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## **Emergency Quick Reference Guide**

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

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

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

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## **Introduction**

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The Township of Rideau Lakes has the responsibility for dealing with any emergency affecting, or likely to affect, the people and property situated within Township boundaries. The purpose of this document is to act as a plan that governs the arrangements, procedures, as well as the roles and responsibilities of agencies and individuals during an emergency. The effective use and maintenance of this plan is reliant upon all concerned being aware of its provisions and prepared to fulfill their roles and responsibilities in the event of an emergency. Individuals identified in this plan are expected to participate in emergency training and exercises, which will assist them in the fulfillment of their assigned roles.

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

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## **Aim**

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

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## **Authority**

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

The Emergency Plan is Schedule “A” of By-Law No. 2005-1, which is the local authority for this plan and related activities.

A copy of said By-Law is contained within “Appendix G” of this Emergency Plan.

## **Freedom of Information and Protection of Privacy**

Any personal information collected under the authority of this Plan shall be used solely for the purpose of planning, preparing and conducting response to emergencies as defined with the Emergency Management Act, and the release of information under this Plan shall be made in conformity with the Municipal Freedom of Information and Protection of Privacy Act.

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## **Plan Maintenance**

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The Township of Rideau Lakes Emergency Response Plan was written in 2004 and it is essential that it be kept current and viable by adherence to a maintenance schedule. Responsibility for the Plan being kept up to date rests with the Community Emergency Management Coordinator who may delegate tasks accordingly. The following are minimum maintenance requirements of the Emergency Response Plan:

- Emergency telephone numbers shall be reviewed on an annual basis.
- The notification system shall be tested annually.
- The plan will be exercised once every year.
- The Community Control Group and Support Staff shall receive training and participate in an exercise held at least once a year.
- The Vital Services and/or Local Services Directory should be updated annually.
- The Community Emergency Management Coordinator will determine the schedule under which the maintenance activities will be performed.
- The Community Emergency Management Coordinator may update, correct or amend information contained within the appendices, or EOC Checklists, of this Emergency Plan on an as required basis.

Responsibility for identifying primary resource needs for emergency response operations rests with the appropriate department heads. This information is to be provided annually to the Chief Administrative Officer and Community Emergency Management Coordinator. Resource planning for effective emergency response operations is the responsibility of the Community Emergency Management Coordinator (or delegate) and includes recommending priorities for the acquisition/facilities to meet primary resource deficiencies.

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## Distribution List

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Position/Location	Number of Copies
Mayor	1
Council	9
CAO	1
OPP	1
Fire Chief	1
CEMC and Alternate	2 *
EMS / Ambulance	1
Fire Dispatch	1
Public Works Director	1
Medical Officer of Health	1
Treasurer	1
Director of Social Services	1
Public Information Officer	1
Emergency Management Ontario	2 *
Emergency Operations Centre	16 *
Safe in Chantry Municipal Office	2*

(\* = complete copy of plan with Annexes)



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## **Part 2                    Emergency Operations and Procedures**

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### **2.0      Community Control Group (CCG) – Responsibilities and Procedures**

Comprehensive emergency management involves mitigation, preparedness, response, and recovery. Among other things, emergency management includes the identification and analysis of hazards specific to a community, assessing response capabilities, the development and maintenance of response plans, the identification of actions required to enhance the Townships' response capability, and steps that can be taken to reduce potential adverse effects of identified hazards. Integrated emergency management is the congregation of emergency management efforts that have taken place at the micro level at each level of government to yield an efficient, effective, and community specific emergency management program. It includes, for each development phase of the emergency management program, the coordinated arrangements of the local authority with that of provincial and federal agencies and organizations.

The Community Control Group is responsible for the direction and control of the overall emergency response within the community. The CCG ensures the provision of the essential services necessary to minimize the effects of an emergency on the community.

