



CITY OF NORTH BAY COMMUNITY EMERGENCY PLAN (1993)

An Emergency:

"A situation or impending situation caused by forces of nature, accident or an intentional act that constitutes a danger of major proportions to life and property."

Emergency Management Act 2003

(A)

AUTHORITIES

This plan was first enacted in January 1993 under By-law # 1-93. The plan was further amended in November 2003 under By-law #2003-165, under authority of the Emergency Management Act 2003.

(B)

INTRODUCTION:

By their nature, emergency incidents require coordinated response by a number of agencies, under the direction of elected and appointed officials. They are distinct from routine operations carried out by these agencies under day-to-day procedures.

Emergencies may include: flood, hurricane, wind storm, blizzard, landslide, explosion, aircraft or rail crash, toxic or hazardous material spill, building collapse, vehicular accident, uncontrollable fire, or any threat of the foregoing, in which immediate remedial action will be required by the City of North Bay.

Emergency Management Act – definition of an emergency:

“A situation or impending situation caused by forces of nature, accident or an intentional act that constitutes a danger of major proportions to life and property.”
Emergency Management Act 2003

This Plan outlines the general methods by which such action will be taken.

NOTE:

Located at the bottom of each page, is an ‘updated’ date. This date will identify the page and the most current update. The most current update is kept in the Office of the Fire Chief, City of North Bay. Inquiries related to this document can be made at 474-5662, Extension 4834.

Copies of this plan, not including the appendices, are available at the City Clerk’s Office located at City Hall, 5th Floor, 200 McIntyre Street East or at the City of North Bay website.

(C)

Distribution of Copies

- North Bay Police Department
- 9-1-1 Police/Fire Dispatch
- North Bay Fire Department
- North Bay Fire Department - Platoon Chief
- **EOC/ECC**
- Chief Administrative Officer - City of North Bay
- Managing Directors - City of North Bay
- Media Liaison Officer Primary and Secondary
- Mayor
- North Bay Regional Health Centre
- North Bay & District Ambulance
- North Bay Airport - **EOC**
- Medical Officer of Health
- North Bay/Mattawa Conservation Authority
- City of North Bay Safety Officer
- City of North Bay Clerk
- **OPP**
- North East Community Care Access Centre
- 22 Wing - CFB N.B. Wing Commander's Executive Assistant
- **CEMC** Primary and Secondary
- Manager of Leisure Services and Evacuation Centre Co-ordinator
- **CNB** Transit Manager
- **DNSSAB** Director and Manager of **EMS**
- North Bay Hydro
- **MTO**, North Bay
- * *It is recommended this document be kept in a 'loose leaf' format as all updates will be the affected pages only.*

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COMMUNITY EMERGENCY PLAN FOR CITY OF NORTH BAY

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Appendix B – Confidential Documents

(Not present in this documentation all are electronically stored)

- Critical Infrastructure
- Emergency Response Capability
- Hazard Identification and Risk Analysis (**HIRA**), 2007
- **EOC** Set-up (Floor Plan)
- Area/District Fire Chiefs
- Area Chiefs & Fire Services – Assessment Codes
- Declaration of Emergency Checklist
- Pandemic Plan (NBPSDHU)
- Emergency Response Phone/Address Resource List (NNCCAC)
- VIP Addresses
- 911 Special Emergency Call-out List
 - Fire – Explosion – Hazardous Materials
 - Flood
 - Forest Fire
 - Snow – Tornado – Storm – Drought
 - Hydro
 - Bomb – Terrorism
 - Drinking Water
 - General Calls
 - Core Emergency Operations Control Group Call out

