



***THE CORPORATION  
OF THE  
MUNICIPALITY  
OF  
HIGHLANDS EAST***

**COMMUNITY  
EMERGENCY  
RESPONSE PLAN**

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## **PART A: INTRODUCTION**

***Emergencies are defined as situations or impending situations abnormally affecting the lives and property of our society, which by their nature and magnitude, require a controlled and coordinated response by a number of agencies, both government and private, under the routine operations carried out by an agency or agencies e.g.: firefighting, police activities, normal hospital routines, etc. These situations can be caused by, but are not limited to, forces of nature, accidents, or an intentional act which affects public safety, meaning the health, welfare and property, as well as the environment and economic health of the Municipality of Highlands East.***

The Municipality of Highlands East has a permanent population of approximately 3300 and a seasonal population of 8500, for a total of approximately 11,800. The municipality is situated in the South-East corner of Haliburton County. The Municipality's main administrative office is located in Wilberforce on 2249 Loop Road. This is approximately 35 km. from Haliburton and 35 km. from Bancroft. Other population centres in the Municipality are Cardiff, Highland Grove, Dyno Estates, Bicroft Heights, Essonville, Gooderham, and Tory Hill which are found on Highway 118, County Road 503 and Essonville Line and County Road 4.

The Municipality of Highlands East Emergency Management Committee developed this Emergency Response Plan. Every official, municipal department and agency must be prepared to carry out assigned responsibilities in an emergency. The response plan has been prepared to provide key officials, agencies and departments of the Municipality of Highlands East important emergency response information related to:

- Arrangements, services and equipment; and
- Roles and responsibilities during an emergency.

In addition, it is important that residents, businesses and interested visitors be aware of its provisions. Copies of the Municipality of Highlands East Emergency Response Plan may be viewed at the main Municipal Office and Sub Offices.

Annexes' are not included in this document and are subject of the Freedom of Information and Privacy Act.

## **PART B: AIM**

The purpose of this plan 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 Municipality of Highlands East when faced with an emergency.

It enables a centralized controlled and coordinated response to emergencies in the Municipality of Highlands East and meets the legislated requirements of the *Emergency Management and Civil Protection Act*.

For further details, please contact the Community Emergency Management Coordinator (CEMC).

## **PART C: AUTHORITY**

The *Emergency Management and Civil Protection Act* is the legal authority for this Emergency Response Plan in Ontario.

The *EMA* states that:

"Every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan." [Section 3 (1)]

"The head of council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area." [Section 4 (1)]

As enabled by the *Emergency Management and Civil Protection Act*, this Emergency Response Plan and its elements have been:

- Issued under the authority of Municipality of Highlands East By-law No. 31-2003; and
- Filed with Emergency Management Ontario, Ministry of Public Safety and Security.

### ***a) Definition of an Emergency***

The *Emergency Management and Civil Protection Act* defines an emergency as:

"An emergency means a situation or an impending situation caused by the forces of nature, an accident, an intentional act or otherwise that constitutes a danger of major proportions to life or property."

The Emergency Operations Centre (EOC) can be activated for an emergency for the purposes of managing an emergency, by maintaining services to the community and supporting the emergency site.

***b) Action Prior to Declaration***

When an emergency exists but has not yet been declared to exist, community employees may take such action(s) under this Emergency Response Plan as may be required to protect property and the health, safety and welfare of the Municipality of Highlands East.

**PART D: EMERGENCY NOTIFICATION PROCEDURES**

A potential emergency will usually be reported or discovered by either police or fire services who would be among the first called to the scene of an actual or potential emergency. A senior member of the police, who will be in control of the emergency scene, or a senior member of any of the emergency services, can make the decision to notify the Reeve of the present or potential emergency situation. If the Reeve or alternate is unavailable, any other member of the MCG will be notified, in accordance with procedures in Annex A.

The member so notified may request that the MCG be assembled or placed on standby alert to monitor developments. The MCG members will assemble at the EOC located at the Municipal office located in Wilberforce. Only the Head of Council or alternate may declare an emergency to exist and order implementation of this plan.

