazard Identification and Risk Assessment, which assesses the potential risk of hazards with the capacity to cause an emergency, as required by the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9*.

Based on the provincial methodology, hazards from the following three categories will be considered:

1. Natural
2. Human caused
3. Technological

4.6. Critical Infrastructure List

As required by the *Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9*, the City of Burlington annually reviews, and as needed, updates the municipal Critical Infrastructure List, which identifies the critical infrastructure within the City of Burlington that is at risk of being affected by hazards, whether that critical infrastructure is owned by a level of government, or the private sector.

The identification of critical infrastructure within City boundaries helps manage risks, reduce vulnerabilities and strengthen the resilience of critical infrastructure across the ten critical infrastructure sectors defined by Public Safety Canada as listed below:

1. **Health** – healthcare and public health sector facilities
2. **Food** – production, distribution, and retail
3. **Finance** – depository institutions, providers of investment products, insurance companies, other credit and financing organizations, and the providers of the critical financial utilities and services that support these functions
4. **Water** – public drinking water, wastewater
5. **Information and Communication Technology** – telecommunications
6. **Safety** – security and intelligence
7. **Energy and utilities** – electricity, oil, and natural gas
8. **Manufacturing** – basic chemicals, specialty chemicals, agricultural chemicals, pharmaceuticals, consumer products; primary metals, machinery, electrical equipment, appliance and component, and transportation equipment manufacturing
9. **Government** – educational facilities, institutions of higher education, and business and trade schools, government owned facilities
10. **Transportation** – pipeline systems, freight rail, mass transit and passenger rail, highway and motor carrier, aviation, postal and shipping

5. Business Continuity

The City of Burlington uses a decentralized model for business continuity planning, with a corporate plan that provides an overall framework to manage significant disruptions that affect multiple departments/services, as well as department and division business continuity plans.

5.1. Planning Responsibilities

5.1.1. Plan Custodians

Each department and division has a designated Plan Custodian, as nominated by the relevant Executive Leadership Team member.

Plan Custodians are responsible for creating and maintaining their department/division business continuity plan, under the guidance of the Community Emergency Management Coordinator, and for serving as the department/division point of contact for the planning of business continuity exercises.

5.1.2. Community Emergency Management Coordinator

The Community Emergency Management Coordinator is responsible for:

- Maintaining the corporate level plan
- Providing guidance as needed to Plan Custodians in the creation and maintenance of department/division business continuity plans
- Coordinating business continuity exercises

5.1.3. Emergency and Continuity Management Program Committee

The Emergency and Continuity Management Program Committee is responsible for:

- Approving updates to the corporate level plan
- Ensuring that Plan Custodians within their reporting structure receive support from other staff within the relevant department/division as it relates to the creation and maintenance of department/division business continuity plans

5.2. Training and Exercises

A business continuity training and exercise plan will outline the related training and exercises for the current Council term and will be reviewed and updated as needed each year.

A new business continuity training and exercise plan will be created at the beginning of each Council term.

6. Continual Improvement

The Emergency and Continuity Management Program will be updated to respond to changes to applicable legislation, policies, regulatory requirements, directives, standards, and codes of practice made at various levels of government and by other decision-making authorities as deemed necessary by the Emergency and Continuity Management Program Committee.

The Emergency and Continuity Management Program Committee will assess opportunities to continually improve the program and will conduct an annual review of the program, incorporating ongoing analysis and evaluation, as well as feedback identified in After Action Reports produced following the annual Emergency Control compliance exercise and/or incidents requiring an Emergency Control Group activation.

The Improvement Plan for the Emergency and Continuity Management Program will track the status of action items identified in After-Action Reports, and following EOC activation drills.

Burlington Fire Department – Emergency Management
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Appendix B: Emergency Response Plan

During an emergency:

- CEMC/Alternate CEMC: Refer to Section 6 Concept of Operations
- Emergency Control Group Members: Refer to Section 6.2 Incident Action Planning Process

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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.

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 will be filed with Emergency Management Ontario, once adopted via bylaw.

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 Level 3 Partial Emergency Operations Centre (EOC) or Level 4 Full EOC 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 (CEMC) 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 CEMC 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 CEMC and approved by the Emergency and Continuity Management Program Committee prior to City Council approval and will require a bylaw amendment, or the repealing and adoption of a new program bylaw.
- Minor administrative updates and updates to the Emergency Support Plans and other supporting documentation will be completed by the CEMC and/or Alternate CEMC.

It is the responsibility of each person, service, agency, or department named within the Emergency Response Plan to notify the CEMC 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. Suggested 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*.
- An emergency may occur with little to no warning and may escalate more rapidly than first responders can manage.
- The City of Burlington will respond to emergencies within the City's jurisdictional boundaries and may request support from Halton Region, the provincial government, or other entities, as required.
- In alignment with the Halton Region Emergency Response Plan,
    - Halton Region will assume the lead role for the duration of the response for any disrupted regional services.
    - The City of Burlington will assume the lead role for any disrupted local municipal services.
    - Both Halton Region and the City of Burlington will coordinate other response operations as needed.