The CCG is made up of the following members;

Mayor *(or alternate)*  
CAO *(or alternate)*  
OPP Representative *(or alternate)*  
Fire Chief *(or alternate)*  
EMS/Ambulance *(or alternate)*  
Public Works Director *(or alternate)*  
Area Roads Supervisor *(or alternate)*  
CEMC *(or alternate)*  
Medical Officer of Health *(or alternate)*  
Director of Social Services *(or alternate)*  
Duty Officer *(or alternate)*  
Treasurer *(or alternate)*  
Public Information Officer *(or alternate)*

**IMPLEMENTATION:**

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

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

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

**2.1 Emergency Operations Centre (EOC) Procedures**

The Emergency Operations Centre provides the necessary communications and physical facilities for the control and direction of emergency operations by The Township of Rideau Lakes. The Township of Rideau Lakes Community Emergency Management Coordinator is responsible for the operational readiness of the Centre. The Chief Administrative Officer is responsible for the conduct and control of emergency operations. The EOC has both a primary and a secondary or alternate location. During the notification process, direction as to which location members of the CCG will report to will be given. For example, members will be told that there is an emergency and they should report to the primary EOC immediately. The primary and secondary locations are geographically separated so that if one or the other is endangered or rendered non-functional as a result of the emergency situation the other should be safe and operational. Refer to appendix N for EOC locations (primary and alternates), layout, and setup guidelines.

Upon receiving notification the CAO/Operations Officer will contact the administrative staff that have been assigned the task of setting up the EOC. The EOC will be set up and operational as soon as possible after activation. The Operations Officer will supervise the set up and ensure operational viability.

Upon arrival at the EOC, each CCG member/designate will sign in and proceed to carry out their respective functions as set forth in their respective EOC checklist.

Upon leaving the EOC, each CCG member will;

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

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

**2.2****Operations Cycle**

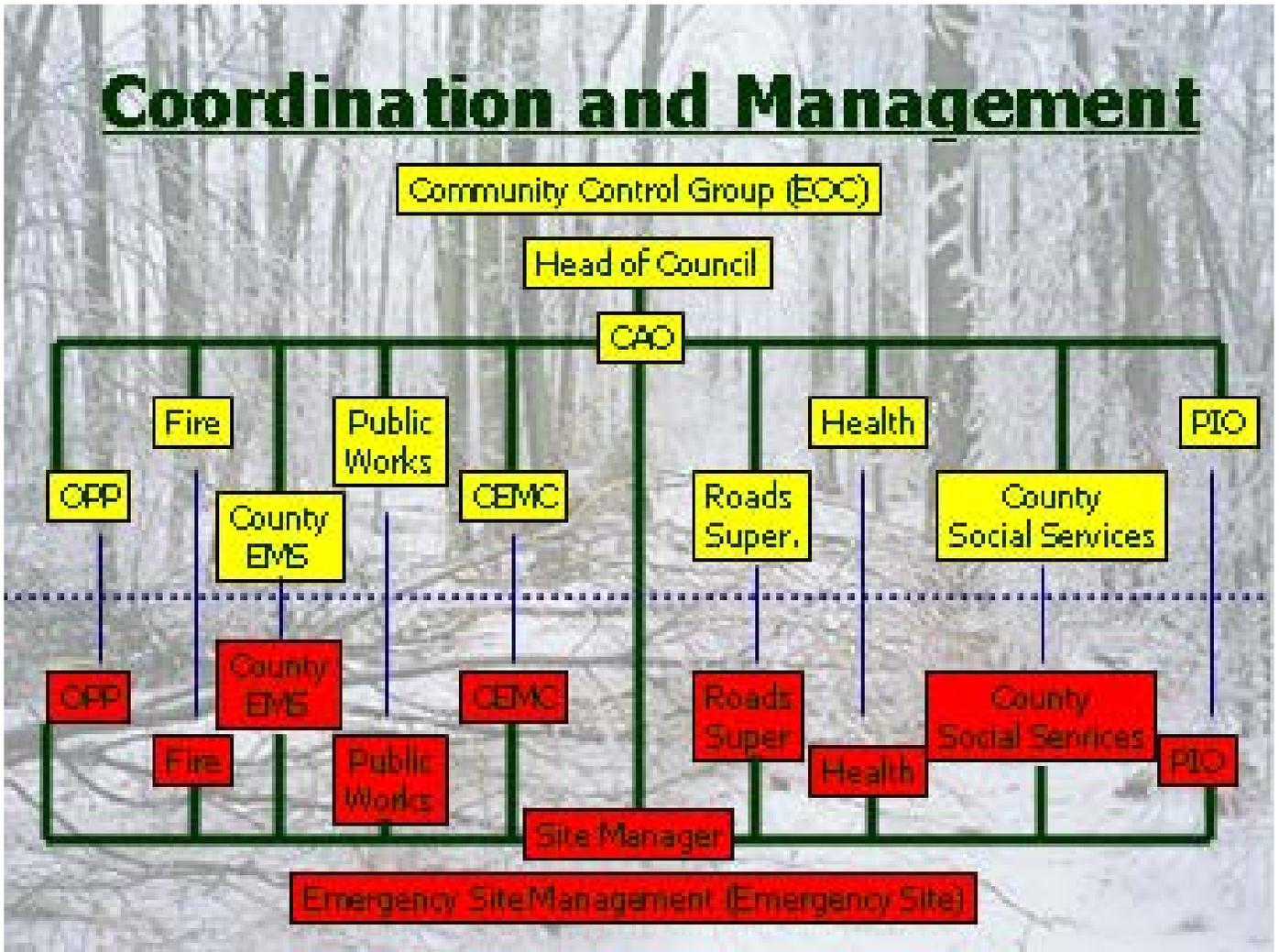
An operations cycle is how the CCG manages overall emergency operations. CCG members will come together usually around a planning board or map at which time they will in turn report their agencies' status to the Mayor and Operations Officer. It is essential that every member, covering each area of responsibility,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

