



The Town of Torbay

Torbay
Emergency Management Plan

*This version was adopted by council
on July 14, 2026*

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The Town of Torbay Emergency Management Plan

Approved in Principle

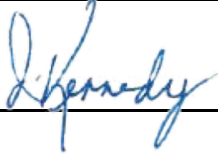
Town of: Torbay

Date: June 16, 2026

Mayor signature: 

Approved by Emergency Services Division - Department of Forestry, Agriculture and Lands

Date: June 17, 2026

Director signature: 

Adoption by Council

This Emergency Management Plan (EMP) for the Town of Torbay has been approved by the Director of Emergency Services and has now been adopted during a sitting of the Council on the 14th day of July month of 2026.

Craig Scott

Mayor (*print name*)



Mayor (*signature*)

Rodney Gaudet - Fire Chief

Witness (*print name and title*)



Witness (*signature*)

Table of Contents

Section 1: Emergency Management Plan (EMP)

Reviews and Amendments	1
Forward	2
General	3
Purpose	3
Definitions.....	3
Implementation (The <i>Emergency Services Act</i>)	4
Plan Alteration	6
Authority	6
Direction and Control - Committees and Members ...	7
Concept of Operations.....	8
Emergency Operation Centre (EOC)	8
Declaration/Termination of a State of Emergency.....	9

Section 2: Roles and Responsibilities

Emergency Management Coordinator	10
Clerk, Assistant Clerk and Support Staff.....	10
Public Works/Maintenance Employee(s)	10
Fire Department.....	11

Section 3: Town Infrastructure

Road Infrastructure.....	12
Town Water Supply	12
Emergency Social Services	13

Section 4: Hazards

Potential Hazards: Flood	14
Potential Hazards: Storm Surge	16
Potential Hazards: Power Failure	17
Potential Hazards: Severe Weather.....	18
Potential Hazards: Wildland Fires.....	19
Potential Hazards: Water Supply Issues.....	20
Potential Hazards: Dangerous Goods	21
Potential Hazard: Hazardous Material	22
Potential Hazards: Motor Vehicle Collision	23
Potential Hazards: Marine Incident.....	24
Potential Hazards: Pandemic	25
Potential Hazards: Communications Failure	26

Appendix:

A-1: Roles and Responsibilities of Government Departments	28
A-2: Roles and Responsibilities of External Partners	32
A-3: Town Evacuation Plan	33
A-4: Town Map	34
A-5: After Action Review	41
A-6: Emergency Management Plan Exercise Log	42
A-7: Public Information Plan	43
A-8: Telecommunication Loss Plan	44
A-9: Declaration/Termination of a State of Emergency Forms.....	45

Section 1: Emergency Management Plan (EMP)

Reviews and Amendments

The Town of Torbay - EMP Annual Review.

REVIEW DATE (MM/DD/YY)	REVISIONS MADE	REVIEW/CHANGES BY

The Town of Torbay Emergency Management Plan (EMP) will be maintained by the Emergency Planning Committee and the Administrator of this plan. It is the responsibility of the Town to review this Plan and any supplement document(s) annually to ensure the information is correct and, where necessary, amended by a meeting(s) of the Emergency Planning Committee.

Annually, when the supplement document has been reviewed and updated, a copy must be submitted to the Regional Emergency Planner (REP). The supplement document(s) do not require Director Approval as it (they) contain predominately contact and resource information.

It is recommended that this EMP be reviewed and exercised annually. A copy of the Reviewed/Revised and Approved or Signed EMP must be submitted to the REP. This is required for initial REP EMP review process, the step immediately prior to the subsequent full review and approval protocol by the Director of Emergency Services and the Emergency Services Division within the Department of Forestry, Agriculture and Lands.

Once the review/revised EMP is subsequently approved by the Director it will have to be subsequently adopted by the council and a copy of the fully signed plan must be sent to the REP.

If this EMP is not maintained in accordance with the above noted process, then this EMP will no longer meet the Approval of the Director of Emergency Services.

The Town of Torbay Emergency Management Plan

Forward

This Emergency Management Plan (EMP) describes the basic procedures to use, and the responsibilities of the various people, agencies and departments in the event of an emergency. It is to be used during any emergency that occurs within the Town of Torbay and meets the requirements of Section 5 of the *Emergency Services Act*.

After each exercise and/or activation of the Emergency Management Plan, these procedures will be evaluated to determine areas requiring improvement. One way to do this is to conduct a debriefing after each activation or exercise of the EMP to determine what amendments may be required in your emergency management plan. Amendments must be made as required and in accordance with Section 5(6) and (7) of the *Emergency Services Act*.

The Town of Torbay Emergency Management Plan

General

The Town of Torbay acknowledges its responsibility for emergencies or disasters, which could threaten the health, safety and/or wellbeing of persons and the protection of property and the environment.

Purpose

The purpose of this emergency management plan is to clearly establish the line of authority, responsibilities for all concerned during the management of an emergency or disaster in Torbay, and to avoid misunderstanding and conflicts, which could result when various organizations are involved at the same time. Coordination and co-operation is the goal of the Town of Torbay Emergency Management Plan.

Definitions

Town - means a Town under the *Towns and Local Service Districts Act, SNL 2023, c T-6.2*, the City of St. John's, the City of Mount Pearl and the City of Corner Brook.

Council - means the Council of a Town under the *Towns and Local Service Districts Act, 2023*.

Regional Committee - means a regional emergency management committee under the *Emergency Services Act*.

Emergency - means a real or anticipated event or an unforeseen combination of circumstances, which necessitates the immediate action, or prompt coordination of action as declared or renewed by the Lieutenant- Governor in Council, the minister, a regional emergency management committee or a town council.

Disaster - Essentially a social phenomenon that results when a hazard intersects with a vulnerable community in a way that exceeds or overwhelms the community's ability to cope and may cause serious harm to the safety, health, welfare, property or environment of people; may be triggered by a naturally occurring phenomenon which has its origins within the geophysical or biological environment or by human action or error, whether malicious or unintentional, including technological failures, accidents and terrorist acts.

Emergency Management Plan - a written and approved plan that is intended to prepare for, respond to, mitigate the effects of and recover from an emergency and to provide for the health, safety, and well-being of persons and the protection of property and the

environment. This plan is to be undertaken by the Town and or region and authorized and prepared pursuant to Section 5 of the *Emergency Services Act*.

Implementation (The Emergency Services Act)

This Emergency Management Plan is developed in accordance with the legislative requirement in the *Emergency Services Act*. The following sections of the Act outline the roles of The Town of Torbay in the development, adoption, activation and implementation of the emergency management plan for the Town of Torbay.

Section 5 of the Emergency Services Act states:

5. (1) The councils of every Town shall, within 3 years of this Act having come into force, adopt an emergency management plan.
- (2) An emergency management plan shall, before adoption by a Town, be submitted to the director for review, and a council shall make any changes required by the director so that the plan may be approved by the director before the plan is adopted by a council.
- (3) An emergency management plan may be developed by a committee of a council, or a council may, with the necessary changes, adopt the emergency management plan of a neighboring Town with the consent of that Town.
- (4) An emergency management plan which is adopted by a council under subsection (3) shall be submitted for the approval of the director as required under this subsection as if it had been made by the council alone.
- (5) An emergency management plan shall designate a person to supervise and control the management of the plan.
- (6) Amendments to an emergency management plan shall be submitted to the director for approval before the amendments may be adopted by a council.
- (7) An emergency management plan shall be reviewed by a council and a proposed change to the plan shall be submitted to the director for approval before it may be adopted by a council.

