



EMERGENCY RESPONSE PLAN

**Town of Deseronto
Emergency Response Plan**

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Town of Deseronto Emergency Response Plan

Part A: Introduction

An emergency is a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or health risk, an accident, or an act whether intentional or otherwise. These situations could threaten public safety, public health, the environment, property, critical infrastructure and the economic stability of the residents of the Town of Deseronto.

The population of the Town of Deseronto is 1824 residents.

In order to protect residents, businesses and visitors, the Town of Deseronto requires a coordinated emergency response by a number of agencies under the direction of the Community Control Group. They are distinct in arrangement and procedures from the normal, day-to-day operations carried out by emergency services.

The Town of Deseronto Emergency Management Committee developed this emergency response plan. Every official, municipal department and agency must be prepared to carry out assigned responsibilities in an emergency as called upon. The response plan has been prepared to provide key officials, agencies, and departments of the Town of Deseronto important emergency response information related to:

- Arrangements, services and equipment
- Roles and responsibilities during an emergency

In addition, it is important that residents, businesses and interested visitors be aware of its provisions. Copies of the Town of Deseronto Emergency Response Plan may be viewed at the Town Hall and Library, and on the Municipal website at www.deseronto.ca.

Mike Conger,
Fire Chief/Community Emergency Management Coordinator
Town of Deseronto
(613) 396-2440 (Town Hall)
(613) 396-2325 (Fire Hall)

Part B: AIM

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, welfare, environment and economic health of the residents, businesses and visitors of the Town of Deseronto when faced with an emergency.

It enables a centralized, controlled and co-ordinated response to emergencies in the Town of Deseronto, and meets the legislated requirements of the Emergency Management and Civil Protection Act.

For further details, please contact the Community Emergency Management Coordinator;

Fire Chief Mike Conger, CEMC
Deseronto Fire Hall
316 Edmon St.
Deseronto, ON
K0K 1X0 Phone: 396-2325 (Fire Hall)

Part C: Authority

The Emergency Management and Civil Protection Act (EMCPA) is the legal authority for this emergency response plan in Ontario.

The EMCPA states that:

“Every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan.” [Section 3 (1)]

“The head of council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area,” [Section 4 (1)]

As enabled by the Emergency Management Act, this emergency plan and its elements have been:

- **Issued under the authority of the Town of Deseronto By Law # 42-04 (E 2.0 1.01)**

- **And**
- **Filed with Emergency Management Ontario, Ministry Community Safety and Correctional Services**

a) Definition of an Emergency

The Emergency Management and Civil Protections Act defines an emergency as:

“An emergency is a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or health risk, an accident, or an act whether intentional or otherwise. These situations could threaten public safety, public health, the environment, property, critical infrastructure and the economic stability”

The Emergency Operations Centre (EOC) can be activated for any emergency for the purposes of managing an emergency, by maintaining services to the community and supporting the emergency site.

b) Action Prior to Declaration

When an emergency exists but has not yet been declared to exist, community employees may take such action(s) under this emergency response plan as be required to protect property and the health, safety and welfare of the Town of Deseronto.

Part D: Emergency Notification Procedures

Upon receipt of a warning of a real or potential emergency, the responding department will immediately contact the Deseronto Fire Department dispatcher in Napanee to request that the Fire Chief/CEMC (or alternate CEMC in his absence) be contacted and the Notification System be activated.

Upon receipt of the warning, the Fire Chief/CEMC (or alternate CEMC in his absence) will notify all members of the Community Control Group (CCG).

Upon being notified, it is responsibility of all CCG officials to report to the Emergency Operations Centre (EOC)
Where a threat of an impending emergency exists, the CCG will be notified and placed on standby.

A) Requests for Assistance

Assistance may be requested from the County of Hastings at any time by contacting the County Warden. The request shall not be deemed to be a request that the County assume authority and control of the emergency.