FORMS

Declaration of an Emergency Form

Termination of a Declared Emergency Form

Figure 1



Figure 1 - updated April 11, 2013

Figure 2

Administrative Framework

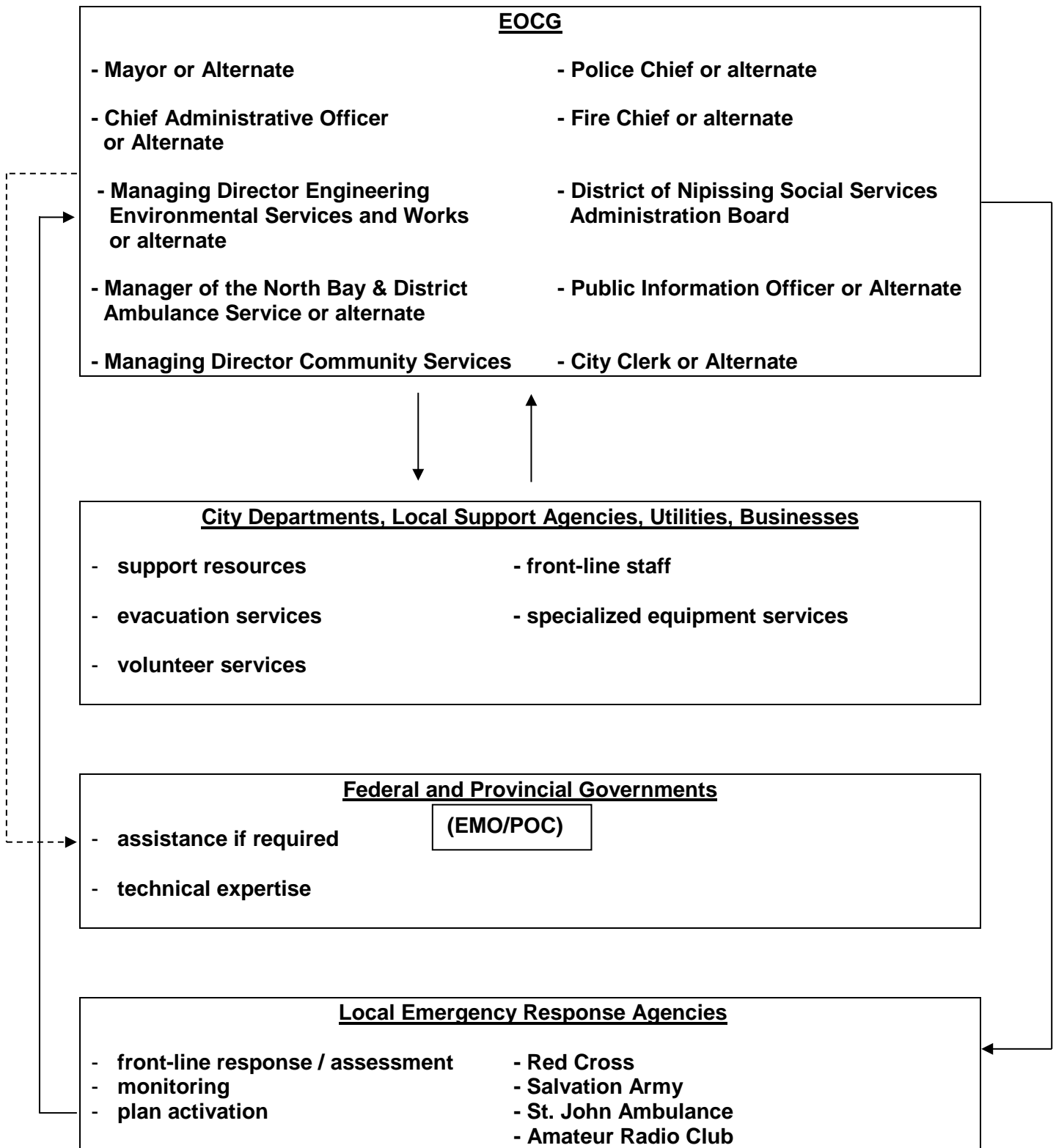
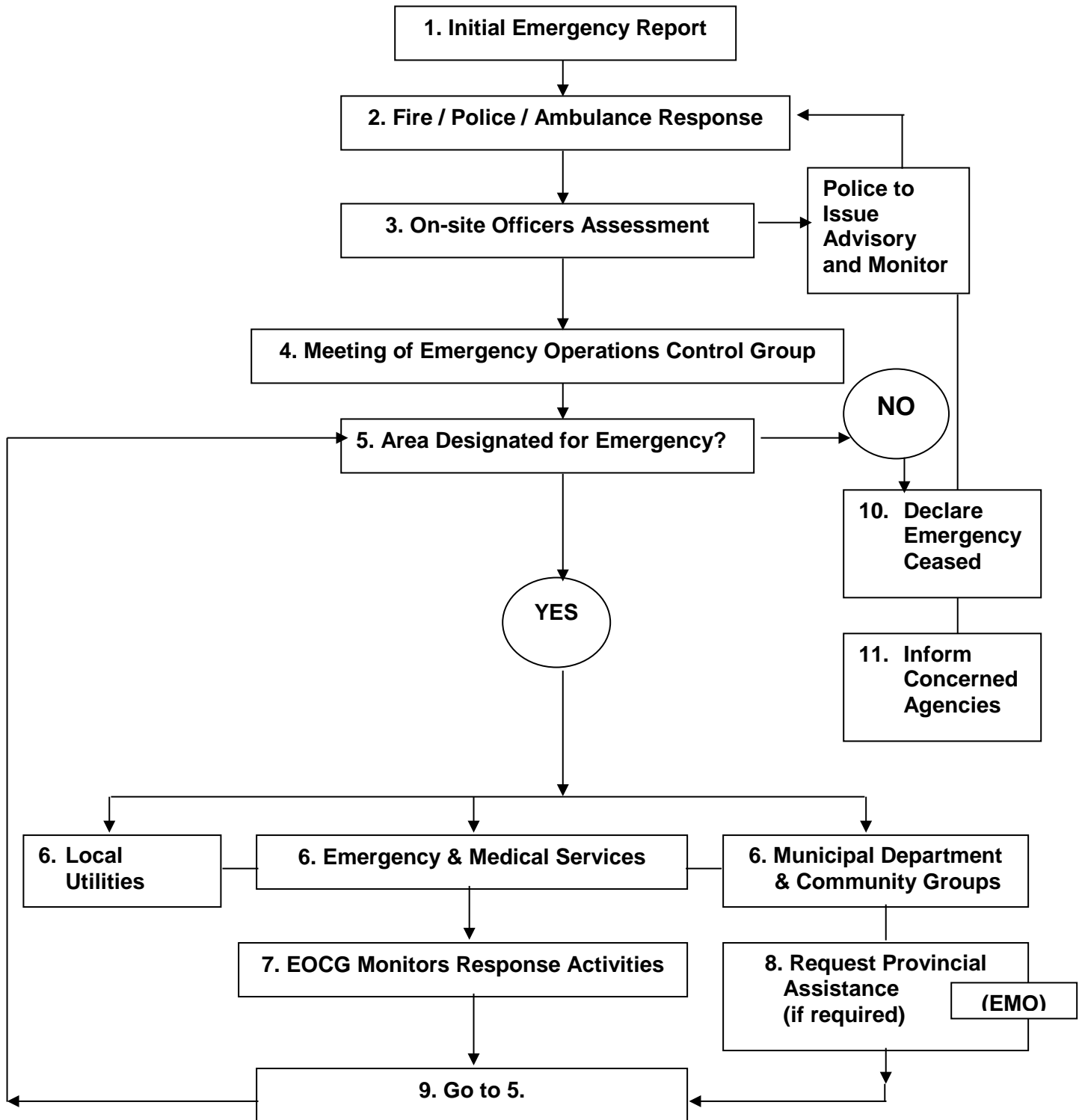