- An emergency may cause injuries, fatalities, property damage, and disruption of normal support systems.
  - Level 1, 2 and 3 activations are generally within the response capabilities of first responders, the City of Burlington, Halton Region and assisting and support organizations.
  - A Level 4 activation 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 EOC activations, an EOC (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 may be required to mobilize to the designated EOC location on short notice to provide timely and effective strategic direction (in the event of a physical EOC activation).
  - Staff appointed to EOC Support positions may also be required to mobilize to the designated EOC location on short notice to assist Emergency Control Group members according to their assigned Incident Management System position.
- The City of Burlington's designated CEMC 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 EOC 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.
- 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.
  - Media releases.
  - 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	• Information management tools
	  • Common terms
	  • Integrated information management
	  • Effective emergency information
	• Telecommunications technology and systems management

Coordination	• Common terms • Common roles, responsibilities, and structures • Manageable span of control • Sustainability
Collaboration	• Common objectives and plans • Complex incident objectives and plans • Training and exercises
Flexibility	• 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 Coordination & 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	Overall authority for the control and direction of the municipal emergency response. The Coordination & Command function, which is filled by the EOC Director, is supported by the following Command Staff positions: • Public 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 roles and responsibilities of individuals, businesses, community organizations, external partner organizations and all levels of government.

3.1. Individuals and Families

The most basic level of response and recovery consists of individuals and families dealing with an emergency that directly affects them. Impacted people may or may not need emergency support from the government, depending on the scale and nature of the emergency, and the resilience of those impacted. Impacted individuals and families connect with government services on an as-needed basis, and do not have specific responsibilities under this plan.

Individuals and families should be prepared to be self-sufficient a minimum of 72 hours following an emergency and are expected to follow the directions of local authorities for 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 get updates during emergencies is available on the City of Burlington's website at www.burlington.ca.

3.2. Organizations

Organizations are responsible for having contingency plans for emergencies that may result from their activities, as required by relevant regulating authorities, which should 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. Organizations that are not regulated are encouraged to have business continuity plans.

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 Public Information Officer
- As part of the Council as a whole, make decisions as required in alignment with CM-20-22 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 Public 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 Level 3 and Level 4 EOC activations, the Emergency Control Group is responsible for making decisions as required in alignment with CM-20-22 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	1. Chief Administrative Officer (CAO) 2. Commissioner, Public Works	Responsible for the overall management of the EOC, 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.
Public Information Officer	1. Director, Corporate Communications & Engagement 2. Manager, Corporate Communications	Responsible for the development and release of approved information related to the emergency to City staff not involved in the incident response, media, and the public.
Legal Officer	1. Commissioner, Legal and Legislative Services/City Solicitor 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	1. Specialist, Community Emergency Management/CEMC 2. Deputy Fire Chief/Alternate CEMC	Serves as the primary contact for external organizations and advises the EOC Director of issues regarding outside assistance and support.
Political Liaison Officer	1. Mayor 2. Deputy Mayor for Emergencies/Ceremonial* *This position is filled by Councillors based on an established rotation	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	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	**Fire Department** 1. Fire Chief 2. Deputy Fire Chief **Roads, Parks & Forestry (RPF) Department** 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	1. Chief Transformation Officer 2. 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	1. Commissioner, Community Services 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	1. 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.

Emergency Control Group members can refer to Emergency Support Plan 5 - Incident Management System Position Checklists and Forms for position specific checklists, which provide detailed information about the responsibilities for specific IMS positions.

3.3.4. EOC Support Staff

EOC Support Staff positions are Incident Management System positions that work in support of the emergency in support of an Emergency Control Group member.

Please refer to Emergency Support Plan 5 - Incident Management System Position Checklists and Forms for more information on the responsibilities of EOC 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 EOC activations.

3.3.6. Community Emergency Management Coordinator

Municipalities are required to have a Community Emergency Management Coordinator (CEMC), 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 CEMC is the Community Emergency Management Specialist, and the alternate CEMCs are the Deputy Fire Chief (as assigned), and the Fire Chief.

3.4. Assisting and Supporting Organizations

During Level 3 and Level 4 EOC 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 and national non-profit organizations
- Local community organizations
- Faith based organizations

3.5. Halton Region

Halton Region's response is guided by the *Halton Region Emergency Program and Plan (2018)* and supporting emergency plans. Halton Region is responsible for providing the services listed below during emergencies:

- Emergency Public Health Services (Public Health Department)
- Emergency Social Services (Social and Community Services Department)
- Evacuations (Halton Regional Police Service)
- Regional Infrastructure Services (Public Works Department)

It is acknowledged that subsequent updates to the *Halton Region Emergency Program and Plan (2018)* take precedence over the information listed above in the event of any discrepancies.

Please refer to Halton Region's website (www.halton/ca) for the current version of their emergency response plan.

3.6. Province of Ontario

The Province of Ontario's emergency response is guided by ministry emergency plans and the *Provincial Emergency Response Plan (2020)*.

During emergencies, provincial assistance to municipalities may include the provision of advice, personnel, equipment, supplies and other resources to assist in dealing with an emergency.

The table below outlines the provincial ministries that are considered the lead for the following types of consequences, as identified in the *Provincial Emergency Response Plan, Appendix C,* which lists the Order in Council (OIC) 1157/2009 responsibilities*:*

Ministry	**OIC Responsibility**
Agriculture, Food and Rural Affairs	Farm animal disease; food contamination, agricultural plant disease and pest infestation
Attorney General	Any emergency related to the administration of justice including the operation of the courts, and provision of legal services to government in any emergency

