



THE CORPORATION OF THE CITY OF BRAMPTON

# BY-LAW

Number 58 - 2024

To adopt an Emergency Management Program and Emergency Plan for The Corporation of the City of Brampton and to repeal By-law 265-2014 and By-law 56-2016.

---

**WHEREAS** the *Emergency Management and Civil Protection Act*, R.S.O. 1990, CHAPTER E.9, as amended, requires that every municipality shall develop and implement an emergency management program and the council of the municipality shall by by-law adopt the emergency management program;

**AND WHEREAS** the *Emergency Management and Civil Protection Act*, R.S.O. 1990, CHAPTER E.9, as amended, requires 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;

**AND WHEREAS** Council of The Corporation of the City of Brampton deems it appropriate to update the emergency management program and emergency management plan;

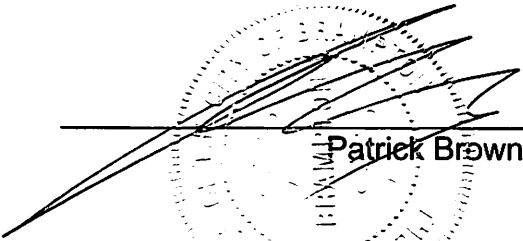
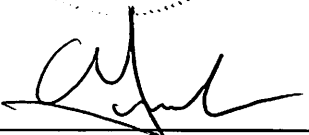
**NOW THEREFORE** the Council of The Corporation of the City of Brampton **ENACTS AS FOLLOWS:**

1. That **Appendix A** to this by-law is hereby adopted as the Emergency Management Program for The Corporation of the City of Brampton.
2. That **Appendix B** to this by-law is hereby adopted as the Emergency Plan for The Corporation of the City of Brampton.
3. That By-law 265-2014, which adopted the previous Emergency Plan, is hereby repealed.
4. That By-law 56-2016, which adopted the previous Emergency Management Program, is hereby repealed.
5. That the appendices attached to this by-law form part of this by-law.

ENACTED and PASSED this 17<sup>th</sup> day of April, 2024.

Approved as to  
form.  
2024/03/18  
SDSR

Approved as to  
content.  
2024/03/18  
Bill Boyes

  
\_\_\_\_\_  
Patrick Brown, Mayor  
  
\_\_\_\_\_  
Charlotte Gravlev, Acting City Clerk

CITY OF BRAMPTON EMERGENCY MANAGEMENT PROGRAM

**1. OVERVIEW**

The province of Ontario, through the *Emergency Management and Civil Protection Act*, R.S.O. 1990, Chapter E.9., and Ontario Regulation 380/40, outlines specific legislated requirements with regards to emergency management, in which all municipalities must annually comply with. The City of Brampton Emergency Management Program establishes the elements to develop, implement, maintain, and evaluate emergency management and continuity of operations strategies that address prevention, mitigation, preparedness, response, and recovery.

**2. EMERGENCY MANAGEMENT PROGRAM GOVERNANCE**

The City of Brampton Emergency Management Program is governed by the following:

The City of Brampton Emergency Management Program shall be developed, implemented, reviewed, and updated in accordance with the *Emergency Management and Civil Protection Act*, R.S.O. 1990, Chapter E.9.

The City of Brampton shall establish and maintain an Emergency Management Program Committee, to meet at a minimum of once, annually, for the purpose of conducting a review of the city's Emergency Management Program, and making recommendations to council for its revision, if necessary.

The City of Brampton shall establish and maintain a Municipal Emergency Control Group who shall direct the city's response in an emergency.

The City of Brampton will develop and manage a Corporate Business Continuity Steering Committee to provide direction regarding departmental business continuity plans, approval, and oversight.

The City of Brampton will employ a Manager of Emergency Management to the Brampton Emergency Management Office, who shall be designated as the Community Emergency Management Coordinator for the city and who shall co-ordinate the development and implementation of the city's Emergency Management Program.

The City of Brampton will provide details related to the City of Brampton Emergency Management Program to Emergency Management Ontario on an annual basis to seek guidance on the city's progress to meet its legislative requirements.

The City of Brampton will establish a program budget, including the development of financial procedures and controls to support the Program before, during, and after an emergency.

The City of Brampton Emergency Management Program will strive for continuous improvement (through initiatives such as post-emergency after-action reviews) to strengthen emergency management and business continuity structures, processes, and procedures.

**3. EMERGENCY MANAGEMENT PROGRAM ELEMENTS**

The City of Brampton Emergency Management Program is comprised of the following elements which meet and exceed all the legislated requirements:

**Emergency Prevention and Mitigation**

The City of Brampton Emergency Management Program will support and contribute to corporate led hazard prevention and mitigation opportunities where appropriate, through the provision of consultation and advisory services.

**Emergency Preparedness**

The City of Brampton Emergency Management Program shall include a hazard identification and risk assessment to determine the threats that could give rise to emergencies within the city.

The City of Brampton Emergency Management Program shall include the identification of any facilities, elements of infrastructure and/or critical infrastructure that are at risk of being affected by emergencies.

The City of Brampton Emergency Management Program shall include annual training for the staff of the Municipal Emergency Control Group to ensure the readiness of employees to act under the Emergency Plan.

The City of Brampton Emergency Management Program shall include the delivery of public education on the risks to public safety and on public preparedness for emergencies in addition to an annual emergency preparedness campaign.

The City of Brampton Emergency Management Program shall include an annual emergency exercise to evaluate the city's emergency response plan and procedures.

The City of Brampton Emergency Management Program will include involvement in the process of City of Brampton corporate and community event planning, to provide safety plans for large crowd events.

The City of Brampton Emergency Management Program will include a maintained database of trained emergency volunteers, known as Community Emergency Response Volunteers; and engage them to assist during emergencies and to promote emergency preparedness to the public.

### **Emergency Response**

The City of Brampton shall develop and adopt by by-law, an Emergency Plan that consists of an emergency response plan, assigns responsibilities to city employees, by position, and sets out the procedures for notifying the members of the Municipal Emergency Control Group.

The City of Brampton shall submit a copy of the most current version of the Emergency Plan to the Chief of Emergency Management Ontario.

The City of Brampton shall establish, maintain and equip a primary and alternate Emergency Operations Centre, to be used by the Municipal Emergency Control Group.

The City of Brampton shall designate an employee of the city as its Emergency Information Officer to act as the primary media and public contact for the city in an emergency.

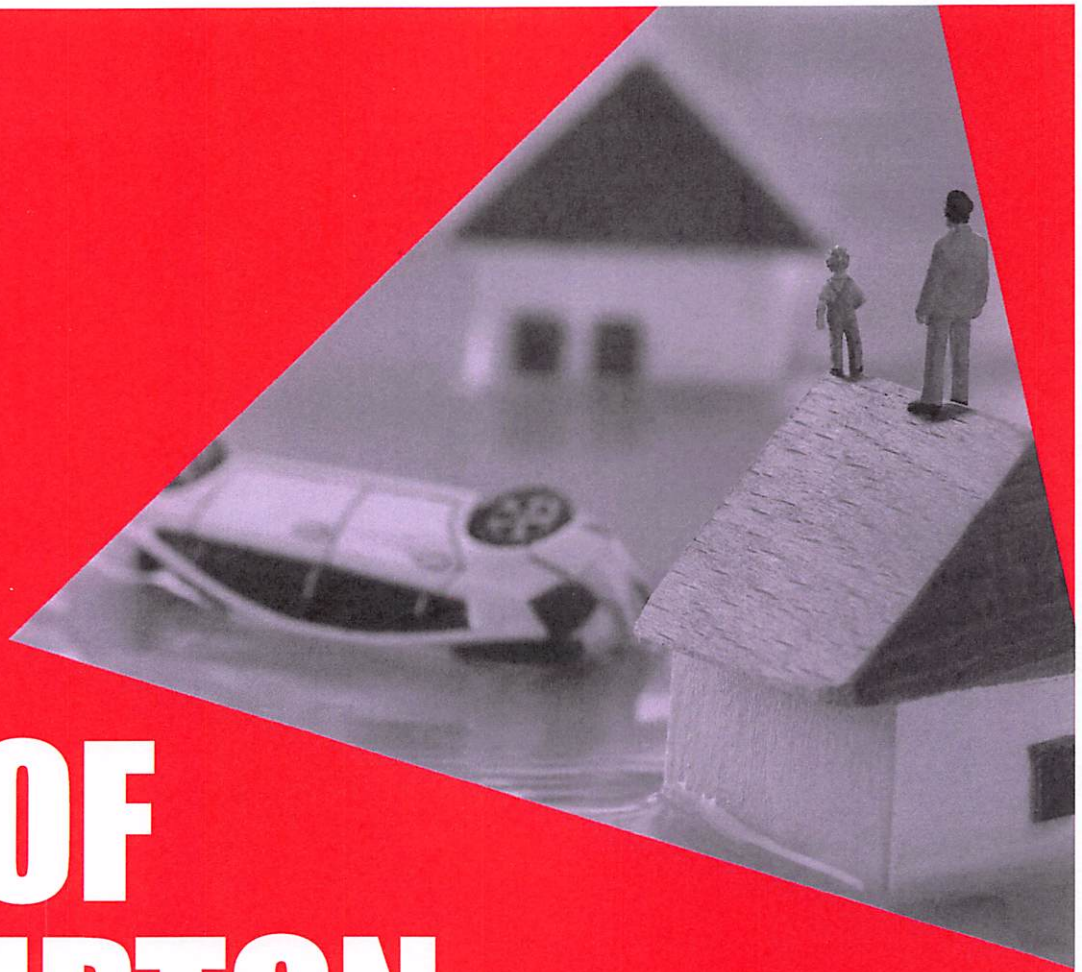
### **Emergency Recovery**

The City of Brampton will develop, implement, review and maintain an Emergency Recovery Plan.

### **Continuity of Operations Planning**

The City of Brampton will develop, implement, test, train and maintain a framework for organizational resilience as outlined in the Business Continuity Administrative Directive.





# CITY OF BRAMPTON EMERGENCY PLAN 2024

**APPENDIX B to BYLAW XX-2024**

**PREPARED BY THE BRAMPTON  
EMERGENCY MANAGEMENT OFFICE**





The City of Brampton Emergency Plan is a public document. All appendices to this Emergency Plan are considered confidential. Limitations to public access are described within the [Municipal Freedom of Information and Protection of Privacy Act](#).

