

MUNICIPAL EMERGENCY MEASURES PLAN

EMERGENCY MEASURES
ORGANIZATION



MAY 2018
SUMMARY

Introduction

This Municipal Emergency Response Plan (MERP) is designed to provide the tri-community (Cities of Dieppe and Moncton, Town of Riverview) with a management tool to facilitate a timely, effective, efficient, and coordinated emergency response.

The MERP uses the Incident Command System (ICS) for managing response to emergencies and disaster events. ICS is designed to be used for all types of emergency situations including natural hazards, intentional human actions and unintentional human actions. ICS provides a system for managing emergency operations involving a single agency within a single jurisdiction; multiple agencies within a single jurisdiction; and multiple agencies from multiple jurisdictions.

This plan was developed with the understanding that all units responding to an emergency will utilize ICS for overall coordination of the response effort.

The three municipalities have adopted the MERP with the intention to be a disaster-resilient and sustainable community in which private and corporate citizens collaborate with the Municipal Emergency Measures Organization (MEMO) to cultivate and sustain an effective community-based emergency preparedness culture.

Purpose

The purpose of this Municipal Emergency Response Plan (MERP) is to outline the procedures, to be followed by local government in order to provide a prompt and coordinated response to an emergency, and for all activities that support emergency preparedness. The MERP addresses incidents that cause or may cause damage of sufficient severity and magnitude to warrant activation of the Municipal Emergency Operations Centre (MEOC).

Scope

The scope of execution of this plan includes officials and staff of the municipality and assisting agencies within the boundaries of the municipality and within the municipality's ability to do so. It also provides for support of neighbouring jurisdictions under provincial or federal authority if called upon to do so. The MERP does not address emergencies that are normally handled at the scene by the appropriate first responding agencies.



Activation of the Municipal Emergency Operations Centre (MEOC)

The directors of the Emergency Measures Organization in each municipality will activate the MEOC at the appropriate response level ranging from Level 1 to 3.

Level 1 – Enhanced Monitoring: Continuous monitoring by all MEMO members of an emergency situation that may require immediate regional assistance.

Level 2 – Partial Activation: Once notified, selected members of MEMO may be called in to assist with supporting ongoing efforts towards an emergency. Depending on the location of the emergency, the use of a virtual EOC may be a viable option.

Level 3 – Full Activation: Once notified, all MEMO members will report to the EOC. This will depend on the location of MEMO members at the time of notification.

Roles and Responsibilities

Everyone in the community has a role to play to improve their safety before and during an emergency.

Individual

Individuals are responsible for themselves and their immediate family which includes household and neighbourhood preparations for 72 hours such as the 72 Hour Emergency Preparedness Kit.

Municipality Roles

- a) establish and maintain a municipal emergency measures organization,
- b) appoint a director of the municipal emergency measures organization and prescribe his or her duties, which shall include the preparation and coordination of emergency measures plans for the municipality,
- c) appoint a committee consisting of members of its council to advise it on the development of emergency measures plans,
- d) prepare and approve emergency measures plans,
- e) pay the expenses of members of the committee appointed under paragraph (c),
- f) enter into agreements with and make payments to persons and organizations for the provision of services in the development and implementation of emergency measures plans, and
- g) appropriate and expend sums approved by it for the purposes of this section.

