



St. John Ambulance Saint-Jean

Council for Ontario

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Conseil de l'Ontario

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St. John Ambulance Ontario Provincial Emergency Operations Centre

Questions & Answers

What is the Provincial Emergency Operations Centre?

A St. John Ambulance operational centre established in times of disaster and/or civil emergency to assist Brigade units with resource management and coordination.

What is the Role of the Provincial Emergency Operations Centre?

- To provide consultative advice.
- To provide contact information.
- To provide general assistance.
- To provide and/or coordinate resources.
- To provide a liaison between Ontario Provincial Headquarters & National Headquarters.
- To provide a liaison between St. John Ambulance Ontario & government/non-government agencies.

Where is the Provincial Emergency Operations Centre?

- The primary Provincial Emergency Operations Centre would be established at the St. John Council for Ontario (Provincial Headquarters) in Toronto.

- An alternate Provincial Emergency Operations Centre can be established at St. John Ambulance's Mississauga Branch, or if necessary, at any facility that provides for the necessary resources to operate.

How is the Provincial Emergency Operations Centre activated?

At the request of a civil agency or Branch/Brigade Unit, or at the discretion of the Provincial Commissioner or designate.

Request is made to the Provincial Commissioner or designate, through the on-call Emergency Officer (provincial 24/7 emergency pager 1-888-249-8531)

Who staffs the Provincial Emergency Operations Centre?

The Operations Centre is staffed by Provincial Brigade Staff (staff & volunteers) trained and equipped to provide such assistance.

What resources are required to operate a Provincial Emergency Operations Centre?

- Trained staff and volunteers.
- Facilities with functioning utilities.
- Multiple, line load protected phones/fax.
- One or more workstations, preferably with computer/printer.
- Meeting space.
- Office supplies.
- Appropriate reference guides, maps, etc.
- Contact lists and forms e.g. event logs
- Television (cable preferred)/AM-FM Radio

- Back-up supplies for power failure, equipment failure, lighting, etc.
- Personal amenities.
- Access (24 hours a day, 7 days a week).

What training is required of Operations Centre staff?

- Training in Emergency Plans and Operations (Emergency Measures Ontario and/or Emergency Preparedness Canada training).
- Knowledge of Provincial St. John Ambulance operations, including a knowledge of St. John Ambulance's regional structures, functions, and resources.
- Orientation to the Centre's function and operations.

For more information contact:

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