The City of Brampton is committed to providing alternate formats for all online and published content. If you would like to request content in an alternate format, please email [accessibility@brampton.ca](mailto:accessibility@brampton.ca).



# TABLE OF CONTENTS

RECORD OF AMENDMENTS.....	3
LIST OF ACRONYMS AND ABBREVIATIONS .....	4
1.0 INTRODUCTION .....	5
1.1 AIM AND OBJECTIVES .....	6
1.2 SCOPE .....	7
1.3 APPLICABLE LEGISLATION .....	7
EMERGENCY MANAGEMENT AND CIVIL PROTECTION ACT .....	8
ONTARIO REGULATION 380/04: STANDARDS .....	8
MUNICIPAL BYLAWS.....	9
1.4 MAINTENANCE AND REVIEW .....	9
2.0 CITY OF BRAMPTON EM GOVERNANCE STRUCTURE .....	9
2.1 BRAMPTON EMERGENCY MANAGEMENT PROGRAM COMMITTEE .....	9
2.2 BRAMPTON EMERGENCY MANAGEMENT OFFICE .....	10
COMMUNITY EMERGENCY MANAGEMENT COORDINATOR.....	10
2.3 MUNICIPAL EMERGENCY CONTROL GROUP .....	10
3.0 EMERGENCY PREVENTION AND MITIGATION ACTIVITIES.....	10
4.0 EMERGENCY PREPAREDNESS ACTIVITIES .....	11
4.1 CORPORATE PREPAREDNESS.....	11
HAZARD IDENTIFICATION AND RISK ASSESSMENT .....	11
INFRASTRUCTURE IDENTIFICATION.....	11
EMERGENCY OPERATION CENTRE READINESS.....	12
TRAINING AND EXERCISES .....	13
EVENT SAFETY .....	13
4.2 COMMUNITY PREPAREDNESS .....	13
PUBLIC AWARENESS AND EDUCATION.....	13
COMMUNITY EMERGENCY RESPONSE VOLUNTEERS .....	14
5.0 EMERGENCY RESPONSE PLAN .....	14
5.1 GENERAL ROLES AND RESPONSIBILITIES .....	14
CITY OF BRAMPTON.....	14
REGION OF PEEL .....	16
OTHER LOCAL AGENCIES AND SERVICES .....	17

PROVINCE OF ONTARIO .....	18
5.2 CORPORATE LEVELS OF EMERGENCY / RESPONSE.....	18
OPTIONAL DECISION TO DECLARE A STATE OF EMERGENCY .....	19
5.3 EMERGENCY RESPONSE PLAN ACTIVATION PROCEDURE .....	22
INCIDENT REPORTED (9-1-1) .....	22
EMERGENCY SERVICES RESPOND.....	22
DECISION TO REQUEST MUTUAL AID .....	22
NOTIFICATION OF BEMO .....	22
AUTHORITY TO ACTIVATE PLAN .....	23
NOTIFICATION OF MECG / ACTIVATION OF EOC .....	23
REQUESTS FOR ASSISTANCE.....	23
5.4 PLAN IMPLEMENTATION .....	25
INCIDENT MANAGEMENT SYSTEM 2.0 GUIDANCE .....	25
CITY OF BRAMPTON IMS STRUCTURE IN THE EOC.....	26
5.5 EMERGENCY COMMUNICATIONS.....	28
PUBLIC INFORMATION .....	28
INTERNAL INFORMATION .....	29
5.6 CONTINUITY OF OPERATIONS .....	29
5.7 EMERGENCY EVACUATIONS .....	30
MUNICIPAL EVACUATION NOTICES .....	30
PROVINCIAL EVACUATION ORDERS.....	30
SHELTER-IN-PLACE.....	30
6.0 EMERGENCY RECOVERY PLAN .....	30
6.1 DEMOBILIZATION .....	31
DEBRIEFING / AFTER ACTION REPORTING AND IMPROVEMENT PLAN.....	31
6.2 FINANCIAL RECOVERY .....	31
MUNICIPAL DISASTER RECOVERY ASSISTANCE .....	32
DISASTER RECOVERY ASSISTANCE FOR ONTARIANS.....	32
ANNEX A – EMERGENCY RESPONSE DECISION-MAKING SUPPORTS .....	33
ANNEX B – EMERGENCY RECOVERY PLAN DECISION-MAKING SUPPORTS.....	34

## RECORD OF AMENDMENTS

#	Date	Amendment	Revised By	Approved By
1	April 13, 1992	Complete revision and update	BEMO	Council
2	April 26, 2004	Complete revision and update	BEMO	Council
3	June 23, 2010	Complete revision and update	BEMO	Council
4	August 30, 2014	Complete revision and update	BEMO	Council
5	February, 23, 2024	Complete revision and update	BEMO	

## LIST OF ACRONYMS AND ABBREVIATIONS



BEMO	Brampton Emergency Management Office
BEMPC	Brampton Emergency Management Program Committee
BFES	Brampton Fire and Emergency Services
CAO	Chief Administrative Officer
CERV	Community Emergency Response Volunteers
CEMC	Community Emergency Management Coordinator
CI	Critical Infrastructure
CIMT	Corporate Incident Management Team
CLT	Corporate Leadership Team
CVC	Credit Valley Conservation Authority
EIO	Emergency Information Officer
EM	Emergency Management
EMCPA	Emergency Management and Civil Protection Act
EMO	Emergency Management Ontario
EOC	Emergency Operations Center
IAP	Incident Action Plan
IC	Incident Commander
IMS	Incident Management System
MECG	Municipal Emergency Control Group
O. Reg.	Ontario Regulation
PEOC	Provincial Emergency Operations Centre
PPH	Peel Public Health
PRP	Peel Regional Police
PRPS	Peel Regional Paramedic Services
REM	Regional Emergency Management
SEAT	Special Event Advisory Team
SOP	Standard Operating Procedure
TRCA	Toronto and Region Conservation Authority



# 1.0 INTRODUCTION

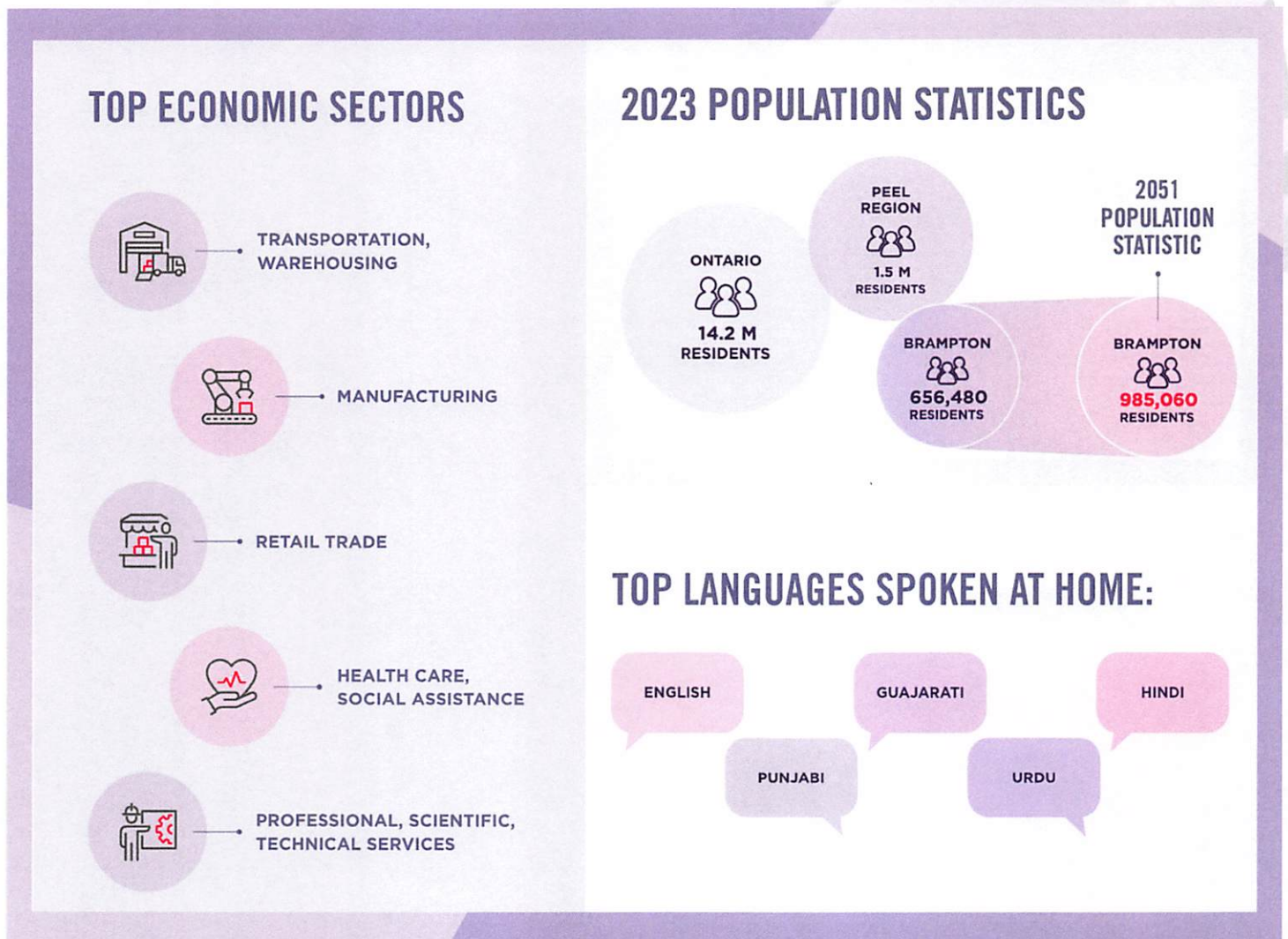
This document, the **City of Brampton Emergency Plan** (referred to herein as the Plan) is an integral component of the City of Brampton's comprehensive emergency management (EM) program. The EM program encompasses a range of organized activities undertaken to prevent, mitigate, prepare for, respond to and recover from potential, imminent or actual emergencies that may pose a threat or negatively impact the City of Brampton. For the Plan to be effective, all concerned must be made aware of its provisions and City officials and departments must be prepared to collectively carry out their assigned functions and responsibilities in an emergency situation.

