



EMERGENCY RESPONSE PLAN



As Approved by CR511/2023 ETPS 967

By-law 167-2023



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Revision History

Revision Number	Revised by	Changes	Revision Date
1	Deputy of Support Services, WFRS	Complete revision	April 20, 2015
2	Emergency Planning Officer, WFRS	Complete revision	March 2, 2020
3	Emergency Planning Officer, WFRS	Corporate Leadership Team title changes, removal of EOC locations to Appendix 6, and minor housekeeping	November 21, 2023

1.0 Emergency Response Plan Overview

The Emergency Management and Civil Protection Act (EMCPA) defines an “emergency” as a situation or an 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 forces of nature, disease or other health risk, an accident or an act whether intentional or otherwise.

Emergencies require a coordinated response by a number of organizations, both governmental and private, under the direction of the appropriate elected and senior municipal officials.

1.1 Aim

As per the EMCPA, the City of Windsor has formulated this Emergency Response Plan (ERP), which was adopted by Council as By-Law 98-2005.

The aim of the City of Windsor’s ERP is to make provision for the extraordinary arrangements and measures that may have to be taken to protect the health, safety, welfare, environment and economic health of the residents, businesses and visitors of the City of Windsor when faced with an emergency.

1.2 Legal Authorities

The legislation under which the City and its employees are authorized to respond to an emergency are:

- Emergency Management and Civil Protection Act, R.S.O. 1990, c. E.9
- Ontario Regulation 380/04
- By-Law 98-2005

1.3 Plan Maintenance

Windsor Fire & Rescue Services (WFRS) is responsible for maintaining the City’s ERP.

The ERP and related plans and protocols are reviewed annually by the City’s Emergency Management Program Committee (EMPC).

Additionally, plans are re-evaluated to ensure currency when any of the following occurs:

- Legislative and regulatory changes
- New hazards are identified or existing hazards change
- Resource or organizational structure change
- After exercises
- After emergency/disaster response
- Infrastructural, economic and/or political changes

Appendices and annexes do not form part of the ERP as they may be confidential and provide more detailed relevant information that may require frequent updating, be of technical nature, or contain sensitive or personal information that could pose a security threat or violate privacy legislation if released. A copy of all appendices and annexes are available at the City's Emergency Operations Centre (EOC) for use by the City's Community Control Group (CCG) and support/advisory staff.

1.3.1 Council Approval

Where significant portions of the City's ERP are revised, City Council is required to adopt the plan by by-law. Smaller revisions as well as revisions of appendices may be made by the EMPC or WFRS.

1.3.2 Plan Distribution

The most current version of the ERP is available on the City of Windsor website (www.citywindsor.ca).

Additionally, a copy of the ERP can be viewed at WFRS Headquarters.

As per the EMCPA, a copy of the ERP or any revisions will be submitted to Emergency Management Ontario (EMO).

1.4 Training and Exercises

Responding personnel are required to maintain competency with respect to their designated areas of responsibility and assigned tasks. Ongoing training and exercises with the aim of maintaining competency are standard practice. The City of Windsor maintains an exercise program in order to meet legislative requirements. As required by the EMCPA, the City's ERP will be tested in whole or in part at minimum annually.

1.5 Emergency Management Program Committee

The City will maintain an Emergency Management Program Committee (EMPC) as required by the EMCPA. The Chief Administrative Officer (CAO) may appoint members of the committee without council approval. The Terms of Reference for the EMPC and the membership can be found in Annex R.

2.0 Declaration / Termination of an Emergency

2.1 Action Prior to a Declaration

When an emergency exists or appears to be imminent, but has not yet been declared, City employees have a responsibility to take such actions under this ERP as may be necessary to help protect the lives and property of the inhabitants of the City of Windsor.

The EOC may be activated for any emergency for the purposes of managing an emergency, maintaining services to the community and supporting the emergency site.