Figure 2 - updated December 14, 2016

Figure 3

Community Emergency Procedural Flow Chart



**COMMUNITY EMERGENCY PLAN
FOR
THE CITY OF NORTH BAY**

Plan For The Co-Ordination Of All Services Required In The Event Of A Real Or Anticipated Peacetime Emergency.

1.0 SERVICE AREA

The service area covered by this Plan shall include only the Corporate Limits of the City of North Bay.

1.1 EMERGENCY COMMAND CENTRE (ECC/EOC)

1.1.1 The **Primary ECC** is located on the 7th floor of City Hall at 200 McIntyre St. East.

1.1.2 The **Secondary ECC** is located at the North Bay Airport and may be utilized as required.

2.0 AIM

2.1 The aim of this plan is to make provision for the extraordinary arrangements and measures that may have to be taken to protect the health, safety and welfare of the inhabitants of the City of North Bay when faced with an emergency.

2.2 Abbreviations/Definitions

CEMC means 'Community Emergency Management Coordinator' (Bylaw#2003-165) as appointed by City Council. (Reference EMA, 2003)

CEP means 'Community Emergency Plan' (see Bylaw #1-93)

CEMPC means 'Community Emergency Management Program Committee' as referenced in CEP Bylaw #2003-165. (Reference EMA, 2003)

CERV means 'Community Emergency Response Volunteer'

DNSSAB means 'District of Nipissing Social Services Agreement Board'

ECC means 'Emergency Command Centre' or EOC Emergency Operation Centre.

EMA means 'Emergency Management Act' (Bill 148) 2003.

EMO means 'Emergency Management Ontario'

EMS means 'Emergency Medical Service'

EOCG means 'Emergency Operations Control Group'.