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

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

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

The illustration on the following page is a communication flow diagram between core CCG members and on-site emergency personnel. Additional CCG members in the public and private sectors may be added depending on the nature of the emergency.



Members of the CCG located at the EOC are highlighted in the yellow boxes, while on site response personnel are noted in the red boxes. Efficient and effective communication is vital during an emergency situation. Each respective position/department/agency should develop its own procedural communication policies for relaying information to and from their respective on-site emergency representatives to the CCG and vice versa.

## 2.3

**Community Control Group (CCG)****The CCG is responsible for the following:**

1. Providing support for on-site emergency response personnel and establishing an efficient and effective communication network between all emergency response personnel, the CCG, the media, and the public to facilitate a timely and effective response to an emergency.
2. Implementing the Emergency Plan in whole or in part to respond to an impending, potential, or existing emergency.
3. Coordination and direction of Community resources used in the response to an emergency, or to mitigate possible effects of a potential emergency situation.
4. Ensuring that the composition of the CCG is appropriate to mitigate the effects of a given emergency situation, by determining which, if any, ad-hoc members are required.
5. Advise the Mayor regarding the need for declaration or termination of an emergency.
6. Advising the Mayor regarding requests for assistance from the Province, and the Federal Government.
7. Ensuring the provision of essential resources and services to support emergency response activities.
8. Coordination of services provided by outside agencies.
9. Appointing or Confirming an Emergency Site Manager.
10. Ensuring that the Public Information Officer is kept informed and up to date to facilitate the information flow to the media and the public.
11. Coordinating the evacuation of citizens who may be in danger.
12. Discontinuing utilities or services provided by public or private concerns, ie. Hydro, water, gas, closing businesses.
13. Appeals for volunteers.
14. Establishment of advisory subcommittees to work on specific problem areas related to the emergency, as required.
15. Authorization of expenditures during the emergency; provision for cost accounting and facilitation of cost recovery.
16. Maintenance of an operational log detailing the group's decisions and

activities.

17. Deactivating the plan, and notifying all of those who had been notified of its activation.
18. Conducting and participating in a debriefing, generating a post-emergency report and implementing recommendations for improvement of the emergency response plan.