Section 6 of the Emergency Services Act states:

6. (1) where an emergency is declared by a Town, the emergency management plan adopted by the council of that Town shall be activated.
- (2) An emergency which has been declared by a Town shall remain in force until it is rescinded by the Town.

(3) Nothing in this Section prevents the minister from declaring a Town emergency, whether a Town emergency has been declared by a council or not, and the minister may, following the declaration of the emergency,

(a) authorize the director to implement the Town's emergency plan; or

(b) respond to the emergency in the manner the minister considers appropriate under Section 9.

Section 7 of the Emergency Services Act states:

7. (1) Two or more councils may join together to form a regional emergency management committee for the purpose of developing a regional emergency management plan.

(2) A regional emergency management plan shall be approved by the director before a council adopts the plan and the requirements of Section 5 apply as if the plan had been made by a council alone.

Section 8 of the Emergency Services Act states:

8. (1) Where an emergency is declared by a regional emergency management committee, the Chairperson of the committee shall declare the emergency for a region or part of the region, and the regional emergency management plan adopted by the committee shall be activated for that region or part of the region as appropriate.

(2) An emergency which had been declared by a regional emergency management committee shall remain in force until it is rescinded by the committee.

(3) Nothing in this Section prevent the minister from declaring a regional emergency in all or part of a region, whether a regional emergency has been declared by the regional emergency management committee or not, and the minister may, following the declaration of the emergency

(a) authorize the director to implement the regional emergency management plan; or

(b) respond to the emergency in the manner the minister considers appropriate under Section 9.

Plan Alteration

Where a Council or Regional Committee asks the Director of Emergency Services to approve an amendment of a Plan adopted under Section 5 of the *Emergency Services Act*, the Director shall approve the amendment before the Council adopts the amendment.

Authority

The powers and authority of the Town Council or a Mayor in any emergency or disaster occurring within the boundaries of the Town of Torbay is outlined in the *Towns and Local Service Districts Act, 2023*, relating to the establishment and administration of town government in the province. Section 196 of this Act states that where, in the opinion of a Town Council or Mayor, an emergency exists, the Town Council or Mayor may declare a “State of Emergency” in the Town or part of the Town.

When a “State of Emergency” has been declared under Section 196(1), the town council or Mayor may order, under Section 196(2)(b) of the *Towns and Local Service Districts Act, 2023*, the following:

1. The closure of businesses and schools or a class of businesses and schools in the town;
2. The restriction of the hours of operation of businesses and schools or a class of businesses and schools, in the town;
3. The banning or controlling of public gatherings;
4. The restriction or prohibition of the use of vehicles or a class of vehicles on local roadways;
5. That children below a stated age or in certain age categories not be permitted on a public road, park or in a place of amusement during prescribed hours, whether alone or in the company of a parent, guardian, or other adult;
6. The evacuation of buildings or areas of the town;
7. Curfews or shelter-in-place orders for persons or classes of persons;
8. The temporary suspension or amendment of town by-laws;
9. The restriction or prohibition of the use of water in the town; and
10. A temporary prohibition, restriction or limitation of any activity under the jurisdiction of a town.

The Town of Torbay is responsible and will continue to be responsible for all emergency operations should an emergency, which involves the risk of loss of life or property, or which threatens the safety, welfare or wellbeing of some or all of the residents of the Town occur.

The authority of a Regional Committee to declare an emergency is outlined in Section 8 of the *Emergency Services Act*.

Involvement by Provincial Government:

Should implementation of these actions prove insufficient to manage the emergency, assistance may be requested from the Provincial Government by contacting the Emergency Services Division - Department of Forestry, Agriculture and Lands, 24-hour Emergency Line at (709) 729-3703. The roles and responsibilities of the various Government Departments are outlined in Appendix A-1.

Federal Government Assistance:

Should implementation of Provincial Government actions prove insufficient to manage the emergency, the Provincial Government through the Emergency Services Division - Forestry, Agriculture and Lands, may request Federal Government assistance.

Direction and Control - Committees and members

- a) The Town of Torbay is directly responsible for the control of all emergency operations within the Town.
- b) The Emergency Management Coordinator is responsible to ensure any changes to the plan is communicated to the town council, emergency management committee, and other key stakeholders.
- c) An Emergency Management Coordinator and Emergency Management Committee appointed and approved by the Town will oversee, control and coordinate all emergency operation within the Town.
- d) **Executive Council members** (see supplement "A")
 - Executive Council members are responsible for approving States of Emergency, Termination of Emergency, and any Town costs that may be required for response and recovery, staffing, etc.
- e) **Emergency Operations Centre (EOC) members** (see supplement "A")
 - Emergency Operations Centre (EOC) members lead the emergency utilizing their expertise and training. Members are determined upon the type of

emergency/disaster. Note: May be subject to change if the emergency involves more than one town, this would become a joint EOC.

f) **Emergency Planning Committee members** (see supplement “A”)

- The Emergency Planning Committee is responsible for assisting with the review of the Emergency Plan, tabletop/discussion-based exercises, and full-scale exercises. Members may be included from outside of Council and may include members from the community, RCMP/RNC, Fire Department, and NLHS. Some Towns may have the same representatives for both subsections (e) and (f).

Concept of Operation

The Town of Torbay will strengthen its coordination within its jurisdiction through the EOC. Problem solving, duty assignment, media relations and public announcements will be discussed and resolved by the members of the EOC. Emergency Management partners with a responsibility/mandate are required to advise the group on any matter associated with the emergency or disaster. They will be required to attend and sit as part of the EOC should their services be needed for the emergency.

From a practical sense, once formed, the EOC will continue to manage the emergency until it has ended.

Emergency Operations Centre (EOC)

The EOC will be located: Torbay Depot – 1 Pump House Rd

Alternate EOC will be located: Torbay Townhall – 1288 Torbay Rd

1. Telecommunications in EOC - The Town will communicate by using land lines (VOIP) in boardroom at Torbay Depot, cell phones (town issued phones and personal phones) and Rogers for internet service and wi-fi calling. Traditional VHF and P25 radios may be provided by the Fire Department as needed and able. The location of the fire department radios is at the Torbay Fire Hall and at the Satellite station in Flatrock.

2. Security/Access - Security and access to the EOC will be restricted to those persons directly involved with the operation as approved by the EOC Manager. The Town when warranted, will assign the Security Coordinator.

3. Media Coordinator - Members of the press will be accommodated at Torbay Town Hall or Torbay Common, based on where the EOC is located. The Mayor, the alternate or the Media Coordinator will be the only people to provide news releases to the media.

4. **Parking** - The entrance/exit to the EOC location must be kept free of parked vehicles. Parking will be permitted on Pump House Rd or behind the Town hall, based on where the EOC is located.

Declaration and Termination of a State of Emergency (SOE)

Declaration of a State of Emergency

A Town Mayor or Regional Committee Chair, on the advice of the Emergency Operations Centre, may declare a SOE as per Section 6 (Town) or 8 (regional) of the *Emergency Services Act*. Emergency Services Division - Forestry, Agriculture and Lands, must be informed of these decisions as soon as possible.

Termination of a State of Emergency

A Town Mayor on the advice of the EOC, may terminate a SOE. Emergency Services Division - Forestry, Agriculture and Lands, must be informed of these decisions as soon as possible.

Submission of Declaration and Termination Forms

A SOE is not fully recognized until the Emergency Services Division has been advised. Termination/Declaration forms must be complete and emailed to the Emergency Services Division using the contact information on the form. Once the form has been forwarded, the Town must inform ESD by calling the 24-hour Emergency line at (709) 729-3703.

