

THIS IS SCHEDULE "A" TO BY-LAW NO. 108-2020

# **EMERGENCY MANAGEMENT PLAN**

## **THE CORPORATION OF THE TOWN OF CARLETON PLACE**



November 2020

## **MAYOR'S ADDRESS**

On behalf of the members of Council, it is my pleasure to authorize the use of this Emergency Management Plan. This Plan has been formulated to assign responsibilities and to guide the immediate actions of key municipal officials after the onset of an emergency declared by the Office of the Mayor.

This Plan is essential for the protection of the life and property in the event of a natural and/or man-made disaster within our municipality. In order for this Plan to be effective, it is essential that all concerned be made aware of its provisions and that every municipal department be ready to carry out their assigned functions and responsibilities.

The Carleton Place Emergency Management Committee of Council is encouraged to keep this Plan current and to conduct regular exercises to test and, where applicable, to improve the Plan.

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Date

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Doug Black, Mayor

## Emergency Quick Reference Guide

- Upon the arrival of three or more members, the Municipal Emergency Control Group (MECG) may initiate its function.
- Ensure that all Community departments have been notified and either activated or placed on standby. Each MECG member is responsible for their own department.
- The Mayor must inform the Province of Ontario that the Town of Carleton Place has declared an emergency, and specify the nature of the emergency situation. The provision of a return contact number is required for communication purposes. The call is made to the Office of the Fire Marshal and Emergency Management.

The number to use for this purpose is **(416) 314-0472**.

- Turn to individual responsibilities within the plan. Provide input and assistance as required.
- Each member of the MECG will report and respond to immediate needs in accordance with the Operations Cycle format.

# TABLE OF CONTENTS

Page

## Part 1 - Administration

Mayor's Address .....	2
Quick Reference Guide .....	3
Table of Contents .....	4
Introduction.....	6
Aim .....	7
Authority .....	8
Plan Maintenance.....	9
Distribution List.....	10
Amendments .....	11

## Part 2 - Emergency Operations

2.0	Municipal Emergency Control Group .....	12
2.1	Emergency Operation Centre Procedures .....	13
2.2	Operations Cycle .....	14
2.3	Municipal Emergency Control Group (MECG) .....	15
2.4	Mayor.....	17
2.5	CAO (Operations Officer).....	18
2.6	CEMC .....	19
2.7	Ontario Provincial Police .....	20
2.8	Fire Chief .....	21
2.9	EMS/Ambulance .....	22
2.10	Public Works .....	23
2.11	Medical Officer of Health.....	24
2.12	Director of Social Services.....	25
2.13	Public Information Officer.....	26
2.14	Health and Safety Advisor.....	27
2.15	Purchasing Officer.....	28

## Part 3 - Emergency Support

3.0	Canadian Red Cross.....	29
3.1	Clergy .....	30
3.2	Boards of Education .....	31
3.3	Legal Advisor .....	32
3.4	CERV.....	33

## Appendices

Appendix A	- Emergency Notification System - MCEG - Members of Council - Outside Emergency Assistance
Appendix B	- Vital Services Directory
Appendix C	- Local Resources Directory
Appendix D	- Emergency Management Act
Appendix E	- Local By-law
Appendix F	- HIRA
Appendix G	- Critical Infrastructure
Appendix H	- EOC Log's & Message Forms
Appendix I	- Emergency Declaration Checklist
Appendix J	- Declaration of Emergency Form - Termination of Emergency Form
Appendix K	- Guide to Emergency Media Relations
Appendix L	- EOC Layout & Set-up Guide
Appendix M	- Evacuation Plan
Appendix N	- Shelter Plan
Appendix O	- CERV Program
Appendix P	- Glossary of Terms

## **Introduction**

The Emergency Plan for the Town of Carleton Place has been developed to reflect the public safety requirements of our community. The effective use and maintenance of this plan is reliant upon all concerned being aware of its provisions and prepared to fulfill their roles and responsibilities in the event of an emergency. Responsible individuals are expected to participate in emergency training and exercises which will assist them in the fulfillment of their roles accordingly.