Assistance may also be requested from the Province of Ontario at any time without any loss of control or authority. A request for assistance should be made by contacting Emergency Management Ontario.

The Emergency notification contact list, including contact numbers for requesting assistance, is attached as **Annex A**.

b) A Declared Community Emergency

The Mayor or Acting Mayor of the Town of Deseronto, as the head of council is responsible for declaring an emergency. This decision is usually made in consultation with other members of the CCG.

Upon declaring an emergency, the Mayor will notify:

1. Emergency Management Ontario, Ministry of Community Safety and Correctional Services;
2. Town Council
3. County Warden, as appropriate;
4. Public;
5. Neighboring community officials, as required;
6. Local member of Provincial Parliament(MPP)
7. Local member of Federal Parliament (MP)

A community emergency may be terminated at any time by:

1. Mayor or Acting Mayor
2. Town Council; or
3. Premier of Ontario

When terminating an emergency, the mayor will notify:

1. Emergency Management Ontario, Ministry of Community Safety and Correctional Services;
2. Town Council
3. County Warden, as appropriate;
4. Public;
5. Neighboring community officials, as required;
6. Local member of Provincial Parliament(MPP)
7. Local member of Federal Parliament (MP)

Part E: Emergency Community Control Group

a) Emergency Operations Centre (EOC)

The CCG will report to the Emergency Operations Centre located at the Deseronto Lions Hall. In the event this operation centre cannot be used, then the alternate location will be the Deseronto Fire Department.

b) Community Control Group

The emergency response will be directed and controlled by the CCG – a group of officials who are responsible for co-ordinating the provision of the essential services necessary to minimize the effects of an emergency on the community

The CCG consists of the following officials:

1. Mayor of the Town of Deseronto, or their alternate
2. CAO/Clerk/Treasurer or alternate;
3. Fire Chief/CEMC or alternate;
4. Ontario Provincial Police designate;
5. Streets Supervisor or alternate
6. Telecommunications Coordinator
7. Emergency Information Officer
8. Additional personnel called or added to the CCG may include
 - Emergency Management Ontario Representative;
 - Medical Officer of Health;
 - Social Services Representative;
 - Water Works Representative;
 - Hydro One Representative;
 - Emergency Medical Services or alternate;
 - Liaison staff from Provincial Ministries;
 - Any other officials, experts or representatives from the public or private sector as deemed necessary by the CCG.
9. Transportation Manager

The CCG may function with only a limited number of persons depending upon the emergency. While the CCG may not require the presence of all the people listed as members of the control group, all members of the CCG must be notified.

c) Operating Cycle

Members of the CCG will gather at regular intervals to inform each other of actions taken and problems encountered. The CAO/Clerk/Treasurer will establish the frequency of the meetings and agenda items. Meetings will be kept as brief as possible thus allowing members to carry out the individual responsibilities.

The Deputy Clerk will maintain status board and maps and which will be prominently displayed and kept up to date.

d) Community Control Group Responsibilities

The members of the CCG are likely to be responsible for the following actions or decisions:

- Calling out and mobilizing their emergency service, agency or equipment;
- Co-ordinating and directing their services and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to the law;
- Determining of the location and composition of the CCG are appropriate;
- Advising the Mayor as to whether the declaration of an emergency is recommended;
- Advising the Mayor on the need to designate all or part of the town as an emergency area;
- Ensuring that an emergency site manager (ESM) is appointed.
- Ensuring support to the ESM by offering equipment, staff and resources as required;
- Ordering, co-ordinating and /or overseeing the evacuation of inhabitants considered to be in Danger;
- Discontinuing utilities or services provided by public or private concerns, i.e. hydro, water, sewer, gas, etc.
- Arranging for services and equipment from local agencies not under community control, i.e. Private Contractors, industry, volunteer agencies, service clubs etc.
- Notifying, requesting assistance from and/or liaison with various levels of government and any public or private agencies not under community control, as considered necessary
- Determining if additional volunteers are required and if appeals for volunteers are warranted;
- Determining if additional transport is required for evacuation or transport of person and/or supplies;
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the media and public;
- Determining the need to establish advisory groups and/or sub-committees/work groups for any aspect of the emergency including recovery;
- Authorizing expenditure of money required dealing with the emergency;
- Notifying the service, agency or group under their direction, of the termination of the emergency;
- Maintaining a log outlining decisions made, actions taken, and submitting a summary log to the Chief Administrative Officer within one week of the termination of the emergency, as required;
- Participating in the debriefing following the emergency