Ministry	OIC Responsibility
Children, Community and Social Services	Any emergency that requires emergency shelter, clothing and food; victim registration and inquiry services; personal services
Solicitor General	Any emergency that requires the coordination of provincial emergency management; nuclear and radiological, severe weather; war and international; any other peacetime emergency not listed herein; building structural collapse, explosion and structural fire; space object crash; terrorism; civil disorder; any emergency that requires the continuity of government services
Energy, Northern Development and Mines	Energy supply, abandoned mine hazards, and any emergency requiring support of provincial emergency management in Northern Ontario
Environment, Conservation and Parks	Spills of pollutants to the natural environment including fixed site, transportation spills, and drinking water
Health	Human health, disease and epidemics; health services during an emergency
Labour	Any emergency that affects worker health and safety
Long-Term Care	Human health, disease and epidemics; health services during an emergency (in long-term care)
Government and Consumer Services (delegated to Treasury Board Secretariat)	Any emergency that affects labour relations and human resource management in the provincial government
Municipal Affairs and Housing	Any emergency that requires the coordination of extraordinary provincial expenditures
Natural Resources and Forestry	Forest fires, floods, drought/low water, dam failures, crude oil and natural gas exploration and production, natural gas and hydrocarbon underground storage and salt solution mining emergencies, erosion, soil and bedrock instability
Transportation	Transportation

It is acknowledged that subsequent updates to the *Provincial Emergency Response Plan (2020), Appendix C* will identify any subsequent updates to OIC 1157/2009, which take precedence over the information listed above in the event of any discrepancies.

Please visit www.ontario.ca for the current version of the *Provincial Emergency Response Plan* and appendices.

3.7. Government of Canada

As outlined in the *Federal Emergency Response Plan (2011),* federal departments and agencies can provide support to the Province of Ontario for events related to their specific mandate, within existing authorities.

The list below identifies the federal emergency support functions, which group functions most frequently used in providing federal support to provinces and territories in a manner consistent with the respective mandated areas of responsibility.

Minister(s) with Primary Responsibility	Emergency Support Function
Transport Canada	Transportation
Industry Canada	Telecommunications
Agriculture Agri-Food Canada and Canadian Food Inspection Agency	Agriculture and Agri-Food
Natural Resources Canada	Energy Production & Distribution
Health Portfolio, Public Health Agency of Canada and Health Canada	Public Health & Essential Human Services
Environment Canada	Environment
Human Resources and Skills Development Canada (HRSDC)	Human and Social Services
Royal Canadian Mounted Police	Law Enforcement
Department of Foreign Affairs and International Trade Canada	International Coordination
Public Works and Government Services Canada	Government Services
Public Safety Canada, Operations Directorate	Logistics Operations Management
Canada Border Services Agency	Border Services

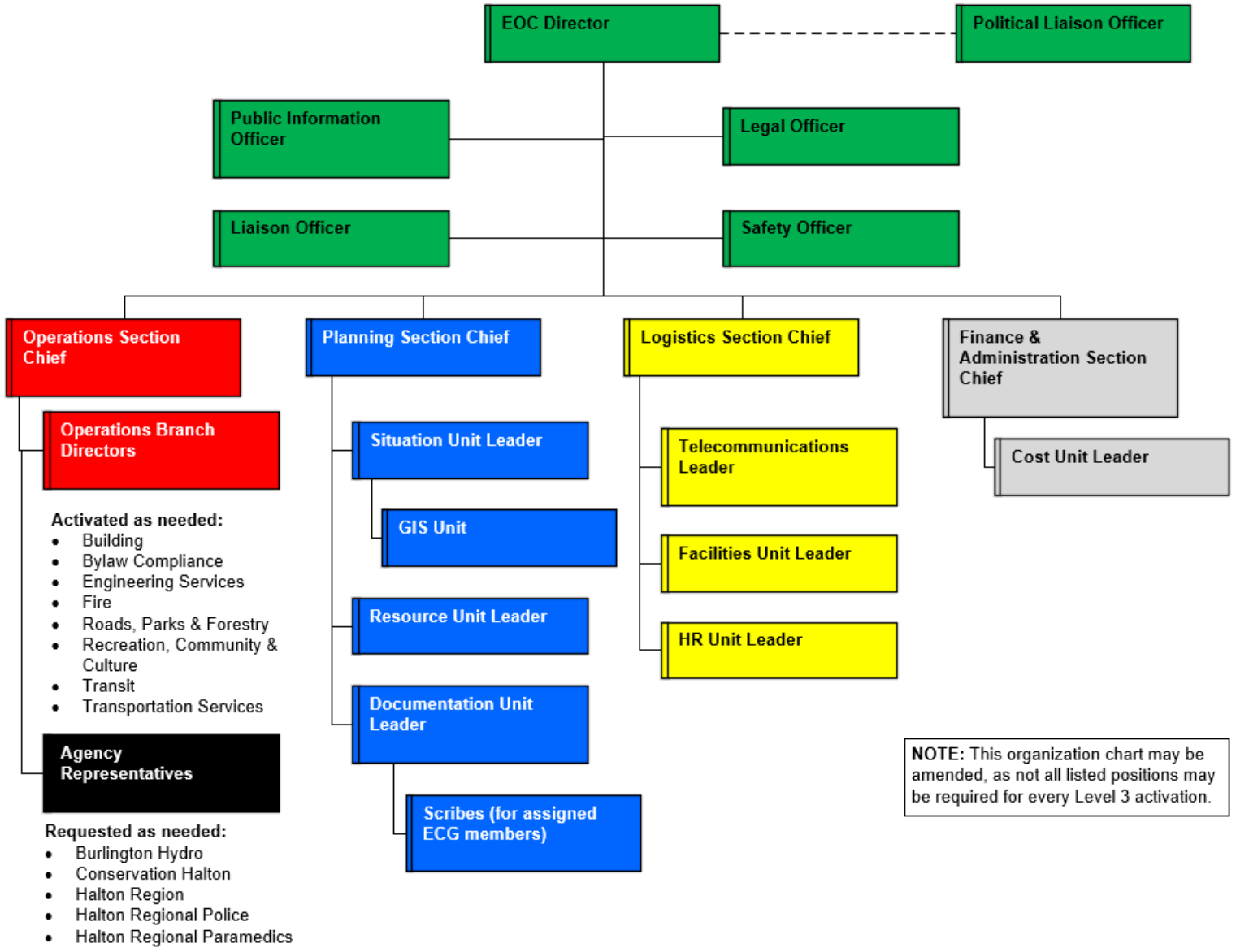
It is acknowledged that subsequent updates to the *Federal Emergency Response Plan (2011)* take precedence over the information listed above in the event of any discrepancies.