Note: See Appendix A-9 for Declaration and Termination of State of Emergency Forms

Section 2 - Roles and Responsibilities

Responsibilities of the Emergency Management Coordinator

- Activating the EOC when so directed.
- Advise town council of any changes to operations and maintenance of the plan.
- Ensure key positions are filled as required.
- The overall coordination of emergency planning and response.
- Act on behalf of the Mayor or Council as instructed.
- Request expert assistance as required.
- Liaise with the various Town Departments as required.
- Liaise with various Provincial Departments and Non-Governmental Organizations as required.

Responsibilities of the Town Clerk, Assistant Clerk and Support Staff

- Liaise with the Emergency Management Coordinator.
- Clerical staff to support the Emergency Operations Centre Group.
- Record decisions and recommendations and advice of same as directed.
- Maintain a log of operations.
- Issue of emergency passes to Emergency Operations Centre Group
- Organize the supply of food for Emergency Operations Centre Group and Town staff.
- Maintain access to the Emergency Operations Centre

Responsibilities of Public Works/Maintenance Employee(s)

1. Responsible for co-ordination of all works and services within Town.
2. Implement emergency services, such as water supplies, pumping operations, cordoning areas, etc.

Responsibilities of the Fire Department

The Fire Chief or person designated by the fire chief, manager, or Town has overall responsibility for the Fire Department. Duties during an emergency event may include:

- Search for and rescue of trapped or injured persons within an impacted building or facility.
- Provide fire protection/suppression at the level approved by the Town.
- Provide medical response according to their training level and equipment, as approved by the Town.
- Provide trained personnel and equipment to establish/assist with pumping operations.
- Request mutual aid from mutual aid partners if response requires additional resources or the incident requires a response outside of the department's capabilities.
- Respond to and take command at fires or other emergencies, and direct firefighting and other emergency activities, either personally or through subordinate officer's equipment and staff.
- Request Regional Hazardous Materials Team through the Fire Services Division if a response at the Technician Level is required for a Dangerous Goods/Hazardous Materials incident by contacting the 24-hour Emergency line at (709) 729-3703.
- Liaise with CANUTEC (Canadian Transport Emergency Centre) for information and assistance regarding the transportation of dangerous goods.

Section 3 – Town Infrastructure

Infrastructure Information

Road Responsibility:

Provincial Roads/Infrastructure:

- Indian Meal Line
- Bauline Line
- Torbay Road
- Kevin Parsons Highway

Town Roads/Infrastructure:

- All other roads located in Torbay are the responsibility of the Town of Torbay

Contractor Roads/Infrastructure:

- None

Private Roads/Infrastructure:

- None

Town Water Supply:

Type of Source(s)

- Dammed pond (gravity fed)

Where is/are the Town water source(s) located:

- North Pond, Torbay - Pump House Road
- Main pump station - Pump House Road (North Pond)
- Secondary pump stations – 4 Thorne's Lane and 27 Tynedale Drive

Town water source:

- 30% of residents

Personal property wells:

- 70% of residents

Other water source(s)

- 0% of residents

Personal property septic systems:

- 70% of residents, all others using town sewer system

Emergency Social Services

Reception Centre Facilities

The Canadian Red Cross defines a Reception Centre as the following:

“A safe and secure location where persons affected by a disaster are directed to in order to receive information and/or services, as provided by the CRC. It is also a place where they can be referred to other organizations that may also help. If overnight stays are provided, the location formally becomes a Shelter.”

Location of Reception Centre: Torbay Common – 8 Kinsmen Place, Torbay

Alternate Reception Centres:

1. Holy Trinity Elementary School, 10 Doyle's & Quigley's Lane, Torbay
2. Jack Byrne Arena – 7 Ward Gosse Drive (formerly Kennedy's Brook Dr), Torbay

Shelter Facilities

The Canadian Red Cross defines a Shelter as the following:

“A safe and secure location that provides overnight stays or short-term housing until disaster evacuees can return to their homes or locate alternate arrangements. Shelters may open in anticipation of a disaster, during an evacuation, or after a disaster occurs. Services available in reception Centres are also available in shelters”

Location of Shelter: Torbay Common – 8 Kinsmen Place, Torbay

Alternate Shelters:

1. Holy Trinity Elementary School, 10 Doyle's & Quigley's Lane, Torbay
2. Jack Byrne Arena – 7 Ward Gosse Drive (formerly Kennedy's Brook Dr), Torbay

Note: The Canadian Red Cross and The Salvation Army have agreements in place with the Department of Social Supports and Well-Being to provide Emergency Social Services during a large-scale disaster. Although this agreement is in place, both organizations can be contacted directly for individual house fires and floods.

Warming/Cooling Centre

A warming/Cooling Centre is a short-term emergency location that operates during daytime hours. **It is the responsibility of the Town.** A warming/Cooling Centre is operational during daytime hours and residents are able to return home during the nighttime. It provides heat/cooling and possibly warm beverages and food to residents who has been without power for extended periods.

Location of Warming/Cooling Centre: Torbay Common – 8 Kinsmen Place, Torbay

- Equipped with generator and kitchen; warming and cooling capabilities

Alternate Location of Warming/Cooling Centre: Torbay Firehall – 1288 Torbay Road, Torbay

- Equipped with generator and kitchen; warming and cooling capabilities

Section 4 - Potential Hazards and Associated Risks

Flood

Potential Consequences: Safety of Lives, loss of property, damage of property and transportation problems.

Emergency Response	Action By
1. Activate Emergency Management Plan and contact Emergency Services Division.	Town Council
2. Activate EOC	Emergency Management Coordinator & Emergency Planning Committee
3. Assess Flood Problem	Emergency Planning Committee; Town Engineers and Contractors; Department of Environment, Conservation and Climate Change; Department of Transportation and Infrastructure; Town Maintenance or Public Works Department
4. Evacuation Decisions	Police; Fire Department; Emergency Operations Centre
5. Rescue of Stranded People	Fire Department; Police; Ground Search and Rescue
6. Injuries	NLHS; Fire Department
7. Morgue Services	Police; NLHS
8. Traffic Control	Police; Department of Transportation and Infrastructure; Town staff erecting barricades and providing alternate routes.
9. Establish adequate Communications	First Responders
10. Relocation/Evacuation	Emergency Operations Centre Police; Fire Department
11. Barricades, Signs, Sandbags, etc.	Public Works; Department of Transportation and Infrastructure
12. Eliminate hazards of damage utilities	Utilities

13. Public and Media Information	Media Coordinator; Police; Fire Department
14. Damage Assessment	Town Engineers and contractors; Department of Transportation and Infrastructure
16. Transportation (relocation/evacuation of residents)	Emergency Operations Centre

Storm Surge

Potential Consequences: Casualties, damage to property and roads, flooding, disruption of traffic, panic.

Emergency Response	Action By
1. Activate Emergency management Plan and contact Emergency Services Division.	Town Council
2. Activate EOC	Emergency Management Coordinator & Emergency Planning Committee
3. Establish adequate communications	First Responders
4. Define work area and establish a control perimeter	Police; Fire Department; Maintenance/Public Works; Department of Transportation and Infrastructure
5. Mobilize necessary equipment	Town Maintenance/Public Works; Department of Transportation and Infrastructure
6. Rescue	Fire Department; Police; Ground Search and Rescue
7. Notify hospital of casualties including number and type	NLHS; Fire Department; Police
8. Morgue Services	Police; NLHS
9. Eliminate hazards from damage utilities	Utilities, Town Maintenance or Public Works; Department of Transportation and Infrastructure
10. Public and Media Information	Media coordinator; Police
11. Emergency Social Services	Department of Social Supports and Well-Being
12. Damage Assessment	Town Engineers and Contractors; Department of Transportation and Infrastructure

Power Failure

Potential Consequences: Disruption/Loss of Utilities (Heat, Internet, etc.)

