Emergency Response Plan



Definition of an Emergency

"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 forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise."

Emergency Management Act 2003



ADMIN

DSSAB's Role

Part III of the standards section clearly states

- "Ministry standards apply to designated agencies, boards, commissions, branches
- 16.<u>(1)</u> Part I applies with necessary modifications to an agency, board, commission or other branch of government designated by the Lieutenant Governor in Council. O.Reg.380/04, s.16 (1).
- (2) For the purpose of subsection (1), a reference in Part I to a minister or ministry shall be read as a reference to the agency, board, commission or other branch of government and a reference to a deputy minister shall be read as a reference to the chair of the agency, board, commission or the head of the other branch of government. O. Reg. 380/04, s. 16 (2)."



DSSAB's Role

- There appears to be no specific requirement of DSSABs to name an Emergency Management Program Coordinator or to have an Emergency Response Plan.
- However there is the need for someone within the DSSAB to take on the responsibility of ensuring that the programs under the Ministries can continue in the event of an emergency.
- The Board does have an obligation to ensure the ongoing delivery of those programs for which it is the mandated delivery agent.
- The Board has named the CAO to act as the Emergency Management Program Coordinator.



ADMIN

Children's Services

- The department is primarily responsible for determining the financial eligibility of families who apply for a child care fee subsidy to help defray the cost of licensed child care.
- The department also allocates funding to Family Resource Program, Special Needs Resource Program and the Early Learning and Childcare initiative.
- The DSSAB does not directly deliver any of these services but manages service contracts with non-profit service provider boards.
- In an emergency, the Board's staff person will be limited to working with service providers to resolve issues which prevent their resumption of service provision.



EMS

- The ambulances are dynamically deployed from these locations so that they may be assigned to "standby" in various locations throughout our area in order to provide emergency coverage to the larger community.
- All dispatch and control of ambulance movement is the responsibility of the Central Ambulance Communications Centre (CACC). The CACC is directly operated by the Ontario Ministry of Health and Long-Term Care (MOHLTC).
- In an emergency, the Board's EMS staff will be limited to taking direction from the CACC to meet the demands of the emergency. Within limits set by the CACC, resources may be deployed from other areas to assist with demand in the emergency area.



ADMIN

Ontario Works

- The Ontario Works program provides income and employment assistance for people who are in temporary financial need.
- The Ontario Works program is directly managed by staff of the DSSAB.
- There is a legislated right to the provision of the mandatory Ontario Works benefits.
- There is no legislated provision for supplying emergency food relief to the general population under the Ontario Works Act.
- In an emergency, their role will be to ensure that all persons who
 wish to apply for Ontario Works can do so and that those persons
 presently on Ontario Works continue to receive the mandatory
 benefits for which they are eligible.



Social Housing

- The public housing units are directly owned and directly managed by DSSAB employees. The non-profit and urban native components of the portfolio are managed by non-profit boards.
- All programs are managed under the Social Housing Reform Act (SHRA) legislation set by the Ministry of Municipal Affairs and Housing and there is no provision in that act for this Board to provide temporary shelter in an emergency.
- The relationship between the landlord and tenant is spelled out in the Landlord and Tenant Act. The act does not oblige the landlord to provide alternate accommodation in the event of an emergency.
- In an emergency, the Board's staff will attempt to work with tenants to secure temporary accommodations at the tenants' expense where this is possible.



ADMIN

Specific Functions beyond DSSAB Mandate

Social Services

- Opening, ongoing management or closing of Evacuee Centres
- Registration of persons in an area impacted by the emergency
- Evacuation of children, the elderly, the disabled or any other persons from the evacuation zone
- Provision of emergency shelter, beds or bedding, clothing
- Provision of mobile canteens or emergency feeding of evacuees or staff involved in the emergency
- Provision of financial assistance to persons not eligible for Ontario Works



Specific Functions <u>beyond</u> DSSAB Mandate

Social Services

- Provision of psychological support
- Provision of front-line support
- Provision of support to vulnerable persons due to water or electricity emergencies
- Provision of reintegration of evacuees following an emergency