An **emergency** as defined by the Emergency Management and Civil Protection Act (the guiding legislation for this Plan) is 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.

The Plan is predicated on the following **key principles** outlined below. A municipal emergency plan should:

- **Reflect the needs and circumstances of the community which it serves** – The City of Brampton is a rapidly growing, diverse and unique community as shown in **Figure 1**, below;
- **Apply to any and all-hazards** – In order to be able to adapt to a broad spectrum of emergencies, the Plan should be applicable to all hazards that the community might face;
- **Take into account a whole of society approach** – Managing emergencies is a shared responsibility among all relevant stakeholders including individuals and their families, businesses, the media, industry, non-governmental organizations and more, beyond public authorities;
- **Facilitate a flexible response** – Every emergency is unique and responders must scale response efforts to the needs of the emergency. The City has adopted the Province of Ontario developed Incident Management System (IMS) ([Section 5.4](#)) which enables responders and emergency management officials to tailor their response in a flexible and adaptable manner.
- **Support interoperability** – Emergencies vary in size and complexity, sometimes requiring coordination and collaboration between different communities and organizations. IMS includes standardized tools, common terms, roles, and functions which allow response organizations to remain interoperable while meeting the specific needs of an emergency.
- **Foster continuous improvement** – Those responsible for emergency management should review internal processes with a continuous improvement lens to achieve greater emergency management efficiencies.

Figure 1: City of Brampton Municipal Snapshot



## 1.1 AIM AND OBJECTIVES

This Plan outlines an emergency management framework with the **aim of protecting life, the health, safety and wellbeing of people, property and critical infrastructure, the natural environment and the economy**. The aim of this Plan will be **achieved through the following objectives**:

- Identifying, analyzing, evaluating and promoting public awareness on community hazards;
- Providing the whole of Brampton society with an overview of their individual and collective responsibilities during a potential, imminent, or actual emergency;
- Empowering those key City officials and departments with assigned emergency response roles with direction and support through training and exercise;
- Establishing partnerships and opportunities collaboration between City of Brampton departments, other local/regional municipalities, public safety response agencies and community partners;



- Adopting a flexible framework to communicate and coordinate effectively and efficiently, internally and externally during the response to any level or type of emergency; and
- Preserving the City's ability to operate through the quick restoration of critical functions and services during or following a disruption.

## 1.2 SCOPE

The Plan and the City's EM Program encompass five foundational components of emergency management (illustrated in **Figure 2**) and together, collectively contribute to a more resilient Brampton. These components and the activities associated with them are described in more detail in **Sections 3.0** to **6.0** of this Plan.

The annexes and appendices associated with this Plan are considered confidential and contain information that may require frequent updates, be of a technical nature or contain sensitive or personal information which could pose a security threat or violate privacy legislation if released to the public. A copy of all annexes is available to the appropriate City staff, as required.

*Figure 2: Five Components of Emergency Management*



## 1.3 APPLICABLE LEGISLATION

The legislation under which the City of Brampton and its employees are authorized to plan for and respond to emergencies include:

- **The Emergency Management and Civil Protection Act, R.S.O.1990, c. E.9**

- **Ontario Regulation 380/04: Standards**
- **Municipal By-laws**

### **EMERGENCY MANAGEMENT AND CIVIL PROTECTION ACT**

The Emergency Management and Civil Protection Act (EMCPA or Act), R.S.O. 1990, Chapter E.9 as amended, is the primary authority under which a municipality and its employees are authorized to plan for and respond to emergencies. The EMCPA requires municipalities to develop, implement and maintain an emergency management program and adopt it by by-law. The municipality's emergency management program, among other elements, must consist of an emergency plan. The following sections of the Act have been considered with respect to the development of this Plan:

- **Section 3 (1) – Municipal emergency plan**  
Requires a municipality to formulate an emergency plan.
- **Section 3 (5) – Training and exercises**  
Requires a municipality to conduct training programs and exercises to ensure employee readiness under the emergency plan.
- **Section 3 (6) – Review of plan**  
Requires every municipality to review and if necessary, revise its emergency plan annually. The City of Brampton Emergency Plan will be reviewed annually.
- **Section 5 – Conformity with upper-tier plan**  
Requires the emergency plan of a lower-tier municipality to conform with the emergency plan of an upper-tier municipality. As a lower-tier municipality, the City of Brampton Emergency Plan has been formulated to conform, where appropriate, with the upper-tier Region of Peel Emergency Plan.
- **Section 6.2 (1) – Emergency plans submitted to Chief**  
Requires a municipality to submit a copy of their Emergency Plan to the Chief, Emergency Management Ontario (EMO). A copy of the most current version of the City's Emergency Plan is submitted to EMO each year as part of its annual compliance submission.
- **Section 9 (b) – Evacuation**  
Requires an emergency plan to specify procedures for the safety or evacuation of persons in an emergency area.
- **Section 10 – Public access to plans**  
Outlines the conditions under which the municipal emergency plan may be made available to the public.
- **Section 11 (1) – Protection from action**  
Provides that no action or other proceedings shall be instituted against a member of council, an employee of the City of Brampton, and/or any other individual for any act or neglect done in good faith in the exercise or performance of any power or duty under this Act.

### **ONTARIO REGULATION 380/04: STANDARDS**

Ontario Regulation 380/04 (O. Reg. 380/04) under the EMCPA, sets the standards for municipal emergency management programs, including the approval of this Plan.



## MUNICIPAL BYLAWS

The municipal legislation under which the City of Brampton, its employees, and agents are authorized to prevent, mitigate, prepare for, respond to and recover from an emergency is by-law:

- **Bylaw XX-2024** is a bylaw to adopt an emergency management program and emergency plan for the City of Brampton.

## 1.4 MAINTENANCE AND REVIEW

The Brampton Emergency Management Office (BEMO) is responsible for maintaining this Plan. In compliance with the Emergency Management and Civil Protection Act (EMCPA), the Plan will be reviewed by the Brampton Emergency Management Program Committee (BEMPC) and if necessary revised, on an annual basis. Any proposed major revisions to this Plan must be presented to the BEMPC and approved by City Council. Revisions considered to be minor in nature (e.g. updates to contact information, formatting, etc.) may be made as required without the review and approval of the BEMPC.

The Plan along with its associated annexes and appendices may undergo additional re-evaluation to ensure their currency under the following conditions:

- Changes to legislation or regulation;
- Changes to municipal resources or organizational structure;
- The identification of new hazards or a change to existing hazards;
- Where recommendations have been made following an emergency exercise; and
- Where recommendations have been made following an emergency response as part of the after-action review process (refer to [Section 6.0](#)).

# 2.0 CITY OF BRAMPTON EM GOVERNANCE STRUCTURE

## 2.1 BRAMPTON EMERGENCY MANAGEMENT PROGRAM COMMITTEE

O. Reg. 380/04 describes that every municipality shall have an emergency management program committee composed of:

- The municipality's emergency management program coordinator;
- A senior municipal official appointed by council;
- Such members of council, as may be appointed by the council;
- Such municipal employees who are responsible for emergency management functions as may be appointed by council; and
- Such other persons as may be appointed by the council.

The committee oversees the development of a comprehensive EM program for the City of Brampton, and engages with and provides advice to City Council on program implementation. The current 2022 Terms of Reference of the Brampton Emergency Management Program Committee (BEMPC) further outlines the mandate, composition, responsibilities and administration of the BEMPC.



## 2.2 BRAMPTON EMERGENCY MANAGEMENT OFFICE

The Brampton Emergency Management Office (BEMO) is the agency within the municipality that is responsible for the coordination of emergency management and continuity of operations programs, plans, procedures and activities. BEMO monitors, collects, and disseminates information about potential, imminent or actual emergencies to the appropriate sources and is responsible for notifying and activating the Municipal Emergency Control Group ([Section 2.3](#)), as needed.

### COMMUNITY EMERGENCY MANAGEMENT COORDINATOR

O. Reg. 380/04 requires that every municipality have a Community Emergency Management Coordinator (CEMC). The person(s) who occupy this position is required to possess all the training required by the Chief, Emergency Management Ontario, including designation as a CEMC. The CEMC participates as a member of the Municipal Emergency Control Group and is a member of the City's BEMPC. With the support of the BEMPC, the CEMC ensures that the City's emergency management program meets all legislated requirements. In addition to the primary CEMC, the City has designated several employees as alternate CEMCs who possess the level of training required of the primary CEMC.

## 2.3 MUNICIPAL EMERGENCY CONTROL GROUP

O. Reg. 380/04 requires every municipality to have a Municipal Emergency Control Group (MECG) and that the composition of the group consist of officials, employees, and/or members of council, as may be appointed by council. In following what is required of the municipality, the MECG of the City of Brampton is responsible for providing the coordination and organization of necessary supports to the incident site during an emergency, in order to minimize the effects of the emergency on the City and ensure the continuity of municipal operations. Municipal employees and representatives from partner agencies will assemble at an Emergency Operations Centre (see [Section 4.1](#)) or virtually for the purpose of providing emergency response support or making emergency response decisions, depending on the nature and scale of the emergency.

## 3.0 EMERGENCY PREVENTION AND MITIGATION ACTIVITIES

Preventative actions aim to eliminate the impacts of an emergency or disaster. Such actions may include legislative controls, zoning restrictions, improved operating standards/procedures or critical infrastructure management. Although preventative measures aim to deter an emergency from occurring altogether, it is important to note that not all emergencies can be prevented.

Some emergencies are unavoidable, however, mitigating actions can proactively reduce the adverse impacts of an emergency or disaster. For example, mitigation strategies may include diversion or containment measures to lessen the impacts of a flood such as the construction and maintenance of storm water infrastructure.



Where possible, the City strives to identify prevention and mitigation opportunities that can help prevent or reduce the negative impacts of a hazardous event or emergency within Brampton. BEMO supports these corporate-wide projects through consultation and advisory services.

## 4.0 EMERGENCY PREPAREDNESS ACTIVITIES

Emergency preparedness includes actions taken prior to an emergency to ensure an effective emergency response. These actions include the identification of hazards and critical infrastructure, preparing designated emergency facilities for operational readiness, the development of emergency and continuity plans, training and exercises, as well as public awareness and education initiatives.

