

Ministry of Community and Social Services

Ministry of Children and Youth Services

Office of Francophone Affairs

Emergency Management Plan

**The Emergency Management Plan is in effect for the period of
November 15, 2008 to November 14, 2009.**

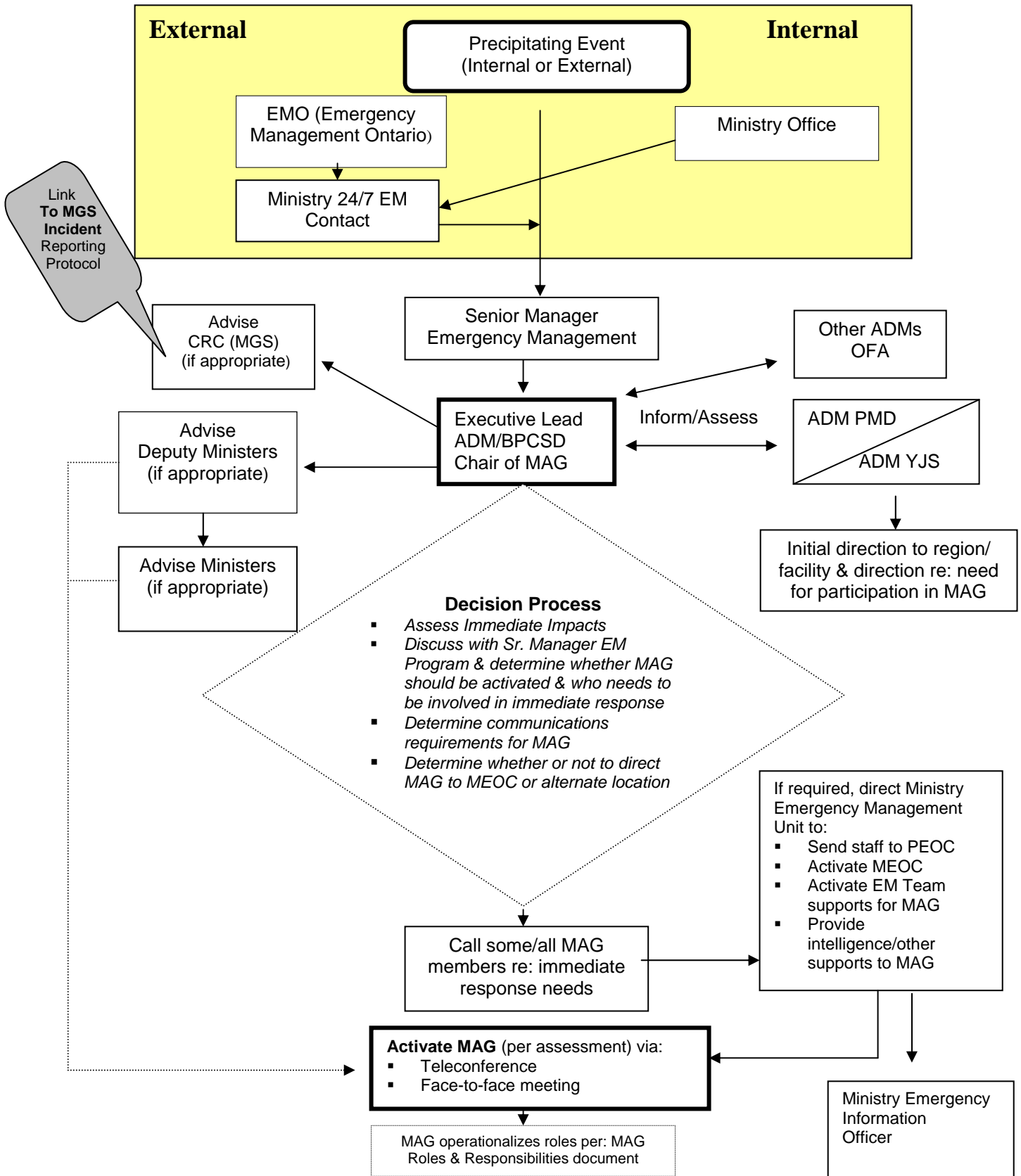
APPENDIX 1

GLOSSARY

COOP	Continuity of Operations Program. COOP is the component of the Emergency Management Program that ensures a ministry will be able to provide critical functions and services during an emergency. Also known as Business Continuity Planning.
EMO	Emergency Management Ontario. An organization within the Ministry of Community Safety and Correctional Services. Responsible for monitoring, coordinating and assisting in the development and implementation of emergency management programs in Ontario.
IMS	Incident Management System for Ontario. An international standardized system endorsed by EMO that defines the basic command structure, roles and responsibilities required for effective management of an incident.
MAG	Ministry Action Group. Coordinates and manages MCSS/MCYS/OFA responses during emergency situations. Responsible for implementing ministry emergency plans related to continuity of operations and special responsibility areas specified in the OIC under the Emergency Management & Civil Protection Act.
MEOC	The Ministry Emergency Operations Centre. Facility from which the MAG can manage an emergency 24/7, if required.
OIC	Order-in-Council. Assigns external emergency management special responsibilities to 13 ministries pursuant to the Emergency Management & Civil Protection Act. In the case of MCSS this relates to ensuring the availability of emergency shelter, clothing, food, victim registration and inquiry services, and personal services.
PEOC	Provincial Emergency Operations Centre. EMO operated facility from which a provincial emergency is managed. OIC ministries have established desks at the PEOC and identified staff to work in the PEOC for the duration of an emergency. This provides a critical information link back to the ministries' Executive Lead and MAG, especially during the early hours/days of an emergency.

APPENDIX 2

MCSS/MCYS/OFA EMERGENCY NOTIFICATION/RESPONSE FLOWCHART



- Development of a staff and public awareness program related to the ministries Emergency Management Program.

Ministry Emergency Management Coordinator and Continuity of Operations Program Coordinator

In accordance with the Ontario Regulation 380/2004 every ministry must have a designated Ministry Emergency Management Coordinator (MEMC) and another employee designated as an Alternate Ministry Emergency Management Coordinator (A/MEMC). MCSS/MCYS/OFA have designated these positions as part of the Corporate Emergency Management Unit. The MEMC and the A/MEMC have completed all training required by Emergency Management Ontario and Ministry of Government Services.

The MEMC is the Coordinator for the Ministry Emergency Response Program. The A/MEMC is the Coordinator for the Continuity of Operations Program.

The MEMC and COOP Coordinators report to the Senior Manager, Emergency Management Unit.

PMD Regional Emergency Managers

Dedicated Emergency Management capacity has been assigned to support the ministries at the regional level. PMD Regional Emergency Managers ensure that the MCSS Order In Council responsibilities for community emergencies are planned for and managed. They are also charged with ensuring that all Continuity of Operations Plans written by facility and business unit emergency management leads in their region form a comprehensive and cohesive set of regional strategies across all of the ministries' program areas.