***a) Requests for Assistance***

Assistance may be requested from the county or neighbouring municipalities at any time by contacting the County Warden or Reeve(s). The request shall not be deemed to be a request that the county or neighbouring municipalities assumes authority and control of the emergency.

Assistance may also be requested from the Province of Ontario at any time without any loss of control or authority. A request for assistance should be made by contacting Emergency Management Ontario.

The Emergency notification contact list, including contact numbers for requesting assistance, is attached as **Annex A**.

***b) A Declared Community Emergency***

The Reeve or Alternate of the Municipality of Highlands East, as the Head of Council, is responsible for declaring an emergency. This decision is usually made in consultation with other members of the MCG.

Upon declaring an emergency, the Reeve will notify:

- Emergency Management Ontario, Ministry of Public Safety and Security;
- Members of Council;
- County Warden (as appropriate);
- Public;
- Neighbouring community officials (as required);
- Local Member of the Provincial Parliament (MPP) (as required); and
- Local Member of Parliament (MP) (as required).

A community emergency may be terminated at any time by:

- Reeve or Alternate; or

- Member of Council; or
- Premier of Ontario

When terminating an emergency, the Reeve or Alternate will notify:

- Emergency Management Ontario, Ministry of Public Safety and Security;
- Members of Council;
- County Warden (as appropriate);
- Public;
- Neighbouring community officials (as required);
- Local Member of the Provincial Parliament (MPP) (as required); and
- Local Member of Parliament (MP) (as required).

## **PART E: EMERGENCY MUNICIPAL CONTROL GROUP**

### ***a) Emergency Operations Centre (EOC)***

The MCG will report to the Emergency Operations Centre located in the Council Chambers, at the Municipal office located in Wilberforce. In the event this operation centre cannot be used, then the alternate location will be the Community Centre in Gooderham or the Cardiff Community Centre, whichever location is appropriate.

### ***b) Municipal Control Group (MCG)***

All emergency operations will be directed and controlled by a group of officials responsible for providing the essential services needed to minimize the effects of the emergency on the Municipality. This group shall be known as the *Municipal Control Group (MCG)* and shall be made up as follows:

- Reeve of the Municipality of Highlands East or alternate;
- Chief Administrative Officer or alternate;
- Community Emergency Management Coordinator or alternate;
- OPP Detachment Commander or alternate;
- Fire Chief or alternate;
- Medical Officer of Health or alternate;
- Water & Sewer Department representative or alternate;
- Property Department or alternate;
- Roads Superintendent or alternate; and
- Emergency Medical Services (EMS) or alternate;

Support staff may be added to this group as the need arises. Circumstances may require the addition of any of the following (it is imperative that this Control Group be kept as small as possible in order for it to function effectively):

- All members of council;
- Municipal staff;
- Legal Services representative;
- Haliburton, Kawartha, Pine Ridge District Health Unit representative;
- Hydro One representative;
- Emergency Management Ontario representative;
- Ministry of Transportation representative;
- Board of Education representative;
- Ministry of Natural Resources representative;
- Liaison staff from provincial ministries;
- Community & Social Services Representative or alternate; and
- Any other officials, experts or representatives from the public or private sector as deemed necessary by the MCG.

The MCG may function with only a limited number of persons depending upon the emergency. While the MCG may not require the presence of all the people listed as members of the Control Group, all members of the MCG must be notified.

**c) *Operating Cycle***

Members of the MCG will gather at regular intervals to inform each other of actions taken and problems encountered. The Chief Administrative Officer (CAO) will establish the frequency of meetings and agenda items. Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities. The CAO's Assistant will maintain status board and maps, which will be prominently displayed and kept up to date.