### 4.1 CORPORATE PREPAREDNESS

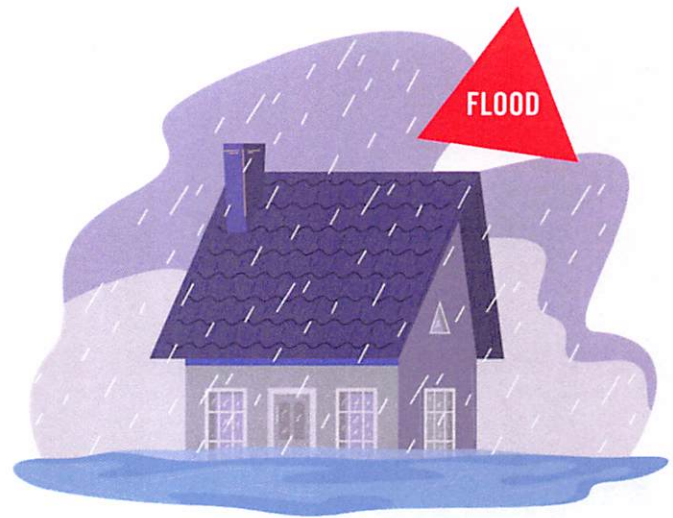
#### HAZARD IDENTIFICATION AND RISK ASSESSMENT

The EMPCA requires municipalities to identify and assess the various hazards and risks to public safety that could give rise to emergencies. By completing a HIRA, a municipality can proactively identify which risks pose the greatest threat and set priorities on how to prevent, mitigate, prepare for, respond to and recover from those threats through the appropriate strategies.

The **hazards that present the most risk in Brampton** include:

- Freezing Rain / Ice Storm
- Explosion / Fire
- Transportation Emergency – Rail
- Windstorm
- Cyber Attack
- Energy Supply
- Flood – Urban
- Tornado
- Extreme Temperatures - Cold Wave
- Human Health Emergency – Pandemic

Hazard-specific plans ([ANNEX A](#)) have been developed for some of Brampton's top hazards, which may require a more specialized response.



#### INFRASTRUCTURE IDENTIFICATION

The EMPCA requires municipalities to identify the facilities and other elements of infrastructure that are at risk of being affected by emergencies. BEMO maintains a list and comprehensive map of the city-owned and non-city-owned facilities as well as the critical infrastructure (CI) located within its municipal boundaries and reviews the list on an annual basis. Furthermore, through the process of asset management, as outlined in O. Reg. 588/17 under the *Infrastructure for Jobs and Prosperity Act*, municipalities are required to consider disaster planning and address the vulnerabilities that may be caused to municipal infrastructure as a result of climate change or other hazards.



When required, BEMO collaborates with public and private CI sector stakeholders often through training and exercise. CI is defined as 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 government. As a lower-tier municipality in a two-tiered system of government, certain public services are operated regionally rather than locally such as water and wastewater, waste management, public health and paramedic services. The **ten CI sectors**, as identified in [Canada's National Strategy for Critical Infrastructure](#) include:

**Figure 3: Canadian Critical Infrastructure Sectors**

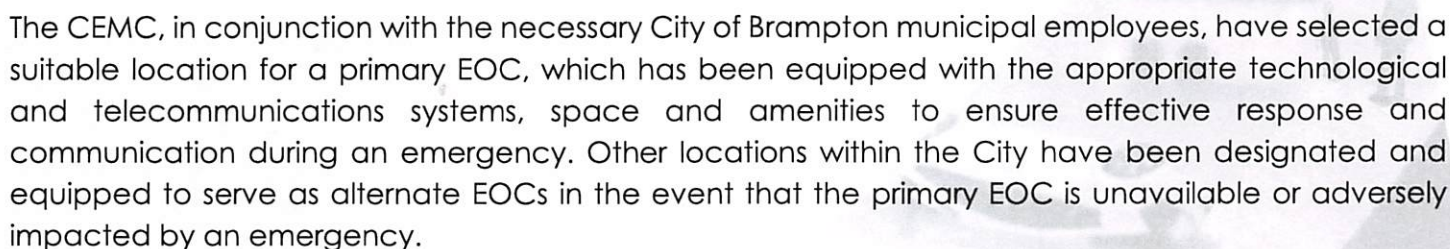


### EMERGENCY OPERATION CENTRE READINESS

O. Reg. 380/04 requires every municipality to establish an emergency operation centre (EOC) containing the appropriate technological and telecommunications systems to ensure effective communication in an emergency. From this designated and appropriately equipped facility, the MECG assembles to manage the response to an emergency or disaster. Furthermore, activities in an EOC include managing and providing information and resources, long-term planning and other forms of coordination to support the incident site. EOC activation procedures are detailed further in [Section 5.4](#).

### PHYSICAL EOC





The CEMC, in conjunction with the necessary City of Brampton municipal employees, have selected a suitable location for a primary EOC, which has been equipped with the appropriate technological and telecommunications systems, space and amenities to ensure effective response and communication during an emergency. Other locations within the City have been designated and equipped to serve as alternate EOCs in the event that the primary EOC is unavailable or adversely impacted by an emergency.

### **VIRTUAL EOC**

In addition to the primary and alternate EOC locations, the MCEG has the capability to convene virtually and provide emergency support to the incident site via multiple online platforms.

### **TRAINING AND EXERCISES**

The EMPCA requires that a municipal emergency management program consist of training and exercises to ensure the readiness of employees of the municipality and other persons to act under the Plan.

BEMO is responsible for identifying the specific training and resources needed to provide the necessary skills and knowledge to those individuals tasked with various duties in emergency management. BEMO is also responsible for the development and delivery of a comprehensive training and exercise program to be approved by the BEMPC.

Furthermore, provincial legislation requires that a municipal Emergency Response Plan ([Section 5.0](#)) be evaluated annually through a simulated emergency exercise.

### **EVENT SAFETY**

All City-led events are assessed for the need to have a safety plan. When the assessment calls for a safety plan, BEMO is informed and works closely with the City of Brampton's Events & Protocol team. The Event & Protocol team sets up a meeting with a cross-functional technical group of City and Regional agencies leveraging on member's expertise and experience to review, advise and support the City in hosting a large-scale event. As a member of this team, BEMO contributes to overall safety planning and implements any aspects of the safety plan and the appropriate response actions with the assistance from other City divisions and supporting agencies, when required.

## **4.2 COMMUNITY PREPAREDNESS**

### **PUBLIC AWARENESS AND EDUCATION**

The EMPCA requires municipalities to develop an emergency management program that consists of public education on the risks to public safety and on public preparedness for emergencies. BEMO provides public education through a wide range of initiatives including the maintenance of an emergency management [web site](#) and social media account, distribution of the [Emergency Preparedness Guide](#) and emergency kits, and implementation of the annual Emergency Preparedness Week and Business Continuity Week programs. Public education initiatives include school and seniors



programs, and presentations to clubs and associations on various topics related to personal preparedness and planning for specific emergencies.

### **COMMUNITY EMERGENCY RESPONSE VOLUNTEERS**

Established in 2003, the City of Brampton [Community Emergency Response Volunteer \(CERV\) program](#) focuses on training residents to be better prepared to act safely and respond to emergency situations in their communities. CERV training is offered free of charge by City of Brampton staff, and to anyone over 18 years of age working or living in the City. Members of CERV are invited to help BEMO during a major community emergency, at various events or to attend periodic training, and information sessions.

## **5.0 EMERGENCY RESPONSE PLAN**

Emergency response includes the provision of emergency services and public assistance or intervention during or immediately after an incident in order to protect people, property, the environment, the economy and/or critical services.

This section of the Plan is a standalone Emergency Response Plan. Under O. Reg. 380/04, the City is required to formulate an emergency response plan as part of its emergency plan which must assign responsibilities to municipal employees and set out the procedures for notifying the members of the MCEG.

### **5.1 GENERAL ROLES AND RESPONSIBILITIES**

#### **CITY OF BRAMPTON**

##### **BRAMPTON RESIDENTS**

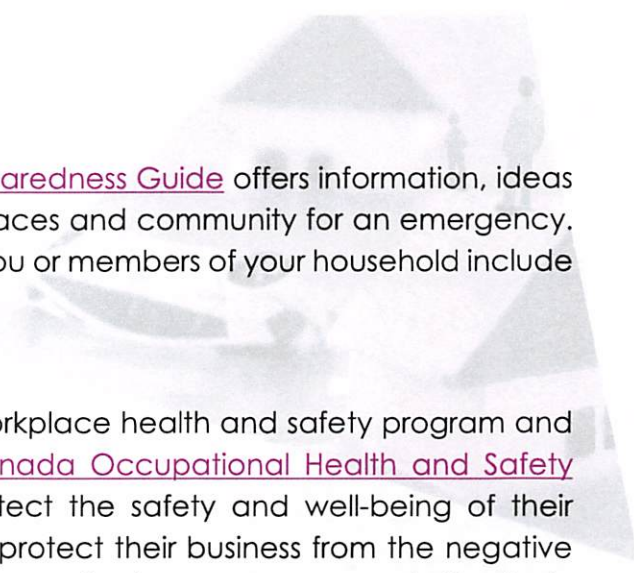
Emergencies can take place at any time and can occur anywhere, sometimes without warning. They can leave residents without essential services such as water, gas, electricity, or means of communicating and even force residents to evacuate their neighbourhood or to shelter in place, confining them to their home or workplace.

To report a hazard, risk or incident to the City of Brampton, residents can contact Service Brampton through the following channels:

- Dial 3-1-1 (within City limits)
- 905.874.2000 (outside City limits)
- 905.874.2130 (teletypewriter or text telephone)
- Download the 3-1-1 Brampton app on Google Play or the App Store
- Visit [www.311Brampton.ca](http://www.311Brampton.ca)
- Email [311@brampton.ca](mailto:311@brampton.ca)

When emergencies happen, emergency responders will need to assist impacted residents with urgent needs first. Residents have the responsibility to take the necessary steps to safeguard their personal safety and wellbeing and be prepared for emergencies. It is important that residents prepare to take care of themselves and their families by having a home emergency preparedness plan and kit readily available.





Know the risks, make a plan, have a kit. The [Emergency Preparedness Guide](#) offers information, ideas and resources to help residents prepare their homes, workplaces and community for an emergency. Use [this guide](#) to help you be prepared for an emergency if you or members of your household include people with disabilities or special needs.