2.2 Declaration of an Emergency

The Mayor or Acting Mayor, as Head of Council, is responsible for declaring an emergency. This decision is made in consultation with the Community Emergency Management Coordinator (CEMC) and the CCG and is guided by information and considerations contained within *Appendix 2*. Upon such declaration, the Mayor will notify the following parties:

- EMO
- City Council
- Public
- Neighbouring community officials (both Canadian and American)
- Local Members of Provincial Parliament
- Local Members of Parliament

2.3 Termination of an Emergency

A community emergency may be terminated at any time by the:

- Mayor or Acting Mayor; or
- City Council; or
- The Premier of Ontario.

When terminating an emergency, the Mayor or Acting Mayor will notify the following parties:

- EMO
- City Council
- Public
- Neighbouring community officials (both Canadian and American)
- Local Members of Provincial Parliament
- Local Members of Parliament

2.4 Requests for Assistance

Assistance from other municipalities may be requested through their respective Head of Council and/or their CEMC. The request shall not be deemed a request that the County or Municipality assume authority and control of the emergency.

The assistance of Federal and Provincial Ministries may be requested at any time without any loss of control or authority via EMO through the Provincial Emergency Operations Centre (PEOC) by the CEMC.

3.0 Emergency Notification Procedures

The executive authority for the management and mitigation of a potential or declared emergency lies with the CCG. Upon receipt of a warning of a real or potential emergency, the affected department will immediately contact the CEMC either directly or via the WFRS Emergency Communications Centre to inform the CEMC of the nature of the real or potential emergency.

The CEMC will consult with the Chief Administrative Officer (CAO) to determine what actions are required. If deemed necessary, the CEMC or designate will notify WFRS Emergency Communication Centre to start the notification procedure of all CCG members. Upon notification, it is the responsibility of the CCG members to implement their own internal notification procedures notifying their required support staff and volunteer organizations.

City of Windsor subordinate plans annexed to this ERP may be implemented at any time in whole or in part as required. The contact information of the CCG members and their alternates are contained within *Appendix 1*.

3.1 Notification Levels

Most emergencies are managed on scene by emergency services and other city departments and are considered routine operations. When emergencies of greater magnitude occur, they require an emergency management response structure beyond normal daily operations. The following response levels are to be used as a guide before, during and following emergencies. Each level signifies the variation of the impact to the community caused by the major incident or emergency.

Response Level	Actions	Criteria	Examples
Normal Operations	Normal response by operating departments and responders	Routine operations	Small car accident, isolated flooding, small power outage, house fire
Level 1: Enhanced monitoring level	CCG members are notified and on standby CCG members monitoring incident	Minor impact to citizens and environment Minor impact on resources	Apartment fire with displacements, contained hazmat, predicted significant weather event (flood, tornado, ice storm, etc.)
Level 2: Partial notification/activation of CCG/EOC	CCG responds to EOC PEOC may be notified	Significant impact to citizens, property and environment Significant media attention Significant demand on resources	Chemical spill, multiple fire locations, multiple suspects/active threat, boil water advisory, significant weather event (flood, tornado, ice storm, etc.)
Level 3: Full notification/activation of CCG/EOC	Municipal emergency declared by Mayor PEOC notified	Major impact to citizens, property and environment Major media and/or public interest Major demand on resources	Ice storm, tornado, large scale flood, chemical spill, commercial airliner crash, train derailment, large propane explosion, pipeline leakage, potable water emergency, epidemic, terrorism

3.2 EOC Operations

The EOC may function with only a limited number of persons depending on the emergency. Operations within the EOC may not require the entirety of the CCG, however all members of the CCG must be notified of the EOC activation. For information regarding the EOC facility including location, staffing, physical layout, equipment and resources, refer to the EOC Manual *Appendix 6*.

4.0 Incident Management System

The City of Windsor uses the Incident Management System (IMS), a standardized approach to emergency management that encompasses personnel, facilities, equipment, procedures and communications operating within a common organizational structure. The five major sections of the IMS (Management Team, Operations, Planning, Logistics, and Finance/Administration) can be expanded or contracted to meet requirements as an event progresses or digresses.