Emergency Response	Action By
1. Activate Emergency management Plan and contact Emergency Services Division.	Town Council
2. Activate EOC	Emergency Management Coordinator & Emergency Planning Committee
3. Restore Power	NF Power or NL Hydro
4. Establish a priority for essential requirements	Emergency Planning Committee
5. Control the allocation of auxiliary power	NF Power or NL Hydro
6. Public Information	NF Power or NL Hydro; Media coordinator
7. Emergency Social Services	Department of Social Supports and Well-Being
8. Ascertain the status of water and food and arrange distribution	Emergency Planning Committee; Department of Social Supports and Well-Being; Government Services
9. Establish Warming/Cooling Centre	Town

Severe Weather (blizzards, hurricane, hail, lightning, rain...)

Potential Consequences: casualties, safety of lives, loss of property, damage to property, disruption of communication and utilities, and transportation disruptions.

Emergency Response	Action By
1. Activate Emergency Management Plan and contact Emergency Services Division.	Town Council
2. Activate EOC	Emergency Management Coordinator & Emergency Planning Committee
3. Evacuation Decisions	Emergency Operations Centre; Police; Fire Department
4. Relocation/Evacuation	Emergency Operations Centre; Police
5. Injuries and Rescue	Fire Department; Police; Ground Search and Rescue; NLHS
6. Morgue Services	Police; NLHS
7. Establish Adequate Communication	First Responders
8. Public & Media Information	Media Coordinator; Police; Fire Department
9. Damage Assessment	Town engineers and contractors Town Infrastructure -Department of Transportation and Infrastructure
10. Traffic control	Town staff erecting barricades and providing alternate routes; Police; Department of Transportation and Infrastructure
11. Transportation (relocation/evacuation of residents)	Emergency Operations Centre

Wildland Fires

Potential Consequences: Safety of lives and property.

Emergency Response	Action By
1. Activate Emergency management Plan and contact Emergency Services Division.	Town Council
2. Activate EOC	Emergency Management Coordinator & Emergency Planning Committee
3. Forest Fire Tactical Operations	Department of Forestry, Agriculture and Lands
4. Structure Fire Operations	Fire Department
5. Evacuation Decisions	Emergency Operations Centre; Department of Forestry, Agriculture and Lands; Fire Department - related structural fire
6. Relocation/Evacuation	Emergency Operations Centre; Police
7. Injuries and Rescue	NLHS; Fire Department; Police; Ground Search and Rescue
8. Morgue Services	Police; NLHS
9. Establish adequate Communications	First Responders
10. Public & Media Information	Media Coordinator; Police; Provincial Forest Fire Duty Officer; Department of Environment, Conservation and Climate Change; Health and Community Services
11. Damage Assessment	Emergency Operations Centre; Department of Forestry, Agriculture and Lands; Department of Transportation and Infrastructure
12. Traffic control	Town staff erecting barricades and providing alternate routes; Police; Department of Transportation and Infrastructure
13. Transportation (relocation/evacuation of residents)	Emergency Operations Centre
14. Air Quality	Department of Environment, Conservation and Climate Change; Private companies that provide Air Quality testing

Water Supply Issues

Potential Consequences: loss of water supply

Emergency Response	Action By
1. Activate Emergency management Plan and contact Emergency Services Division.	Town Council
2. Activate EOC	Emergency Management Coordinator & Emergency Planning Committee
3. Establish Jurisdiction	Emergency Planning Committee; Government Services; Department of Environment, Conservation and Climate Change
4. Protect property and relocate resources where necessary	Town Public Works/Maintenance; Department of Transportation and Infrastructure
5. Lack of drinking water	Town - determine cause; Town - obtain alternate source of water during outage; Town - When all other resources are exhausted contact Emergency Services Division – Department of Forestry, Agriculture and Lands.
6. Lack of water for fire services	Fire Services Division - Department of Forestry, Agriculture and Lands
7. Public Information	Media Coordinator; Town

Dangerous Goods - Transport

Potential Consequences: Casualties, contamination of water supply, disruption of traffic, explosions and fire, hazards to humans, loss of electric power, interruption of communications, evacuation.

Emergency Response	Action By
1. Activate Emergency management Plan and contact Emergency Services Division.	Town Council
2. Activate EOC	Emergency Management Coordinator & Emergency Planning Committee
3. Establish adequate communications	First Responders
4. On site response	Fire Department, Regional HazMat Team, Shipping Company, Police, NLHS
5. Assessment of the site	Fire Department, Regional HazMat Team, Fire Services Division - Department of Forestry, Agriculture and Lands
6. Evacuate Area	Fire Department, Police
7. Dangerous goods containment	Fire Department, Regional HazMat Team, Transport Company
8. Site Cleanup	Transport Company/Third party agency
9. Notify medical facility of casualties including number and type	NLHS, Police, Fire
10. Morgue Services	Police; NLHS
11. Traffic Control	Town staff erecting barricades and providing alternate routes; Police; Department of Transportation and Infrastructure
12. Public Information	Media Coordinator; Police; NLHS
13. Air Quality	Department of Environment, Conservation and Climate Change; Private companies that provide Air Quality testing

Hazardous Materials Incidents - Stationary

Potential Consequences: Casualties, contamination of water supply, disruption of traffic, explosions and fire, hazards to humans, loss of electric power, interruption of communications, evacuation.

Emergency Response	Action By
1. Activate Emergency management Plan and contact Emergency Services Division.	Town Council
2. Activate EOC	Emergency Management Coordinator & Emergency Planning Committee
3. Establish adequate communications	First Responders
4. On site response	Fire Department; Regional HazMat Team; Police; NLHS
5. Assessment of the site	Fire Department; Regional HazMat Team; Fire Services Division - Department of Forestry, Agriculture and Lands
6. Evacuate Area	Fire Department; Regional HazMat Team; Police
7. Hazardous Materials containment	Fire Department; Regional HazMat Team; Industrial ERT Team; Supplying Company
8. Site Cleanup	Property Owner/Occupant/Third party agency
9. Notify medical facility of casualties including number and type	NLHS; Police; Fire Department
10. Morgue Services	Police; NLHS
11. Traffic Control	Town staff erecting barricades & providing alternate routes; Police; Department of Transportation and Infrastructure
12. Public Information	Media Coordinator; Police; Health and Community Services
13. Air Quality	Department of Environment, Conservation and Climate Change; Private companies that provide Air Quality testing

Motor Vehicle Collision

Potential Consequences: Casualties, fire/explosion, disruption of traffic

Note: May include multi-vehicle collisions, multi-casualty incidents, long-term traffic disruptions, loss of main traffic artery, etc. These motor vehicle collisions would be outside the scope of routine, which are handled by the first responding agencies and do not require activation of an EMP.