ESM means 'Emergency Site Manager'

Emergency means 'Situations or the threat of impending situations which, by their nature or magnitude, abnormally affect the lives or property of our society'.

Emergency Management Act - definition of an emergency:

"A situation or impending situation caused by forces of nature, accident or an intentional act that constitutes a danger of major proportions to life and property."

Emergency Management Act 2003

HAZMAT means 'Hazardous Materials'

HIRA means 'Hazard Identification and Risk Analysis' (Reference EMA, 2003)

NECCAC means 'North East Community Care Access Centre'

OCIPEP means 'Office of critical Infrastructure Protection and Emergency Preparedness'

PEP means 'Provincial Emergency Plan'

PNEP means 'Provincial Nuclear Emergency Plan'

POC means 'Provincial Operations Centre located and operational at the discretion of Province of Ontario.'

SIT REP means 'Situation Report Form, usually from EMO/POC'

3.0 COMPOSITION OF THE EMERGENCY OPERATIONS CONTROL GROUP FOR THE CITY OF NORTH BAY.

- 3.1 All emergency operations shall be directed and controlled by a group of officials responsible for providing the essential services needed to minimize the effects of the emergency on the Municipality. This will be known as the “Emergency Operations Control Group”. It will consist of the following: (As required)
 - 3.1.1 The Mayor or Alternate.
 - 3.1.2 The Chief Administrative Officer or Alternate.
 - 3.1.3 The Police Chief or Alternate.
 - 3.1.4 The Fire Chief or Alternate.
 - 3.1.5 The Managing Director of Engineering, Environmental Services and Public Works or Alternate.
 - 3.1.6 Manager of North Bay & District Ambulance Service or alternate.
 - 3.1.7 District of Nipissing Social Services Administration Board (DNSSAB)
 - 3.1.8 The Public Information Officer or Alternate.
 - 3.1.9 The City Clerk or Alternate.
 - 3.1.10 The Director of Community Services, Transit Manager, Director of Parks, Recreation & Leisure Services or Alternate(s).
- 3.2 The Services, Agencies or Officials listed below or appended to this Plan may operate in support of the Emergency Operations Control Group as and when required. Notification will be passed to them by the Chief Administrative Officer or the Municipal service with whom they normally operate.
 - 3.2.1 The Chief Building Official or Alternate.
 - 3.2.2 The Director of Engineering & Environmental Services (City Engineer or Alternate
 - 3.2.3 The Medical Officer of Health or Alternate.
 - 3.2.4 All resources of other City Departments.
 - 3.2.5 General Manager of Union Gas or Alternate.
 - 3.2.6 Manager of North Bay Hydro or Alternate.
 - 3.2.7 President/CEO from the community hospital, or Alternates.
 - 3.2.8 Manager of Bell Canada or Alternate.
 - 3.2.9 Base Operations Officer, C.F.B., North Bay, or Alternate.
 - 3.2.10 The CAO of the North Bay-Mattawa Conservation Authority or Alternate.
 - 3.2.11 The City Purchasing Manager or Alternate.
 - 3.2.12 The City Risk Management Advisor or Alternate.
 - 3.2.13 The Operations Manager, TransCanada Pipelines Ltd., or Alternate.

NOTE: A current listing of telephone numbers will be associated with this document. (see Appendix: IV)

4.0 ACTIVATING THE PLAN

4.1 This Plan will be formally activated when an emergency is considered by the Emergency Operations Control Group, through the Head of Council to be of such magnitude as to warrant its use or 'designation' as an emergency.

Preliminary Phase (Emergency Services)

4.2 In the preliminary phase, the senior officers of the Police, Fire and Ambulance services **on-site** will gather soon after arrival and assess the incident.

4.2.1 If the incident can be dealt with under normal procedures, then the response continues.

4.2.2 If the incident could expand to become a community emergency, **then the duty officer with the North Bay Police Services will send an advisory message to local Emergency Response providers, North Bay Regional Health Centre** (who may notify other regional hospitals), **and EOCG members** (see Appendix "I"). Monitoring should continue.

Secondary Phase (**EOCG** Members)

4.3 The secondary phase of activation will be made by a member of the Emergency Operations Control Group, who receives the initial warning and/or arrives first on the scene of the emergency.

4.3.1 The notification may be activated by the Chief Administrative Officer, the Deputy Fire Chief of Operations, the Police Chief, the Managing Director Engineering, Environmental Services and Public Works or the Director of the North Bay & District Ambulance Service or a designate of any of the aforementioned.