The primary responsibilities of each of these functions are:

EOC Management: Responsible for overall policy and coordination through the joint efforts of government agencies and private organizations. Management includes the EOC Incident Commander, Site Incident Commander, Community Control Group, Emergency Information Officer (EIO), Safety Officer and Liaison Officer.

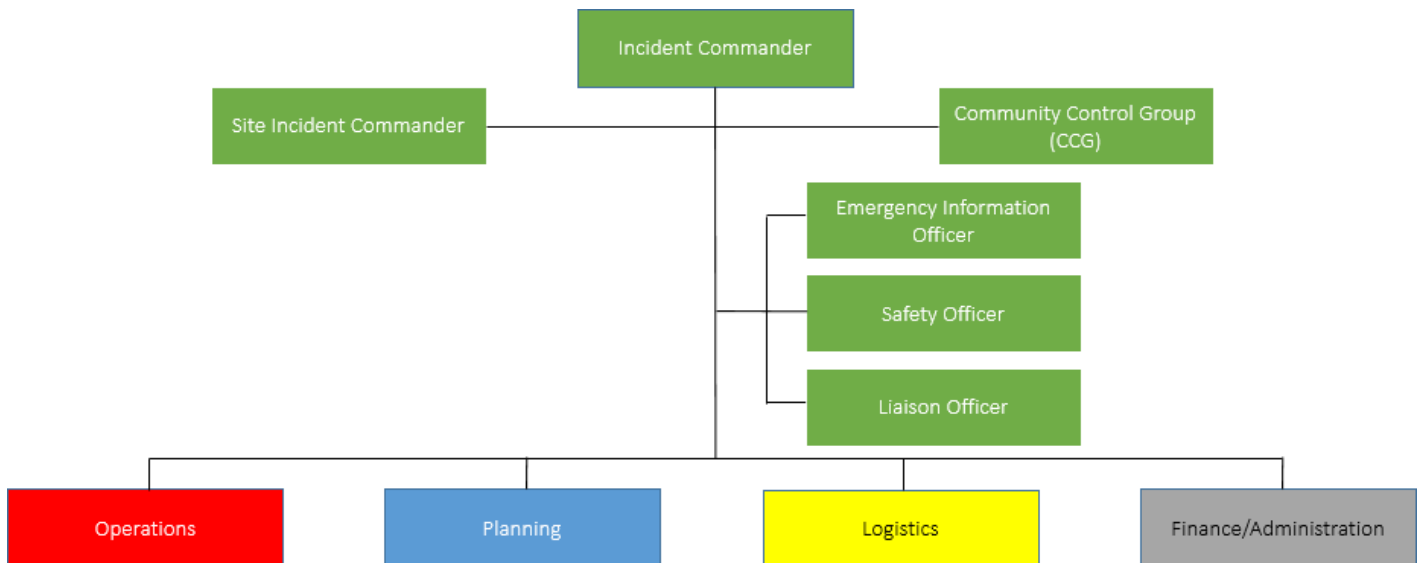
Operations: Responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the EOC Incident Action Plan (IAP).

Planning: Responsible for collecting, evaluating and disseminating information; developing the EOC’s IAP and Situation Report in conjunction with other functions; and maintaining EOC documentation.

Logistics: Responsible for ensuring the EOC is operational and providing facilities, services, personnel, equipment and materials to the site and EOC.

Finance/Administration: Responsible for financial activities and other administrative aspects.

4.1 IMS Organization Chart for the EOC



4.2 EOC Operations

Members of the CCG will gather at regular intervals during the emergency to inform each other of actions taken and problems encountered. The Incident Commander (IC) will establish the frequency of meetings and agenda items. Meetings will be kept as brief as possible and occur by electronic conferencing when appropriate thus allowing members to carry out their individual responsibilities. IMS forms track incident information and actions taken. IMS form can be found in *Appendix 3*.

4.2.1 Relationship between EOC IC and CCG

Depending on the nature of the emergency and once the EOC IC has been assigned, the CCG is to offer support to the EOC IC with equipment, staff and other resources as required.