2.4 

<b>Mayor</b>
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**The Head of Council, or designate, is responsible for:**

- a. Declaration of an Emergency.
- b. Termination of an Emergency.
- c. Notifying the Province of Ontario of the declaration of emergency, and termination of the emergency. (*Contact made through Emergency Management Ontario*)
- d. Take such action and make such orders, as considered necessary and not contrary to law, in order to protect the health, safety, welfare, environment and property of residents in the Township of Rideau Lakes.
- e. Ensuring the members of Council are advised of the declaration and termination of an emergency, and are kept informed of the emergency operational situation.
- f. Ensuring that the local MPP and MP, neighboring municipalities and the County are advised of the declaration and termination, and kept informed of the emergency situation.
- g. Approving all major announcements and media releases prepared by the Public Information Officer, in conjunction with the CAO & Control Group.
- h. Maintain a personal log.

## 2.5 **Councillors**

### **The members of the municipal council are responsible to:**

- a. Ensure that all their telecommunication devices are functioning.
- b. Be available at a contact number provided to the municipality, for activation by the Mayor or Alternate or if not activated within a reasonable time to contact the Mayor or Alternate.
- c. Attend upon request the location indicated for updates and meetings concerning the incident which is occurring.
- d. Be prepared to assist as requested with evacuation or registration centers, public inquiry lines and monitor the situation in their respective wards to be able to provide information when needed.
- e. Maintain a personal log.

**2.6**

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

- a. Activating the Emergency Plan and the emergency notification system.
- b. As the Operations Officer, coordinating all operations within the Emergency Operations Centre, including the scheduling of regular meetings.
- c. Chair meetings of the Community Control Group.
- d. Advising the head of council on policies and procedures, as appropriate.
- e. Approving, in conjunction with the head of council, major announcements and media releases prepared by the Public Information Officer, in conjunction with the CCG.
- f. Ensuring that a communication link is established between the CCG and the ESM.
- g. Calling out additional staff as required.
- h. Maintaining a master record of all events and actions taken. (main events board)
- i. Maintaining a personal log.

## 2.7

**OPP Representative****The Ontario Provincial Police Representative or alternate is responsible for:**

- a. Requesting activation of the Emergency Plan.
- b. Establishing and maintaining ongoing communications with the senior police representative at the emergency site.
- c. The provision of traffic control to facilitate the movement of emergency vehicles.
- d. Coordination of evacuation routes.
- e. The protection of life and property and the provision of law and order.
- f. Ensure perimeter security and crowd control at emergency site.
- g. The provision of police services in evacuation centres, morgues, and other facilities as required.
- h. Notifying the coroner of fatalities.
- i. Liaison with external police agencies, as required.
- j. Providing an Emergency Site Manager if requested to by the CCG.
- k. Maintaining a log.

2.8

**Fire Chief**

**The Fire Chief, or designate, is responsible for:**

- a. Requesting activation of the Emergency Plan.
- b. Providing the CCG with the information and advice on fire fighting and rescue matters.
- c. Establishing an ongoing communications link with the senior fire official at the scene of the emergency.
- d. Initiating Mutual Aid as required.
- e. Determining if additional or specialized equipment is required ie. protective suits, CBRN team, etc.
- f. Coordinating or providing assistance with, rescue, first aid, casualty collection, evacuation, etc.
- g. Providing an ESM as required.
- h. Maintain a log.

2.9

**EMS / Ambulance**

**The EMS/Ambulance representative is responsible for:**

- a. Requesting activation of the Emergency Plan.
- b. Providing the CCG with information and advice on treatment and transport of casualties.
- c. Liaise with the Medical Officer of Health, area hospitals, police and fire officials during an emergency situation.
- d. Alert all staff using the Provincial Health Emergency Alert System.
- e. Take charge of casualties within the emergency area and be responsible for triage, lifesaving care, and the transport to area hospitals.
- f. Maintain a personal log.