Emergency Response	Action By
1. Activate Emergency management Plan and contact Emergency Services Division.	Town Council
2. Activate EOC	Emergency Management Coordinator & Emergency Planning Committee
3. Establish on site communications	First Responders
4. Notify hospital of casualties including number and type	NLHS; Police; Fire Department
5. Request wreckers, fire truck, and heavy equipment as required	Police; Fire Department
6. Define a working area and establish a control perimeter	Police; Fire Department
7. Morgue Services	Police; NLHS
8. Public Information	Police; Media Coordinator; Fire Department
9. Traffic Control	Town staff erecting barricades and providing alternate routes; Police; Department of Transportation and Infrastructure

Marine Incident

Potential Consequences: Influx of people, casualties, fire/explosion, property damage if in harbor, hazardous cargo, oil spill.

Emergency Response	Action By
1. Activate Emergency Management Plan and contact Emergency Services Division.	Town Council
2. Activate EOC	Emergency Management Coordinator & Emergency Planning Committee
3. Establish adequate communications	First Responders
4. Organize and direct search and rescue	Canadian Coast Guard
5. Determine Cargo	Harbour Authority; Canadian Coast Guard; Shipping Agent
6. Organize a shore-based reception Centre to include: emergency social services, medical staff	Town; Department of Social Supports and Well-Being; Health and Community Services; NLHS
7. Morgue Services	Police; NLHS
8. Notify Hospitals of casualties including number and type	NLHS; Police; Canadian Coast Guard; Shipping Agent
9. Define a working area and establish a control perimeter	Harbour Authority; Police; Fire Department; Canadian Coast Guard
10. Establish traffic control	Town; Police; Department of Transportation and Infrastructure; Harbour Authority staff erecting barricades and providing alternate routes.
11. Public Information	Canadian Coast Guard; Police

Pandemic

Potential Consequences: Public Health and Safety

Emergency Response	Action By
1. Activate Emergency Management Plan and contact Emergency Services Division.	Town Council
2. Activate EOC	Emergency Management Coordinator & Emergency Planning Committee
3. Assess Public Health situation	Emergency Planning Committee; Department of Health and Community Services; Regional Health Facility
4. Individual Health Assessment Process	Available online tools and/or contact 811
5. Closure of Businesses	Follow direction given by the Government of Newfoundland and Labrador and the Department of Health and Community Services
6. Persons requiring immediate medical attention	Contact 911
7. COVID-19 related Communications	Department of Health and Community Services; Mayor and Council
8. Public and Media Information	Media Coordinator, Emergency Operations Centre
9. Public Safety (Law and Order)	Police
10. Town Services	Mayor /Town Council will prioritize the services delivered by Town staff based on the following criteria: (1) Essential: “Must Be Maintained on a 24/7 basis.” <i>Example:</i> Water Treatment, Fire Department, Snow Clearing, etc. (2) Services that can be deferred for an unspecified period: Services and deferment time frame to be determined by the Mayor and Council, in consultation with Town staff.
11. Emergency Social Services	Department of Social Supports and Well-Being

Communications Failure (Landline Only with available mobile network)

Potential Consequences: Loss of Emergency Response Phone Lines

Emergency Response	Action By
1. Activate Emergency Management Plan and contact Emergency Services Division.	Town Council
2. Identify Alternate Emergency Contact Number(s)	Town Council; Fire Department
3. Provide NL911 will Alternate Contact Number(s)	Emergency Operations Centre; Town Council
4. Public and Media Information	Media Coordinator; Town Council
5. Restore Communications	Bell Aliant or Other Communications Company

For Total Communication Loss including both Landlines and Mobile Networks see Appendix A-8

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Appendices

A-1: Roles and Responsibilities of Government Departments

Responsibilities of Newfoundland and Labrador Health Services (NLHS)

Planning

- Collaborate in the development of response plan as it relates to Public Health and Environmental health, mass casualty incidents and psychosocial emergencies in the community.
- Provide contact information for use in planning and response initiatives.

Response

- Upon request for assistance, Newfoundland and Labrador Health Services (NLHS) will activate their appropriate emergency response plan(s). Should the Town activate an EOC, NLHS will assign a medical/health representative to report to the EOC if deemed necessary.
- The nature and degree of response may vary depending on location. The coordinated response of medical and public health services and facilities within the Town or area may include but are not limited to:
 - a) Medical services including triage, medical treatment at the emergency site, ambulance transportation, hospitalization, psychosocial support, morgue services, pharmaceutical and medical supplies
 - b) Public health measures including the collection, interpretation and dissemination of information to manage a public health response. All Public Health emergencies require immediate notification of the Chief Medical Officer of Health or designated authority. This includes infectious disease, sanitation, monitoring of food and water, and pest control.
- Identify medical/health emergency telecommunication needs and assist in linking response provider, health facilities, and all EOC's and field operation sites.
- Depending on the nature of the event, communicate with the Department of Health and Community Services (HCS).
- Monitor the need for more health assistance and resources that may be available in the local area or region and coordinate request for assistance from NLHS or HCS.

Responsibilities of Emergency Services Division - Forestry, Agriculture and Lands

The Emergency Services Division is tasked with the implementation of an emergency management strategy designed to develop and maintain a modern and robust emergency management system in the province, in collaboration with agency partners and stakeholder, in planning against, preparing for, responding to and recovering from emergencies, disasters, and fires.

- Assist towns, as defined in the *Emergency Services Act*, to meet their legislative requirement to develop an emergency plan by May 1, 2012, and furthermore to maintain/update these plans on a regular basis to be approved by the Director of Emergency Services and adopted by the respective Town(s).
- Provide assistance to towns in Newfoundland and Labrador when an emergency occurs and their capacity to respond has been exceeded.
- Liaise with other provincial government departments, agencies and the Government of Canada (through Public Safety Canada) to acquire additional resources if needed to respond and recover from an emergency.

Responsibilities of Department of Environment, Conservation and Climate Change

- Will advise on flood mitigation and response options.
- Provide information and data for water levels and flows as it pertains to flood alerts or concerns such as ice formation, drought, and excessive rain forecasts.

Responsibilities of Department of Social Supports and Well-Being

The Department of Social Supports and Well-Being (SSW) is responsible for the delivery of Emergency Social Services (ESS) in Newfoundland and Labrador. The ESS program offers essential services to all those affected by wide scale emergency or disaster in the province of Newfoundland and Labrador.

The six services provided include reception centre management, registration and inquiry, emergency food, emergency lodging, emergency clothing and personal services.

In order to meet this mandate, SSW has entered into Direct Aid Agreements with two non-government organizations (NGO's); the Canadian Red Cross and the Salvation Army. These agreements outline what ESS program areas may be delivered by an NGO and

provides information regarding thresholds for response and a cost recovery model by the NGO from SSW.

If a Town directly connects with an agency/NGO without contacting SSW then any costs incurred may be the responsibility of the requesting Town. Town officials are recommended to clarify with the agency/NGO if there would be a cost for their services.

Responsibilities of Department of Government Services

- Liaise with the Town and power utilities to assess electrical safety issues.
- Liaise with the Department of Environment, Conservation and Climate Change to assess environmental hazards such as water contamination, spills, chemical and waste disposal and make recommendation and/or orders on remediation and containment.
- Liaise with the Department of Health and Community Services, the Regional Medical Officer of Health to:
 - a) carry out or perform water safety and food safety inspections
 - b) assess the suitability to temporary shelter/housing/food/water
 - c) implement disease and rodent control measures
 - d) ensure the protection of public health.
- To assist in sampling the soil, water, etc., to determine the level or extent of a contamination for the purpose of detection and eventual cleanup.

Responsibilities of Department of Forestry, Agriculture and Lands

- Respond immediately to the report of any forest fire that has the potential to impact the community.
- Establish communication and advise the EOC Group on possible dangers to the community.
- Work with the local fire department in addressing any needs as a result of a forest fire.
- Utilize the Forest Service resources such as ground crews and/or air support (i.e. water bombers).