The CCG will ensure that the rest of the community maintains municipal services.

4.3 Site Incident Command

During any incident, emergency responders (Fire, Police and EMS) will establish an Incident Commander at the site where the emergency exists. They will work together to protect the life, health, safety and property of both the public and emergency response personnel. Emergency site operations are typically organized under the IMS as a recognized command structure for the incident to make the most efficient use of personnel and equipment. Upon activation of the ERP, the emergency site operations will be supported by the EOC.

The site IC is responsible for taking overall responsibility for managing the incident, and providing the overall leadership for incident response. Having assumed command, the site IC should ensure that all response organizations that are likely to be involved are advised of the incident. Command must be established in an unmistakable fashion at the beginning of the incident and maintained until the end of the incident.

The Command Post is a mobile unit that can be provided to the site if deemed necessary and is the location from which the site IC oversees incident management and on-site operations. It is positioned outside of the present and potential hazard zone, but close enough to the incident to maintain command.

4.3.1 Relationship between Site IC and Command including control structures of emergency responders

The senior representative for each emergency response agency (Police, Fire, EMS, Operations / Public Works) at the site will consult with the site IC to offer a coordinated and unified effective response utilizing the IMS.

The Site IC will follow the appropriate protocols and processes under the IMS and communicate the IAP to the EOC IC or the CCG.

5.0 Community Control Group / EOC Support Staff

5.1 Community Control Group Members

The EOC will be directed by the CCG (equivalent to the Municipal Emergency Control Group) – a group of officials who are responsible for coordinating the provision of essential services necessary to minimize the effects of an emergency on the community.

The CCG consists of the following officials:

1. Mayor of the City of Windsor
2. Chief Administrative Officer (CAO)
3. Community Emergency Management Coordinator (CEMC) / Fire Chief
4. Chief of Police
5. Essex-Windsor Emergency Medical Services (EMS) Chief
6. Commissioner, Community Services
7. Commissioner, Finance & City Treasurer
8. Commissioner, Infrastructure Services
9. Commissioner, Human & Health Services
10. Commissioner, Economic Development
11. Commissioner, Corporate Services

5.1.2 Responsibilities of the CCG

All CCG members shall assist in the mitigation of the incident by fulfilling all required roles in the IMS and maintaining operational capabilities relative to all areas of responsibility and provide technical assistance to the EOC in their area of expertise.

All members shall:

- Immediately contact the CEMC via the WFRS Emergency Communications Centre to inform the CEMC of the nature of the real or potential emergency
- Be trained in IMS and fill a role under IMS structure as required
- Maintain operations capabilities relative to all areas of responsibility
- Ensure Business Continuity Plans (BCP) are implemented for their respective areas as required
- Ensure the appropriate IMS forms are completed in the respective areas, hand in all IMS forms and participate in a debriefing prior to leaving the EOC
- Maintain a personal log outlining decisions made and actions taken and submit a summary of the log to the CEMC within two weeks of the deactivation of the EOC
- Coordinate and direct their service and provide actions necessary for the mitigation of the effects of the emergency, provided they are not contrary to law
- Determine if the location and composition of the CCG are appropriate
- Advise the Mayor as to whether the declaration of an emergency is recommended
- Advise the Mayor on the need to designate all or part of the city as an emergency area

- Provide support to the emergency site(s) by providing equipment, staff and resources as required
- Ensure pertinent information regarding the emergency is promptly forwarded to the EIO and the Manager of the Customer Contact Centre for dissemination to the media and public
- Determine the need to establish advisory groups and or sub-committees / working groups for any aspect of the emergency including recovery
- Authorize expenditure of money required for dealing with the emergency as appropriate
- Notify the service, agency or group under their direction of the termination of the emergency
- Consider applications for Municipal Disaster Recovery Assistance (MDRA)

5.2 Individual Responsibilities of the CCG

Examples of responsibilities include but are not limited to:

5.2.1 Mayor of the City of Windsor

- Consult with the CAO, CEMC and *Appendix 2* regarding declaring and terminating an emergency
- Declare an emergency within the designated area if appropriate
- Declare the termination of an emergency (City Council or the Premier of Ontario also has this ability)
- Notify EMO, City Council, Public, neighbouring communities (both Canadian and American), Local Member of Provincial Parliament and Local Members of Parliament of the declaration and termination of an emergency
- Work in conjunction with the EIO to provide accurate and timely information to the media and public

5.2.2 Chief Administrative Officer

- Consult with the CEMC regarding the need to activate the EOC
- In consultation with the CEMC, activate the Emergency Notification System known as Windsor Alerts to start the notification procedure of the CCG
- Advise the Mayor on policies and procedures, as appropriate
- In conjunction with the Mayor and CCG, approve major announcements and media releases prepared by the EIO and the Manager of the Customer Contact Centre
- Approve emergency expenditures

5.2.3 CEMC / Fire Chief

- Consult with the CAO regarding the need to activate the EOC
- Activate the Emergency Notification System known as Windsor Alerts to start the notification procedure of the CCG
- Activate and arrange the EOC
- Ensure suitable back-up facilities are available and designated should the primary EOC not be available or suitable to be activated

- Provide members of the CCG with the necessary plans, resources, supplies, maps, radios and equipment
- Provide advice and clarification regarding the implementation of the ERP
- Liaise with community support agencies
- Ensure that the IMS is established and utilized
- Ensure that the operating cycle is met by the CCG and related IMS documentation is maintained and stored for future reference
- Address any action items that may result from the activation of the ERP and keep the CCG informed of implementation needs
- Provide the EOC with information and advice on firefighting, rescues and hazardous materials or other public safety matters
- Depending on the nature of the emergency, assign and maintain communication with the Site IC and utilize the Command Post when applicable
- Inform the Mutual Aid Fire Coordinator of the emergency situation and / or initiate mutual aid arrangements for the provision of additional firefighters and equipment
- Determine the need for specialized equipment and / or resources either locally, provincially or federally
- Provide assistance to other departments and agencies and contribute to non-firefighting operations where necessary

5.2.4 Chief of Police

- Ensure the protection of life, property and the provision of law and order
- Ensure that security is in place for the EOC
- Notify the necessary emergency and community services
- Depending on the nature of the emergency, assign and maintain communication with the site IC and utilize the Command Post when applicable
- In accordance with the EIO, alert persons endangered by the emergency and assist in coordinating reception / evacuation procedures
- Provide police service in the EOC, reception / evacuation centres, morgues and other facilities
- Notify the Coroner of fatalities
- Liaise with other community, provincial and federal police agencies

5.2.5 Essex-Windsor Emergency Medical Services (EMS) Chief

- Liaise with the Medical Officer of Health on areas of mutual concern
- Coordinate efforts with Salvation Army, Red Cross and / or any other partnered group that may assist in providing a service to meet their objectives
- Liaise with Homes for the Aged and Nursing Homes

5.2.6 Commissioner, Community Services

- Provide technical assistance in areas of expertise to the EOC such as Forestry, Municipal Facilities, etc.
- Coordinate in conjunction with the Commissioner, Human & Health Services for the use of City recreational centres/buildings for evacuation and visitor purposes

5.2.7 Commissioner, Finance & City Treasurer

- Provide purchasing advice to the CCG in alliance with the Purchasing By-law (*Appendix 4*)
- Liaise with the Treasurers / Directors of Finance from neighbouring communities
- Ensure that records of expenses are maintained for future claim purposes
- Ensure the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency

5.2.8 Commissioner, Infrastructure Services

- Provide technical assistance in areas of expertise to the EOC
- Assist with acquiring any mapping that may be used in the EOC