The heads of departments and agencies are expected to develop their own internal notification lists, procedures and contingency plans to fulfill their departmental or agency responsibilities.

Together we work to ensure that our community is prepared to respond to an emergency in the most effective manner possible.

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Date

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Pascal Meunier, C.E.M.C.

## **Aim**

The Aim of this plan is to protect the health, safety, welfare and property of our citizens from the effects of a natural, technological or human caused emergency.

## **Authority**

This Plan has been developed and will be implemented in accordance with the Emergency Management and Civil Protection Act, detailed in Appendix “D”, which is the Provincial statute under which all emergency management activities are conducted in the Province of Ontario.

The By-law adopting this Plan is attached hereto as Appendix “E”.



## **Plan Maintenance**

This Plan was originally written in 2004 and it is essential that it be kept current and viable by adherence to a maintenance schedule. Responsibility for the plan being kept up to date rests with the Community Emergency Management Coordinator who may delegate tasks accordingly.

The emergency telephone numbers will be reviewed on an annual basis.

The notification system will be tested annually.

The plan will be exercised once every year as a minimum requirement.

The Control Group and Support Staff shall receive training and participate in exercises once every year as a minimum requirement.

The Vital Services and/or Local Services Directory should be updated annually.

The Community Emergency Management Coordinator will determine the schedule under which the maintenance activities will be performed.

## Distribution List

Mayor	-	1
Council	-	6
CAO	-	1
CEMC	-	1 *
OPP	-	1
Fire Chief	-	1
EMS/Ambulance	-	1
Public Works Supervisor	-	1
Medical Officer of Health	-	1
Director of Social Services	-	1
Office of the Fire Marshal and Emergency Management	-	2
Emergency Operations Centre	-	14

## Amendments to the Plan

REVISION NO.	DATE	PAGES
1	April 2004	Comprehensive Update
2	March 2005	Comprehensive Update
3	March 2006	Comprehensive Update
4	February 2007	Comprehensive Update
5	February 2008	Comprehensive Update
6	February 2009	Comprehensive Update
7	February 2010	Comprehensive Update
8	March 2011	Comprehensive Update
9	February 2012	Comprehensive Update
10	January 2013	Comprehensive Update
11	February 2014	Comprehensive Update
12	February 2015	Comprehensive Update
13	January 2016	Comprehensive Update
14	February 2017	Comprehensive Update
15	February 2018	Comprehensive Update
16	June 2019	Comprehensive Update
17	November 2020	Comprehensive Update

## Part 2

# EMERGENCY OPERATIONS AND PROCEDURES

## 2.0 MUNICIPAL EMERGENCY CONTROL GROUP

The Municipal Emergency Control Group is the group that is responsible for the direction and control of the overall emergency response within the community. The MECG ensures the provision of the essential services necessary to minimize the effects of an emergency on the community.

The MECG is made up of the following members:

Mayor (*or alternate*)  
CAO (*or alternate*)  
CEMC (*or alternate*)  
OPP Representative  
Fire Chief (*or alternate*)  
EMS/Ambulance (*or alternate*)  
Director of Public Works (*or alternate*)  
Medical Officer of Health (*or alternate*) if required  
Director of Social Services (*or alternate*) if required  
Public Information Officer (*or alternate*)

### **IMPLEMENTATION**

Any member of the Municipal Emergency Control Group may request, through the CEMC, that the Emergency Plan be implemented.

It is the responsibility of the agency that is first at the scene of an emergency to decide whether the emergency plan should be implemented. If the size or seriousness of the emergency is beyond the capability or responsibility of that agency, then the Emergency Plan will be activated. The Emergency Plan may be implemented in whole, or in part, based on conditions at the site of severity of the situation.

The CEMC will immediately notify the Mayor and other members of the MECG. Notification lists and procedures are located in Appendix A.

