

## **Emergency Management Program Update, 2017**

**Date:** March 20, 2018  
**To:** Executive Committee  
**From:** Deputy City Manager, Cluster B  
**Wards:** All

### **SUMMARY**

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This report provides an overview of the City's Emergency Management Program in 2017.

### **RECOMMENDATIONS**

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The Deputy City Manager Cluster B recommends:

1. Executive Committee receive this report for information.

### **FINANCIAL IMPACT**

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The Office of Emergency Management implemented the program changes reported here within the approved 2017 operating budget.

The Chief Financial Officer has reviewed this report and agrees with the financial impact information.

### **DECISION HISTORY**

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On July 7, 2015, Council adopted EX 7.5 *Further Update on the Implementation of December 2013 Ice Storm Recommendations* (<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2015.EX7.5>), which requires the Office of Emergency Management to report annually to Executive Committee to provide an overview of emergency management activities and changes made to the Program during the previous year.

On November 7, 2017, Council adopted EX28.13 *Toronto's Emergency Management Program and Revisions to the Toronto Municipal Code* (<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2017.EX28.13>), including revisions to Chapter 59, *Emergency Management*.

## COMMENTS

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The Office of Emergency Management has four program areas: emergency planning and response, emergency social services, special event planning and business continuity.

### 1. Emergency Planning and Response

The *Emergency Management and Civil Protection Act* sets the requirements for the City's Emergency Management Program, which include a plan that is based on the hazards and risks that could cause an emergency. The Emergency Management Program also includes training, exercises, public education and identifies critical municipal infrastructure that could be impacted during an emergency. The City is 100% compliant with these requirements.

#### 1.1 Emergency Plan

The Emergency Plan details the ways in which the City mobilizes its resources during an emergency and ensures all City organizations, emergency response services, and key agencies are fully aware of their respective roles and responsibilities during an emergency. In 2017, the Emergency Plan was updated to align with changes to Municipal Code Chapter 59 Emergency Management, which adds representation from the Toronto and Region Conservation Authority, Toronto Hydro and the Chief Resilience Officer to the Toronto Emergency Management Program Committee. The Emergency Plan (<https://www.toronto.ca/community-people/public-safety-alerts/emergency-preparedness/torontos-emergency-plan/>) is posted on the City's web site.

Emergency Support Functions are supporting documents to the Emergency Plan. They are reviewed annually by Emergency Management Working Group. Emergency Support Functions contain the structure and framework for integrated support by lead and supporting agencies to respond to emergencies. The 14 Emergency Support Functions can be activated alone or grouped depending on the nature of the emergency. The Emergency Support Functions are described in the Emergency Plan and full copies are available from the Office of Emergency Management by email ([oem@toronto.ca](mailto:oem@toronto.ca)).

Risk-Specific Plans are also supporting documents to the Emergency Plan, which are reviewed by the Toronto Emergency Management Program Committee. The City has Risk Specific Plans for *Flooding*, *Power Disruption (Electricity)* and the *Toronto Nuclear Emergency Response Plan*. The Risk Specific Plans reflect the City's Hazard Identification and Risk Assessment and contain responses for hazards that may pose a threat to the City of Toronto. These Plans are described in the Emergency Plan and full copies are available from the Office of Emergency Management by email ([oem@toronto.ca](mailto:oem@toronto.ca)).

## 1.2 Hazards and Risks

The City is required to complete a hazard identification and risk assessment. This informs emergency planning priorities. The provincial government specifies the hazards and process for the assessment. In 2017, The Office of Emergency Management continued with an enhanced assessment process, which includes a significant review and broad consultation with stakeholders to better understand and plan for risks. The Office of Emergency Management informs the public about risks on the City's web site (<https://www.toronto.ca/community-people/public-safety-alerts/emergency-preparedness/types-of-emergencies/>) <https://www.toronto.ca/community-people/public-safety-alerts/emergency-preparedness/types-of-emergencies/>. The Office of Emergency Management also shares the results of the hazard identification and risk assessment with other City divisions and agencies for planning purposes.

## 1.3 Emergency Management Training

Office of Emergency Management staff develop the content for training that is tailored to the City's Emergency Management program. In 2017, courses were delivered for staff who work when the Emergency Operations Centre is activated or when Emergency Reception Centres are opened.

Ten sessions were delivered for staff who work at the Emergency Operations Centre:

- *Advanced Emergency Operations Centre* (4 sessions)
- *Section Chiefs* (1 session)
- *Operations Section* (3 sessions)
- *Planning Section* (1 session)
- *Emergency Social Services in the Emergency Operations Centre* (1 session)

Eight sessions were delivered for staff who work at the Emergency Reception Centres:

- *Emergency Reception Centre Incident Commander* (3 sessions)
- *Specialized Services Lead* (4 sessions)
- *Logistics Lead* (1 session)

In addition, the generalized Incident Management System and Basic Emergency Management training is offered on a request basis. Three courses were provided:

- *Introduction to Emergency Management* (1 session)
- *Incident Management System* (3 sessions)
- and *Emergency Operations Centre* (1 session)

## 1.4 Exercises

The Office of Emergency Management held six exercises in 2017, which focussed on processes and decision making at the Emergency Operations Centre.