**2.10**

<b>Manager of Public Works</b>
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**The Public Works Director or alternate is responsible for:**

- a. Requesting activation of the Emergency Plan.
- b. Providing the CCG with information and advice on Public Works matters.
- c. Ensure Municipal facilities are available for evacuation or reception center purposes if required.
- d. Liaison with the senior public works officers from the neighboring community(s) to ensure a coordinated response.
- e. The provision of engineering assistance.
- f. The construction, maintenance and repair of public roads.
- g. Assistance with road closures and/or roadblocks.
- h. Maintenance of sanitation and a safe supply of potable water, as required.
- i. The provision of equipment for emergency pumping operations.
- j. Discontinuing any public works service to any consumer, as required, and restoring these services when appropriate.
- k. Liaise with Electrical and Gas utilities.
- l. Providing public works vehicles and resources to any other emergency service, as required.
- m. Maintain liaison with flood control, conservation and environmental agencies and being prepared to take preventative action.
- n. Providing an Emergency Site Manager if required.
- o. Maintain a log.

**2.11** **Area Roads Supervisor**

**The Area Roads Supervisor or alternate is responsible for:**

- a. Requesting activation of the Emergency Plan.
- b. Advising Community Control Group regarding road status/accessibility.
- c. Liaison with neighboring community(s) Roads Department.
- d. Liaison with the County Roads Department.
- e. Assistance with road closures/road blocks.
- f. Road/route maintenance.
- g. Maintain a personal log.

2.12

**Community Emergency Management Coordinator (CEMC)**

**The Community Emergency Management Coordinator is responsible for:**

- a. Requesting activation of the Emergency Plan.
- b. Provide information, advice and assistance to members of the CCG on Emergency Management programs and principles.
- c. Provide direction to EOC support staff as required in support of the Community Control Group, and ensure proper set-up and operation of the EOC.
- d. Maintain Emergency Response Plan in accordance with requirements of the Emergency Management Act.
- e. In conjunction with the CAO, coordinate a post-emergency debriefing and assist in the development of a final report to Mayor and Council.
- f. Maintain a personal log.

**2.13**

<b>Medical Officer of Health</b>
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**The Medical Officer of Health, or designate, is responsible for:**

- a. Acting as a coordinating link for all emergency health services at the CCG.
- b. Liaison with the Ontario Ministry of Health, Public Health Branch.
- c. Liaison with the ambulance service representatives.
- d. Liaison with the Community Care Access representative.
- e. Providing advice on any matters that may adversely affect public health.
- f. Providing authoritative instructions on health and safety matters to the public through the Public Information Officer.
- g. Coordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health policies.
- h. Ensuring liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources.
- i. Ensuring coordination of all efforts to prevent and control the spread of disease during an emergency.
- j. Ensuring the safety of drinking water in conjunction the public works representative.
- k. Liaison with the senior social services representative regarding health services in evacuee centres.
- l. Maintain a log.

**2.14** **Director of Social Services**

**The Director of Social Services or alternate is responsible for:**

- a. Ensuring for the care, feeding and shelter of evacuees.
- b. Management of reception and evacuation centres.
- c. Liaison with the Parks and Recreation Coordinator regarding use of municipal facilities for evacuation/reception centers.
- d. Liaison with the Medical Officer of Health in areas regarding public health in evacuation centres.
- e. Liaison with the public and separate school boards regarding the use of school facilities for reception and evacuation centers if required.
- f. Liaison with the nursing homes and homes for the aged.
- g. Maintain a log.

**2.15**

<b>Treasurer</b>
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**The Treasurer (or alternate) is responsible for:**

- a. Documentation of expenditures, accounts payable and receivable.
- b. Advice regarding all financial aspects of an emergency.
- c. Open and maintain the Main Event board.
- d. Other duties as assigned by CAO.
- e. Maintain a personal log.

**2.16**

<b>Emergency Information Officer</b>
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**The Emergency Information Officer is responsible for:**

- a. Notifying information centre staff.
- b. Ensuring that the Information Centre is set up and operational.
- c. Initial and subsequent media releases, subject to approval by the Mayor and Operations Officer.
- d. Establish and maintain linkages with provincial, county and industry media officials as appropriate.
- e. Coordinate interviews and media conferences.
- f. Designate a site media spokesperson as appropriate.
- g. Ensuring set up and staffing of public inquiry lines.
- h. Coordination of public inquiries.
- i. Monitoring news coverage.
- j. Maintaining copies of all media releases.
- k. Maintain a personal log.