## 2.1 EMERGENCY OPERATIONS CENTRE PROCEDURES

The Emergency Operation Centre (EOC) has both a primary and a secondary or alternate location. During the notification process, direction as to which location members of the MECG will report to will be given. For example, members will be told that this is an emergency plan activation and that they should report to the primary EOC immediately. The primary and secondary locations are geographically separated so that if one or the other is endangered or rendered non-functional as a result of the emergency situation the other should be safe and operational.

Primary EOC Location: Fire Station (upstairs)  
15 Coleman Street

Alternate EOC Location: Carleton Place Town Hall (Council Chambers)  
175 Bridge Street

Upon receiving notification the CAO/Operations Officer will contact the administrative staff who have been assigned the task of setting up the EOC. The EOC will be set up and operational within one hour of activation. The Operations Officer will supervise the set up and ensure operational viability.

Upon arrival at the EOC, each MECG member/designate will:

- a) Sign in
- b) Check telephone/communication devices
- c) Open personal log
- d) Contact their own agency and obtain a status report
- e) Participate in the initial briefing
- f) Participate in planning initial response/decision making process
- g) Pass MECG decisions on to member agencies/areas of responsibility
- h) Continue participation in the EOC Operations Cycle

Upon leaving the EOC, each MECG member will:

- a) Conduct a hand over with the person relieving them
- b) Sign out on the location board indicating where they can be reached

Once the initial response is established, routines are put into place by the Operations Officer. The MECG functions most efficiently on a system known as an Operations Cycle.

## **2.2 OPERATIONS CYCLE**

An operations cycle is how the MCEG manages overall emergency operations. MCEG members will come together usually around a planning board or map at which time they will in turn report their agencies' status to the Mayor and Operations Officer. It is essential that every member, covering each area of responsibility, be heard from during this process. The MCEG is a team and the actions taken by one, or the lack of action by one, may have a significant impact upon operations.

The round table discussion should include problems, questions, resources, requests and any other relevant information so that timely informed decisions can be made as a group. Once the meeting is completed, the members should contact their agencies' and pass on any relevant information or directives that come out of the MCEG meeting. The frequency of the meetings are determined by the Operations Officer in conjunction with the Mayor, but should reflect the pace of the emergency and occur on a scheduled basis which may be adjusted accordingly.

During the period after the meeting and dissemination of information, members will be in the process of gathering information and preparing for the next scheduled meeting. MCEG members use this time to follow up and ensure MCEG decisions are being implemented. Each member is responsible for informing their respective agency of the schedule for MCEG meetings. No calls are to interrupt the proceedings. All calls must occur prior to or after the formal meeting of the MCEG.

It is essential that the EOC is comfortable, has good communications and is secure from unnecessary distractions. Only MCEG members and the EOC support staff should have access to the EOC. No media are allowed into the EOC, nor is anyone who has not been authorized by the Operations Officer.

## **2.3 MUNICIPAL EMERGENCY CONTROL GROUP RESPONSIBILITIES**

The MCEG is responsible for the following:

1. Implementing the Emergency Plan in whole or in part to respond to an impending, potential or existing emergency.
2. Coordination and direction of community resources used to mitigate the effects of an emergency.
3. Ensuring that the composition of the MCEG is appropriate to mitigate the effects of a given emergency situation by determining which, if any, ad-hoc members are required.
4. Advising the Mayor regarding requests for assistance from the Province and the Federal Government.
5. Ensuring the provisions of essential resources and services to support emergency response activities.
6. Coordination of services provided by outside agencies.
7. Appointing or confirming an Emergency Site Manager.
8. Ensuring that the Public Information Officer is kept informed and up to date to facilitate the information flow to the media and the public. The Public Information Officer will be the Communications Coordinator. His/her alternate will be the Treasurer.
9. Coordinating the evacuation of citizens who may be in danger.
10. The alternate CAO/Operations Officer will be the CEMC.
11. Discontinuing utilities or services provided by public or private concerns, i.e. hydro, water, gas, closing businesses.
12. Appeals for volunteers.
13. Establishment of advisory subcommittees to work on specific problem areas related to the emergency, as required.
14. Authorization of expenditures during the emergency; provision for cost accounting and facilitation of cost recovery.