Responsibilities of the Department of Transportation and Infrastructure

- Maintain a fleet of heavy equipment at maintenance depots located throughout the province. This fleet may be re-deployed as required in order to respond to a disaster/emergency.
- Provide up to date status reports on road closures, damage, etc., to the emergency operations Centre group.
- Provide resources to cordon areas and identify alternate transportation routes, mitigate flood damage, assist with evacuation of isolated communities by ferry, air support for search and rescue as requested by the Emergency Services Division and other tasks as related to their division.
- Responsible for Provincial road infrastructure. Towns are responsible for their own road infrastructure.
- Maintain Provincial Ferry System utilizing both Government and private fleets. All ferry systems in this province are guided by federal and provincial regulations.

Town Infrastructure

- To work with and support local governments in response and recovery activities related to the adverse event
- As per established processes, Transportation and Infrastructure must confirm local government damages sustained as a result of the adverse event which may be eligible under the NL-DFAP. This involves preparing detailed assessment reports. These reports must be either prepared or verified by a departmental engineer;
- Oversee recovery work as it relates to local government infrastructure damage;
- Any claims that have been recommended for rejection because development occurred within an area designated or zoned as flood risk are to be reviewed by the Department of Environment, Conservation and Climate Change, Land Use Planning Section to determine if the development was compliant to the department's Land Use Policy on Flood Risk areas;
- Other roles may be identified as the adverse event evolves.

A-2: Roles and Responsibilities of External Partners

Responsibilities of Regional Hazardous Material (HazMat) Team

- To provide Technician level Hazardous Material response throughout the province in accordance with the guidelines set in place by the Fire Services Division.
- Assist local Fire Department on Dangerous Goods/HazMat Incidents, which requires a **Technician Level** response. (Fire Department should be capable of providing an Operations Level response or have a mutual aid agreement in place for this level of service).
- Liaise with CANUTEC (Canadian Transport Emergency Centre) for information and assistance regarding the transportation of dangerous goods.

Responsibilities of Police

- Ensure public order and protection of private and public property.
- Control traffic where required to facilitate the movement of emergency vehicles both in and out of the emergency area.
- Alert persons endangered by the emergency and assist in the evacuation of building(s) or area(s).
- Consult with the Medical Examiner's Office; assist in the identification of deceased persons and the notification of families (next of kin).
- Implement Police standard operating procedures.

Responsibilities of Ground Search and Rescue (GSAR)

With authorization from the police, GSAR teams can:

- Undertake a search and rescue response.
- Provide emergency communication.
- Assist in evacuation.

Assist with any other aspects of emergency response as authorized by police.

A-3: Town Evacuation Plan

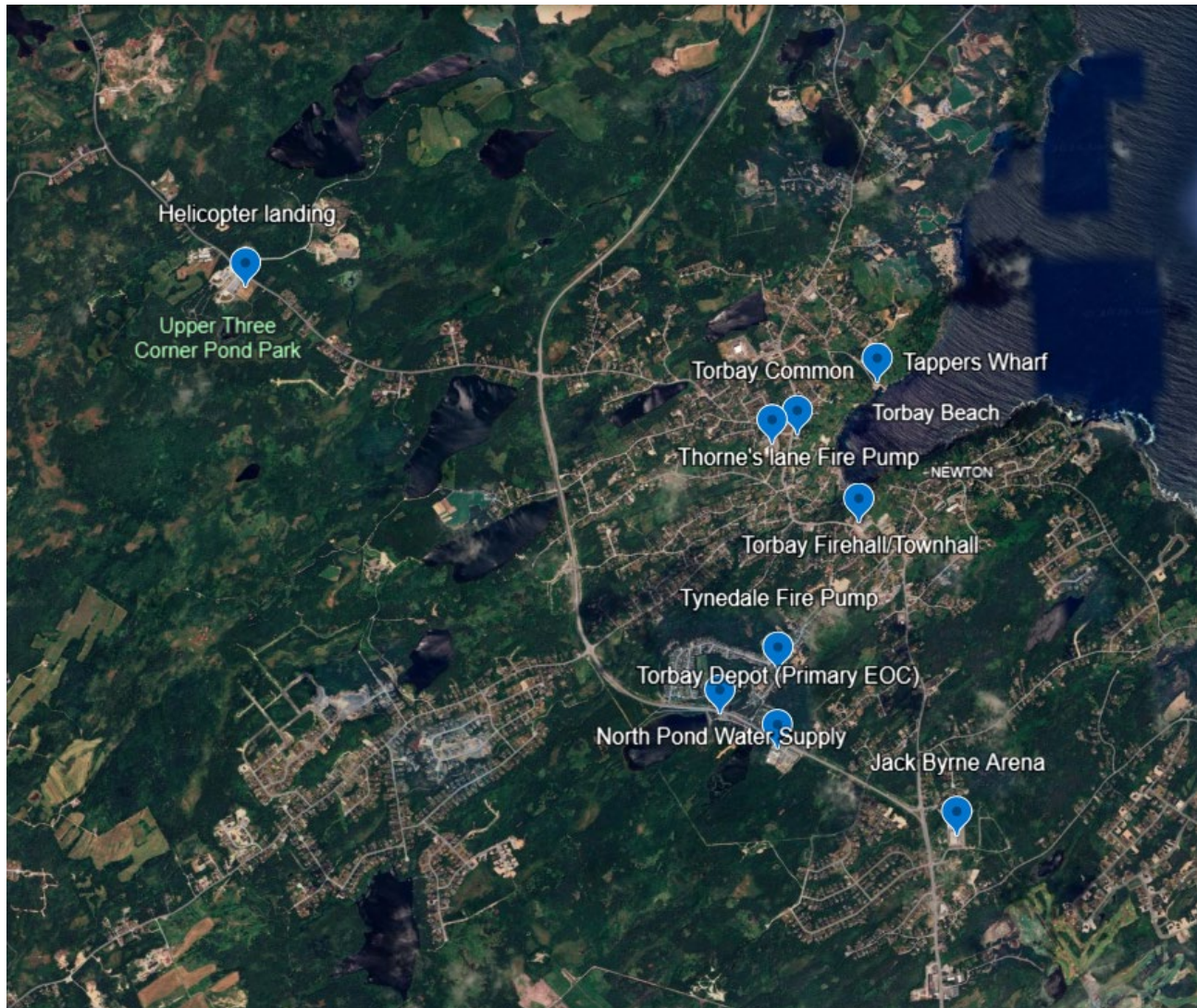
Evacuation zones (see A-4: Town Maps):

- Zone 1- Marine Drive including Jones Pond (see Map 1 in appendix) – evacuate to Torbay Common
- Zone 2 – North side of Torbay – Torbay Rd from Bauline line towards Windgap and to Bypass Rd –(see map 2) evacuate to Jack Byrne Arena
- Zone 3 – Bauline line and all side roads, from Bypass rd heading west, and including Camp Carey subdivision (see map 3) – evacuate to Jack Byrne Arena
- Zone 4 – Forest Landing and IML from Bypass heading west (see map 4) evacuate to Torbay Common
- Zone 5 – Karon Drive subdivision and Torbay road from RCAF Rd to Quigleys lane (see map 5) – Evacuate to Torbay Common.
- Zone 6 – Town centre – Torbay Rd from Quigley's lane to Bauline line and IML/Bauline line from Torbay road to Bypass road. (See map 6) – evacuate to Jack Byrne arena