ADMIN

Specific Functions <u>beyond</u> DSSAB Mandate

Emergency Medical Services (EMS)

- Redirection of ambulances or paramedics
- Triage functions
- Redirection of ambulances from other jurisdictions
- Supplying blankets, stretchers, medications other than those provided to occupants of an ambulance



Red Cross

Services available from the Red Cross

- Registration and Inquiry Services
- Emergency Lodging
- Emergency Food
- Personal Services and Health Care
- Emergency Clothing
- · Preparedness and Training



ADMIN

Cost of Red Cross Services

Based on 18 Municipalities Participating

Year 1 and 2 (Development):

- \$22,500 capacity development start up costs for years 1 and 2
- \$31,500/yearly operational costs
- Up to \$27,000/yearly volunteer recruitment and training (max)
- \$81,000 divided by 18 = \$4,500 (maximum) per area/per year

Ongoing Program Maintenance (after year 2):

- \$31,500/yearly operational costs
- Up to \$27,000/yearly volunteer recruitment and training (max)
- \$58,500 divided by 18 = \$3,250 (maximum) per area/per year



Cost of Red Cross Services

Based on 8 Areas

- Area #1 Town of Espanola
- Area #2 Baldwin, Nairn and Hyman, Sables-Spanish Rivers
- Area #3 French River, Killarney
- Area #4 Markstay-Warren, St.Charles
- Area #5 Township of Chapleau
- Area #6 Gordon/Barrie Island, Billings, Burpee and Mills, Cockburn Island, Gore Bay
- Area #7 Assiginack, Central Manitoulin, NEMI, Tehkummah
- Area #8 Unincorporated Townships in the District of Sudbury and the District of Manitoulin



ADMIN

Cost of Red Cross Services

Based on 8 Areas Participating

Year 1 and 2 (Development):

- \$22,500/capacity development start up costs for years 1 and 2
- \$26,500/yearly operational costs
- Up to \$12,000/yearly volunteer recruitment and training (max)
- \$61,000 per year

Ongoing Program Maintenance (after year 2):

- \$26,500/ yearly operational costs
- Up to \$12,000/yearly volunteer recruitment and training (max)
- \$38,500 per year



Cost of Red Cross Services

- The information above was provided to the DSSAB by the Red Cross in Sudbury
- We are providing this information to municipalities for their information
- This is intended to generate discussion regarding the roles of municipalities and the DSSAB with respect to Emergency Planning within the Manitoulin-Sudbury DSSAB jurisdiction





Services available from the Red Cross

1. Registration and Inquiry Services

Registration of each evacuee at the designated site(s). This includes:

- Retaining the completed registration forms and assume responsibility for the privacy of the information on such forms;
- Responding to enquiries as to the whereabouts of evacuees and missing persons;
- Assist in reuniting families through the collection of information and answering of enquiries regarding the condition and whereabouts of missing persons.

2. Emergency Lodging

- Manage the safe, immediate, temporary lodging for evacuated persons.
- Provide blankets;
- Set up cots according to Health Canada Guidelines,
- Assign cots to evacuees; and
- Set up schedules for feeding and showers.

3. <u>Emergency Food</u>

- Feed evacuees, emergency workers and disaster response volunteers;
- Provide grocery vouchers when necessary.

4. Personal Services and Health Care

- Provide for the initial reception of disaster victims arriving at evacuation centres;
- Provide basic toiletries and infant supplies such as bottles, diapers and other essentials.
- Facilitate access to repairs to and/or replacement of prescription glasses, hearing aids, dentures and prosthetics where necessary;
- Notify proper authorities of medical needs as they arise.

5. Emergency Clothing

- Provide clothing until regular source of supplies are available;
- This includes detergent and other cleaning agents;
- Provide footwear suitable to season and climate.

6. Preparedness and Training

- Design and implement recruitment campaigns to attract volunteers; and
- Design and implement training programmes for volunteer disaster responders.

Manitoulin-Sudbury District Social Services Administration Board

Emergency Response Plan

Draft - March 2010

Definition of an emergency:

"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 forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise."