Please visit www.canada.ca for the current version of the *Federal Emergency Response Plan*.

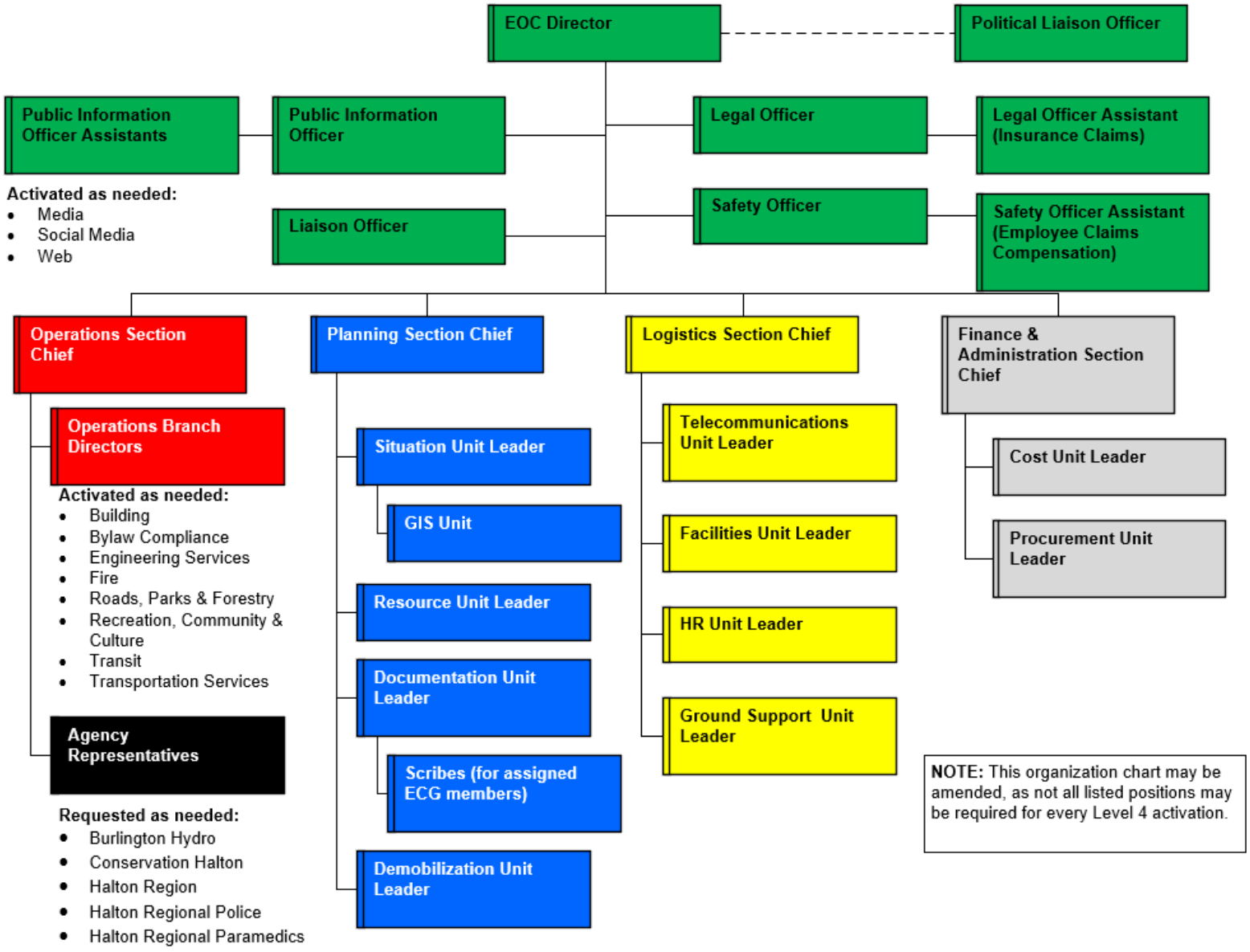
4. EOC Organizational Structure

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

4.1.1. Level 3 Partial EOC Activation Organizational Structure



4.1.2. Level 4 Full EOC 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 CM-20-22 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**

• Service Level impacts (each stage)
  ○ Increase and/or decrease of service levels – longer-term
  ○ Commission and/or decommission of services
• Financial Impacts
  ○ Fiscal year operating and capital budget implications
• Corporate policy impacts
• Community Impacts
• Reputation and other risks
	• 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)

How: Approval of Council based on separate motion tied to specific criteria (as indicated above) for service program changes).	How: Endorsement of Council of service modifications decisions made by staff.

6. Concept of Operations

6.1. Activation and Notification

6.1.1. Plan Activation

During normal operations, the Emergency Response Plan activation level is Level 1 Routine Monitoring.

Emergency Control Group members are responsible for:

- Notifying the CEMC or Alternate CEMC of any incidents that might require:
  i. Level 2 Enhanced Monitoring & Coordination
  ii. Level 3 Partial EOC activation
  iii. Level 4 Full EOC activation

The CEMC or Alternate CEMC is responsible for:

- Monitoring for situations with the potential for Level 2, 3, or 4 activations using established monitoring channels
- For potential Level 3 Partial or Level 4 Full EOC activations, consulting with the Fire Chief (or designate) and CAO (or designate) to determine the appropriate activation level, type and the appropriate Operations Section Chief, based on the incident type, as outlined in Sections 6.1.1.1 and 6.1.1.2.