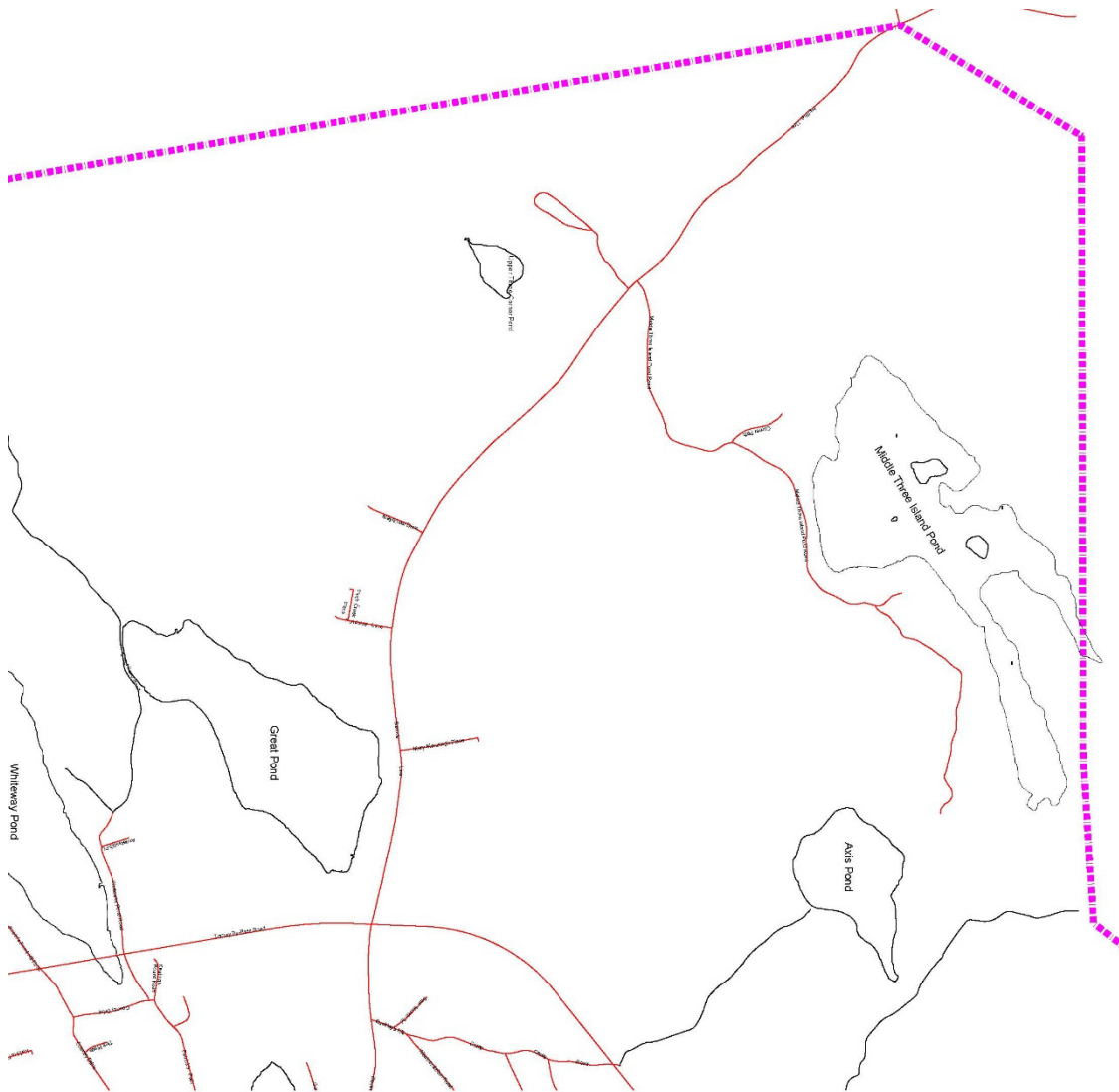
Evacuation routes (see A-4: Town Maps):

- **By land:**
 - North on Torbay Road towards Flatrock
 - South on Torbay Road towards St. John's
 - West on Kevin Parsons Bypass towards Pouch Cove
 - East on Kevin Parsons Bypass towards St. John's
 - West on Indian Meal Line towards Portugal Cove-St Phillip's
 - West on Bauline Line towards Portugal Cove-St Phillip's
 - East on Windgap Road towards Flatrock
 - East on Marine Drive towards Logy Bay-Middle Cove-Outer Cove
- **By air:** Soccer field at Upper Three Island Pond Park for Helicopter landing or St. John's Airport (YYT)
- **By sea:** Public wharf, Tappers Cove

A-4: Town Maps



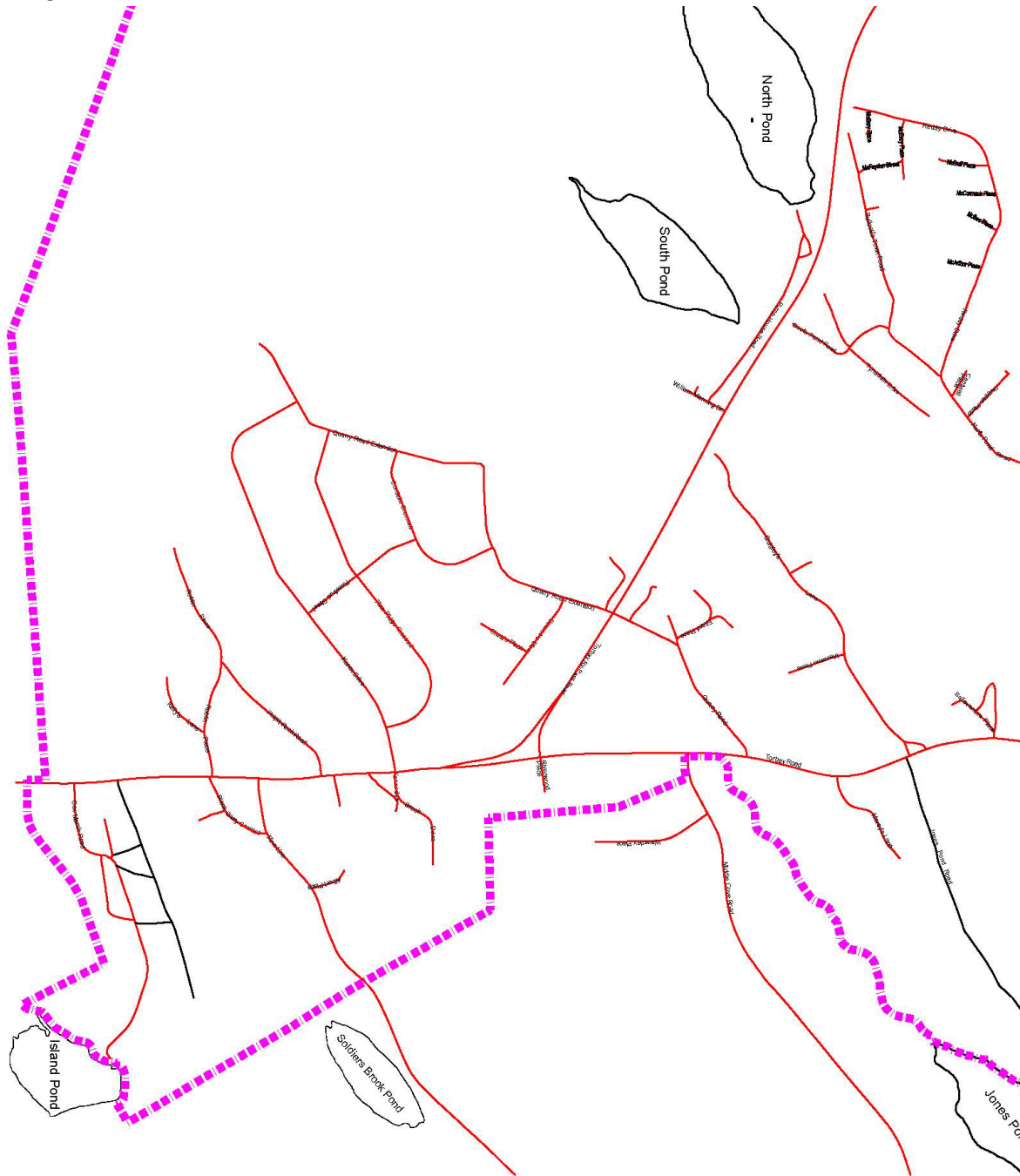
Zone 3



Zone 4



Zone 5



Zone 6



A-5: After Action Review (AAR) (also known as a debrief, hot wash, etc.)