Regional Emergency Managers work closely with the EMU during an emergency. An alternate has been identified for each Regional Emergency Manager and training has been provided by the EMU.

Regional Emergency Managers' responsibilities include:

- Developing an Emergency Response Plan for the MCSS Regions and coordination of all local/facility plans in their region
- Communicating with the EMU to ensure consistent corporate and regional messaging and response to potential or actual emergency situations
- Ensuring that the Regional Offices respond appropriately to a request from a municipality/community for assistance in emergency social services
- Leading regional co-ordination of emergency social services (food, clothing, shelter, victim registration and inquiry services, and personal services) during a community emergency when a provincial ministry response is required
- Responding to emergency social services requirements of unorganized communities, First Nations Communities
- Co-ordinating the roll-up of COOP Plans for the regional office, local offices and facilities
- Training Regional Office and facility staff regarding their responsibilities in emergency management, and
- Participating in simulation exercises and other testing of plans to evaluate the effectiveness of emergency response plans and identify opportunities for continuous improvements.

MCSS Facility Emergency Leads

MCSS Facility Emergency Leads are responsible for developing their respective facility COOP plan and submitting it to the PMD Regional Emergency Manager. Facility COOP plans form part of the relevant regional COOP plan.

YJS Regional Emergency Managers and Probation Office and Facility Emergency Leads

YJS Emergency Leads for facilities and probation offices are responsible for developing their respective COOP plan and submitting it to the YJS Regional Emergency Manager.

YJS Regional Emergency Managers are responsible for co-ordinating the completion of COOP plans and for all aspects of the COOP Program (e.g., testing of COOP Plans, training of staff).

Corporate Branch and CYSS Cluster Emergency Management Leads

Emergency Management Leads have been identified in Corporate Branches across the ministries, the OFA and the CYSS Cluster to:

- Provide corporate level program expertise in the development of the Ministry Emergency Management Plan
- Identify critical services and ministry-wide strategies to maintain/recover these services, and
- Develop COOP plans for their branch.

Corporate Emergency Management Leads work closely with and are supported by the ministries' EMU.

The Federal-Provincial Agreement states that the Minister of Community and Social Services will ensure the availability of emergency shelter, clothing and food, victim registration and inquiry services, and personal services required in support of all emergencies.

Nishnawabe-Aski Nation (NAN) Protocol Agreement

This is an arrangement between the Nishnawabe-Aski Nation (NAN), INAC and the Government of Ontario concerning emergency response and evacuation. Generally, the agreement provides the following:

- The chief and council of a NAN First Nation is responsible for emergency preparedness, planning and evacuation
- The Federal Government provides support and funding
- Emergency Management Ontario (EMO) provides liaison, co-ordination and a central point of contact with other provincial ministries.