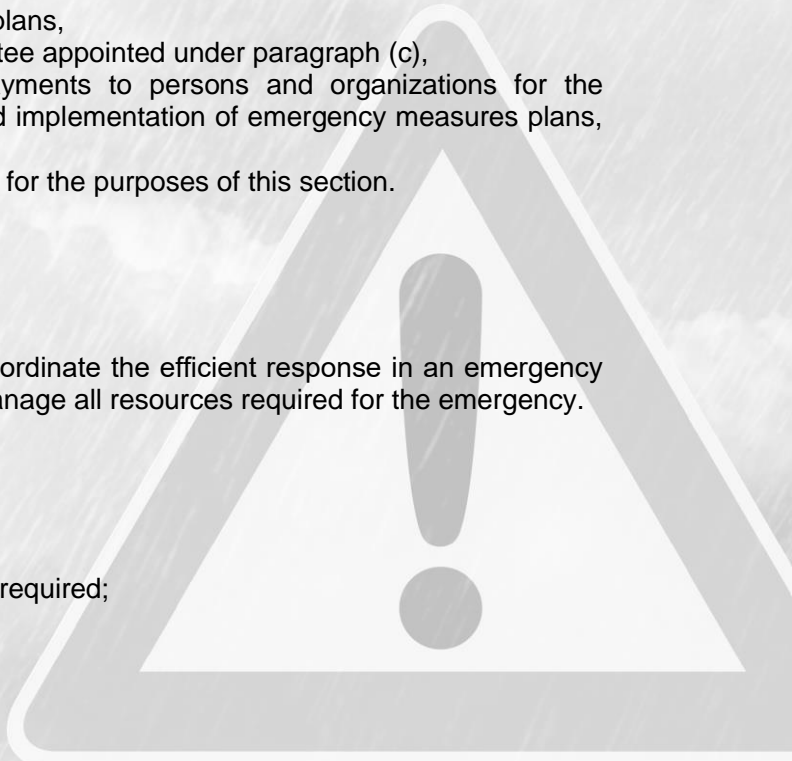
MEMO Director

Reports to: CAO/Municipal Manager

The MEMO Director's primary responsibility is to coordinate the efficient response in an emergency situation. The MEMO Director will coordinate and manage all resources required for the emergency.

Responsibilities include:

- a) activating the MEOC if required;
- b) initiating the MEOC fan-out/notification list;
- c) ensuring key MEOC positions are staffed as required;



- d) ensuring an up-to-date contact list is maintained for fan out purposes;
- e) reporting major events to REMC;
- f) ensuring the development of an Incident Action Plan;
- g) ensuring MEOC members take prompt and effective action in response to problems;
- h) ensuring action logs are maintained by all MEOC staff;
- i) requesting expert assistance as required;
- j) advise if there is a need to evacuate a specific area;
- k) coordinating evacuation with other MEOC staff;
- l) consulting with Health/Social Services Agency Representative on the selection and opening of shelter(s) and or reception centre(s);
- m) monitoring the capacity of the area resources and if overextended, requesting assistance through mutual aid and REOC;
- n) informing MEOC staff of major events as they arise;
- o) ensuring communications are established;
- p) ensuring a thorough situation briefing is conducted during shift changes and transfer of command;
- q) ensuring that a main event log is maintained and safeguarded; and
- r) other duties as required.

Risk Analysis

Emergencies are often unpredictable. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, civil unrest, wildland and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, tsunamis, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response to protect life and property.

As such, hazards that may pose a threat within the Municipality are analyzed, and rated according to:

1. History;
2. Vulnerability;
3. Maximum Threat; and
4. Probability.

Hazards are rated with the suggested agency resources that may be required to mitigate risk and support the emergency response, along with possible actions that may occur. Lead agencies procedures will take precedence over possible actions outlined in the MERP.

Mutual Aid Agreements and Requests for Assistance

An effective emergency response will depend to a large degree on the full use of all resources in the community. The MEMO maintains a list of written or oral agreements among agencies/organizations and/or jurisdictions that provide a mechanism to quickly obtain emergency assistance in the form of personnel, equipment, materials, and other associated services. The primary objective is to facilitate rapid, short-term deployment of emergency support prior to, during, and/or after an incident.

As well, many volunteer agencies are prepared to offer their services in an emergency

When it is anticipated that quick access to additional resources are required, then a Request for Assistance (RFS) will be submitted to the NB EMO Regional Emergency Management Coordinators. The RFA will come from an authorized municipal representative.