4.3.2 Upon activation, the notification process will be carried out at once by the police dispatcher, who will note the detail of the message to be passed (e.g., description of the emergency, instructions to remain on standby or assemble at the command centre). This dispatcher will ensure this information is passed to and understood by each person called.

4.3.3 Persons on the notification list will be called in order, starting with the Mayor (see Appendix "I").

4.3.4 If the primary person cannot be reached at any of the listed numbers, telephone the alternate. Note and record time of attempted contact.

4.3.5 If neither can be reached, go on to the next. appointment on the list.

4.3.6 Once the end of the list has been reached, try again to reach those who were not available on the first attempt.

4.3.7 Record the exact time each person was reached, or the time of attempted contact.

4.3.8 **In the event a contact person or their designate cannot be reached, the Head of Council shall formally request the co-operation of the agency or organization.**

- 4.4 On receiving the Emergency Alert, the members of the Emergency Operations Control Group will assemble at the Emergency Command Centre. Liaison of radio systems will be established at the site.
- 4.4.1 The Chief Administrative Officer will exercise overall control, pending the arrival of the Mayor or Alternate, at the Command Centre.
- 4.4.2 Managing Director Engineering, Environment and Works will provide a radio-equipped vehicle for the use of the Mayor and the Chief Administrative Officer.
- 4.4.3 Other agencies and organizations may be contacted for assistance (see Appendix "IV").
- 4.5 The Public Information Officer will be apprised of the incident and, on authorization of the Head of Council, will make contact with local Media at the earliest possible opportunity to release information.
- 4.5.1 The Public Information Officer, with Emergency Operations Control Group approval, will arrange for the safe conduct of Media Representatives to a point as close as possible to the incident site as soon as possible. Such site visits may be repeated from time-to-time during the emergency if deemed to be safe and feasible.
- 4.5.2 **Media contact with members of the Emergency Operations Control Group will be through the Head of Council or the Public Information Officer only, unless otherwise indicated.**

5.0 RESPONSIBILITIES OF THE HEAD OF COUNCIL

- 5.1 The responsibilities and functions of the Mayor in a peacetime Emergency will be as follows:
 - 5.1.1 On the advice of the other members of the Emergency Operations Control Group, officially declare an Emergency to exist.
 - 5.1.2 On the advice of the other members of the Emergency Operations Control Group, officially declare the Emergency terminated.
 - 5.1.3 On consultation with members of the Emergency Operations Control Group, request Senior Government assistance.
 - 5.1.4 As the Head of Council, inform other members of Council of incident status from time-to-time.
 - 5.1.5 Consult with the Public Information Officer and review substance of Information Notices prior to release.

6.0 RESPONSIBILITIES OF THE CHIEF ADMINISTRATIVE OFFICER

- 6.1 The responsibilities of the Chief Administrative Officer in an emergency shall be as follows:
 - 6.1.1 Activating the emergency notification system through the North Bay Police services.
 - 6.1.2 As the Operations Officer, coordinating all operations within the Emergency Operations Centre, including the scheduling of regular meetings.
 - 6.1.3 Advising the Mayor on policies and procedures, as appropriate.
 - 6.1.4 Approving, in conjunction with the Mayor, major announcements and media releases prepared by the Public Information Officer, in consultation with the Emergency Operations Control Group.
 - 6.1.5 Ensuring that a communication link is established between the Emergency Operations Control Group and the **ESM**, Emergency Site Manager and response team at the site.
 - 6.1.6 Calling out additional City staff to provide assistance, as required.
 - 6.1.7 Coordinating and advising supervisory staff in City departments on basic training in the area of Community Emergency planning.
 - 6.1.8 Arranging for clerical assistance for the discussions and actions of the Emergency Operations Control Group.