2.17 **Duty Officer**

**Duty Officer (or designated alternate)**

**The Duty Officer is responsible to:**

- a. Report to the EOC when notified of its activation.
- b. Collect, collate, summarize, display and circulate information concerning emergency operations on a master event status board.
- c. Ensures all work station telephones are managed during Sitreps and that Emergency messages are received and copied.
- d. Reports to the EOC Coordinator (CAO), as required.
- e. Maintain a log.

2.18 **Emergency Site Manager**

**Emergency Site Manager (ESM) (or designated alternate)**

**The Emergency Site Manager's role is to provide necessary on-site direction, control and coordination of the emergency response:**

- a. Direct, control and coordinate the on-site emergency response effort of the Emergency Response Team in accordance with direction from the Chief Administrative Officer.
- b. Establish a command post for the control and coordination of emergency on-site operations.
- c. Establish the Emergency Response Team communications in accordance with the Emergency Communications Network.
- d. Maintain contact with the CCG and all response elements.
- e. Advise the CCG of the nature of the emergency and the activities and requirements at the site.
- f. Maintain a log.



**3.1 Telecommunications Coordinator (ARES)**

- a. Liaise with Community Emergency Management Coordinator regarding telecommunications requirements.
- b. Activating the emergency notification system of the local amateur radio operators group.
- c. Ensuring that the emergency communications centre is properly equipped and staffed, and working to correct any problems which may arise.
- d. Maintaining an inventory of community and private sector Amateur Radio communications equipment and facilities within the community, which could, in an emergency, be used to augment existing communications systems.
- e. Making arrangements to acquire additional communications resources during an emergency.

**3.2 Canadian Red Cross - Responsibilities**

- a. Upon receiving notification, activate the local Red Cross Emergency Response Plan.
- b. Provide support to the emergency response.
- c. Provide registration and inquiry services if required.
- d. Assist personnel at first aid stations established at reception centres, on an as-need basis.
- e. Liaise with Regional Red Cross to access additional resources.  
i.e. Emergency Response Team.
- f. Establish and maintain contact with the Director of Social Services in the EOC to coordinate activities.

**3.3****Clergy Responsibilities**

- a. Provide for multi-denominational religious observances.
- b. Establish visitations to evacuees in evacuation centres on a scheduled basis.
- c. Provide guidance to the CCG regarding matters of a religious nature.
- d. Provide advice regarding care of the deceased in areas that relate to religious observances.
- e. Liaise with Social Services regarding the use of churches and related facilities, for reception and evacuation centres.

**3.4****Board of Education - Responsibilities**

- a. Provide schools for reception centres.
- b. Provide schools for evacuation centres.
- c. Provide access to school facilities in accordance with the agreement regarding access/use of schools by the municipality in the event of an emergency for reception and evacuation facilities.
- d. Provide liaison with Social Services and the CCG.

**3.5****Legal Advisor - Responsibilities**

- a. Provide legal opinions and advice to the CCG as required.
- b. Provide legal representation as required.

**3.6 St Johns Ambulance - Responsibilities**

- a. Upon receiving notification, activate organization.
- b. Establish contact with Social Services and support the operation as required.
- c. Establish first aid posts at reception centres.
- d. Assist public health nurses at evacuation centres on an as required basis.
- e. Assist in the evacuation of casualties.
- f. Assist in the evacuation of home care patients as required.

**3.7 Salvation Army**

- a. Upon receiving notification, activate the Salvation Army organization.
- b. Liaise with external Salvation Army resources to provide additional assistance on as need basis.
- c. Provide emergency resources for the care of evacuees, including bedding, food and clothing.
- d. In conjunction with other clergy provide for spiritual needs of evacuees.
- e. Establish contact with Social Services and support the operation as required.