Emergency Management Act 2003

Overview

Emergency management in Ontario is the responsibility of the Ministry of Community Safety and Correctional Services (MCSCS). Emergency Management Ontario (EMO), an entity within MCSCS, has the primary responsibility for the promotion, development, implementation and maintenance of emergency management programs. Under the Community Programs component of its province wide activities, it provides advice to municipalities and First Nations related to local Community Emergency Management Plans (CEMP). EMO has spoken directly to DSSABs recognizing they have a role in responding to some aspects of emergencies.

The enabling legislation for emergency planning and response is the Emergency Management and Civil Protection Act. The Act also has a Standards section.

Municipal Role

The Act is clear about the responsibilities of every municipality to designate an employee of the municipality or a member of the council as its Emergency Management Program Coordinator. That Emergency Management Program Coordinator is obliged to complete the training that is required by the Chief, Emergency Management Ontario. The legislation does provide for municipalities to coordinate their local program plans with that of other municipalities but there is no legislated role for upper tier governments or DSSABs in this planning process.

Provincial Ministries' Role

There are very specific requirements for Ministries to designate Emergency Management Program Coordinators who are obliged to take the required training. Both at the municipal and Ministry level, these positions co-ordinate the development and implementation of the emergency management program for their respective municipality or Ministry. Part 1 of the Standards section of that Act sets out the responsibilities of Ministries to participate in emergency planning. The Ministries involved include the same Ministries responsible for DSSAB programs.

DSSABs Role

Part III of the standards section clearly states

- "Ministry standards apply to designated agencies, boards, commissions, branches
 16. (1) Part I applies with necessary modifications to an agency, board,
 commission or other branch of government designated by the
 Lieutenant Governor in Council. O. Reg. 380/04, s. 16 (1).
 - (2) For the purpose of subsection (1), a reference in Part I to a minister or ministry shall be read as a reference to the agency, board, commission or

other branch of government and a reference to a deputy minister shall be read as a reference to the chair of the agency, board, commission or the head of the other branch of government. O. Reg. 380/04, s. 16 (2)."

There appears to be no specific requirement of DSSABs to name an Emergency Management Program Coordinator or to have an Emergency Response Plan. However there is the need for someone within the DSSAB to take on the responsibility of ensuring that the programs under the Ministries can continue in the event of an emergency. The Board does have an obligation to ensure the ongoing delivery of those programs for which it is the mandated delivery agent. The Board has named the CAO to act as the Emergency Management Program Coordinator.

Program Descriptions, Mandates and Mandate Limitations

Children's Services

The Manitoulin-Sudbury District Social Services Administration Board (DSSAB) is designated as a Consolidated Municipal Service Manager (CMSM) with respect to management responsibilities for the child care system, as legislated in the Day Nurseries Act. The child care mission of the DSSAB is to support social and economic development by investing in and supporting an affordable, accessible, and accountable child care system benefiting children, their parents, caregivers and the broader community. The department is primarily responsible for determining the financial eligibility of families who apply for a child care fee subsidy to help defray the cost of licensed child care. The department also allocates funding to Family Resource Program, Special Needs Resource Program and the Early Learning and Childcare initiative. The DSSAB does not directly deliver any of these services but manages service contracts with non-profit service provider boards.

Limitations

There is no legislated right to the provision of child care, fee subsidy assistance or other children's support programs funded by this Board. This Board does not operate child care centres nor does it directly provide the other children's programs which it funds in conjunction with the Ministry of Children and Youth Services. In the event of an emergency, the Board's single staff person will be limited to working with service providers to resolve issues which prevent their resumption of service provision.

Emergency Medical Services

The DSSAB is the designated delivery agent for land ambulance in the Manitoulin and Sudbury Districts. The land ambulance service is directly operated by the DSSAB with all of the paramedics being DSSAB employees.

DSSAB EMS provides pre-hospital care to the sick and injured at a primary care level. The mission is to participate in the full scope of pre-hospital emergency medical/health services by providing direct patient care and transportation to the sick and injured.