Although not specifically mentioned in the Agreement, MCSS planning anticipates ensuring the availability of emergency social services to NAN members on request from EMO.

APPENDIX 5

DECLARING AND TERMINATING AN EMERGENCY

Municipal Emergency Summary

Type of Event	An emergency/disaster affecting all or part of a municipality, including flooding, forest fires, etc.
Resources required to respond	<ul style="list-style-type: none"> • One or more municipalities • Possibly provincial ministries • Federal departments if on First Nation's Reserve
Emergency plan implemented	<ul style="list-style-type: none"> • Municipal • Regional office may need to implement Regional Emergency Response Plan and/or COOP plan
Provincial Emergency Operations Centre	Status may be: routine monitoring; enhanced monitoring; or activation
Ministry Action Group	Executive Lead alerted and determination made whether to notify/engage other MAG members
Emergency Declared By	Municipality: Head of Municipal Council First Nations community: Community Chief Unorganized communities: The appropriate provincial ministry will respond but no emergency is declared
Emergency Terminated By	The Head of Municipal Council or the First Nations Community Chief who declares the emergency

Provincial Emergency Summary

Type of Event	An emergency/disaster, including a nuclear disaster, affecting more than one region, or a local emergency that becomes so severe that several provincial ministries are required to respond.
Resources required to respond	<ul style="list-style-type: none"> • Provincial ministries and agencies, • Regional and municipal governments • Possibly federal departments or agencies
Emergency Plan implemented	<ul style="list-style-type: none"> • Ministry Emergency Plan implemented • Affected regions/facilities/branches will need to implement local Emergency Response Plan and COOP plans (if emergency impacts delivery of ministry critical services).
Provincial Emergency Operations Centre	Activated – MCSS required to have a staff member at the PEOC (possibly 24/7)
Ministry Action Group	Activated
Emergency declared by	Provincial Premier, Lieutenant Governor in Council, Minister of the Crown and/or the Commissioner of Community Safety (formerly known as Commissioner of Emergency Management) per the <i>Emergency Management and Civil Protection Act (EMCPA)</i>
Emergency terminated by	Refer to the EMCPA for the legislated timeframes for automatic revocation of a declaration unless extended by the Lieutenant Governor in Council or The Assembly.

- The staff person should direct the journalist to obtain their information from the Ministry Emergency Information Officer (MEIO) who is located in CMB.
- The Ministry Emergency Information Officer will respond to the inquiries and support the regional office in media relations.
- The MEIO will discuss any communications that are being developed for release with the MEMC.
- The MEIO works closely with the MEMC, MAG and Communications Lead in this process and serves as a link to central agencies in the OPS to disseminate key messages that are to be used in ministries across the provincial government.

Emergency situations quickly become the centre of local, national and sometimes international attention and often achieve significant media status. It is extremely important that public information be accurate and timely and reflect the position held by local and/or provincial and/or federal authorities.

At the community level, the municipality/community/First Nation is responsible for disseminating emergency information.

If a media representative approaches a ministry staff person ***about a municipality or First Nation's response*** to a community emergency, the staff person should direct the journalist to obtain their information from the municipality/community/ First Nation.

Signage and Voice Mail Protocols:

To ensure consistency across MCSS and MCYS, a standard script for voice mail greetings in an emergency and signage at ministry offices will be developed and distributed by CMB.

Testing of MCSS / MCYS Communications Systems

Over the course of each year the communications systems will be tested in several ways:

1. The MEIO will test the notification procedures of the senior management group of the CMB on an annual basis. This will consist of the Director of MCSS CMB initiating a call out to the MEIO and senior managers.
2. The MEIO will participate in the province's annual nuclear exercise and connect with MEIOs in other key ministries as appropriate in exercises they may organize.
3. The MEIO will participate in exercises that test the MCSS/MCYS Emergency Management Plan.
4. The MEIO will participate in any ad hoc exercises involving the ministry and organized by the Ministry of Government Services.
5. The Director of Communications or a designate will participate in all exercises organized for the MAG.

Debriefings

A CMB debriefing, organized by the MEIO, will take place after a community emergency or disruption to business operations to evaluate the effectiveness of the emergency communications plan. The debriefings may be formal or informal, depending on the scope and scale of the emergency, but the lessons learned will be included into the emergency information communications system where appropriate.

MEDIA CONTACT SCRIPT

In the event you are asked to comment on a community emergency, please immediately direct the media person to the appropriate community, municipality or First Nation.

What to say...
In Ontario, municipalities have first responsibility for responding to emergencies. Please contact the media relations department of the local municipality about its plans for responding to the emergency.

In the event you are asked to comment on the provincial response to a community, provincial or national emergency, please direct the media person to the Ministry Emergency Information Officer.

What to say...
The Ministry of Community and Social Services (or the Ministry of Children and Youth Services) has a person dedicated to providing media with information about its response to an emergency.
Please contact our Ministry Emergency Information Officer at:
416-325-5156