7.0 RESPONSIBILITIES OF THE EMERGENCY OPERATIONS CONTROL GROUP

- 7.1 Declaration and Termination of Emergency shall be the official task of the Mayor or his Alternate, upon the advice given by the Emergency Operations Control Group.
- 7.2 The following actions may be taken in an Emergency:
 - 7.2.1 Selection/appointment of an appropriate **ESM** (Emergency Site Manager) usually the highest ranking operational Incident Commander from the lead organization, e.g., P/C from NBFD, Duty Sgt. from NBPS etc.
 - 7.2.2 Evacuation of those buildings within the "Emergency Area" which are considered dangerous or in which the occupants are considered to be in danger from some other source.
 - 7.2.3 Selection of an assembly area at which additional staffing and equipment of all Services will gather.
 - 7.2.4 Dispersal of groups of people who, by their presence, are considered to be in danger, or whose presence hinders in any way the efficient functioning of the operation.
 - 7.2.5 Arrangement for the accommodation and maintenance on a temporary basis of any residents who are in need of assistance due to displacement as a result of the Emergency.
 - 7.2.6 The calling out and deployment of any Municipal equipment and personnel.
 - 7.2.7 Requesting the assistance of personnel and equipment of voluntary and other agencies not under Municipal control as may be required for emergency operations (see Appendix No. IV).
 - 7.2.8 Appointment of a Public Information Officer for the issuance of accurate releases to the Media, and for the distribution of authoritative instructions to the general public.
 - 7.2.9 Establishment of a Registration and Inquiry Centre to handle individual requests for information concerning all aspects of the Emergency.
 - 7.2.10 Discontinuance of any service within the "Emergency Area" without notice to the consumer, if such services constitute a hazard, upon consultation with the local Utility involved.
 - 7.2.11 Assisting in the provision of emergency medical and health services.
 - 7.2.12 Should the resources of the City of North Bay be insufficient to control the Emergency, assistance from other Government Agencies, either Civilian or Military, will be requested.
 - 7.2.13 Inspection for the safe and orderly re-occupation of all premises within the designated Emergency Area.
 - 7.2.14 Maintaining a written record of Control Group discussions and actions taken during the incident.

8.0 RESPONSIBILITIES AND FUNCTIONS OF THE POLICE SERVICES

8.1 The responsibilities and functions of the Police Services in an Emergency will be as follows:

- 8.1.1 Provide an **ESM**, as required, at the direction of the **EOCG**.
- 8.1.2 Assume overall security control at the incident.
- 8.1.3 Control and disperse crowds within the Emergency Area.
- 8.1.4 Control traffic to facilitate the movement of emergency vehicles both in and out of the Emergency Area. This will include designation and traffic control for the Evacuation and Emergency access routes.
- 8.1.5 Designate an Inner Perimeter to control and disperse people and equipment within the Emergency area.
- 8.1.6 Conduct any required evacuation.
- 8.1.7 Arrange for the maintenance of law and order in any community emergency Welfare Centre.
- 8.1.8 Ensure the protection of property against looting within the Emergency Area.
- 8.1.9 Advise the Coroner in the event of fatal casualties.
- 8.1.10 Request assistance from the Ontario Provincial Police, and any other Police Services with disaster equipment, when deemed necessary.
- 8.1.11 Conduct any Police Services investigations that may be required by Law or by practice.

9.0 RESPONSIBILITIES AND FUNCTIONS OF THE FIRE SERVICES

9.1 The responsibilities and functions of the Fire Department in an Emergency will be as follows:

- 9.1.1 Provide an **ESM**, as required, at the direction of the **EOCG**.
- 9.1.2 Conduct all operations connected with the fighting of fires and rescue services.
- 9.1.3 Activate the Nipissing-Parry Sound Mutual Fire Aid System, if it is deemed necessary.
- 9.1.4 Determine if additional special equipment or supplies will be required and, if so, make the necessary arrangements for procurement (e.g., air-packs, special protective clothing, etc.).
- 9.1.5 Provide equipment and staffing to assist in pumping operations, if required.
- 9.1.6 Assist the Police Department in conducting any required evacuation.

10.0 RESPONSIBILITIES AND FUNCTIONS OF PUBLIC AND PRIVATE UTILITIES

10.1 The responsibilities and functions of Ontario Hydro, North Bay Hydro, TransCanada Pipelines, Union Gas, Bell Canada, and any other Utilities in a Peacetime Emergency will be as follows:

10.1.1 Provide an **ESM**, as required, at the direction of the **EOCG**.

10.1.2 Utilities Managers, if requested, will send a representative to advise the Emergency Operations Control Group.

10.1.3 Utilities will generally follow their usual Emergency procedures, but will coordinate actions with the Emergency Operations Control Group.

10.1.4 Utilities will have responsibility for the following general functions:

- i Calling out of staff to the disaster site, checking buildings for safety and, where necessary, cutting off supplies.
- ii Restoration of services, if interrupted, on a priority basis. This is to be decided by the Emergency Operations Control Group in consultation with suppliers.
- iii Discontinuation of services to any consumer or group of consumers when authorized by the Emergency Operations Control Group, and where this is considered necessary in the interests of public safety.
- iv Provision of alternative supplies, where necessary and practicable, e.g., temporary electricity lines.