**d) *Municipal Control Group Responsibilities***

The members of the Municipal Control Group (MCG) are to be responsible for the following actions or decisions:

- Calling out and mobilizing their emergency service, agency and equipment (see Annex A);
- Coordinating and directing their service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
- Determining if the location and composition of the MCG are appropriate;
- Advising the Reeve as to whether the declaration of an emergency is recommended;
- Advising the Reeve of the need to designate all or part of the Municipality as an emergency area;
- Authorizing the evacuation of buildings within the "emergency area" which are themselves considered dangerous or in which the occupants are considered to be in danger from some other source;
- Authorizing the dispersal of groups of people not directly connected with the operations who by their presence are considered to be in danger, or whose presence hinders in any way the efficient functioning of the operation;
- Discontinuing services without reference to any other consumer in the Municipality where, on the advice of the MCG, continuation of such a service constitutes a public hazard within the "emergency area". Arrangements for the accommodation and maintenance, on a temporary basis, of any residents who are in need of assistance due to displacement as a result of the emergency;
- Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger;
- Discontinuing utilities or services provided by public or private concerns, i.e. hydro, water, gas, closing stores or businesses;
- Arranging for services and equipment from local agencies not under community control, i.e. private contractors, industry, volunteer agencies, service clubs;
- Notifying, requesting assistance from and/or liaison with various levels of government and any public or private agencies not under community control, as considered necessary;
- Determining if additional volunteers are required and if appeals for volunteers are warranted;
- Determining if additional transport is required for the evacuation or transport of persons and/or supplies;

- Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Coordinator and Citizen Inquiry Supervisor, for dissemination to the media and public;
- Determining the need to establish advisory groups and/or sub-committees/working groups for any aspect of the emergency including recovery;
- Authorizing expenditure of money required in dealing with the emergency;
- Notifying the service, agency or group under their direction, of the termination of the emergency;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the Chief Administrative Officer within one week of the termination of the emergency, as required; and
- Participating in the debriefing following the emergency.

## **PART F: EMERGENCY RESPONSE SYSTEM**

### **a) *The Individual Responsibilities of the Municipal Control Group (MCG)***

#### **1. Reeve or alternate**

The Reeve or alternate is responsible for:

- Providing overall leadership in responding to an emergency;
- Declaring an emergency within the designated area;
- Declaring that the emergency has terminated (Note: Council may also terminate the emergency);
- Notifying Emergency Management Ontario, Ministry of Public Safety and Security of the declaration of the emergency and the termination of the emergency; and
- Ensuring the members of Council are advised of the declaration and termination of an emergency and are kept informed of the emergency situation.
- Maintain a personal log of all actions taken.

#### **2. Chief Administrative Officer or alternate**

The Chief Administrative Officer or alternate is responsible for:

- Activating the emergency notification system;
- Chairing of the CCG;
- Ensuring liaison with the OPP Detachment Commander regarding security arrangements for the EOC;
- As the Operations Officer, coordinating all operations within the EOC, including the scheduling of regular meetings;
- Advising the Reeve on policies and procedures, as appropriate;
- Providing information and advice on financial matters as they relate to the emergency;
- Approving, in conjunction with the Reeve, major announcements and media releases in consultation with the MCG; and
- Calling out additional Municipal staff to provide assistance as required (see Annex B).
- Maintain a personal log of all actions taken.

#### **3. OPP**

The OPP is responsible for:

- Establishing an ongoing communications link with the senior police official at the scene of the emergency;
- Establishing the inner perimeter within the emergency area;
- Establishing the outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and to restrict access to all but essential emergency personnel;
- Providing traffic control staff to facilitate the movement of emergency vehicles;
- Alerting persons endangered by the emergency and coordinating evacuation procedures;
- Advising the coroner in the event of fatalities;
- Ensuring the protection of life and property and the provision of law and order; and
- Ensuring liaison with other community, provincial and federal police agencies, as required.
- Maintain a personal log of all actions taken.