### **2.3 MUNICIPAL EMERGENCY CONTROL GROUP RESPONSIBILITIES (contd)**

15. Maintenance of an operations log detailing the Group's decisions and activities.
16. Deactivating the plan and notifying all of those who had been notified of its activations.
17. Conducting and participating in a debriefing, generating a post-emergency report and implementing recommendations for improvement of the Emergency Response Plan.



## **2.4 MAYOR**

The Head of Council, or designate, is responsible for:

1. Declaration of an Emergency.
2. Termination of an Emergency.
3. Notifying the Province of Ontario of the declaration of emergency, and termination of the emergency. (*Contact made through OFMEM*).
4. Ensuring the members of Council are advised of the declaration and termination of an emergency, and are kept informed of the emergency operational situation.
5. Ensuring that the local MPP and MP, neighbouring municipalities and the County are advised of the declaration and termination, and kept informed of the emergency situation.
6. Approving all major announcements and media releases prepared by the Public Information Officer, in conjunction with the CAO and MECG.
7. Maintain a personal log.

## 2.5 CAO/OPERATIONS OFFICER

The CAO is referred to as the “Operations Officer” for emergency purposes. The responsibilities of the Operations Officer (*or alternate*) are:

1. As the Operations Officer, coordinating all operations within the Emergency Operations Centre.
2. In the absence of the Community Emergency Management Coordinator will act as the alternate.
3. Chairing meetings of the Municipal Emergency Control Group.
4. Advising the Head of Council on policies and procedures, as appropriate.
5. Approving, in conjunction with the Head of Council, major announcements and media releases prepared by the Public Information Officer, in conjunction with the MCEG.
6. Ensuring that a communication link is established between the MCEG and the ESM.
7. Calling out additional staff as required.
8. Maintaining a log.

## **2.6 COMMUNITY EMERGENCY MANAGEMENT COORDINATOR**

The Community Emergency Management Coordinator is responsible for:

1. Activating the emergency notification system, including set up of the EOC and secretary of regular meetings.
2. Providing information, advice and assistance to members of the MCEG on Emergency Management programs and principles. Also to provide administrative assistance to the CAO/Operations Officer.
3. Providing direction to EOC support staff as required in support of the Control Group, and ensures proper operation of the EOC.
4. Coordinating activities and deployment of CERV Team.
5. Maintaining the Emergency Response Plan in accordance with requirements of the Emergency Management Act.
6. In conjunction with the CAO, coordinating a post-emergency debriefing and assisting in the development of a final report to Mayor and Council.
7. Ensuring a master record of all events and actions taken is maintained (main events board).
8. Maintaining a personal log.

## **2.7 ONTARIO PROVINCIAL POLICE**

The Ontario Provincial Police representative is responsible for:

1. Activating the emergency notification system.
2. Establishing and maintaining ongoing communications with the senior police at the emergency site.
3. The provision of traffic control to facilitate the movement of emergency vehicles.
4. Coordination of evacuation routes.
5. Liaison with Social Services regarding security of reception/evacuation centres.
6. The protection of life and property and the provision of law and order.
7. The provision of police services in evacuation centres, morgues and other facilities as required.
8. Coordinating or providing assistance with rescue, first aid, casualty collection, evacuation, etc.
9. Notifying the coroner of fatalities.
10. Liaison with external police agencies, as required.
11. Providing an Emergency Site Manager if requested to by the MCEG.
12. Maintaining a log.

## **2.8 FIRE CHIEF**

The Fire Chief is responsible for:

1. Activating the emergency notification system.
2. Providing the MECG with the information and advice on fire fighting and rescue matters.
3. Establishing an ongoing communications link with the senior fire official at the scene of the emergency.
4. Initiating mutual aid as required.
5. Determining if additional or specialized equipment is required, i.e. protective suits, CBRN Team, etc.
6. Coordinating or providing assistance with rescue, first aid, casualty collection, evacuation, etc.
7. Providing an ESM as required.
8. Maintain a log.
9. Providing advice to MECG on building and structural integrity issues.