PART F: Emergency Response System

a) The individual responsibilities of the Community Control Group:

1. Mayor or Acting Mayor will be responsible for:

- Providing leadership in responding to the emergency;
- Declaring an emergency within the designated area;
- Declaring that the emergency has terminated (note: Council may also terminate the emergency);
- Notifying the Emergency Management Ontario, Ministry of Community Safety and Correctional Services of the declaration of the emergency, and termination of the emergency;
- Ensuring the members of the Council are advised of the declaration and termination of an emergency, and are kept informed of the emergency situation.

2. Clerk

The Clerk is responsible for:

- Activating the emergency notification system through the Deseronto Fire Department's dispatcher.
- Ensuring liaison with the Ontario Provincial Police regarding security arrangements for the EOC;
- As the Operations officer, co-ordinating all operations within the Emergency Operations Centre, including the scheduling of regular meetings;
- Advising the mayor on policies and procedures as appropriate;
- Approving, in conjunction with the Mayor, major announcements and media releases prepared by the Emergency Information Coordinator, in consultation with the CCG;
- Ensuring that a communication link is established between the CCG and the Emergency Site Manager (ESM);
- Calling out additional town staff to provide assistance, as required;
- Upon direction of the Mayor, arranging special meetings with council as required;
- Upon direction of Mayor, notifying legal council as required.

3. Fire Chief/Community Emergency Management Coordinator (CEMC)

The Fire Chief/CEMC is responsible for:

- Activating the emergency notification system when on scene, and/or activating it when notified by other agencies through Napanee Fire Dispatch;
- Providing the CCG with information and advice on firefighting and rescue matters;
- Depending on the nature of the emergency, assigning the site manager and informing the CCG;
- Establishing an ongoing communications link with the senior fire official at the scene of the emergency;
- Informing the Mutual Aid Fire Coordinators and/or initiating mutual aid arrangements for the provision of additional firefighters and equipment if needed;
- Determining if additional or special equipment is needed and recommending possible sources of supply, e.g. breathing apparatus, protective clothing, etc;
- Providing assistance for other community departments and agencies and being prepared to take charge of or contribute to non-firefighting operations if necessary, e.g. rescue, first aid, casualty, collection of data/information, evacuation, etc.;
- Providing an emergency site manager if required.

CEMC Duties (Assistant/Alternate if available):

The CEMC will be responsible for:

- Activating and arranging the Emergency Operations Centre;
- Ensuring that security is in place for the EOC and registration of CCG members;
- Ensuring that all CCG members have necessary plans, resources, supplies, maps and equipment;
- Providing advice and clarifications about the implementation details of the Emergency Response Plan;
- Supervising the Telecommunications Coordinator;
- Ensuring liaison with community support agencies (e.g. St John's Ambulance, Canadian Red Cross);
- Ensuring that the operating cycle is met by the CCG and related documentation is maintained and kept for future reference;
- Addressing an action items that may result from the activation of the Emergency Response Plan and keeping CCG informed of implementation needs;
- Maintaining the records and logs for the purpose of debriefings and post-emergency reporting that will be prepared.