4. Fire Chief (see Annex D)

The Fire Chief is responsible for:

- Providing the MCG with information and advice on firefighting and rescue matters;
- Establishing an ongoing communications link with the senior fire official at the scene of the emergency;
- Conducting all operations connected with the fighting of fires;
- Informing the Mutual Aid Fire Coordinators and/or initiating mutual aid arrangements for the provision of additional firefighters and equipment, if needed;
- Determining if additional or special equipment is needed and recommending possible sources of supply, e.g. breathing apparatus, protective clothing; and
- Providing assistance to other community departments and agencies and being prepared to take charge of or contribute to non-firefighting operations if necessary, e.g. rescue, first aid, casualty collection, evacuation.
- Maintain a personal log of all actions taken.

5. Roads Department (see Annex E)

The Roads Department representative is responsible for:

- Providing the MCG with information and advice on engineering and public works matters;
- Ensuring liaison with the public works representative from the neighbouring community(s) to ensure a coordinated response;
- Ensuring provision of engineering assistance;
- Ensuring construction, maintenance, clearing and control of municipal roadways;
- Arranging for the demolition of unsafe buildings and excavation operations where required;
- Carrying out all snow clearing and removal operations; and
- Providing public works vehicles and equipment as required by any other emergency services.
- Maintain a personal log of all actions taken.

6. Water & Sewer Department (see Annex E)

The Environmental & Property Supervisor is responsible for:

- Ensuring the maintenance of sanitary sewage and water systems;
- Ensuring liaison with the Fire Chief concerning emergency water supplies for firefighting purposes; and
- Providing emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health.
- Maintain a personal log of all actions taken.

7. Property Department (see Annex E)

The Property Supervisor is responsible for:

- Ensuring the maintenance of all municipal building, open Emergency Evacuation Centres
- Providing supplies to EOC, Evacuation Centre, municipal building(s)
- Maintain a personal log of all actions taken

## 8. Medical Officer of Health

The Medical Officer of Health is responsible for:

- Acting as a coordinating link for all emergency health services at the MCG;
- Ensuring liaison with the Ontario Ministry of Health and Long Term Care, Public Health Branch;
- Establishing an ongoing communications link with the senior health official at the scene of the emergency;
- Ensuring liaison with the ambulance service representatives;
- Providing advice on any matters which may adversely affect public health;
- Providing authoritative instructions on health and safety matters to the public;
- Coordinating the response to disease-related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health and Long Term Care policies;
- Ensuring the coordination of care of bed-ridden citizens and invalids at home and in evacuee centres during an emergency;
- Ensuring liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources;
- Ensuring the coordination of all efforts to prevent and control the spread of disease during an emergency;
- Notifying the Water & Sewer representative regarding the need for potable water supplies and sanitation facilities; and
- Ensuring liaison with the Community & Social Services Representative on areas of mutual concern regarding health services in evacuee centres.
- Maintain a personal log of all actions taken.

## 9. Community & Social Services Representative (see Annex G)

The Community & Social Services Representative is responsible for:

- Ensuring the well-being of residents who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration, inquiries and personal services;
- Supervising the opening and operation of temporary and/or long-term evacuee centres, and ensuring they are adequately staffed;
- Liaising with the Medical Officer of Health on areas of mutual concern regarding operations in evacuee centres;
- Ensuring liaison with community support agencies (e.g. St. John Ambulance, Canadian Red Cross);
- Ensuring that a representative of the Board of Education is notified when school facilities are required as evacuee reception centres, and that staff and volunteers utilizing the school facilities take direction from the Board representative(s) with respect to their maintenance, use and operation;
- Providing welfare assistance to any person in need of food, accommodation and clothing due to an emergency situation when authorized by the Reeve or his alternate;
- Arranging for the opening, operation, direction and supervision of sufficient welfare centres required to provide the immediate emergency welfare services needed; and

- Arranging for assistance from voluntary agencies within the community to carry out welfare functions, e.g. church groups, service clubs, etc.
- Maintain a personal log of all actions taken.