## **BRAMPTON BUSINESSES**

Preparing for emergencies is a critical component of any workplace health and safety program and is a legal requirement throughout Canada as per the [Canada Occupational Health and Safety Regulations \(SOR/86-304\)](#). In doing so, employers can protect the safety and well-being of their employees, preserve their assets and resources and overall protect their business from the negative impacts of a disruption. By planning for an emergency in advance, businesses can respond effectively and efficiently to an emergency, minimize the downtime of critical functions and recover quickly. Brampton businesses interested in learning more about business continuity and emergency preparedness can check out this [Workplace Preparedness Guide](#).

## **HEAD OF COUNCIL**

Pursuant to the EMPCA, the Head of Council of a municipality is authorized to declare and terminate a state of emergency and must ensure that the Treasury Board Secretariat is notified of a declaration. Within Brampton, the Head of Council (Mayor) is the official spokesperson for the City during an emergency. In a situation where a Councillor is in the Acting Head of Council position, the role of municipal spokesperson may be fulfilled by that Councillor.

## **MEMBERS OF COUNCIL**

Given a Councillor's natural connection to the Brampton community, Councillors have the important role of reporting the issues and concerns of their constituents to the MCEG. Simultaneously, they can convey emergency messaging to residents. The member of Council assigned to the BEMPC is responsible for serving as the Council representative to the MCEG, acting as the Head of Council (in the absence of the Mayor) and/or liaising with other municipal councillors, local, provincial, federal politicians, the Chair of the Region of Peel and the Mayors of neighbouring municipalities, as required.

## **CORPORATE LEADERSHIP TEAM**

Members of the Corporate Leadership Team (CLT) include the Chief Administrative Officer (CAO) and respective department Commissioners who provide evidence-based advice and recommendations to Council. During emergency situations, members of CLT will convene to form the Policy Group as part of the City's IMS structure ([Section 5.4](#)). Depending on the needs and circumstances of the emergency, the Policy Group may also be comprised of members outside of CLT. This group would be responsible for reviewing, interpreting and/or revising policies as required for emergency response. Should the emergency require the development of a new policy or the revision of an existing policy, the Policy Group will be convened.

## **MUNICIPAL DEPARTMENTS**



Municipal departments are expected to contact the rotational on-call BEMO staff member (See [Section 5.3](#)) whenever they are aware of a situation that presents a potential, imminent or actual risk to public safety that may exceed the capacity of existing standard operating procedures.

Some departments (and divisions) will have their own emergency and business continuity plans which include alerting systems and emergency procedures outlining how departmental services and responsibilities will be fulfilled during an emergency or business disruption. Each department is responsible for designating a staff member to act as the custodian of such plans and procedures, to review and update them as required on a regular basis and initiate their activation, as needed.

During an emergency, the head of each department is responsible for providing employees with support in the form of sharing the resources available to them, amplifying corporate emergency messaging and providing alternate work accommodations in line with corporate policies.

### **MUNICIPAL EMPLOYEES**

Employees of the City of Brampton are expected to familiarize themselves with the contents of this Plan and be prepared to carry out the functions and responsibilities that may be assigned to them. Designated Brampton staff including but not limited to those assigned to the MCEG are required to complete training in emergency management processes and IMS.

During an emergency, there may be a need for the redeployment of employees to other departments who may be required to perform duties outside of their regular job descriptions to ensure the continuity of critical municipal services. If such action is necessary, redeployment activities will take place in a fair and effective manner in line with employee best practices at the City of Brampton, but also taking into consideration the need for flexibility and adaptability. Therefore, People Leaders should be prepared if the redeployment of teams becomes a necessity.

To ensure that all information released to the media and public is consistent, accurate and approved, every City of Brampton employee must direct all media inquiries concerning any aspect of an emergency or non-emergency to the Media Relations team (Strategic Communications) at [mediarelations@brampton.ca](mailto:mediarelations@brampton.ca) or 905.874.3604. This team will manage and facilitate responses/interviews, as required. If the reporter provides their contact details and the topic of their inquiry, the employee must send the information to [mediarelations@brampton.ca](mailto:mediarelations@brampton.ca). Note: even if it appears to be a simple question that you may know the answer to, you must direct the reporter to the Media Relations team for information and coordination.

### **REGION OF PEEL**

#### **REGIONAL EMERGENCY MANAGEMENT**

Within the Region of Peel, Regional Emergency Management (REM) has the responsibility of both administering the Region's Emergency Management program and the development and application of the Region of Peel Emergency Plan. REM monitors, supports and responds to significant events or emergencies within the Region of Peel, and when appropriate and requested, in other jurisdictions. When an emergency in the City involves a large portion of the Municipality or reaches beyond the



boundaries of Brampton, it may become necessary for inter-jurisdictional collaboration, and require assistance from the Region of Peel. In doing so, a Regional Emergency may be initiated. See [Section 5.4](#) for more information.

### **HUMAN SERVICES**

The Region of Peel Human Services Department is responsible for advising the City of Brampton on all matters related to the coordination and care of evacuees. They will provide support to the City of Brampton and human care delivery agencies to set-up and operate reception and/or evacuation centre(s) where needed and if required, coordinate the provision of monetary, food, clothing, personal services, or other assistance to evacuees. Refer to [Section 5.7](#) for additional information regarding emergency evacuations.

### **PEEL PUBLIC HEALTH**

Peel Public Health (PPH) is responsible for coordinating pandemic planning for the health sector in their jurisdiction, with direction from the provincial and federal governments. Planning involves liaising and coordinating in advance of an emergency with regional partners, such as hospitals, long-term care facilities, community care access centres, physicians, and others in the community health sector. PPH also serves as a link to the non-health sector through liaison with local emergency management partners.

### **PEEL REGIONAL POLICE**

Peel Regional Police (PRP) is responsible for coordinating the provision of law enforcement services. During an emergency impacting the City of Brampton, a PRP representative will be responsible for supervising the police branch of the Operations Section within the City's IMS structure. PRP supports and contributes to planned festivals and events by lending their expertise and experience to review, advise and support festival and event organizers from the community and City wishing to host a special event in Brampton.

### **PEEL REGIONAL PARAMEDIC SERVICES**

Peel Regional Paramedic Services (PRPS) is responsible for coordinating the provision of medical care and services. For emergencies impacting the City of Brampton or PRPS, the Chief of PRPS will delegate representative(s) to provide support as requested and as available to the municipal EOC. PRPS representative(s) will be responsible for supervising the paramedic branch of the Operations Section within the City's IMS structure. PRPS supports and contributes to planned festivals and events by lending their expertise and experience to review, advise and support festival and event organizers from the community and City wishing to host a special event in Brampton.

### **OTHER LOCAL AGENCIES AND SERVICES**

There are local agencies and services which may be called upon to support the City's response to an emergency. They are responsible for the development and maintenance of their own emergency programs, plans, policies and procedures. The City of Brampton promotes an environment of two-way information sharing and strives to build connections with community partners through collaborative projects, opportunities to participate in training and exercises among other shared activities and



initiatives. These agencies and services which may support the response to an emergency include but are not limited to the following:

### **TORONTO AND REGION CONSERVATION AUTHORITY (TRCA) AND CREDIT VALLEY CONSERVATION (CVC)**

Both the TRCA and CVC oversee watersheds within the City of Brampton municipal boundary. Conservation authorities are responsible for maintaining flood warning systems by collecting data, and monitoring watershed and weather conditions to provide timely warnings and forecasts of anticipated or actual flood conditions. During an active emergency, these agencies may advise local municipalities as it relates to flood emergency planning by providing technical advice.

### **UTILITY COMPANIES**

Depending on the nature of an incident or emergency, representation from local utility companies (such as electric or gas) may be requested to participate in the response and/or recovery from an emergency. Within the City's IMS structure, the utility company representative(s) will be responsible for notifying the Operations Section Chief of service outages, expected duration of outages, and establishing priorities for the restoration of services. Major utility companies servicing the Brampton area include Enbridge Gas and Alectra Utilities.

### **NOT-FOR-PROFIT ORGANIZATIONS**

There are not-for-profit organizations within the Brampton community who possess specialized skills and capabilities that can be applied to response and recovery efforts including support in the areas of emergency health care, shelter, food, water, and clothing. Some of these organizations include the Canadian Red Cross, Salvation Army, Peel Amateur Radio Club and St. John's Ambulance.

### **PROVINCE OF ONTARIO**

Emergency Management Ontario (EMO), of the Ministry of the Treasury Board Secretariat, is responsible for monitoring, coordinating and assisting in the formulation and implementation of emergency plans throughout Ontario. EMO is responsible for the coordination of response and preparedness programs in Ontario, and by Order in Council for any emergency that requires the coordination of provincial emergency management in the Province of Ontario.

Other Provincial Ministries may have certain duties to perform during an emergency. They are assigned by Order in Council 1157/2009 under the authority of the EMPCA.

## **5.2 CORPORATE LEVELS OF EMERGENCY / RESPONSE**

In keeping with the principles and concepts of IMS, the City has developed four corporate levels of emergency which are modular, scalable and which may not necessarily escalate in sequence. Every incident is unique and therefore warrants an equally unique response. As an incident increases in size, complexity and severity, the level of response and resource needs may intensify. The four corporate levels of emergency include:

- **LEVEL 1 – NORMAL BUSINESS / PLANNED EVENT**



- **LEVEL 2 – MINOR INCIDENT**
- **LEVEL 3 – MAJOR INCIDENT**
- **LEVEL 4 – EMERGENCY**

The four levels of response include:

#### **ROUTINE MONITORING:**

BEMO continually monitors the City and other jurisdictions for potential, imminent or actual emergencies on a daily basis. During routine monitoring, planned events and business as usual activities continue, however, if an incident warrants close attention, BEMO staff will monitor it and proactively notify the appropriate City departments and stakeholders, as necessary.

#### **ENHANCED MONITORING:**

BEMO and potentially other municipal staff as needed, continually monitor and assess a developing or active situation. The situation may be an incident for which some municipal resources may be engaged to provide direct response or support.

#### **PARTIAL ACTIVATION:**

Partial Activation may be adopted to coordinate, support and actively respond to an incident. A Partial Activation response will follow the IMS framework and will include support from a portion of the MCEG and external agencies as required, to meet the operational needs of the incident. The applicable MCEG members will be advised of any event where a Partial Activation occurs and will be provided regular updates during the incident.