11.0 RESPONSIBILITIES AND FUNCTIONS OF THE MANAGING DIRECTOR ENGINEERING, ENVIRONMENTAL SERVICES & PUBLIC WORKS

- 11.1 The responsibilities and functions of the Managing Director Engineering, Environmental Services & Public Works will be as follows:
 - 11.1.1 Provide assistance in the event of chemical spills (Emergency Plan for dealing with Hazardous Materials Spills)
 - 11.1.2 The monitoring of water supply, sources, to prevent contamination of the City water supply.
 - 11.1.3 Waste disposal; solid and garbage waste. Recommend and provide sites for disposal of 'waste' during emergency situations.
 - 11.1.4 Provide advice regarding flooding from lakes and streams.
 - 11.1.5 Provide an **ESM**, as required, at the direction of the **EOCG**.
 - 11.1.6 Provide barricades and flashers at the site of the incident on receipt of the "Emergency Alert".
 - 11.1.7 Provide Municipal vehicles and equipment, together with operators as required.
 - 11.1.8 Obtain information on rising flood waters as required (Flood Plan).
 - 11.1.9 Coordinate all snow clearing and removal operations (Snow Plan).
 - 11.1.10 Provide assistance in the event of chemical spills (Emergency Plan for dealing with Hazardous Materials Spills).
 - 11.1.11 Organize and procure equipment for pumping operations.
 - 11.1.12 Waste disposal; solid and garbage waste. Recommend and provide sites for disposal of 'waste' during emergency situations.
 - 11.1.13 The monitoring of water supply, including approval of sources, advice on treatment methods, monitoring to prevent pollution of selected sources, and sampling of the distribution system to ensure quality.
 - 11.1.14 Waste disposal, including disposal of sanitary waste, including the disposal of liquid waste. Recommend and provide sites for sewage disposal during emergency situations.
 - 11.1.15 Arrange for demolition of unsafe buildings on the recommendation of the Chief Building Official, and excavation operations where required.
 - 11.1.16 Advise the Police Department on alternate traffic routes during an emergency.

12.0 RESPONSIBILITIES OF THE DISTRICT HEALTH UNIT

- 12.1 The responsibilities of the District Health Unit in a Peacetime Emergency will be as follows:
- 12.1.1 Coordinate public health services with various Municipal Control Group members, and related agencies in the Emergency Operations Centre;
 - 12.1.2 Provides advice to the public and local health care professionals on matters which may adversely affect public health within North Bay (e.g. toxic spills, water quality, air quality);
 - 12.1.3. Liaises with Ontario Ministry of Health and Long-Term Care, Public Health Division and area Medical Officers of Health as required to augment and coordinate a public health response as required;
 - 12.1.4 Coordinates the surveillance and response to communicable disease-related emergencies or anticipated epidemics according to Ministry of Health and Long-Term Care directives;
 - 12.1.5 Ensures the coordination of vaccine/antiviral storage, handling and distribution across North Bay;
 - 12.1.6 Initiates and implements mass vaccination clinics during outbreaks of disease within North Bay;
 - 12.1.7 Liaises with Director of Public Utilities or alternate within affected municipalities to ensure the provision of potable water, community sanitation, maintenance and sanitary facilities;
 - 12.1.8 Provides inspection of evacuation centres, makes recommendations and initiates remedial action in areas of accommodation standards related to:
 - Overcrowding, sewage and waste disposal;
 - Monitoring of water supply, air quality, sanitation;
 - Food handling, storage, preparation, distribution and service;
 - 12.1.9 Liaises with local social service agencies on areas of mutual concern regarding evacuation centers related to public health information;
 - 12.1.10 Advise on or order any necessary evacuation, isolation or quarantine measures;
 - 12.1.11 Provide instruction and health information through public service announcements and information networks in consultation with North Bay EOC.
 - 12.1.12 Issue orders, if necessary, to mitigate or eliminate health hazards as per the Health Protection and Promotion Act.
 - 12.1.13 In the event of mass casualties, the Health Unit will monitor the situation to ensure early and sanitary disposition of human remains in order to minimize the spread of disease;
 - 12.1.14 Liaises with the District Coroner to coordinate the activities of the mortuary within the community and provide assistance when necessary.