10. Emergency Medical Services (EMS) Representative

The Emergency Medical Services Representative is responsible for:

- Ensuring emergency medical services at the emergency site;
- Establishing an ongoing communications link with the senior EMS official at the scene of the emergency;
- Obtaining EMS from other municipalities for support, if required;
- Ensuring triage at the site;
- Advising the MCG if other means of transportation is required for large scale response;
- **Ensuring balanced emergency coverage is available at all times throughout the community;**
- Ensuring liaison with the receiving hospitals; and
- Ensuring liaison with the Medical Officer of Health, as required.
- Maintain a personal log of all actions taken.

11. Community Emergency Management Coordinator

The Community Emergency Management Coordinator (CEMC) is responsible for:

- Activating and arranging the Emergency Operations Centre;
- Ensuring that security is in place for the EOC and registration of MCG members;
- Ensuring that all members of the MCG have necessary plans, resources, supplies, maps and equipment;
- Providing advice and clarification about the implementation details of the Emergency Response Plan;
- Ensuring that the operating cycle is met by the MCG and related documentation is maintained and kept for future reference;
- Addressing any action items that may result from the activation of the Emergency Response Plan and keeping the MCG informed of implementation needs; and
- Maintaining records and logs for the purpose of debriefings and post-emergency reporting that will be prepared.
- Maintain a personal log of all actions taken.

12. Transport Service (see Annex F)

The responsibilities of Transport service in an emergency are that of the Municipal Law Enforcement Officers. Transport Service is responsible for:

- Arranging for the marshalling of vehicles on a voluntary and request basis at a convenient assembly area;
- Arranging the reception of the cavalcade at a neighbouring community or communities, as required, giving time of expected arrival and number of evacuees; and
- Arranging for the reception of the evacuees by calling the coordinator of Community & Social Services.
- Maintain a personal log of all actions taken.

***b) Support and Advisory Staff***

The following staff may be required to provide support, logistics and advice to the MCG:

1. CAO's Administrative Assistant(s)

The CAO's Administrative Assistant(s) is responsible for:

- Assisting the Chief Administrative Officer, as required;
- Ensuring all important decisions made and actions taken by the MCG are recorded;
- Ensuring that maps and status boards are kept up to date;
- Providing a process for registering MCG members and maintaining a MCG member list;
- Notifying the required support and advisory staff of the emergency and the location of the Emergency Operations Centre;
- Initiating the opening, operation and staffing of the switchboard at the community offices, as the situation dictates, and ensuring operators are informed of MCG members' telephone numbers in the EOC;
- Arranging for the printing of material, as required;
- Coordinating the provision of clerical staff to assist in the EOC, as required;
- Upon direction by the Reeve, ensuring that all Council members are advised of the declaration and termination of declaration of the emergency;
- Upon direction by the Reeve, arranging special meetings of Council, as required and advising members of Council of the time, date and location of the meetings; and
- Will be the Citizen Inquiry Supervisor.
- Maintain a personal log of all actions taken.

2. Deputy Treasurer

The Deputy Treasurer is responsible for:

- Ensuring liaison, if necessary, with the Treasurers/Directors of Finance of neighbouring communities;
- Ensuring that records of expenses are maintained for future claim purposes; and
- Ensuring the prompt payment and settlement of all legitimate invoices and claims incurred during an emergency.
- Maintain a personal log of all actions taken.

3. Telecommunications Coordinator (Amateur Radio)

The Telecommunications Coordinator reports to the Emergency Management Coordinator and is responsible for:

- Activating the emergency notification system of the local amateur radio operators group;
- Maintaining an inventory of community and private sector communications equipment and facilities within the community which could, in an emergency, be used to augment existing communication systems; and
- Making arrangements to acquire additional communication resources during an emergency (see Annex C).

#### 4. Hydro One Representative

The Hydro One representative is responsible for:

- Monitoring the status of power outages and customers without service;
- Providing updates on power outages, as required;
- Ensuring liaison with the public works representative; and
- Possibly providing assistance with accessing generators for essential services or other temporary power measures.