#### **FULL ACTIVATION:**

Full Activation may be adopted to coordinate, support and actively respond to a complex incident. A Full Activation response will follow the IMS framework and will include support from all MCEG members and external agencies as required, to meet the operational needs of the incident.

**Figure 4**, below, summarizes how an incident can be scaled up or down, depending on the level of severity present and the potential actions which may be associated with each level of response.

#### **OPTIONAL DECISION TO DECLARE A STATE OF EMERGENCY**

If warranted, the City of Brampton may decide to declare a state of emergency extending to all or any part of the geographical area under the City's jurisdiction. Under the EMCPA, the following individuals have the **authority to declare an emergency**:

- the Head of Council of a municipality (or their designate);
- the Lieutenant Governor in Council; and
- the Premier.

At the municipal level, a declaration shall be made by the Head of Council upon recommendation of the MCEG. In making its recommendation, the MCEG can reference EMO's **Checklist in Consideration of a Declaration of Emergency** found within [ANNEX A](#).

If the decision is made to declare an emergency, the municipality **must notify Emergency Management Ontario** as soon as possible through the Provincial Emergency Operation Centre. All

declarations should be made in writing to ensure proper documentation is maintained (See [ANNEX A](#) for a Declaration of Emergency Form).

Once the emergency has scaled down to a manageable incident or has ended, the following officials possess the **authority to declare that an emergency has terminated** at any time:

- the Head of Council, in consultation with the Municipal Emergency Control Group;
- the Lieutenant Governor in Council; or
- the Premier of Ontario.



Figure 4: Corporate Levels of Emergency and Response



## 5.3 EMERGENCY RESPONSE PLAN ACTIVATION PROCEDURE

Most emergencies are managed at the incident site by the responding public safety response agencies and are considered normal business or routine operations. Emergencies of greater size, complexity and severity (Level 2 to Level 4) will require a commensurate level of response. For these emergencies, the activation of the City's Emergency Response Plan may be required. The steps described below (and additionally illustrated in **Figure 5**) outline the process for activating the Emergency Response Plan.

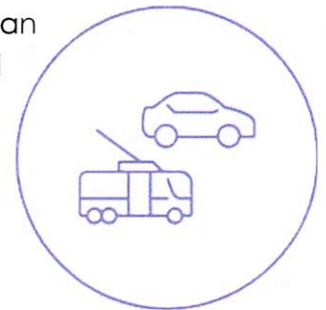
### INCIDENT REPORTED (9-1-1)

If an incident is reported by a citizen, generally, it will be reported by dialling **9-1-1** to access the appropriate public safety response agency such as fire, police or paramedics. These agencies will likely be among the first on scene at an incident or emergency.

### EMERGENCY SERVICES RESPOND

The initial responsibility for providing immediate command and control of an incident rests with a responding public safety response agency or municipal service department. An officer from the responding agency or department shall personally assume control at the site of an incident, establishing **Incident Command**, or arrange for someone on-site to take charge immediately until an Incident Commander is appointed. In general, Incident Command at the scene of an incident is established by:

- order of arrival;
- pre-existing agreements;
- legally established responsibility; and
- the kind of expertise required.



### DECISION TO REQUEST MUTUAL AID

Whenever a situation cannot be adequately dealt with solely by the responding public safety response agency or municipal service department, further action may be required through the activation of existing **mutual aid agreements** with neighbouring municipalities or other response agencies.

### NOTIFICATION OF BEMO

The Incident Commander on site may decide to contact BEMO via pager by calling Fire Communications. People Leaders from any municipal service department can also contact BEMO, in accordance with the City's **Incident Reporting and Notification Standard Operating Procedure (ANNEX A)**. BEMO in collaboration with the Incident Commander at the site will assess the situation to establish next steps. For a **Level 2 – Minor Incident**, BEMO, potentially with assistance from other municipal staff, may monitor and assess the situation further (**Enhanced Monitoring**) or respond by coordinating or providing available resources. BEMO and the Incident Commander may consult with the appropriate authority ([Section 5.4](#)) to determine the need for emergency response plan activation.





## **AUTHORITY TO ACTIVATE PLAN**

For **Level 3 – Major Incidents** and **Level 4 – Emergencies**, the City's MCEG may be called together in part (**Partial Activation**) or in whole (**Full Activation**) with or without a declaration of an emergency to direct the municipality's response to an incident or emergency. The individuals, including their alternates, who possess the authority to activate this emergency response plan and assemble the required staff at the EOC, whether physically or virtually, are as follows:

- Head of Council / or Alternate (Mayor);
- CAO / or Alternate;
- Fire Chief / or Alternate (from BFES); and
- CEMC / or Alternate (from BEMO).

## **NOTIFICATION OF MCEG / ACTIVATION OF EOC**

Should an incident or emergency in the City of Brampton prompt the activation of an EOC, the first arriving MCEG member will coordinate the set-up of the EOC in accordance with **SOG - EOC Set-up Guideline** ([ANNEX A](#)). Either before or upon arrival, all EOC staff will be provided with the **EOC Handbook** ([ANNEX A](#)), to orientate them on the designated EOC space. More specifically, this handbook outlines the mandate, management, physical layout, equipment, technology and operating systems of the EOC.

## **REQUESTS FOR ASSISTANCE**

Assistance from the Region of Peel or the Province of Ontario may be requested at any time without the municipality declaring an emergency. However, in some cases, the municipality may be required to declare a state of emergency in order to gain access to specific resources.

## **REGIONAL ASSISTANCE**

When an incident or emergency in the city involves a large portion of the municipality or reaches beyond the municipal boundaries of Brampton, inter-jurisdictional collaboration may be necessary, and require assistance from the Region of Peel.

Regional Emergency Management may provide assistance without implementing their emergency plan, however, if a regional emergency has been declared, it shall work in parallel with a municipal declaration of emergency of the City of Brampton.

In the event that the emergency is related to health, or other issues that are of regional jurisdiction, the Region of Peel may declare an emergency, while there is no municipal declaration. The municipality may provide support to the region in this instance.

## **PROVINCIAL ASSISTANCE**

If locally available resources, including those that might be available from bordering municipalities and/or regional sources, are insufficient to meet emergency requirements, then assistance may be requested from the Province of Ontario. Such requests must be directed through area/region/district offices of the Provincial Ministry/Agency that normally provide services in the local area, or directly through EMO.

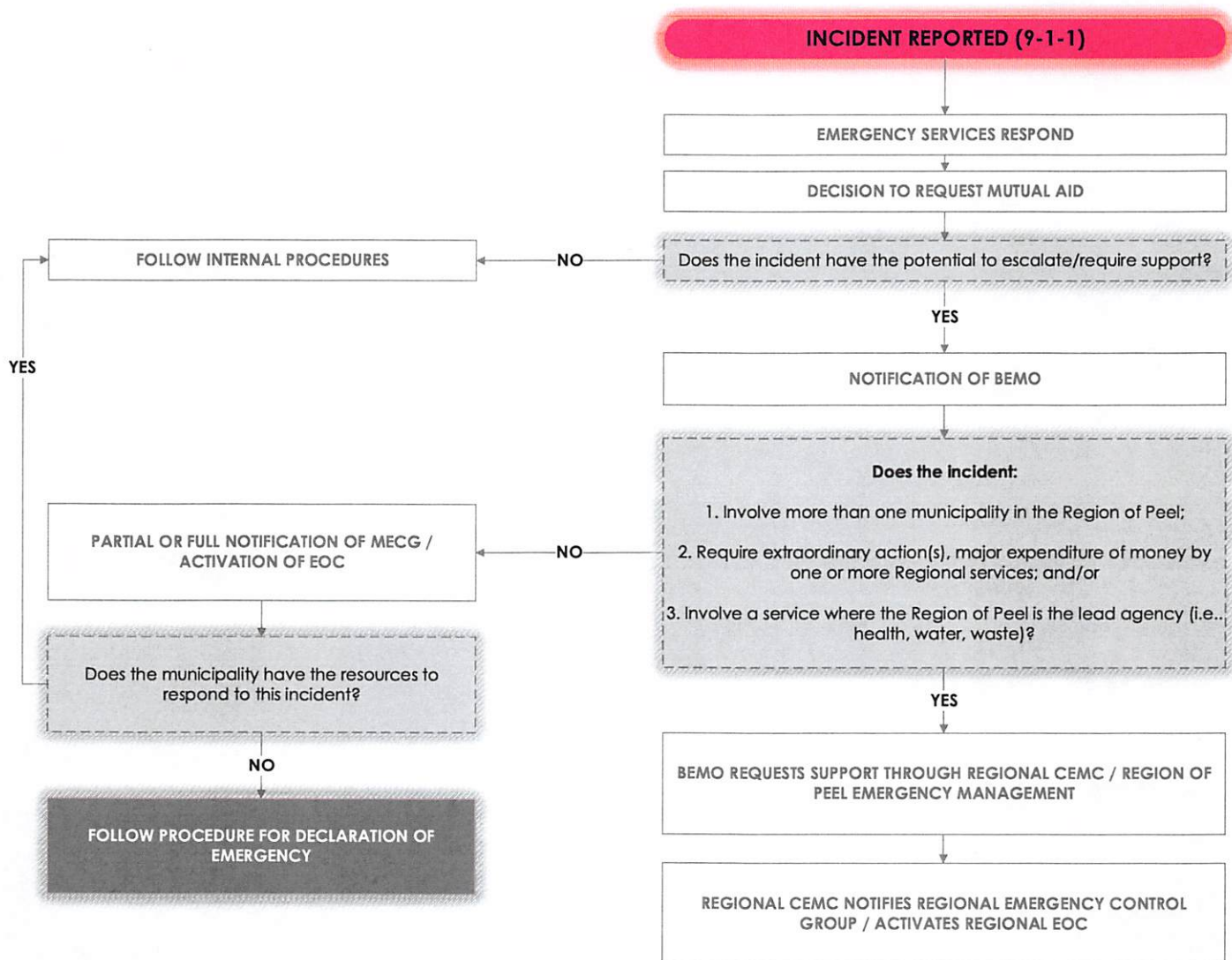
To support municipalities during emergencies, EMO maintains an extensive emergency management capacity that is coordinated through the Provincial Emergency Operations Centre (PEOC). More information regarding the emergency response resources available through the province can be found [here](#).