## **2.9 EMS/AMBULANCE**

The EMS/Ambulance representative is responsible for:

1. Activating the emergency notification system.
2. Providing the MCEG with information and advice on treatment and transport of casualties.
3. Liaising with the Medical Officer of Health, area hospitals, police and fire officials during an emergency situation.
4. Alerting all staff using the Provincial Health Emergency Alert System.
5. Taking charge of casualties within the emergency area and be responsible for triage, lifesaving care, and the transport to area hospitals.
6. Maintaining a personal log.

## 2.10 PUBLIC WORKS

The Director of Public Works is responsible for the following:

1. Activating the emergency notification system.
2. Providing the MCEG with information and advice on engineering or public works matters.
3. Liaison with the senior public works officers from the neighbouring community(s) to ensure a coordinated response.
4. The provision of engineering assistance.
5. The construction, maintenance and repair of public roads.
6. Assistance with road closures and/or roadblocks.
7. Maintenance of sanitation and a safe supply of potable water, as required.
8. The provision of equipment for emergency pumping operations.
9. Discontinuing any public works service to any customer, as required, and restoring these services when appropriate.
10. Liaising with Utilities.
11. Providing public works vehicles and resources to any other emergency service, as required.
12. Maintaining liaison with flood control, conservation and environmental agencies and being prepared to take preventative action.
13. Providing an Emergency Site Manager, if required.
14. Maintaining a log.
15. The Chief Administrative Officer or the Director of Public Works and in their absence their designates, are authorized to exempt Municipal and Contractor commercial motor vehicle operators from the Hours of Service restrictions for an emergency under the following conditions:
  - a) When the Town of Carleton Place's Control Group is assembled to respond to a danger of major proportions
  - b) When road conditions, in a specific localized area threaten the safe movement of emergency services vehicles

As soon as possible after the emergency has been resolved the Chief Administrative Officer, Director of Public Works or their authorized designates shall direct Municipal and Contractor commercial motor vehicle operators to resume compliance with Regulation 555/06 Hours of Service, including completing the required rest time before resuming driving.

16. Maintenance of sanitation and a safe supply of potable water. Assessing the impact on the drinking water supply and implementing contingency plans as required.





## **2.11 MEDICAL OFFICER OF HEALTH**

The Medical Officer of Health, or designate, is responsible for:

1. Acting as a coordinating link for all emergency health services at the MEEG.
2. Liaison with the Ontario Ministry of Health, Public Health Branch.
3. Liaison with local and regional hospital representatives.
4. Liaison with ambulance service representatives.
5. Liaison with the Community Care Access representative.
6. Providing advice on any matters that may adversely affect public health.
7. Providing authoritative instruction on health and safety matters to the public through the Public Information Officer.
8. Coordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health policies.
9. Ensuring liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources.
10. Ensuring coordination of all efforts to prevent and control the spread of disease during an emergency.
11. Ensuring the safety of drinking water in conjunction with the Public Works Representative.
12. Liaison with the senior Social Services Representative regarding health services in evacuee centres.
13. Maintaining a log.

## **2.12 DIRECTOR OF SOCIAL SERVICES FOR THE COUNTY OF LANARK**

The Director of Social Services for the County of Lanark, or alternate, is responsible for:

1. Ensuring for the care, feeding and shelter of evacuees if requested by the municipality.
2. Assist with the operation of reception and evacuation centres if requested by the municipality.
3. Liaison with the police regarding the pre-designation of evacuee centres which can be opened on short notice.
4. Liaison with the MOH in areas regarding public health in evacuation centres.
5. Liaison with the public and separate school boards regarding the use of school facilities for reception and evacuation centres if requested by the municipality.
6. Liaison with the nursing homes and homes for the aged if requested by the municipality.
7. Maintain a log.