13.0 RESPONSIBILITIES OF THE EMERGENCY AMBULANCE, HOSPITAL AND PHYSICIANS SERVICES

- 13.1 The responsibilities of the Emergency Ambulance, Hospital and Physicians Services are as follows:
 - 13.1.1 Establish facilities at the incident site for on-scene triage and communications with local hospitals.
 - 13.1.2 Coordinate the response of all Emergency Medical and Hospital services and facilities.
 - 13.1.3 Arrange for mass ambulance transportation where required.
 - 13.1.4 Arrange for a balanced distribution of casualties to hospitals.
 - 13.1.5 Arrange for relocation of patients to other hospitals outside of the city, if necessary.
 - 13.1.6 Coordinate and develop individual Hospital Contingency Plans.

14.0 RESPONSIBILITIES OF COMMUNITY SERVICES

- 14.1 The responsibilities of Community Services in an Emergency will be as follows:
 - 14.1.1 Determine the location of any evacuation centre(s) and arrange for the support services required to operate such a centre to meet the needs of evacuees. Services would include: Registry and Inquiry, Volunteer Support, Family Services, Food Services, Facility Support, Transportation, Accommodation and Security as required.
 - 14.1.2 Arrange for the opening, operation, direction and supervision of sufficient Emergency Welfare Centres required to provide the immediate emergency social services needed. **(DNSSAB)**
 - 14.1.3 Arrange for and coordinate assistance from the volunteer agencies within the community to carry out the social services functions (e.g. Red Cross, Salvation Army, Church Groups, Local Business & Industry) as required.
 - 14.1.4 Arrange for the establishment of Registration and Inquiry Centre or Centres as required with the assistance of the local Red Cross.
 - 14.1.5 Advise the Emergency Operations Control Group if Senior Government assistance is required for emergency social services.
 - 14.1.6 Establish and maintain an internal Contingency Plan for the provision of emergency social services.
 - 14.1.7 Provide Municipal Transit equipment for emergency evacuations where required.

15.0 RESPONSIBILITIES OF CORPORATE SERVICES AND THE CITY CLERK'S DEPARTMENT

- 15.1 If required, to arrange for manning of the City Hall Customer Service Centre and contact with the Emergency Operations Control Group.
- 15.2 If so instructed by the Emergency Operations Control Group, assist Community Services in the establishment of an Information Centre at City Hall.
- 15.3 Provide clerical services to the Emergency Operations Control Group as required.

16.0 RESPONSIBILITIES OF THE NORTH EAST COMMUNITY CARE ACCESS CENTRE (NECCAC)

16.1 Provide coordinated community health services in the client's home and schools. Services include: Nursing, Personal Support, Respite, Occupational Therapy, Physiotherapy, Social Work, Speech Language Pathology, Dietetics, Respiratory Therapy, Medical Supplies, Medical Equipment including life sustaining devices such as Oxygen, Tube Feeding and IV medication pumps. (Currently in the City of North Bay we have 1560 patients on care. Take into consideration that includes everything from daily nursing to monthly speech therapy. Of the 1560, about 5-6% would be considered highly dependent upon External care in the community and would likely require some type of assistance in a disaster. 2014)

16.2 Work in collaboration with the hospital to develop strategies that will prevent unnecessary hospital admissions.

16.3 During a disaster, the North East Community Care Access Centre may assist by providing the following as available and applicable:

When there is a significant risk of harm, personal information and personal health information about high risk / high needs patients in the impacted disaster may be shared to assist in response planning;

1. Placement of care coordination staff at reception centres to assist with triage and referral to community services;
2. Provision of in-home assessments and services based on assigned priority;
3. Provision of medical equipment and supplies for community-based services; and,
4. Placement of patients into Long Term Care homes in areas not impacted by the disaster.

16.4 Implement a gasoline and transportation strategy to ensure timely access to community health services if required.

17.0 UPDATE

- 17.1 It will be the responsibility of the Chief Administrative Officer to review the Appendices to this document on a semi-annual basis for correctness of names and telephone numbers, and distribute any changes to the appropriate agencies and personnel.
- 17.2 It will be the responsibility of the Chief Administrative Officer to convene periodic meetings of the Emergency Operations Control Group in order to review the public and private manpower and equipment resources available to deal with Municipal Emergencies.
- 17.3 It will be the responsibility of the Chief Administrative Officer to conduct an Incident Debriefing with the affected agencies within a reasonable time period after a recorded emergency incident occurs.