EMS has stations at the following locations: Hagar, Noëlville, Killarney, Gogama, Foleyet, Chapleau, Massey, Espanola, Little Current, Wikwemikong, Mindemoya, and Gore Bay. The ambulances are dynamically deployed from these locations so that they may be assigned to "standby" in various locations throughout our area in order to provide emergency coverage to the larger community. In addition, we support volunteer Emergency First Response Teams or Second Tier Agreements in St. Charles, French River Delta, Tehkummah, Cartier, and Cockburn Island.

Limitations

Dispatching of ambulances is not the responsibility of the EMS service. All dispatch and control of ambulance movement is the responsibility of the Central Ambulance Communications Centre (CACC). The CACC is directly operated by the Ontario Ministry of Health and Long-Term Care (MOHLTC). The CACC receives the calls, selects the ambulance(s) or other resources (Emergency First Response Teams or Air Ambulance) to respond and dispatches them.

This Board does directly operate the EMS service which it funds in conjunction with the MOHLTC. In the event of an emergency, the Board's EMS staff will be limited to taking direction from the CACC to meet the demands of the emergency. Within limits set by the CACC, resources may be deployed from other areas to assist with demand in the emergency area.

Ontario Works

The Ontario Works program provides income and employment assistance for people who are in temporary financial need. To be eligible for Ontario Works, an applicant must be a resident of Ontario, be in immediate financial need and willing to participate in employment assistance activities. There are strict asset limits for eligibility for any benefits under Ontario Works. The amount of money that someone receives from Ontario Works varies depending upon housing costs and family

size. Clients may also be eligible for drug and dental coverage, eyeglasses, hearing aids, and community and employment start-up benefits. Applications for assistance are through legislatively prescribed forms and full documentation must be in place before assistance is provided.

The Ontario Works program is directly managed by staff of the DSSAB. Some employment programming is provided under service contracts with external service providers.

Limitations

There is a legislated right to the provision of the mandatory Ontario Works benefits. That right however is limited by the Ontario Works Act and includes strict provisions which must be met before assistance is issued. The percentage of the population in receipt of Ontario Works is quite low. Based on 2009 population figures for the DSSAB catchment area, there are 734 people or 2.7% of the population on Ontario Works. There is no legislated provision for supplying emergency food relief to the general population under the Ontario Works Act.

Board staffs directly deliver this program from four locations within the jurisdiction. In an emergency, their role will be to ensure that all persons who wish to apply for Ontario Works can do so and that those persons presently on Ontario Works continue to receive the mandatory benefits for which they are eligible. It is important to understand that this Board does not deliver the Ontario Disability Support Program (ODSP). The ODSP program is the responsibility of the Ministry of Community and Social Services. The percentage of the population in receipt of ODSP is quite low with 999 people, or 3.7% of the population, within the DSSAB catchment area.

Social Housing

The primary purpose of the DSSAB Social Housing Department is to ensure the effective and efficient management of the assisted rental housing programs within the DSSAB jurisdiction.

The public housing units are directly owned and directly managed by DSSAB employees. The public housing portfolio is made up of 15 projects housing 286 households. Within that group, there are 36 family units with the balance being single adults. There are no senior designated buildings in the public housing portfolio.

The non-profit and urban native components of the portfolio are managed by non-profit boards. For these groups, the DSSAB acts in a service management role. The non-profit providers are the landlord and have the same limited obligations as the DSSAB. The non-profit portfolio is composed of six providers. Two of these are

municipal non-profits and two are under Section 95. The non-profit providers can house 90 households. All of these units are seniors designated. There are two urban native projects which serve 24 families.

Limitations

There is no legislated right to social housing or other related housing programs funded by this Board. This Board does directly operate the public housing portfolio but only service manages the non-profit portfolio in conjunction with separate non-profit boards. All programs are managed under the Social Housing Reform Act (SHRA) legislation set by the Ministry of Municipal Affairs and Housing. There is no provision in that act for this Board to provide temporary shelter in an emergency.

This Board has a landlord tenant relationship with the 286 households who reside in the public housing portfolio. That relationship is spelled out in the Landlord Tenant Act. That act does not oblige the landlord to provide alternate accommodation in the event of an emergency. In the event of an emergency, the Board's staff will attempt to work with tenants to secure temporary accommodations at the tenants' expense where this is possible.