## **2.13 PUBLIC INFORMATION OFFICER**

The Public Information Officer is responsible for:

1. Notifying information centre staff.
2. Ensuring that the Information Centre is set up and operational.
3. Initial and subsequent media releases, subject to approval by the Mayor and Operations Officer. The P.I.O. may use electronic communications as deemed appropriate. Examples include the Web, Facebook and/or Twitter.
4. Establish and maintain linkages with provincial, county, local or industry media officials as appropriate.
5. Coordinating interviews and media conferences.
6. Designating a site media spokesperson as appropriate.
7. Ensuring set up and staffing of public inquiry lines.
8. Coordinating of public inquiries.
9. Monitoring news coverage.
10. Maintaining copies of all media releases.
11. Maintaining a personal log.
12. In accordance with Section 13 of the Integrated Accessibility Standard, that emergency procedures, plans or public safety information in an accessible format or with appropriate communication supports be made available as soon as practicable, upon request.

## **2.14 HEALTH AND SAFETY ADVISOR**

The Health and Safety Advisor is responsible for:

1. Ensuring that advice and directions from the EOCG conform to the municipality's Health and Safety Policies.
2. The provision of advice to the EOCG on Health and Safety related matter during a declared emergency.
3. Ensuring that any facility (and its employees and volunteers) used during an emergency conforms to all Health and Safety Policies and procedures.

## **2.15 PURCHASING OFFICER**

The Purchasing Officer is responsible for:

1. The control and coordination of purchases required during an emergency.
2. The control and distribution of items purchased and required during an emergency.
3. The administrative procedures and reporting requirements of purchases to the EOCG.

## **Part 3**

### **EMERGENCY SUPPORT**

#### **3.0 CANADIAN RED CROSS**

1. Upon receiving notification, activate the local Red Cross Emergency Response Plan as per the executed agreement with the municipality.
2. Provide support to the emergency response.
3. Provide registration and inquiry services, if required.
4. Liaise with Regional Red Cross to access additional resources
5. Establish and maintain contact with the Director, Social Services in the EOC to coordinate activities.

### **3.1 CLERGY**

1. Provide for multi-denominational religious observances.
2. Establish visitations to evacuees in evacuation centres on a scheduled basis.
3. Provide guidance to the MEEG regarding matters of a religious nature.
4. Provide advice regarding care of the deceased in areas which relate to religious observances.
5. Liaise with Director, Social Services regarding the use of churches and related facilities for reception and evacuation centres.

## **3.2 BOARDS OF EDUCATION**

1. Provide schools for reception centres.
2. Provide schools for evacuation centres.
3. Provide liaison with Director, Social Services and the MEGC.



### **3.3 LEGAL ADVISOR**

1. Provide legal opinions and advice to the MEEG, as required.
2. Provide legal representation, as required.

### **3.4 CERV**

1. Upon receiving notification, activate organization.
2. Establish contact with the CEMC and support the operation, as required.
3. Assist at reception centres, as required.
4. Assist at evacuation centres on an as required basis.
5. Assist in the evacuation of casualties.
6. Assist in the evacuation of home care patients, as required.
7. Other duties as assigned.

## **Glossary of Terms**

<b><u>Term</u></b>	<b><u>Definition</u></b>
<b>CBRN</b>	Chemical, Biological, Radiological and Nuclear
<b>Municipal Emergency Control Group (MECG)</b>	The MECG is the group responsible for managing the emergency situation on a community wide basis. The membership, as detailed in the plan, consists of all key decision makers and Officials who have the authority to direct or coordinate human and material resources within the community.
<b>Community Emergency Management Coordinator (CEMC)</b>	The person responsible and accountable for the development and implementation of their communities emergency management program.
<b>COMMUNITY</b>	The critical management team that oversees the development, Implementation and maintenance of a community emergency management program
<b>CERV</b>	Community Emergency Response Volunteer
<b>CISM</b>	Critical Incident Stress Management
<b>Critical Infrastructure</b>	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.
<b>Disaster</b>	A widespread or severe emergency that seriously incapacitates a community.
<b>Emergency</b>	Emergency is defined as a situation caused by a natural, accidental or intentional act, or otherwise that constitutes an actual or impending danger.
<b>Emergency Management</b>	Organized and comprehensive program and activities taken to deal with actual or potential emergencies or disasters. These include mitigation against, preparedness for, response to and recovery from emergencies or disasters.
<b>Office Of The Fire Marshal And Emergency Management</b>	OFMEM is an organization within the Ministry of Community Safety and Correctional Services, a part of the government of the Province of Ontario. EMO is responsible for monitoring, coordinating and assisting in the development and implementation of Emergency Management Programs in Ontario.