## 1.5 Public Education

In 2017, the Office of Emergency Management reviewed and updated its web content to improve public access to emergency preparedness information. The pages are now on the Community & People page (<https://www.toronto.ca/community-people/>) and grouped with Fire, Paramedic and Police services on the Public Safety & Alerts page (<https://www.toronto.ca/community-people/public-safety-alerts/>).

Partnerships are an essential element of the public education strategy. The Office of Emergency Management partnered on three new initiatives:

- the AVIVA DisasterTech Hackathon
- York University's Marketing and Graphic Design program
- and the Toronto and Region Conservation Authority's High Skills Major program.

The Office of Emergency Management continued to lead the Emergency Risk Communicator Network, which is the backbone of the public education partnership strategy. During Emergency Preparedness Week, May 7 to 13, the Office of Emergency Management worked with City divisions and emergency response partners to demonstrate Emergency Preparedness at Regent Park Community Centre. Students from local schools participated in a number of emergency response activities during the demonstration. The Office of Emergency Management also participated in a series of sponsored messages prepared for social media.

The Office of Emergency Management finalized a new guide in 2017 that is focussed on the work place. It is posted on the Workplace Preparedness page (<https://www.toronto.ca/community-people/public-safety-alerts/emergency-preparedness/workplace-preparedness/>). It also continued to supply personal *Get Emergency Ready* guides and posters: 13,600 were distributed in the community.

## **1.6 Emergency Activation and Response**

The Office of Emergency Management maintains an Emergency Standby function, which is available to activate a response on a 24/7 basis. In 2017, the Emergency Standby Coordinator was activated 102 times. The most frequent calls were for fires and safety orders.

The Emergency Operations Centre was activated four times:

- the fire at 291 George Street
- the fire at 25 St. Clair Avenue West
- May 4 flooding in the Don Valley
- and flooding on Toronto Island.

## **1.7 Emergency Management Software**

The Office of Emergency Management continues to integrate the emergency management software in its operations. Eighty-eight staff completed classroom based basic training in the use of the software. An online training module, which staff can complete at any time, is now available.

The software is used to track all standby calls and emergency social services responses. In 2017, the software was also used in the Emergency Operations Centre Activations and exercises.

The City Clerk's Office integrated the software to track and manage interactions with Councillors during emergencies.

## **2. Emergency Social Services**

The Office of Emergency Management coordinated 60 Emergency Social Services responses of the 102 emergency standby activations in 2017. The responses were mostly at the scene of fires where residents were temporarily or permanently displaced from their homes. There is a Memorandum of Understanding between the Office of Emergency Management and Canadian Red Cross to provide standard services (registration and inquiry, temporary accommodation, assistance with purchasing transportation and food and personal support). The City and the Canadian Red Cross renewed the Memorandum of Understanding in 2017.

The Office of Emergency Management continues to chair the Emergency Social Services Working Group, which offers operational advice and practical support during Emergency Social Services responses. The Working Group has representation from 12 City divisions, four agencies and community organizations.

In 2017, the Office of Emergency Management also led initiatives to strengthen capacity at Emergency Reception Centres and assist vulnerable populations.

### **2.1 Emergency Reception Centres**

The Office of Emergency Management and the Canadian Red Cross completed Standard Operating Procedures for four pre-identified reception centres (Regent Park Community Centre, Dennis R. Timbrell Resource Centre, Warden Hilltop Community Centre and York Recreation Centre). The Office of Emergency Management staff also made presentations to Managers of the City's recreation centres about the standard operating procedures for opening an Emergency Reception Centre.

### **2.2 Supports to Vulnerable Populations**

The Office of Emergency Management continued its work to provide specialized services for Emergency Social Services clients. Specialized services are provided when clients are having difficulty accessing Emergency Social Services or making arrangements to look after themselves. The City relies on partnerships with qualified agencies to provide specialized services.

In 2017, the Office of Emergency Management enhanced specialized services, focusing on health and special needs at emergency reception centres. The Office of Emergency Management continued talks with the Toronto Central Local Health Integration Network and health care agencies that will lead to procedures for providing supports to vulnerable populations. These discussions proved helpful in another context as the Office of Emergency Management was able to access health supports for residents in responses that were triggered by safety orders.

## **3. Special Events**

The Office of Emergency Management continues to support emergency planning for special events. In 2017, the Office of Emergency Management received applications for 1,261 special events and coordinated detailed reviews of 81 events where the planned attendance was greater than 5,000 people. These events included Canada 150, TO Canada with Love, Invictus Games and nuit blanche.

Groups planning a special event are being encouraged to complete their application online. The application contains all the information required for assessment and saves event planners from providing the same information to multiple reviewers. Reviewers can also access the applications simultaneously. The Office of Emergency Management continued to make improvements to the online application in 2017.

#### **4. Business Continuity**

The Office of Emergency Management leads the City's Corporate Business Continuity Management program. Business Continuity planning enables an effective response and recovery to unplanned interruptions that disrupt City processes and services. The City of Toronto has a wide range of business processes with dependencies on staff, technology, materials, equipment and facilities. The Business Continuity Management program identifies Divisional risk and the Office of Emergency Management supports City staff to develop strategies and plans to ensure continued operations.

All Divisions exercise their business continuity plans yearly and identify opportunities to improve recovery strategies. The Business Continuity Management Working Group, chaired by the Office of Emergency Management with representation from all City of Toronto Divisions, also meets three times per year to continue the development of the corporate program.

#### **CONTACT**

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#### **SIGNATURE**

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#### **ATTACHMENTS**

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