When the Lieutenant Governor in Council or the Premier of Ontario declares that an emergency exists throughout or in any part of Ontario, the Premier may exercise their legal right to require a municipality to provide assistance to the emergency area not within their jurisdiction.

### FEDERAL ASSISTANCE

Requests for federal assistance, including support from the Department of National Defence, must be made through the PEOC.

Figure 5: Emergency Response Plan Activation Procedure





## 5.4 PLAN IMPLEMENTATION

### INCIDENT MANAGEMENT SYSTEM 2.0 GUIDANCE

The implementation of this Plan largely aligns with the most current IMS guidance. The Province of Ontario developed the IMS Doctrine, as a standardized approach to emergency management, built on international recommended practices, and designed to reflect the unique needs and circumstances of municipalities across Ontario. It encompasses all the areas that are needed for managing an emergency, including personnel, facilities, equipment, procedures, and communications, operating within a common organizational structure. The provincial IMS 2.0 Guidance document improves upon the previous IMS doctrine by placing a greater emphasis on several of the structure's core principles which are:

- **Communication;**
- **Coordination;**
- **Collaboration;** and
- **Flexibility.**

IMS is predicated on the understanding that in any and every incident, there are certain functions that must be carried out regardless of the number of persons who are available or involved in the emergency response. The core IMS functions are:

- **Coordination & Command;**
- **Operations;**
- **Planning;**
- **Logistics;**
- **Finance & Administration;** and
- **Public Information Management.**

The key benefit for the City of Brampton in following the provincial IMS structure, is that it allows for interoperability in the event that an incident is cross-jurisdictional and the municipality needs to connect with the EOC's of neighbouring lower-tier municipalities (Town of Caledon and City of Mississauga), the upper-tier municipality (Region of Peel), other levels of government, or external agencies. Furthermore, operating under IMS guidance will result in the adoption of common terminologies between all agencies, and allow all responders to communicate more effectively to manage an incident.

### IMS AT AN INCIDENT SITE

All incidents are different and as such, have their own unique set of needs. At the site of an incident, the **Incident Commander (IC)** is responsible for managing all site aspects and response activities including the safety of incident responders, setting high-level objectives, and coordinating with other response organizations. The IC may choose to stand up one or more core IMS functions, meaning, they have assigned personnel to perform that function. If the IC chooses to stand up only one function, all other functions still need to be performed by the IC.

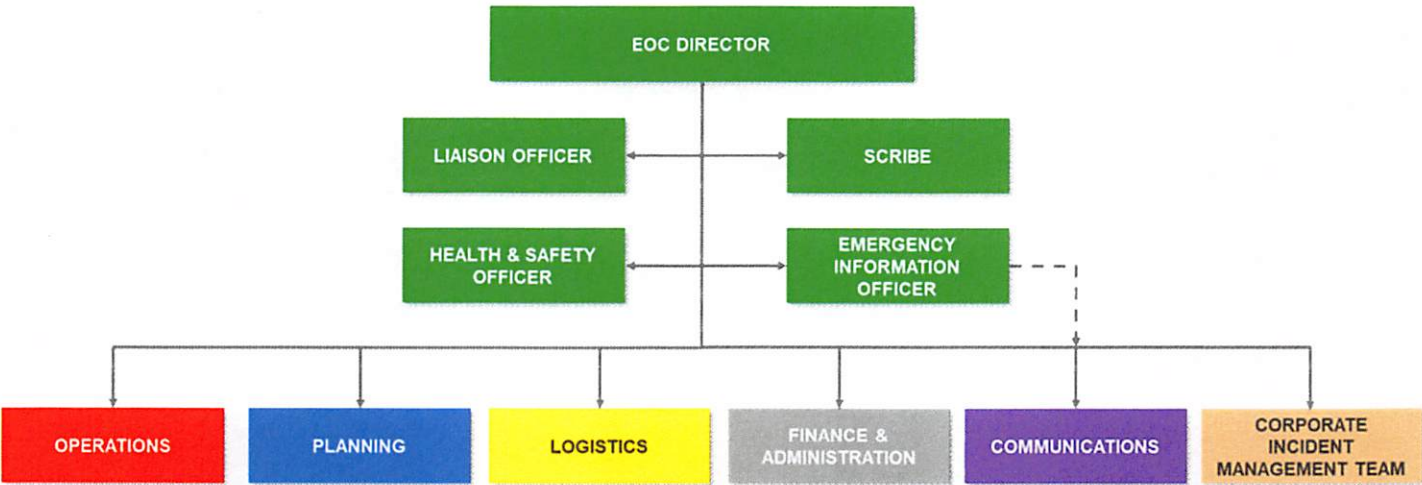
### IMS IN THE EOC

Incident response activities vary between the site and the EOC. An EOC is managed by an **EOC Director** who coordinates resources and information. The main purpose of most EOCs is to coordinate efforts that provide support to the site. However, for more complex incidents (for example, where there are multiple flooding incidents at various sites throughout the City) it may be more effective and efficient to coordinate incident response activities from an EOC. Command of the incident may also take place in an EOC (for example, if the incident covers a large geographical area such as an extreme weather event or has no physical incident site such as a cyber attack).

**CITY OF BRAMPTON IMS STRUCTURE IN THE EOC**

The MECG described in [Section 2.3](#) of this Plan, represents the entire staffing of the EOC. These individuals, along with alternates and second alternates, fulfill specific roles and responsibilities within the IMS structure. Certain elements of the provincial IMS 2.0 Guidance have been amended to better align with the organizational and operational needs of the City of Brampton. For example, as shown in **Figure 6**, below, the City's IMS structure consists of a Corporate Incident Management Team as a core function.

*Figure 6: City of Brampton EOC IMS Structure*



The general roles and responsibilities of the City of Brampton's IMS functions, at the EOC specifically, are summarized in **Table 1**, below. An IMS Handbook, inclusive of IMS position checklists and expanded IMS functions and roles can be found in [Annex A](#).

*Table 1: City of Brampton IMS Functions and Roles in the EOC*

<b>COORDINATION AND COMMAND</b> - The Coordination and Command function is responsible for overseeing, coordinating and directing the incident or incident-related support activities. <b>EOC DIRECTOR</b> - The EOC Director manages an EOC. In most incidents, the main task of an EOC Director is to coordinate resources and information. <b>LIAISON OFFICER</b> – The Liaison Officer is the primary contact for outside communities and organizations involved in supporting an incident response and advises the EOC Director on any matters relating to outside support for an incident response, including any requests for assistance.
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



**EMERGENCY INFORMATION OFFICER** - The Emergency Information Officer (EIO) acts as the public information lead. The EIO (or a designate) may be deployed to the site or sit within Coordination and Command at an EOC. The EIO should brief the EOC Director and other incident responders on matters relating to public information. In a major incident or emergency response with a greater need for internal and external communications, a Communications Section (described below) may be stood up with the EIO acting as the Section Chief.

**HEALTH AND SAFETY OFFICER** - The Health and Safety Officer is concerned with the physical and mental well-being of all incident response personnel.

**SCRIBE** - Scribes take and collect notes throughout the duration of an incident. They should also take notes during meetings and teleconference calls as well as record key activities, events, agreements and any matters of potential legal significance. They take notes at all Command meetings and document decisions made.

**OPERATIONS** - The role of the Operations Section is to meet current incident objectives and priorities stated in an Incident Action Plan (IAP). In the EOC, the Operations Section takes on the tactical responsibilities and involves activities such as coordinating communications and providing situational awareness to and from the site.

**PLANNING** – The Planning Section collects, confirms, analyzes and shares incident information gathered from incident responders. Internal communication is a key activity within the Planning Section. This Section also prepares the IAP and develops contingency and long-term plans.

**LOGISTICS** – The Logistics Section arranges and provides services and supports including personnel, supplies, facilities and other resources to an incident.

**FINANCE AND ADMINISTRATION** – The Finance and Administration Section manages incident-specific finance and administration activities including payroll, vendor contracts and incident cost tracking.

**COMMUNICATIONS** - The Communications team is responsible for four main areas: liaison, internal communications, public inquiry, and media relations. This function will be largely performed by the Strategic Communications Division of the City of Brampton. See [Section 5.5](#) for additional information.

**CORPORATE INCIDENT MANAGEMENT TEAM** - The Corporate Incident Management Team (CIMT) will provide support to all internal aspects of the incident where they will manage and control the situation on behalf of the Corporation. CIMT ensures the critical services as provided by the City of Brampton are maintained before, during and after a disruption. See [Section 5.6](#) for additional information.



## 5.5 EMERGENCY COMMUNICATIONS

The goal of emergency communications is to ensure the timely and accurate dissemination of information to the appropriate audience(s). There are two types of information that need to be managed:

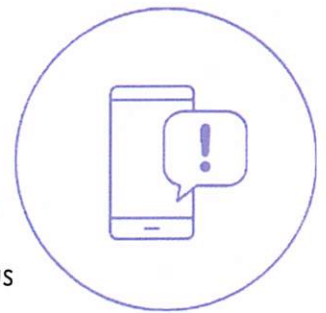
- **Public Information;** and
- **Internal Information.**

This section outlines how public and internal information will be managed by the Communications function of the IMS structure. More information can be found in the City of Brampton **Crisis Communications Plan** ([ANNEX A](#)) which enables the Communications team to respond promptly, accurately and confidently during any crisis.

### PUBLIC INFORMATION

The public can stay informed during an emergency by accessing the following resources:

- [Environment Canada](#) is the official source for weather watches, warnings and alerts for Ontario.
- [Toronto and Region Conservation Authority](#) and [Credit Valley Conservation](#) operate flood forecasting and warning programs that monitor weather forecasts and watershed conditions on a continuous basis and issue flood messaging when conditions warrant.
- [Alectra Utilities outage map](#) shows the areas within Brampton that are experiencing power outages, how many homes are affected and the estimated time for service restoration.
- [2-1-1](#) is a free, multilingual (over 150 languages), confidential and available 24/7 one-stop information centre. In addition to connecting citizens with services, 2-1-1 provides residents and businesses with information on emergencies occurring within the community. If you have questions about an emergency call 2-1-1.
- [Ontario 5-1-1](#) provides road closure, condition and construction information through an interactive map on their website or by dialling 5-1-1.