5.2.9 Commissioner, Human & Health Services

- Develop, maintain and implement the Human & Health Services Emergency Response Plan *Annex Q*
- Ensure the well-being of Windsor and Essex County residents who have been displaced from their homes by arranging for registration and the provision of basic needs such as emergency shelter, food and other personal needs as required
- Liaise with CEMCs in Windsor and Essex County to select sites which could serve as Reception Centres and/or Emergency Shelters – Refer to *Appendix 8 and 9*
- Manage the opening and operating of reception centre(s) and/or evacuation centre(s) and coordinate services with the Canadian Red Cross and other community partners as required
- Ensure the continuation of essential departmental services to the public during an emergency

5.2.10 Commissioner, Economic Development

- Provide oversight for the service areas reporting to them

5.2.11 Commissioner, Corporate Services

- Provide oversight for the service areas reporting to them
- Provide information, recommendations and clarity to the CCG regarding legal matters as they apply to the actions and decisions of the group during the response to an emergency
- Upon direction by the Mayor, the Commissioner will ensure that all Councilors are advised of the declaration and termination of an emergency

5.4 EOC Support Staff

The EOC Support Staff includes additional personnel that may be called to respond to the EOC including City of Windsor Departments, EMO, Ontario Provincial Police (OPP), local hospital representatives, Windsor Port Authority, ENWIN, liaison staff from provincial ministries and any other officials, experts or representatives from the public or private sector required.

6.0 Internal and External Communications

During an emergency, the City of Windsor is committed to providing accurate and timely information to staff, other levels of government, key stakeholders and community agencies, the general public and the media.

6.1 Emergency Information Officer

The Senior Manager of Communications & Customer Service or alternate for the City of Windsor will perform the role of Emergency Information Officer to co-ordinate the internal and external dissemination of information.

6.2 Internal Communications

During a significant event or declared emergency, City of Windsor employees may be directed to attend work, work from another location, or work from home depending on the situation. Employees are required to verify the expectation and keep informed on the status of the emergency through telephone and email messages.

6.3 External Communications

External communications utilize a variety of media including social media and the City's website.

6.3.1 Media Inquiries

All media requests for information concerning the emergency shall be referred to the EIO who will arrange all media opportunities with a designated spokesperson(s).

When other jurisdictions and agencies are involved in an event or situation, the EIO will ensure there is a joint coordination of media releases and press conferences.

6.3.2 Media Centre

The EIO is responsible for establishing a Media Centre where all media briefings and press conferences are to be coordinated.

7.0 Resource Management

It is important to identify the resources utilized to manage the emergencies identified in this plan and the most effective method of acquiring these resources in a timely manner.

7.1 Volunteer Management

Volunteers are generally coordinated through community partners such as Canadian Red Cross and St. John Ambulance.

7.2 Provincial Assistance

Head of Council, upon consultation with the CEMC and CCG may request assistance from the Province of Ontario at any time without any loss of control or authority. This request is made by contacting EMO through the PEOC.

When requested by the City, EMO may send a Field Officer to provide provincial liaison and advice on provincial matters.

7.2.1 Role of the Premier of Ontario

Under Section 7 of the Act, the Premier of Ontario may:

- Declare that an emergency exists throughout Ontario or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan and to protect property and the health, safety and welfare of the inhabitants of the emergency area and
- Exercise any power or perform any duty conferred upon a Minister of the Crown or a Crown employee by or under an Act of Legislature and
- Where a declaration is made and the emergency area or any part thereof is within the jurisdiction of a municipality, the Premier of Ontario may, where he or she considers it necessary, direct and control the administration, facilities and equipment of the municipality to ensure the provision of necessary services in the emergency area and without restricting the generality of the foregoing, the exercise by the municipality of its power and duties, in the emergency area, whether under an emergency plan or otherwise is subject to the direction and control of the Premier, and
- Require any municipality to provide such assistance as he or she considers necessary to an emergency area or any part thereof that is not within the jurisdiction of the municipality and may direct and control the provision of such assistance.

7.3 Federal Assistance

The Federal Government has developed the Federal Emergency Response Plan (FERP) to harmonize emergency response efforts by the Federal and Provincial / Territorial Governments, Non-Governmental Organizations and the private sector.

Requests for personnel or resources from the Federal Government are made to EMO through the PEOC.

