

PARTNERS IN PREPAREDNESS



Partners in Preparedness—Newsletter #2

August 2018

Summer Preparedness?

We tend to think of severe weather hazards during the snowy and icy winter, but summer weather can present us with just as many risks. Extreme heat has been a concern throughout much of the world this summer. High heat and humidity can have significant risks to health. Hot weather thunderstorms can lead to risks of lightning strikes and high wind damage. Heavy rains can result in flooding, causing disruption to transportation networks and the risk of potentially serious property damage. In light of the wide range of potential risks, it is always a good time to evaluate your own level of vulnerability, as well as the risks faced by your family, home and business.

Is your organization prepared to manage the impacts of severe summer weather and ensure ongoing operations? Check out our [Guide](#) to Business Continuity Planning for more information on how to put your plan together.



You can also find out more about how to prepare for severe weather in the summer months at [Environment Canada](#).

COMMUNICATIONS — Update

As a result of our spring workshop we are continuing to explore ways that we can communicate better with you as our private sector partners.

Many of you have [registered](#) to be on our distribution list and we are planning to use this list as an interim solution until a more formalized communication tool has been established.

By providing your information you will receive this quarterly newsletter along with emergency communications about any activation of the City's Emergency Operations Centre. If you know of any other group that should be included in this distribution please feel free to pass the [link](#) along.

DIALLING "9" FOR AN OUTSIDE LINE?

Please take a minute to save a minute when dialling "9" to reach an outside line.

Each accidental call to 9-1-1, followed by a hang-up, must be investigated by a call-taker in case of a true emergency.

IF YOU DIAL 9-1-1 ACCIDENTALLY,
PLEASE DO NOT HANG UP.

A message from the
Communications Operators
of your
Toronto Police Service



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RESILIENT TORONTO

ResilientTO Initiative, 2017-2019



Toronto Home Resilience Program

Through research and outreach in the development of the City's resilience strategy, urban flooding has emerged as a key concern for many. To help homeowners address this issue, the City of Toronto is supporting a new pilot program — the Toronto Home Resilience Program.

This Program is an emergency preparedness and flood risk reduction education service that provides homeowners with emergency management resources and a confidential Home Flood Protection Assessment to help reduce their risk of basement flooding. By participating in this program, homeowners can better assess their flood risk and make educated decisions to help prevent damage to their home and property.

From July through September 2018, up to 200 homeowners can participate. Subsidized home assessments are available on a first-come, first-served basis for a fee of \$95.

What you can expect:

A Home Flood Protection Assessment that takes 60 to 90 minutes and includes:

- Emergency preparedness resources
- 50-point visual inspection of flood risks inside and outside your home by a trained assessor
- Confidential report that identifies top actions you can take to reduce your risk of flooding
- Optional follow-up phone call with your inspector to discuss the report
- Optional seasonal maintenance reminders sent to you via email

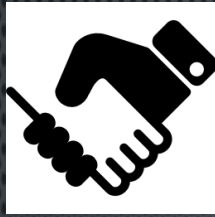
Free web resources, also available to all Toronto residents, including:

- Self-help checklists
- How-to videos
- Tips for finding qualified contractors
- Questions to ask insurance providers
- Information about how to reduce your flood insurance premiums

To learn more and to register, visit toronto.ca/resilientto

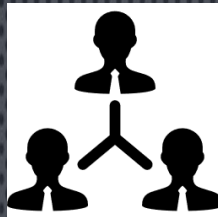
The Toronto Home Resilience Program is developed by the Intact Centre on Climate Adaptation at the University of Waterloo, is delivered by AET Group and is available in Toronto thanks to funding support provided by the Insurance Bureau of Canada. Additional program support is generously provided by the City of Toronto, Intact Financial Corporation and the Province of Ontario.





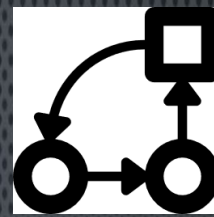
Emergency Social Services

- The City provides up to 14 days of accommodation and other supports to residents displaced by an emergency
- Assistance provided through an agreement with the Canadian Red Cross



Emergency Operations Centre (EOC)

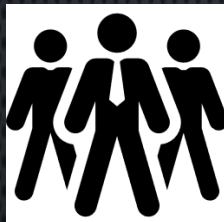
- Ensures that the Emergency Operations Centre is ready to respond to emergencies on a 24/7 basis
- EOC is activated to support large scale emergencies



Emergency Planning

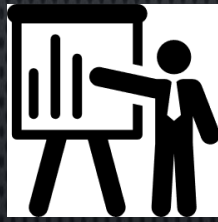
- Develop and maintain a comprehensive array of emergency plans, both general and hazard-specific
- Coordinate with external agencies and partners to align plans
- Manage City's emergency planning for special events process

City of Toronto Office of Emergency Management What do we do?



Business Continuity

- Manage a comprehensive business continuity program for the City
- Centrally coordinate all information
- Use information to inform planning process



Training and Exercises

- Train staff on how to coordinate the city's response to emergencies
- Conduct a robust exercise program to ensure plans are practiced and readiness is maintained



Public Education and Outreach

- Engage Toronto residents on personal and community emergency preparedness planning
- Develop strategies to engage private sector and community partners to enhance preparedness of all Torontonians

Developing Partnerships

As a follow up from our spring workshop, representatives from Canadian Tire's Enterprise Crisis & Business Continuity Management team met with the Office of Emergency Management (OEM) to discuss possibilities for on-going engagement.

Together, we discussed opportunities, including our shared partnership with the Canadian Red Cross and the possibility of coordinating product donations during emergencies. Canadian Tire has been extensively involved across Canada where communities have experienced emergency situations such as providing needed supplies, water and other crisis-specific inventory to support communities across Canada. For example, they were present in British Columbia and New Brunswick during this year's flood season with donations of water, sandbags and other products.

Canadian Tire is participating in a climate change roundtable in September with other private sector companies who are interested in discussing innovative approaches to business resilience and community stewardship in the face of climate change.

WHAT IS CPTED?

CPTED is a proactive design philosophy built around a core set of principles that is based on the belief that *the proper design and effective use of the built environment can lead to a reduction in the fear and incidence of crime as well as an improvement in the quality of life.*



CPTED goes well beyond conventional approaches to safeguarding the environment by exploiting natural forms of surveillance, access control and territorial reinforcement in a deliberate attempt to present a psychological deterrent for the purpose of positively influencing human behaviour as people interact with the environment.

Potential CPTED benefits include:

- productive use of space
- improved function and/or profit
- reduced exposure to fear, crime, loss and liability
- partnerships and problem solving
- improved quality of life, and
- major cost savings.

For more information visit the [CPTED website](#).

OEM Special Events — UPDATE

Expanding on the event Emergency Action Plan program, OEM has started assisting in a liaison capacity, with event emergency planning and co-ordinated response. This includes roundtable discussions with event organizers, along with emergency service partners to provide a common operating picture for all stakeholders to work from. An evidence-based decision making approach helps co-ordinate a unified event emergency plan that addresses common operational concerns for any event size or format.

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