6.1.1.1. Activation Levels

Activation Level	Situation	Operational Implications
(1) Routine Monitoring	Incident that is addressed using standard operating procedures, policies, and plans, including but not limited to the following types of incidents: • House fires • Minor weather events • Water main breaks • Motor vehicle accidents and • Isolated road closures	**No significant impact on operations** • City departments will use existing policies, plans, protocols, and guidelines • Halton Region First Response Protocol may be activated if displaced resident(s) need accommodation
(2) Enhanced Monitoring & Coordination	Incident or emergency with minor to moderate impacts to public safety, property and/or the environment contained within the incident perimeter(s) or incidents with the potential for Level 3 or 4 activation. **Examples include:** • House or apartment fire with limited displacement • Localized flooding • Contained hazardous material spills • Forecast severe weather	**Minor to moderate impact on operations** • CEMC/Alternate CEMC on stand-by • City departments will use existing policies, plans, protocols, and guidelines • CEMC/Alternate CEMC to schedule coordination meetings with relevant staff and external stakeholders, as needed • Halton Region First Response Protocol may be activated if displaced resident(s) need accommodation • May require activation of a Reception Centre at designated City facilities
(3) Partial EOC Activation	Emergencies with impacts to public safety, property and/or the environment outside incident perimeter • Possible need for localized evacuations and/or road detours • Media interest **Examples include:** • Hazardous material spills • Multiple/ widespread fire locations • Uncontrolled active threat • Need for shelter-in-place and/or evacuation orders • Full highway closures	**Large impact on operations** • Site(s) requires EOC support • Large impact to several City service levels • Support may be required from other levels or government and assisting or supporting organizations • May require activation of Reception Centre(s) at designated City facilities and/or an Evacuation Centre at Haber Community Centre for displaced individuals
(4) Full EOC Activation	Emergencies with major impacts to public safety, property and/or the environment outside incident perimeter • Multiple incident sites • Need for widespread shelter-in-place and/or evacuation orders • Significant road detours required • Multi-day highway closure • Major media and public interest **Examples include:** • Ice storm • Tornado • Train derailment • Large explosion • Pipeline leak • Widespread flooding requiring shelter-in-place or evacuation orders	**Major impact on operations** • Multiple sites require EOC support • Major impact to several City service levels • Support required from other levels or government and assisting or supporting organizations • Likely to require activation of Reception Centre(s) at designated City facilities and/or an Evacuation Centre at Haber Community Centre for displaced individuals

6.1.1.2. Activation Type

An Emergency Operations Centre (EOC) 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 an EOC 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 EOC activation types, along with related considerations and support requirements.

Activation Type	Description	Considerations For Use	Support Requirements
Physical	A physical EOC 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. Refer to Emergency Support Plan 3 for a list of the City's designated EOC locations.	• No widespread travel disruptions • Can function during power outages	**At designated location** • Requires Recreation, Community & Culture support for initial set-up • Requires ongoing telecommunications support to ensure ability to communicate externally **Infrastructure Needed** • Internet connection • Network connection
Hybrid	A hybrid EOC involves a physical EOC location where some individuals participate virtually. Refer to Emergency Support Plan 3 for a list of the City's designated EOC locations.	• 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	**At designated location** • Requires Recreation, Community & Culture support for initial set-up • Requires ongoing telecommunications support to ensure ability to communicate externally **Infrastructure/Technology Needed** • Internet connection • Network connection • MS Teams and SharePoint operational
Virtual	A virtual EOC uses 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.	• 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	**Technology Needed** • MS Teams and SharePoint operational **Infrastructure Needed** • Internet connection • Network connection

6.1.2. Notification

The table below lists the notifications that will be used for each activation level.

Activation Level	Notification(s)
(1) Routine Monitoring	Relevant Departments will make notifications based on existing policies, plans, protocols, and guidelines
(2) Enhanced Monitoring & Coordination	The CEMC/Alternate CEMC or applicable lead department will send an initial notification to the LIST – Level 2- Enhanced Monitoring Outlook distribution group. The notification will advise stakeholders of the situation and actions being taken. As needed, the CEMC/Alternate CEMC will schedule coordination meetings with relevant departments and external partner organizations.
(3) Partial EOC Activation (4) Full EOC Activation	The CEMC/Alternate CEMC will send notifications to the following stakeholders, as outlined in the Emergency Support Plan 1 – Notification, which includes: • Primary Emergency Control Group members and their assigned Scribes • Alternate Emergency Control Group members and EOC Support Staff positions • Halton Region, Emergency Management Ontario, and local MPP and MPs