4. Ontario Provincial Police Representative:

The Napanee Detachment Commander is responsible for:

- Instructing detachment officers who police Deseronto as to the procedure for activating the Town's Emergency notification system;
- Establishing a site command post with communications to the EOC;
- Depending on the nature of the emergency, assign the Site Manager and inform the CCG:
- Establish an ongoing communications link with the senior police official at the emergency scene;
- Establishing the inner perimeter within the emergency area;
- Establishing an outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to all but essential emergency personnel;
- Providing traffic control staff to facilitate the movement of emergency vehicles;
- Alerting persons endangered by the emergency and coordinating evacuation procedures;
- Ensuring liaison with Social Services Officer regarding establishment and operation of evacuation and reception centres;
- Ensuring the protection of life and property and the provision of law and order;
- Providing police service in EOC, evacuee centres, and other facilities as required;
- Notifying the coroner of fatalities;
- Ensuring liaison with other community, provincial and federal police agencies, as required;
- Providing and Emergency Site Manager, if required.

5. Streets Supervisor

The Streets Supervisor is responsible for:

- Liaison with Napanee/Tyendinaga Township/Mohawks of the Bay of Quinte Public Works, if necessary;
- Providing personnel for assistance as required at the emergency site (e.g. Excavation equipment, snow removal, sand bagging, etc.)
- Ensuring main roads in and out of town are safe for assisting crews arriving from other areas;
- Assisting in evacuation if required e.g. opening evacuee centres
- Providing advice to CCG on emergency maintenance of roads, if required;

- Providing service of rubble (trees down, buildings collapse, etc.) removal;
- Aid in recovery plan.

6. Water Works Representative:

The Water Works Representative is responsible for:

- Assign a site Manager, depending on the nature of the emergency;
- Establishing an ongoing communications link with the senior works official at the site.
- Ensuring provision of engineering assistance;
- Ensuring the operation of sanitary sewers and water systems;
- Providing equipment from emergency pumping operations;
- Ensuring liaison with the Fire Chief concerning emergency water supplies for firefighting purposes;
- Providing emergency potable water, supplies and sanitation facilities to the requirements of the Medical Health Officer of Health;
- Discontinuing any public utilities to any resident, as required, and restoring these services when appropriate;
- Providing Public Utility vehicles and equipment as required by any other emergency services.

7. Other Agencies likely to be called to the CCG:

a)

- Emergency Medical Services (EMS) Representative
- Hydro One Representative
- Medical Officer of Health
- Emergency Management Ontario - Community Officer(s)
- Senior Social Services Representative

b) Support and Advisory Staff

The following staff may be required to provide support, logistics and advice to the CCG:

I. Deputy Clerk

The Deputy Clerk is responsible for:

- Assisting the clerk as required;
- Acting as a scribe for all decisions and actions taken by the CCG;
- Ensuring maps and status boards are kept up to date;
- Notifying support and advisory staff of the emergency;

- Registering CCG members upon arrival at the EOC;
- Upon direction of the Mayor, Ensuring all members of council is notified of the emergency.

II. Legal Services Representative

Legal Services representative is responsible for:

- Providing advice to any member of the CCG on matters of legal nature as they may apply to the actions of the Town of Deseronto in its response to the emergency, as requested

III. Public Transportation Manager

The Public Transportation manager is responsible for:

- Coordinating the acquisition, distribution and scheduling of various modes of transport (i.e. buses in case of evacuation - Deseronto Transit and bus charter companies.)
- Ensuring that a record is maintained of drivers and operators involved.

IV. Telecommunications Coordinator

The Telecommunications Coordinator reports to the CEMC and is responsible for:

- Activating the necessary notification system of the local amateur radio operators group;
- Initiating the necessary action to ensure the telephone system at the community offices function as effectively as possible, as the situation dictates;
- Ensuring that the emergency communications centre is properly equipped and staffed, and working to correct any problems which may arise;
- Maintaining an inventory of community and private sector communications equipment and facilities within the community, which could, in an emergency, be used to augment existing communications systems;
- Making arrangements to acquire additional communications resources during an emergency.
- Ensuring the Town of Deseronto website is accurately updated in an efficient manner.