There is no landlord tenant relationship between this Board and those households in the non-profit portfolio.

Relationship to Emergency Response Plans of Member Municipalities

DSSAB may be requested by its member municipalities to assist during emergency incidents. This plan sets out how the DSSAB will meet its mandates in the event of an emergency. It also sets out how the DSSAB can and cannot assist member municipalities in emergency situations. The DSSAB has no authority to unilaterally expand its legislated mandate.

Specific Functions beyond the Mandate of the DSSAB

Social Services

- Opening, ongoing management or closing of Evacuee Centres
- Registration of persons in an area impacted by the emergency
- Evacuation of children, the elderly, the disabled or any other persons from the evacuation zone

- Provision of emergency shelter, beds or bedding
- Provision of clothing
- Provision of mobile canteens or emergency feeding of evacuees or staff involved in the emergency
- Provision of financial assistance to persons not eligible for Ontario Works
- Provision of psychological support
- Provision of front-line support
- Provision of support to vulnerable persons due to water or electricity emergencies
- Provision of reintegration of evacuees following an emergency

Emergency Medical Services

- Redirection of ambulances or paramedics
- Triage functions
- Redirection of ambulances from other jurisdictions
- Supplying blankets, stretchers, medications other than those provided to occupants of an ambulance

Service Area Covered by this Plan

Area #1

Town of Espanola

Area#2

Township of Baldwin Township of Nairn and Hyman Township of Sables-Spanish Rivers

Area #3

Municipality of French River Municipality of Killarney Municipality of Markstay-Warren Municipality of St.-Charles

Area #4

Township of Chapleau

Area # 5

Township of Barrie Island Township of Billings Township of Burpee and Mills Township of Cockburn Island Township of Gordon. Town of Gore Bay

Area #6

Township of Assiginack Township of Central Manitoulin Town of Northeastern Manitoulin and the Islands Township of Tehkummah

Unincorporated Townships

Plan Activation

This Plan will be formally activated by the CAO when circumstances develop which meet the definition of emergency.

Step #1

If any member of the DSSAB staff believes an emergency situation is occurring they will immediately contact their Director/Manager. The Director/Manager will record the date/time of all such contacts.

Step #2

If the Director/Manager confirms an emergency is occurring which can not be dealt with through normal operating procedures within their department, then they will immediately advise the CAO. The CAO will record the date/time of all such contacts.

Step #3

The CAO or his designate will review the situation with staff and assess the incident. If the CAO determines the incident can be resolved within the departmental resources or within the total DSSAB resources then appropriate instructions and directions will be provided to the Director/Managers. These types of occurrences will be dealt with under the DSSAB Business Continuity Plans (BCP)

Step #4

If the incident requires a response beyond the DSSAB's own resources or if there is the need to coordinate a response related to a municipal emergency, then the CAO will call a meeting of the Emergency Management Program Committee (EMPC). The EMPC

is composed of the Board Chair, CAO and the Director/Managers. The Executive Assistant will record the date/time of the calling together of the EMPC.

Step#5

Other agencies and organizations that have programming linked to the DSSAB mandate may be contacted for assistance

Step#6

Media contact with members of the EMPC will be through the CAO.

Responsibilities Of The Emergency Management Program Committee (EMPC)

The EMPC is composed of:

Board Chair

CAO

Executive Assistant

Director of Emergency Medical Services

Director of Finance

Manager of Information Systems

Director of Social Services (Ontario Works and Children's Programs)

Social Housing Services Manager

Responsibilities of EMPC Members

Board Chair

Chair the EMPC.

Responsible for the declaration and termination of the emergency related to DSSAB operations based on the advice given by the EMPC members.

CAO

Acts as the DSSAB Coordinator with member municipalities and unincorporated townships for the four programs under this Board's mandate.

Activates the DSSAB Emergency Response Plan.

Coordinates the DSSAB response to the emergency.

Schedules regular meetings of the DSSAB-EMPC.