6.1.3. EOC Activation

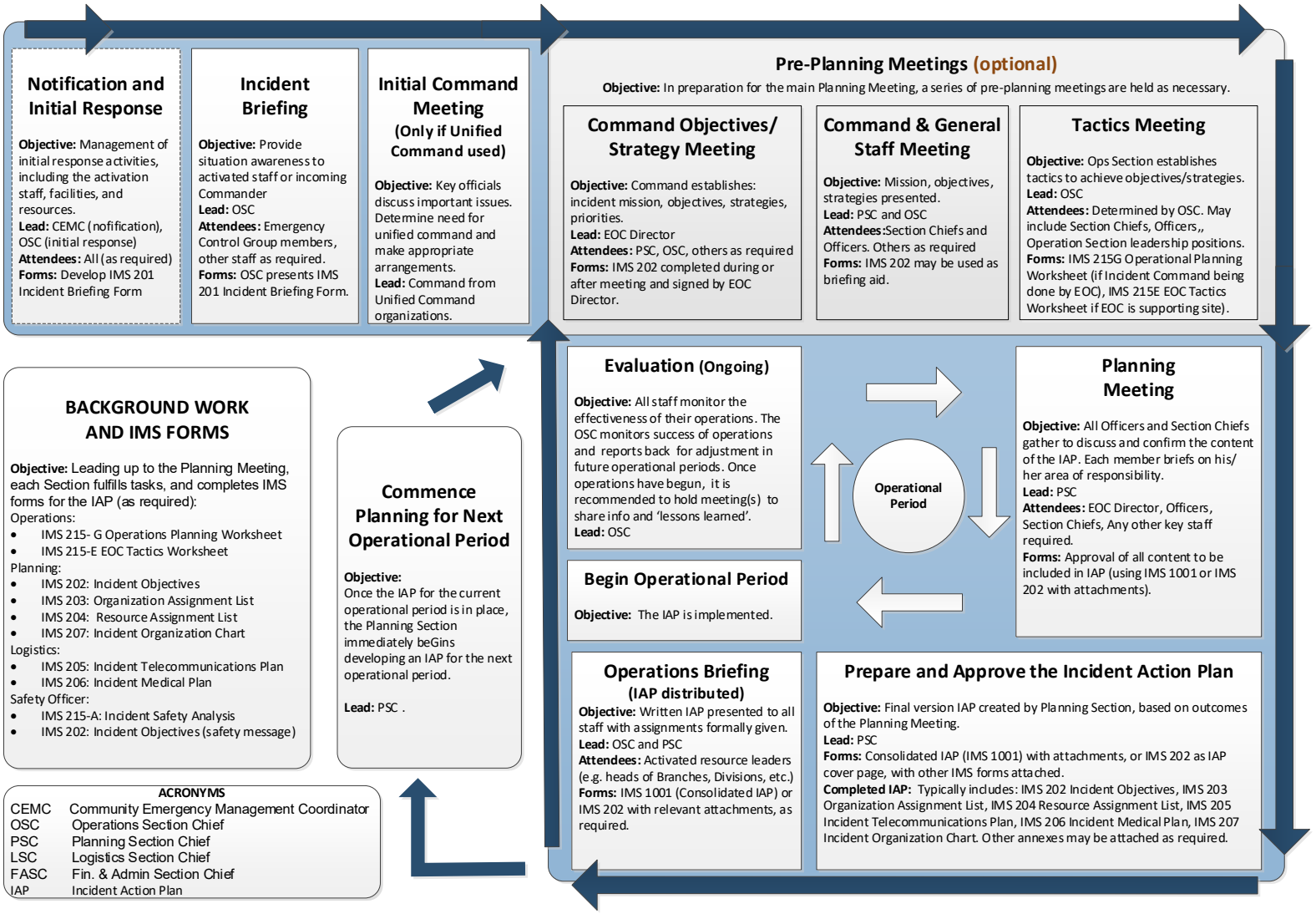
Upon being notified of a physical or hybrid EOC activation from the CEMC or Alternate CEMC, designated departments/divisions will complete the following actions:

Department/Division	EOC Activation Actions
Recreation, Culture and Community Services	Responsible for the physical room set-up of the designated EOC location, as per the related Standard Operating Procedure.
Burlington Digital Services	Responsible for setting up IT equipment at the designated EOC location.
Emergency Control Group Team 1 members and assigned Scribes	**Physical/Hybrid EOC Activations** Responsible for reporting to the designated EOC location for the Incident Briefing at the designated time. For hybrid EOC activations, may attend the Incident Briefing virtually. When reporting to the designated EOC locations, responsible for bringing needed technology (work laptop/tablet and charger, work cell phone and charger) and setting up their individual workstation **Virtual EOC Activations** Responsible for attending the virtual Incident Briefing at the designated time.

More detailed information is available in Emergency Support Plan 3 - EOC Activation.

6.2. Incident Action Planning

During Level 3 and 4 EOC 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:



Emergency Control Group members and EOC Support Staff can refer to the following Emergency Support Plans for more detailed information:

- Emergency Support Plan 5 (Incident Management System Position Checklists and Forms) for your assigned position checklist and forms.
- Emergency Support Plan 6 (Incident Action Planning Process) for more detailed information on the meetings and briefings that occur during the planning for each operational period.

6.2.1. Response Goals

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

1) Protect the safety of all responders
2) Protect and preserve lives
3) Treat the sick and injured
4) Care for immediate needs
5) Protect public health
6) Ensure the continuity of essential services and government
7) Protect property
8) Protect the environment
9) Prevent or reduce economic and social losses

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 and the required notifications.

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

Following an emergency declaration, once the incident is no longer causing a threat to the City of Burlington and a state of normalcy has been established, the Emergency Control Group will recommend that the emergency declaration be terminated. The Mayor, designate or City Council as a whole can terminate an emergency declaration.

Please refer to Emergency Support Plan 4 - Emergency Declaration and Termination for detailed information on terminating an emergency and the 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. Incident Information

Incident information refers to information about the incident that is shared by personnel involved in the incident response for operational purposes.

Once incident information has been collected, confirmed to be accurate, and analyzed as useful, it is shared with relevant stakeholders, including:

- Incident personnel
- Between the EOC and incident site(s)
- Between incident response organizations through the most appropriate method

All incident personnel are responsible for sharing incident information with incident personnel as outlined in their IMS position checklist.

The main coordinating entity for internal incident information based on activation level is outlined below.