V. Emergency Information Officer

The Emergency Information Officer is responsible for the dissemination of news and information to the media for the public. A detailed Emergency Information plan is included in Part H of this plan.

VI. Other Agencies

In an emergency, many agencies may be required to work with the Community Control Group. Two such agencies are detailed below. Others might include Emergency Management Ontario, the Office of the Fire Marshall, industry specialists, volunteer groups, Provincial Ministries and Lennox & Addington Hospital Administrator.

VII. Hastings & Prince Edward District School Board

The Hastings & Prince Edward District School Board is responsible for:

- Providing the Deseronto Public School for use as a relief shelter and a representative to co-ordinate the maintenance, use and operation of the facility in the event of an emergency;
- Ensuring liaison with the municipality as to protective action to the school (i.e. – implementing school stay in place procedure and implementing school evacuation procedure).

c) **Relationship between the CCG and Emergency Site Manager (ESM):**

Depending on the nature of the emergency, and once the ESM has been assigned, the CCG relationship with the ESM is to offer support with equipment, staff, and other resources as required. The ESM will communicate directly with the Clerk to ensure all notification and procedures are being followed.

The CCG will also ensure that the rest of the community maintains municipal services.

d) **Relationship between ESM and the command and control structures of emergency responders:**

The senior representative for each emergency responder (police, fire, Emergency Medical Services, public works) at the site will consult with the ESM, so as to offer a coordinated and effective response. Regular briefings will be held at the site and chaired by the ESM, so as to establish the manner and process by which response to the emergency will be provided.

PART G: Emergency Telecommunications Plan

Upon implementation of the Emergency Response Plan, it will be important to ensure that communications are established between the emergency site(s) and the EOC. Also, communications may be required at various locations including evacuation centres, hospitals, and other key responding agencies.

The Emergency Telecommunications Coordinator (ETC) for the Town of Deseronto is a pre-designated Amateur Radio Operator. The ETC is part of the initial Emergency Notification Procedure who in turn will call upon his contacts for further communications support, as required.

The Emergency Telecommunications Office will be located in the EOC. It is equipped with telephone lines, portable HAM radio (provided by ETC) and two way radios with the Fire Department's channels.

The messages transmitted and received will be logged by the Radio Operator or a designated scribe.

Should the Town of Deseronto lose all telephone communications, pre-arranged communications can be obtained from the Deseronto Fire Department to ensure a steady flow of communication between the Emergency Site and the Emergency Operations Centre.

PART H: Emergency Information Plan

Upon implementation of this Emergency Response Plan, it will be important to coordinate the release of accurate information to the news media, issue authoritative instructions to the public, and respond to or redirect the individual requests for, or reports on, information concerning any aspect of the emergency.

In order to fulfill these functions during an emergency, the following positions will be established:

1. Emergency Information Officer/Coordinator;
2. Community Spokesperson, and
3. Citizen Inquiry Supervisor

The local Emergency Information Centre will be located at the Community Centre. In the event this location is used as a shelter, the alternate location for the EIC will be the Deseronto Public Library .

Depending on the nature of the emergency, it may be necessary to establish a media information area adjacent to the emergency site, as decided by the CCG. This area, if established, will be staffed as determined by the community spokesperson.

The Citizen Inquiry Section is located at the Deseronto Community Centre, under the supervision of the Social Services Representative.