<b><u>Term</u></b>	<b><u>Definition</u></b>
<b>Emergency Management Program</b>	A comprehensive program that is based on a hazard identification and risk assessment process (HIRA) and includes the four core components of mitigation/prevention, preparedness, response and recovery.
<b>Emergency Operations Centre (EOC)</b>	An EOC is the structure/facility wherein the Control Group conducts its emergency management functions. There is a primary and secondary EOC identified to ensure operational viability.
<b>Epidemic</b>	A widespread occurrence of a disease in a community at a particular time.
<b>ESM/IC</b>	Emergency Site Manager/Incident Commander. Public sector official (usually fire, police, ambulance or public works) at the site, in charge of coordinating resources and developing actions to resolve the emergency situation.
<b>Evacuation Centre</b>	The Centre is a facility set up to provide emergency shelter, food, recreation and basic requirements to a group of people who have been evacuated from an area as a result of an emergency.
<b>Exercise</b>	A simulated drill or sequence of events to evaluate plans and procedures.
<b>HIRA</b>	Hazard Identification and Risk Assessment. 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.
<b>Incident Management System</b>	The combination of facilities, equipment, staff, operating procedures, and communications operating within a common organizational structure with responsibility for the management of assigned resources to effectively respond to an incident or emergency/disaster.
<b>Information Centre</b>	A facility set up to brief and inform the media.
<b>Mitigation</b>	Actions taken to reduce or eliminate the effects of an emergency or disaster.
<b>Mutual Aid Agreements</b>	An agreement developed between two or more emergency services to render aid to the parties of the agreement. These types of agreements can include the private sector emergency services when appropriate.

<b><u>Term</u></b>	<b><u>Definition</u></b>
<b>Mutual Assistance Agreement</b>	An agreement developed between two or more jurisdictions to render assistance to the parties of the agreement. Jurisdictions covered with these types of agreements could include neighbouring cities, regions, provinces or nations.
<b>Ontario Disaster Relief Assistance Program (ODRAP)</b>	A provincial financial assistance program intended to alleviate the hardship suffered by private homeowners, farmers, small business enterprises and non-profit organizations whose essential property has been damaged in a sudden and unexpected natural disaster such as a severe windstorm, tornado, flood, forest fire or ice storm.
<b>Preparedness</b>	Actions taken prior to an emergency or disaster to ensure an effective response. These actions include the formulation of an emergency response plan, a business continuity plan, training, exercises and public awareness and education.
<b>Provincial Emergency Team Response (PERT)</b>	An emergency response team that is dispatched to a community to coordinate provincial emergency response.
<b>Public Awareness Program</b>	Provides generic information to the broader public to raise awareness about emergency management and suggests ways to reduce the risk of loss of life and property damage in the event of an emergency.
<b>Public Education Program</b>	Provides focused information to a target audience to educate about protective actions to reduce the risk of life and property damage in the event of an emergency. For example, for communities located in a high-risk flood area, the public should know what measures should be taken in the event of a flood.
<b>Reception Centre</b>	The centre is a facility which is set up for the purpose of receiving evacuees, providing refreshments and temporary shelter. Its primary purpose is to register evacuees and, if necessary, direct them to an evacuation centre as required.
<b>Recovery</b>	Actions taken to recover from an emergency or disaster.
<b>Terrorism</b>	It is the unlawful and intentional use of force against persons or property to intimidate or coerce a government, a civilian population or any segment thereof, in the furtherance of political or social objectives.