Activation Level	Lead for Internal Incident Information
Level 2 Enhanced Monitoring & Coordination	CEMC/Alternate CEMC
Level 3 Partial EOC Activation	Planning Section Chief (or Situation Unit Leader if activated)
Level 4 Full EOC Activation	

8.2. Employee Information

Employee information refers to high level information about the incident to City staff who are not involved in the incident response for their general awareness.

The main coordinating entity for employee information based on activation level is outlined below.

Activation Level	Responsible Party
Level 2 Enhanced Monitoring & Coordination	Corporate Communications and Engagement
Level 3 Partial EOC Activation	Public Information Officer
Level 4 Full EOC Activation	

8.3. Public Information

Public information refers that is released to the general public and media about the incident about the emergency, what the City of Burlington is doing in response to the emergency, what the public needs to do to stay safe, and reinforcing official sources of information for subsequent updates.

The main coordinating entity for public information based on activation level is outlined below.

Activation Level	Responsible Party
Level 2 Enhanced Monitoring & Coordination	Corporate Communications and Engagement
Level 3 Partial EOC Activation	Public Information Officer
Level 4 Full EOC Activation	

During emergencies, the relevant lead for public information will work in conjunction with their Halton Region counterpart, the Director of Communications, on public 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 main coordinating entity for issuing Alert Burlington notifications based on activation level is outlined below.

Activation Level	Responsible Party
Level 2 Enhanced Monitoring & Coordination	Corporate Communications and Engagement Dept
Level 3 Partial EOC Activation	Public Information Officer
Level 4 Full EOC Activation	

Detailed instructions on issuing an Alert Burlington notification are available in the Emergency Notification Job Aid.

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 main coordinating entity for contacting the Provincial EOC to request that they issue an Alert Ready notification on the City of Burlington's behalf based on activation level is outlined below.

Activation Level	Responsible Party
Level 2 Enhanced Monitoring & Coordination	CEMC/Alternate CEMC
Level 3 Partial EOC Activation	Liaison Officer
Level 4 Full EOC Activation	

Detailed instructions on how to request that the Provincial EOC issue an Alert Ready notification on behalf of the City of Burlington are available in the Emergency Notification Job Aid.

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.

All media requests related to an emergency will be directed to the Public Information Officer to ensure consistent messaging and for proper follow-up.

8.3.3. Emergency Information Centre

As needed, 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

If an Emergency Information Centre is deemed necessary, the request to activate an Emergency Information Centre will be made to the Logistics Section Chief.

8.3.4. Public Inquiries

Service Burlington is the first point-of-contact for residents and local businesses calling for information about an emergency, particularly in relation to any related impacts on City services. During Level 3 and Level 4 EOC activations, the Manager of Customer Experience will liaise with the Public Information Officer to gather information needs based on the calls being received 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 and Level 4 EOC 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:

- Other 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 CEMC/Alternate CEMC, who is also the Liaison Officer, is responsible for contacting assisting and supporting organizations to request any needed support.

9.3. Neighbouring Municipalities

The CEMC/Alternate CEMC, who is also the Liaison Officer, is responsible for contacting the relevant municipal CEMC to make requests for support outside of any existing reciprocal agreements, and for notifying the on-call Regional CEMC of any requests made to other Halton municipalities to ensure that resource allocations are monitored.

9.4. Halton Region

During emergencies, the City of Burlington may request regional emergency response resources from Halton Region. The City of Burlington Mayor or CAO is responsible for contacting the Regional CAO to make the needed request(s).

9.5. Province of Ontario

During major incidents or declared emergencies, a municipality can request on-site personnel from relevant ministries to advise and/or assist in the response.

The CEMC/Alternate CEMC, who is also the Liaison Officer, is responsible for contacting the relevant ministry(ies) and/or the Provincial EOC to request provincial support, as needed.

Please refer to Section 3.6 for more information on the provincial ministries that are responsible for having specified emergency plans.

9.6. Government of Canada

During large, complex emergencies that affect several communities, the Province of Ontario can request support from federal departments and/or agencies.

Requests for federal assistance may include support for:

- Operational coordination
- Emergency evacuation, transportation and logistics
- Specialized response resources for wildland interface fires, flooding, and extreme weather
- Emergency public health, medical and social services

Prior to issuing a request for federal assistance, the Provincial EOC must confirm that no other suitable resources are available. Once confirmed, the Provincial EOC will initiate a request for federal assistance to Public Safety Canada's Ontario Regional Director, who chairs the Federal Coordination Group. The Minister of Public Safety has the ultimate authority for approving requests for federal assistance.

Please refer to Section 3.7 for more information on the federal emergency support functions.

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 hazard (which the province refers to as a natural disaster).

The responsibility for submitting claims on behalf of the City of Burlington for incidents that meet the eligibility criteria where the program has been activated by the Minister of Municipal Affairs and Housing is outlined below.

Activation Level	**Responsible Party**
Level 2 Enhanced Monitoring & Coordination	Finance Department
Level 3 Partial EOC Activation	Finance & Administration Section Chief
Level 4 Full EOC Activation	

More information on the application process for 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 emergencies caused by natural hazards with help covering costs related to cleaning, repairing or replacing essential property, and must be activated by the Minister of Municipal Affairs and Housing.

Municipal staff may be required to coordinate with Halton Region and Ministry of Municipal Affairs and Housing staff to complete damage assessment visits of affected households, as this information helps inform the decision on whether the Disaster Recovery Assistance of Ontarians program will be activated.

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 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 EOC or Level 4 Full EOC 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 – EOC Activation**
  This Emergency Support Plan outlines the procedures involved in the activation of designated EOC 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)*
  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.