8.0 Recovery and Post Incident Activities

8.1 Recovery

Recovery involves all actions taken to recover from the incident. Some recovery strategies are already initiated while the incident is occurring while other strategies are initiated as soon as the recovery phase is announced.

With the restoration of utilities, services and other infrastructure, the City begins to return to a state of normalcy. Other recovery activities include long-term debris management, inspection services, redevelopment and facility reconstruction.

8.2 Debriefing

A debriefing is a meeting of key officials from responding organizations to formally discuss issues of mutual interest pertaining to a major incident or emergency. It provides an opportunity for organizations and departments involved in emergency management post-disaster to review the lessons learned.

8.3 After Action Report

A formal After Action Report (AAR) will be completed after any major incident or emergency involving the operation of the EOC. It will include events of the incident, the operational impacts, concerns and issues, associated costs and recommendations and findings from the debriefings. This report will be utilized when evaluating deficiencies in the ERP and related plans and procedures. Changes will be made to all documents if necessary.

8.4 Compensation for Losses

The Municipal Disaster Recovery Assistance (MDRA) program is in place to help municipalities address extraordinary emergency response costs and damage to essential property or infrastructure such as bridges, roads and public buildings as a result of a natural disaster.

The Disaster Recovery Assistance for Ontarians (DRAO) program may assist individuals, small businesses, farmers, and not-for-profit organizations who have experienced damage to, or loss of, essential property as a result of a natural disaster.

9.0 Acronyms

AAR	After Action Report
BCP	Business Continuity Plan
CAO	Chief Administrative Officer
CCG	Community Control Group
CEMC	Community Emergency Management Coordinator
DRAO	Disaster Recovery Assistance for Ontarians
EIO	Emergency Information Officer
EMCPA	Emergency Management and Civil Protection Act
EMO	Emergency Management Ontario
EMPC	Emergency Management Program Committee
EMS	Emergency Medical Services
ERP	Emergency Response Plan
EOC	Emergency Operations Centre
FERP	Federal Emergency Response Plan
HIRA	Hazard Identification and Risk Assessment
IAP	Incident Action Plan
IC	Incident Commander
IMS	Incident Management System
MDRA	Municipal Disaster Recovery Assistance
OPP	Ontario Provincial Police
PEOC	Provincial Emergency Operations Centre
WFRS	Windsor Fire Rescue Services
WPS	Windsor Police Service

10.0 Appendices

Appendix	Name
Appendix 1	Emergency Response Contact List
Appendix 2	Checklist in Consideration of a Declaration of Emergency
Appendix 3	IMS Forms Package
Appendix 4	Purchasing By-Law 93-2012
Appendix 5	Emergency Management and Civil Protection Act
Appendix 6	EOC Manual
Appendix 7	Dispatch Emergency Notification Procedures
Appendix 8	Reception Centres/Emergency Shelters Map – Windsor
Appendix 9	Reception Centres/Emergency Shelters Map – Essex County

11.0 Annexes

Annex	Name
Annex A	Community Risk Profile
Annex B	HIRA
Annex C	Emergency Resource Handbook
Annex D	Evacuation Plan
Annex E	City of Windsor Flood Response Plan
Annex F	Essex County Mutual Aid Plan
Annex G	Spill & Complaint Response Procedure
Annex H	Winter Maintenance Manual
Annex I	Humane Society Disaster Manual
Annex J	Provincial Emergency Information Plan
Annex K	City of Windsor Nuclear Emergency Response Plan
Annex L	Amherstburg Nuclear Emergency Plan
Annex M	Provincial Nuclear Emergency Response Plan
Annex N	Heat Alert Response Plan
Annex O	Critical Infrastructure List
Annex P	Aiding Vulnerable Populations in Emergencies
Annex Q	Human & Health Services Emergency Response Plan
Annex R	Emergency Management Program Committee Terms of Reference & Committee Membership List

12.0 Glossary

Command Post: The physical location of the tactical level, on scene incident command and management organization.

Critical Infrastructure: Critical infrastructure is the 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 the organization.