Emergency Communications

At the outset of an emergency, people expect authorities to have more information than they do. However it is critical that communication is timely and accurate. The MERP outlines the communications tools that will be most critical to the operational functions of the MEMO and in publicly communicating with citizens.

Operational communications: Routine communications will be done using the most efficient means available with due regard to maintaining records of decisions and actions taken. Depending on the nature of the emergency or immediacy of the communication, other means may be required.

1. Trunked Mobile Radio (TMR) will allow all agencies to communicate verbally via a mutual aid channel designated by Provincial Mobile Communications Center (PMCC). Such a channel should be requested by the responding agency and maintained for the duration of the event, with additional channels designated as necessary. All communication on this system should be recorded by PMCC
2. Software may be used to connect the MEOC to a REOC to simultaneously exchange information such as event logs, imagery and detailed maps. When available, these should be linked to ensure maximum awareness between various agencies contributing to the response. Data must be captured and recorded at scheduled intervals and during significant events.
3. Telephone: traditional land lines and cellular communications remain the most popular method of rapidly connecting two individuals. When used for teleconferencing, large groups can be briefed simultaneously. Vulnerabilities include downed lines or cell towers, loss of voice quality, restriction of information sharing and poor record keeping.
4. Amateur Radio and Satellite Phones may be used as alternatives in the case other means of communication are not effective.

Public Information: Communicating information to the general public in a clear and timely manner is a crucial element of managing an incident. Consideration should be given during the warning phase, if possible. Informing the public of registration and warming centers, evacuation plans and recovery operations will greatly assist in reducing anxiety. Many methods may be utilized.

1. ALERT READY is the national system used by a provincial authority in cases of serious threat to life and safety. It employs interruptions to the public broadcasting systems on radio and television. It also has the capability to target specific cell towers for customized messaging. ALERT READY messaging is to be coordinated through NBEMO.
2. Public messaging via social media is the most widespread and effective means of distributing information as it increases coverage as recipients share with friends. Various media such as e-mail, Twitter, Facebook and others should be used. In order to achieve maximum efficiency, a single source of verified information should be utilized to avoid conflicts. Frequent and timely update must be maintained in order to prevent disinformation.
3. Media conferences by persons in authority. Care in avoiding impromptu statements and the selection of a known and credible person of authority in the community is recommended.
4. Self-registry by citizens on municipal warning systems allows for targeted messages over a wide spectrum of events.
5. Posting written directives at warming shelters, municipal and public offices in addition to pre-advising citizens of where and how to seek information during emergencies will be implemented to ensure smooth communication during an incident.



Termination of Operations and Recovery

The Municipal emergency response will continue until municipal assistance, direction and coordination are no longer required and the operation is terminated. The gradual reduction of departmental staff and the withdrawal of resources may begin before termination, but must be done in a coordinated fashion.

If communities experienced significant impacts due to the emergency, there may be a need to support and/or supplement personal, family, and community structures that may have been damaged or disrupted.

The effects of an emergency depend directly on the type, severity, and duration of the event. Some common effects of an emergency include:

- a) Physical effects:
 - (1) Damage to buildings, commercial structures, and community facilities;
 - (2) Alteration of the landscape, such as in landslide or major flood; and
 - (3) Environmental contamination by chemical or pollutants.
- b) Social effects:
 - (1) Stress and psychological trauma;
 - (2) Focus on the short term, foregoing long-term goals and opportunities;
 - (3) Delay of programs that serve on long-standing social needs; and
 - (4) Gaps in community economic classes tend to widen.
- c) Economic effects:
 - (1) Loss of business;
 - (2) Loss of jobs; and
 - (3) Reduced cash flow within the community.

The MEMO maintains a record of possible participants during the recovery of the emergency including school boards, utility companies and volunteer service agencies.

An After Action Review (AAR) to evaluate the effectiveness of the emergency response will be conducted within 14 days of the termination of the operation. The proceedings will be chaired by the Director of the MEMO or designate and attended by the emergency response personnel involved in the emergency.