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

City of Burlington By-law 69-2024

Appendix C: Emergency and Continuity Management Program Committee Terms of Reference

1. Terms of Reference

1.1. Council Mandate

The Burlington Emergency and Continuity Management Program Committee has been established by Burlington City Council in accordance with Subsection 11(1) of Ontario Regulation 380/04 under the *Emergency Management and Civil Protection Act, RSO, 1990. c.E.9*. The Emergency and Continuity Management Program Committee shall report to Burlington City Council through the Committee of the Whole.

1.2. Goal

The goal of the Emergency and Continuity Management Program Committee is to advise and assist the City of Burlington with respect to the City's Emergency and Continuity Management Program.

1.3. Purpose and Scope

The Emergency and Continuity Management Program Committee guides and oversees the development, implementation, and maintenance of the City of Burlington's Emergency and Continuity Management Program, including providing policy advice and facilitating inter-departmental program initiatives in accordance with the *Emergency Management and Civil Protection Act, RSO, 1990. c.E.9* and Ontario Regulation 380/04.

1.4. Responsibilities

The responsibilities of the Burlington Emergency and Continuity Management Program Committee include:

- Providing guidance and assistance in setting priorities and goals for the City's Emergency and Continuity Management Program (hereafter referred to as the Program).
- Sharing information and building upon identified synergies across corporate risk and business continuity with the Corporate Strategy, Risk and Accountability Committee.
- Providing recommendations on personnel, resources, and equipment for the Program.
- Ensuring that all agencies, volunteers, groups, staff, and other programs are aware of the goals of the Program.
- Ensuring the cooperation and coordination of all Program initiatives in areas under their influence.
- Monitoring, evaluating, and providing feedback on Program initiatives.
- Approving in principle all Program policies and plans prior to corporate implementation, submission to Burlington City Council for approval, or where Council approval is not required, prior to finalization.

- Considering emergency and continuity management related issues and receiving updates as may be brought forward by municipal departments and other organizations represented on the Emergency and Continuity Management Program Committee from time to time.
- Conducting an annual review of the Program to ensure that program activities are delivered in accordance with the *Emergency Management and Civil Protection Act, RSO, 1990. c.E.9* and Ontario Regulation 380/04.
- Making recommendations to Council for the revision of the Program, if necessary.

1.5. Composition

The Emergency and Continuity Management Program Committee shall be comprised of both voting and non-voting members, as identified below.

Voting Members are City of Burlington staff who are entitled to one vote during motions. Voting members are listed below:

1. Chief Administrative Officer or designate
2. Mayor or Deputy Mayor (for emergencies/ceremonial)
3. Community Emergency Management Specialist/Community Emergency Management Coordinator (CEMC) or alternate CEMC
4. Head of Corporate Affairs or designate
5. Commissioner, Development and Growth Management or designate
6. Commissioner, Community Services or designate
7. Commissioner, Public Works or designate
8. Commissioner, Legal and Legislative Services/City Solicitor or designate
9. Chief Human Resources Officer or designate
10. Chief Financial Officer or designate
11. Chief Information Officer or designate
12. Chief Transformation Officer or designate
13. Fire Chief or designate

Non-Voting Members are comprised of supporting agency representatives as identified below:

14. Chief Emergency Management or designate, Halton Region
15. Manager, Flood Forecasting & Operations or designate, Conservation Halton
16. Coordinator, Patient Relations / Patient Safety (Emergency Disaster Planning) or designate, Joseph Brant Hospital
17. Division 3 representative, Halton Regional Police Service
18. Emergency Management Coordinator or designate, Canadian Red Cross
19. Director, Health and Safety or designate, Burlington Hydro

1.6. Committee Chair

The Chair of the Emergency and Continuity Management Program Committee will be the Chief Administrative Officer (CAO) or designate, who is responsible for presiding over Emergency and Continuity Management Program Committee meetings and assisting the Emergency and Continuity Management Program Committee in reaching consensus on fundamental policy issues of concern.

1.7. Quorum

Quorum shall consist of a majority of the voting members listed in Section 1.5, which represents 7 voting members.

Emergency and Continuity Management Program Committee meetings will require quorum to proceed to ensure that motions can be voted upon and passed as needed.

1.8. Frequency of Meetings

Emergency and Continuity Management Program Committee meetings should generally be scheduled two times per year, and at a minimum shall meet once in the calendar year. The CEMC, on behalf of the Committee Chair, may call a meeting at any other time deemed necessary.

1.9. Support Staff

The Burlington Fire Department shall provide administrative support, including the general administrative co- ordination of meetings, the taking of meeting minutes, and the distribution of agendas and minutes.

1.10. Committee Records

The CEMC is responsible for distributing meeting reports one week prior to each Emergency and Continuity Management Program Committee meeting, and Emergency and Continuity Management Program Committee members are responsible for reviewing the meeting report prior to the related Emergency and Continuity Management Program Committee meeting.

The CEMC will retain Emergency and Continuity Management Program Committee records including agendas, minutes, reports, and presentations, and will also submit applicable Emergency and Continuity Management Program Committee meeting minutes to Emergency Management Ontario as part of the annual municipal compliance submission.

1.11. Annual Report

The CEMC will create an annual report for City Council regarding the City's Emergency and Continuity Management Program. The annual report will provide a summary of the provincial compliance items, and other in-progress and completed program initiatives.

1.12. Maintenance of Terms of Reference

These Terms of Reference shall be maintained by the CEMC and shall be reviewed at the end of each City Council term by the Emergency and Continuity Management Program Committee.

Amendments to these Terms of Reference may be proposed by the Emergency and Continuity Management Program Committee through staff, to Burlington City Council.