Following any disaster (water shortage, forest fire, massive storm or any other hazard) the Town along with any responding agencies should conduct an After-Action Review (AAR). The AAR will collect relevant information to make changes for future events. The AAR helps to improve coordination and communication with all emergency partners; and to highlight the successes and challenges while managing an emergency.

An AAR should have an objective facilitator, a scribe to record the meeting, and an agenda.

Below is an example of some questions that could be asked during the review and should be altered to relate to the emergency.

- What were the challenges?
- What were the successes?
- Did any mitigation take place and was it effective?
- What communications were utilized and was it effective? (between responders)
- What public communications were distributed, how were they distributed, and were they effective?
- Was there a plan in place for this type of event? Did it work?
- Did everyone have the training required?
- How could we have more prepared and ready?
- Were the objectives for the event met?
- How can we improve?
- Did the notification process work?
- How was the organizational structure? Do we need to improve?
- Did the facility work for a shelter? Warming/Cooling Centre? Emergency Operations Centre?
- Did we have enough staff?
- Did the approval process work for purchasing and ordering items?

A-6: Emergency Management Plan Exercise Log

Note: An EMP must be exercised annually to ensure its accuracy and functionality.

Date (yyyy/mm/dd)	Type (Discussion, Tabletop, Full Scale)	Participants (Name/Organization)	Description

A-7: Public Information Plan

Traditional communication resources:

Marketing & Communications Officer, Town of Torbay

- VOCM 590 – Ph: 709-726-5590 (News 709-726-5660), email: psa@vocm.com
- OZFM 94.7 – Ph: 709-576-6936
- Coast 101.1 – Ph: 709-754-6748
- KRock 97.5 – Ph: 709-738-7625
- HotFM 99.1 – Ph: 709-726-5590
- NTV – (709) 722-5015
- CBC Television & Radio – (709) 576-5000
- North East Avalon Times – Ph: 709-895-3225,

Social media resources:

- Fire Prevention X – Fire Prevention Officer
- Torbay Volunteer Fire Department Facebook – Fire Chief or Public Relations
- Town of Torbay X and Facebook – Marketing & Communications Officer

Town emergency alerting/notification systems:

- Town of Torbay Voyent Alert system – Marketing & Communications Officer
- Alert Ready message via Emergency Services Division

Other available options:

- Town electronic signage (entrance of Town and Town Hall)
- Electronic signage at Jack Byrne Regional Sports and Entertainment Center
- Bulletin boards at Town facilities
- Town of Torbay Community Guide
- North East Avalon Times
- Torbay Volunteer Fire Department trucks are equipped with loudspeakers and can be driven throughout Torbay delivering messages.

Identify translation service resources in the area:

- Association for New Canadians – 709-722-9680 (1-833) 222-0921
- Office of French Services – 709-729-0311 (1-800-775-6170), email: frenchservices@gov.nl.ca or translation@gov.nl.ca
- Internationalization Office, Memorial University of Newfoundland and Labrador – 709-864-8895, email: international@mun.ca

Identify communication resources for the hearing and visually impaired:

- Coalition of Persons with Disabilities (709-722-7011)
- CNIB, St. John's: 709-754-1180, 800-563-2642
- Newfoundland & Labrador Association of the Deaf, St. John's: 709-726-6672, emergency: 709-722-5555, email: nlas@nlad.org

A-8: Telecommunication Loss Plan

Public Emergency Reporting Procedure(s)

- 911
- Fire Department Patrol.
- Residents will be required to travel to nearest available emergency responders (Fire Hall, etc).

Resident Communications Plan

- Facebook, Town website, e-mail, community information boards (Torbay Common and The East Entrance to Torbay Sign), Fire Department vehicle PA system(s), public meetings, door to door. In addition, information could be posted on mobile signs along roadways.

Internal Communications Plan

- Wi-Fi calling (if available), and the fire department will provide VHF radio(s) if required and as able.

External Communications Plan (Outside Town Comms)

- Fire Department VHF radio(s) if required and as able, Facebook, X, Town website, e-mail, radio and TV media, Fire Department and RCMP via traditional radio and Province Wide Radio System/P25.

A-9: Declaration and Termination of a State of Emergency Forms

Important Note: When Towns Declare or Terminate a State of Emergency, they are required to fill out a Declaration or Termination of a State of Emergency form and email it to Emergency Services Division.

Email: ESD-NL@gov.nl.ca

After emailing the form the Town should contact the Emergency Services Division to ensure the document was received either by contacting your local Regional Emergency Planner or by contacting the 24-hour Emergency line at (709) 729-3703.

Declaration of a State of Emergency

Email to ESD-NL@gov.nl.ca

Town of _____

Pursuant to Section 196 of the *Towns and Local Service Districts Act, 2023* of the Province Newfoundland and Labrador, and being satisfied that an emergency exists;

Nature of the Emergency:

which endangers or could endanger the health, safety, or welfare of persons or threatens or could threaten damage to property within the Town;

AND WHEREAS the emergency exists in the area bounded by the following: (describe boundaries of the emergency)

THEREFORE BE IT RESOLVED THAT pursuant to Section 196 of the *Towns and Local Service Districts Act, 2023*, SNL 2023 Chapter T-6.2, of the Statutes of Newfoundland and Labrador, the Town Council of the Town noted above hereby declares that a state of emergency exists as of and from _____ o'clock in the morning () or in the afternoon () on the _____ day of _____, 20____, until this Declaration is terminated in writing by the Town Council.

IN WITNESS WHEREOF the Town Council of _____ has by resolution number _____ carried and declared this state of emergency.

Moved by Councilor _____

Second by Councilor _____

Dated this _____ day of _____, 20_____.

 Name - please print

 Position

Town of Torbay EMP

Termination of a State of EmergencyEmail to ESD-NL@gov.nl.ca

Town of _____

The above noted Town declared a State of Emergency on the _____ day of _____, 20____, pursuant to Section 196 of the *Towns and Local Service Districts Act, 2023*, a Statute of the Province of Newfoundland and Labrador.

That Emergency is over and the above noted Town now wishes to declare the Emergency has ended.

The Town Council of _____ hereby declares that the Emergency is terminated in the Town of _____ (give the location of the Emergency).

IN WITNESS WHEREOF the Town Council of _____ has by resolution number _____ carried and declared this state of emergency is over.

Moved by Councilor _____

Second by Councilor _____

Dated this ____ day of _____, 20_____.

Name - please print_____
Position