Community Control Group: That group of key individuals directing those services necessary for mitigating the effects of the emergency.

Disaster: A term which is used by the provincial and federal government to describe a major emergency which is governed by those levels of government.

Disaster Recovery Assistance for Ontarians (DRAO): A provincial financial assistance program intended to alleviate the hardship suffered by individuals, farmers, small business enterprises and non-profit organizations, whose essential property has been damaged in a sudden and unexpected natural emergency, such as a severe windstorm, tornado, flood, forest fire or ice storm.

Emergency: “Emergency” means a situation or an 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 Area: The area in which the emergency exists.

Emergency Management Program: A program that is based on a hazard identification and risk assessment process and leads to a comprehensive program that includes the four core components of mitigation/prevention, preparedness, response and recovery. The program will consist of a risk analysis, a current emergency response plan based on that analysis, the operation of an Emergency Management Program Committee, an Emergency Operations Centre, a formalized training and exercise program, a Community Emergency Information Plan, a Community Public Awareness Program, and will be reviewed annually.

Emergency Information Officer (EIO): The Manager of Corporate Communications or alternate for the City of Windsor will perform the role of Emergency Information Officer to co-ordinate the internal and external dissemination of information.

Emergency Management Program Committee: Mandatory committee, which advises council on the development and implementation of the City’s emergency management program, and conducts an annual review of the City’s emergency management program with recommendations to Council for its revision, if necessary.

Emergency Operations Centre: A designated facility established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to the emergency.

Emergency Social Services (ESS): The provision of food, clothing, shelter, registration and inquiry, and personal services during and following an emergency in order to meet essential human needs .ESS also provides temporary rehabilitation assistance until regular pre-emergency social services resume operations, or until other plans and programs come into effect.

Evacuation: Organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.

First Responders: Emergency response personnel who are normally the first to respond to any emergency. They include e.g. the Fire Department, Police Services and Paramedic Services.

Hazard Identification Risk Assessment (HIRA): Identification of hazards or risks to public safety, public health, the environment, property, critical infrastructure and economic stability from natural, human-caused and technological sources/activities and evaluation of the importance of the activity to the continued operation of the community. The vulnerability of the community to each activity should also be evaluated.

Incident Commander: The person at the incident site from the lead agency who coordinates and manages the response to the emergency.

Incident Management System (IMS): A standardized system that defines the basic command structure, and roles and responsibilities required for the effective management of an emergency incident or situation.

Inner Perimeter: A restricted area in the immediate vicinity of the emergency scene as established by an Officer-In-Charge/ Incident Commander from a responding emergency service. Access to the inner perimeter is restricted to those essential emergency personnel actively involved in the occurrence.

Operational Period: The period of time scheduled for execution of a given set of operational actions as specified in the action plan. Operational periods can be of various lengths, although usually not over 24 hours.

Outer Perimeter: The geographic area surrounding the inner perimeter. This area will serve as a co-ordination and assembly point for essential emergency personnel. Access to the outer perimeter is restricted to essential emergency personnel as determined by the Incident Commander.

Provincial Emergency Operations Centre (PEOC): The designated facility established to manage the response to and recovery from the emergency or disaster for the province of Ontario.

Reception/Evacuation Centre: A reception/evacuation centre is the site where emergency services (food, clothing, referral to shelter, referral to social services, registration and inquiry) are offered to persons displaced by an emergency.

Recovery: The recovery phase begins immediately following an emergency, with efforts to restore minimum services and continues with long-term efforts to return the community to normal. Immediate recovery activities include assessing damage, clearing debris, providing shelter and restoring food supplies and utilities. Long-term recovery activities include rebuilding and redeveloping the community and implementing mitigation programs.

Resource Management: Those actions taken by an organization to: identify sources and obtain resources needed to support emergency response activities; coordinate the supply, allocation, distribution, and delivery of resources so they arrive where and when they are most needed; and maintain accountability for the resources used.

Response: In emergency management applications, activities designed to address the immediate and short-term effects of the emergency.