1. Emergency Information Officer

The Emergency Information Officer reports to the Clerk and is responsible for:

- Establishing a communication link with the Community Spokesperson, the Citizen Injury Supervisor and any other media coordinators (i.e. Provincial, Federal, etc.) involved in the incident, ensuring that all information released to the media and public is timely, full and accurate;
- Ensuring that the EIC is set up and staffed and a site EIC, if required;
- Ensuring liaison with the CCG to obtain up-to-date information for media releases, co-ordinate individual interviews and organize press conferences;
- Ensuring that the following are advised of the telephone number of the media centre;
 1. Media;
 2. CCG;
 3. Switchboard (Town and Emergency Services);
 4. Community Spokesperson;
 5. Police Public Relations Officer;
 6. Neighboring Communities;
 7. Citizen Inquiry Supervisor;
 8. Any other appropriate persons, agencies or businesses.
 - Providing direction and regular updates to the Citizen Inquiry Supervisor to ensure that the most accurate and up to date information is disseminated to the public;
 - Ensuring that the media releases are approved by the Clerk (in consultation with the Mayor) prior to dissemination to the public;
 - Monitoring news coverage, and correcting any erroneous information;
 - Maintaining copies of media releases and newspaper articles pertaining to the emergency.

2. Community Spokesperson

The Community Spokesperson will be appointed by the CCG and is responsible for:

- Giving interviews on behalf of the Town of Deseronto's Council;
- Establishing a communication link and regular liaison with the Emergency Information Officer at the EOC;

- Redirecting all inquiries pertaining to decisions made by the CCG and about the emergency as a whole, to the EIO;
- Coordinating media photograph sessions at the scene when necessary and appropriate;
- Coordinating on-scene interviews between the emergency services personnel and the media.

3. Citizen Inquiry Supervisor

The Citizen Inquiry Supervisor is responsible for:

- Establishing a Citizen Inquiry Service, including the appointment of personnel and the media;
- Informing the EIO of the establishment of the Citizen Inquiry Service and designated telephone numbers;
- Informing the affected emergency services, the CCG and the Town switchboards of the establishment of the service;
- Ensuring liaison with the EIO to obtain current information on the emergency;
- Responding to and redirecting inquiries and reports from the public based upon information from the EIO. (Such information may be related to school crossings, access routes or the location of evacuee centres);
- Responding to and redirecting inquiries pertaining to the investigation of the emergency, deaths, injuries, or matters of personnel involved with or affected by the emergency to the appropriate emergency service;
- Responding to and redirecting inquiries pertaining to persons who may be located in evacuation and reception centres to the registration and inquiry telephone number(s);
Procuring staff to assist, if required.

Part I: Distribution List

Associations to be contacted	Location of information	Issued dd/mm/yy
Emergency Management Ontario		
Hastings County & EMS		
Ministry of Municipal Affairs		
Fire Department		
Ontario Provincial Police		
Mayor of Napanee		
Reeve of Tyendinaga Township		
Mayor of MBQ		
O'Flynn Weese LLP		
Provincial Emergency Response Plan		
Cowan's Insurance		
Amateur Radio Operators		
Greater Napanee Utilities		
Hydro One		
Union Gas		
OSPCA		
Salvation Army		
Red Cross		
All Town Agencies, Boards and commissions		
Bell Canada		
Cogeco		
Kingston Online Services		

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

Note the exact time in which each person was reached or not available.

ANNEX B: Logistics

a) EMERGENCY OPERATIONS CENTRE

The Emergency Operations Centre will be located at the Deseronto Town offices at 331 Main St., Deseronto.

The alternate location for the EOC will be the Fire Hall at 316 Edmon St., Deseronto.

b) EQUIPMENT

The equipment for the EOC is organized in kit form. The kit is located in council chambers at the Town Hall. The Emergency Management Coordinator is responsible for inspecting the kit on a regular basis for ensuring that kit contents are all in working order.

Additional equipment which is required for the EOC is listed below:

Item	Location
Fax Machine	Reception
Fax Machine	Clerk's Office
Television	Town Hall
Telephones	Upstairs (Town Hall)
Flip Charts	Upstairs (Town Hall)
HAM Radio	Portable – in operator's possession (if available)
Electronic White Boards	Upstairs (Town Hall, if available)