Approves media releases, in consultation with the Board Chair, EMPC members and the impacted municipality.

Ensures effective communication between the DSSAB-EMPC and the municipalities who have declared an emergency.

Executive Assistant

Provides clerical services to the EMPC as required.

Director of Emergency Medical Services

Approves any upstaffing or changes to staffing patterns in consultation with the Central Ambulance Communication Centre (CACC).

Provides ongoing situation updates to the Ministry of Health and Long-Term Care (MOHLTC) and the CACC.

Communicates with neighbouring EMS services concerning any possible regional impacts or the potential need for resource supplementation.

Communicates with hospitals which may be impacted by the emergency from the perspective of impact on emergency department turnaround times.

Communicates with all staff on current situation.

Director of Finance

Ensures continuity of DSSAB financial operations.

Prepares a financial report in regards to expenditures.

Communicates with all staff and service providers on current situation.

Manager of Information Systems

Ensures continuity of DSSAB information systems by working with IT and communications service providers.

Provides support to all departments to maintain communications infrastructure.

Works with CAO to ensure communication options for continuous contact with municipal emergency management staff.

Director of Social Services

Children's Programs

Notifies the Ministry of Children & Youth Services - Program Supervisors and Program Advisors.

Notifies all child care operators who may be impacted by the emergency.

Works with any operator in the impacted area on options for service continuity including temporary shifting of services to adjacent providers.

Notifies Family Resource, Ontario Early Years or other potentially impacted service providers.

In coordination with the service providers, notifies all fee subsidized families (existing caseload) concerning options for their ongoing child care needs and child care fee subsidy eligibility.

Ontario Works

Notifies the Ministry of Community and Social Services (MCSS).

Approves any upstaffing or change to staffing patterns to ensure adequate capacity to take Ontario Works applications in the impacted area.

Communicates if possible with all active recipients of Ontario Works in the impacted area to provide relocation or other related emergency assistance funding if required.

Works with MCSS to meet the needs of active recipients of the Ontario Disability Support Program (ODSP) in the impacted area.

Communicates with all staff and service providers on current situation.

Social Housing Services Manager

Notifies the Ministry of Municipal Affairs and Housing.

Assesses if incident impacts existing public housing tenants in the impacted area.

Works with existing tenants in the public housing buildings in the impacted area if relocation is required.

Contacts non-profit housing providers to determine how tenant housing needs are being met in their buildings.

Conducts, when feasible, a brief assessment of damages to all DSSAB buildings in the impacted area.

Communicates with all staff and service providers on current situation.

Coordination with Municipal Authorities

The following actions may be taken by the EMPC in an emergency in full consultation with Municipal Authorities:

- 1. Selection of a DSSAB Emergency Site Coordinator (ESC). This would be the CAO or his designate.
- 2. Assists with the evacuation of those DSSAB-owned buildings within the emergency area which are considered dangerous or in which the occupants are considered to be in danger.
- 3. Selection of an assembly area at which additional DSSAB manpower and equipment of DSSAB services will gather.
- 4. Calling out and deployment of any DSSAB personnel.
- 5. Requesting the assistance of personnel and equipment of voluntary and other related agencies not under DSSAB Board control as may be required for emergency operations.
- 6. Issuance of accurate releases to the media, and for the distribution of authoritative instructions to the general public as it pertains to DSSAB responsibilities.
- 7. Assisting in the provision of emergency medical and health services subject to instructions from the provincial Central Ambulance Communications Centre (CACC).
- 8. Inspection for the safe and orderly re-occupation of all DSSAB-owned premises within the designated Emergency Area.
- 9. Maintaining a written record of the EMPC actions taken during the incident.

Incident Debriefing

The CAO will conduct an Incident Debriefing with the EMPC and any involved municipality within two months after a recorded emergency incident occurs.

Plan Creation and Periodic Updates

This Plan has been created with input from a DSSAB Emergency Planning Committee which met in the spring of 2010. The DSSAB CAO will review this document on a semi-annual basis. If there is the need for significant changes, the Emergency Planning Committee will be consulted and any changes distributed to the appropriate agencies and personnel.