#### 5. Other Agencies

In an emergency, many agencies may be required to work with the MCG. Two such agencies are detailed below. Others might include Emergency Management Ontario, the Office of the Fire Marshall, industry, volunteer groups, conservation authorities and provincial ministries.

#### 6. Board of Education

The Board of Education is responsible for:

- Providing any school (as appropriate and available) for use as an evacuation or reception centre and a representative(s) to coordinate the maintenance, use and operation of the facilities being utilized as evacuation or reception centres; and
- Ensuring liaison with the municipality as to protective actions to the schools (i.e. implementing school stay in place procedure and implementing the school evacuation procedure).

Contact: Trillium Lakelands District School Board Administrative Office, Bracebridge  
1-888-719-9030.

#### 7. Hospital Administrator

The Hospital Administrator is responsible for:

- Implementing the hospital emergency plan;
- Ensuring liaison with the Medical Officer of Health and local ambulance representatives with respect to hospital and medical matters, as required;
- Evaluating requests for the provision of medical site teams/medical triage teams; and
- Ensuring liaison with the Ministry of Health and Long Term Care, as appropriate.

#### c) ***Relationship between ESM and command and control structures of emergency responders.***

The senior representative for each emergency responder (police, fire, EMS, public works) at the site will consult together, so as to offer a coordinated and effective response. Regular briefings will be held at the site so as to establish the manner and process by which response to the emergency will be provided, reporting all information and requests to the MCG.

## **PART G: EMERGENCY TELECOMMUNICATIONS PLAN**

Upon implementation of the Emergency Response Plan, it will be important to ensure that communications are established between the emergency site(s) and the EOC. Also, communications may be required at various locations including evacuation centres, hospitals and other key responding agencies.

The Emergency Telecommunications Coordinator for the Municipality of Highlands East is a pre-designated Amateur Radio Operator. The Emergency Telecommunications Coordinator is part of the initial Emergency Notification Procedure who in turn will call upon his/her contacts for further communications support, as required.

## **PART H: EMERGENCY INFORMATION PLAN**

Upon implementation of this Emergency Response Plan, it will be important to coordinate the release of accurate information to the news media, issue authoritative instructions to the public and respond to or redirect individual requests for, or reports on, information concerning any aspect of the emergency.

In order to fulfill these functions during an emergency, the following positions will be established:

- Community Spokesperson
- Citizen Inquiry Supervisor

The local Emergency Information Centre (EIC) will be located in the **Lloyd Watson Centre, Wilberforce**. In the event that this centre cannot be used, a secondary location will be determined during the event. Depending on the nature of the emergency, it may be necessary to establish a media information area adjacent to the emergency site, as decided by the MCG. This area, if established, will be staffed as determined by the Community Spokesperson. **The Citizen Inquiry Section is located in the Lloyd Watson Centre under the supervision of the Citizen Inquiry Supervisor.**

### 1. Community Spokesperson

The Community Spokesperson will be the **Reeve** and is responsible for:

- Giving interviews on behalf of the Council of the Municipality of Highlands East;
- Coordinating media photograph sessions at the scene when necessary and appropriate; and
- Coordinating on-scene interviews between the emergency services personnel and the media.

### 2. Citizen Inquiry Supervisor

The Citizen Inquiry Supervisor is responsible for:

- Establishing a Citizen Inquiry Service, including the appointment of personnel and designation of telephone lines;
- Informing the affected emergency services, the MCG and the Municipal switchboards of the establishment of the Citizen Inquiry Service and designated telephone numbers;
- Responding to and redirecting inquiries and reports from the public based upon information received (such information may be related to school closings, access routes or the location of evacuee centres);

- Responding to and redirecting inquiries pertaining to the investigation of the emergency, deaths, injuries or matters of personnel involved with or affected by the emergency to the appropriate emergency service;
- Responding to and redirecting inquiries pertaining to persons who may be located in evacuation and reception centres to the registration and inquiry telephone number(s); and
- Procuring staff to assist, as required.