The City of Brampton will communicate critical and timely information directly to the public via the following communication channels:

- Door-to-door in instances where there is an immediate threat to the life safety of occupants;
- Traditional radio and television media outlets;
- Verified social media sites as directed by local authorities for immediate updates:
  - [@BEMOprepared on Twitter](#)
  - [@CityBrampton on Twitter](#)
  - [@BramptonFireES on Twitter](#)
- [Service Information Updates \(SIUs\)](#) issued by the City of Brampton to inform residents and businesses of any impacts or changes to City services; and/or
- [Alert Ready](#), a system that delivers critical and potentially life-saving alerts to Canadians through television, radio and LTE-connected and compatible wireless devices.



## INTERNAL INFORMATION

The flow of internal information is a shared responsibility. Communications shared internally may include:

- Situational updates between MCEG members and first responders;
- Communications from the MCEG members to the CAO, Corporate Leadership Team and Members of Council;
- Communications from leadership to City employees; and/or
- Communications between Human Resources and City employees.

When all primary means of communicating critical information to City employees have failed, the **Emergency Employee Call-in Line** ([ANNEX A](#)) can serve as a backup mode of communication to protect their health and safety, ensure the continuity of essential City services, and to relay important information to staff which is critical to protecting life, property, business, and/or the environment.

## 5.6 CONTINUITY OF OPERATIONS

The City of Brampton's Business Continuity Program, led, developed and maintained by BEMO and supported by the corporate **Business Continuity Administrative Directive**, aims to protect the continuity of critical municipal government functions and services. This program has been developed to align with Disaster Recovery Institute Canada's [Professional Practices for Business Continuity Management](#). Under this program, the **Continuity of Municipal Services Plan** ([ANNEX A](#)) ensures that the City is in a constant state of readiness to respond to and recover from both planned and unplanned business disruptions resulting from a loss of staff, resource, facility, information or technology. Further to the corporate-wide continuity plan, several City departments which provide high-priority functions to residents have conducted business impact analyses and generated individualized business continuity plans to reduce the impacts of a disruption on the corporation and the residents whom they serve.

More specifically, the Business Continuity Program includes **Departmental Labour Disruption Contingency Plans** which provide a framework for a coordinated and consistent approach to City operations during a labour disruption. Key components of these plans include descriptions for the City services to be provided during a disruption, the coordination of City operations during a disruption, how internal and external groups will be addressed and the resources available for non-striking staff. During a labour disruption, in addition to resolving the situation, high importance will be placed on supporting a safe and secure environment for employees, the public, contractors, and others who have business with the City of Brampton.

A non-union departmental senior staff member has been assigned to represent each department on the **Corporate Incident Management Team** (CIMT). CIMT is activated in response to an incident or emergency to facilitate service continuity, and to ensure that critical services, operations and resources are still accessible. They perform an integral function of the City's IMS structure ([Section 5.4](#)) to provide support to all internal aspects of an incident or emergency.



## 5.7 EMERGENCY EVACUATIONS

Evacuation is the organized and supervised dispersal of people from dangerous or potentially dangerous areas.

### MUNICIPAL EVACUATION NOTICES

The initial decision to evacuate people is typically one that is made by on-scene commanding officers from fire and police services. However, the EMCPA does not provide municipalities with the authority to issue mandatory evacuations, but rather, they can issue evacuation notices to residents who are at risk of injury or death due to the threat or actual occurrence of a hazard. When issuing an evacuation notice, the MECCG will ensure that the urgency of the situation is communicated clearly to residents in order to facilitate a safe and effective evacuation.

### PROVINCIAL EVACUATION ORDERS

As per the EMCPA, if the Lieutenant Governor in Council or the Premier of Ontario has declared that a Provincial emergency exists throughout Ontario or in any part of Ontario, the Lieutenant Governor in Council may issue an emergency order to evacuate individuals and animals from any specified area. In these instances, local Police authorities are permitted to enforce the mandatory evacuation orders issued under a provincially declared emergency.

### SHELTER-IN-PLACE

During an emergency, it may not be safe to have the population of an affected area(s) evacuate. If the place wherein the individual is located at the time of an incident affords adequate protection against a particular threat, emergency responders can consider having people shelter-in-place. Shelter-in-place is typically reserved for incidents that are short-term or where it is deemed to be the most appropriate strategy which may include situations where:

- The risk to health is low;
- The situation is dissipating or can be controlled before an evacuation would be completed;
- There is inadequate time to clear the public from an area in the face of an emergency; and/or
- The situation would expose people to more risk if they were to evacuate.



ANNEX A to this Plan has been developed to streamline the evacuation process by providing an organized framework for the activities involved in coordinating and implementing an evacuation. The Evacuation Plan contains useful guides and resources and outlines the operational responsibilities of the MECCG and community partner agencies in establishing, operating and demobilizing an evacuation within the City of Brampton.

## 6.0 EMERGENCY RECOVERY PLAN

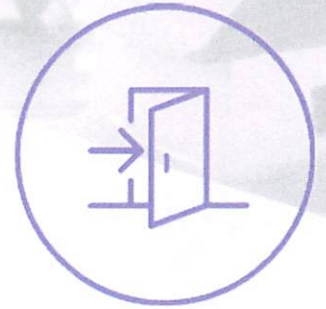
Recovery is the process of restoring a stricken community to a pre-disaster level of functioning. This phase focuses on the activities that will enable the City of Brampton to return to daily operations as soon as possible following an emergency or disaster.



The MCEG may activate the recovery phase once the immediate response to the emergency or disaster has been completed. It is possible to undertake emergency response and emergency recovery measures simultaneously, as it can be difficult to precisely define where one phase begins and where the other ends. Recovery efforts may be initiated while an emergency is still in effect. Recovery activities may include but are not limited to:

- Damage assessments;
- Restoration of utilities, systems, services, and critical infrastructure;
- Debris and waste management; and
- Inspection services, redevelopment, and facility reconstruction.

The full **Recovery Plan** can be referenced within [ANNEX B](#) to this Plan.



## 6.1 DEMOBILIZATION

When the incident response objectives have been met, the Incident Commander (at the site) or EOC Director (in the EOC) may begin the process of releasing incident responders and demobilizing resources. According to IMS 2.0 guidance, the demobilization process should also include:

- A formal check-out procedure;
- Awareness of any mental and physical health and safety concerns;
- The return of all equipment to the organization(s) who provided them;
- Storing all records, data and final reports for future reference; and
- A plan for the transfer of ongoing recovery activities (if possible).

### DEBRIEFING / AFTER ACTION REPORTING AND IMPROVEMENT PLAN

Debriefs and after-action reporting are key components of the demobilization process after any level of emergency or a disaster. The development of an After-Action Report and Improvement Plan is a method to capture lessons learned and a driving force behind the implementation of any recommendations made.

Debriefs will typically be conducted as in-person or virtual structured sessions to capture feedback from all incident response personnel. Key officials from responding organizations will formally discuss lessons learned in the form of what worked well and areas of the response that could be improved upon. This process will also seek feedback pertaining to any deficiencies in the Plan, associated annexes and procedures to improve the management of future responses. The debriefing process for emergencies impacting the City of Brampton will be coordinated and led by BEMO and minutes of debriefing sessions will be recorded for future reference.

## 6.2 FINANCIAL RECOVERY

Cleanup and repair efforts can be costly for both the municipality and the community. Following an emergency or disaster, the City can seek financial assistance to return the impacted area back to pre-disaster conditions.

## **MUNICIPAL DISASTER RECOVERY ASSISTANCE**

The [Municipal Disaster Recovery Assistance](#) (MDRA) program helps municipalities recover from extraordinary costs after a natural disaster. Eligible expenses may include: capital costs to repair public infrastructure or property, operating costs that go above regular budgets and are needed to protect public health, safety or access to essential services. The Minister of Municipal Affairs and Housing decides to activate the program based on evidence showing that the event meets the proper eligibility criteria.

In order to determine the City's eligibility for MDRA, BEMO will work closely with the City's Finance department to capture all costs incurred as a result of a disaster and submit an application to the MDRA program, if eligible.

## **DISASTER RECOVERY ASSISTANCE FOR ONTARIANS**

After a natural disaster, people may need help covering the costs of cleaning, repairing and replacing essential property, so their lives can get back to normal. [Disaster Recovery Assistance for Ontarians](#) provides financial assistance to individuals, small owner-operated businesses, farmers and not-for-profit organizations. It helps cover emergency expenses, repairs, or replacement of essential property after a natural disaster.

The Ontario Minister of Municipal Affairs and Housing may activate the program in the event of a natural disaster such as a flood or a tornado. Homeowners and residential tenants, small business owners, farmers, and not-for-profit organizations can apply for assistance under the program if they are located in the defined geographical area for which the program has been activated following a natural disaster.

Following a disaster, BEMO will work closely with this Ministry to determine if the impacted area(s) are eligible for funding activation.



# **ANNEX A – EMERGENCY RESPONSE DECISION-MAKING SUPPORTS**

This Annex contains decision-making supports (tools, forms, plans, procedures, etc.) to provide the Municipal Emergency Control Group, incident site personnel and stakeholders from all municipal domains with the appropriate guidance necessary to make informed decisions and address specific concerns that are most relevant to the incident or emergency at hand.

**ANNEX A.1 – EOC HANDBOOK**

**ANNEX A.2 – IMS HANDBOOK**

**ANNEX A.3 – HAZARD-SPECIFIC PLANS AND PROCEDURES**

**ANNEX A.4 – EVACUATION PLAN**

**ANNEX A.5 – CRISIS COMMUNICATIONS PLAN**

**ANNEX A.6 – CONTINUITY OF MUNICIPAL SERVICES PLAN**

**ANNEX A.7 – SOP - INCIDENT REPORTING AND NOTIFICATION PROCEDURE**

**ANNEX A.8 – SOG - EOC SET-UP GUIDELINE**

**ANNEX A.9 – SOP - EMERGENCY EMPLOYEE CALL-IN LINE PROCEDURE**

**ANNEX A.10 – CHECKLIST IN CONSIDERATION OF A DECLARATION OF EMERGENCY**



## **ANNEX B – EMERGENCY RECOVERY PLAN DECISION-MAKING SUPPORTS**

This Annex is intended to provide recovery personnel with the appropriate decision-making supports necessary to execute an effective and efficient recovery from an incident or emergency.

### **ANNEX B.1 – RECOVERY PLAN**

