



# INFORMATION REPORT

<b>TO:</b>	Chair and Members Emergency & Community Services Committee
<b>COMMITTEE DATE:</b>	November 21, 2016
<b>SUBJECT/REPORT NO:</b>	Emergency Management Program 2016 Update (CES16048) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
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<b>SIGNATURE:</b>	

## **Council Direction:**

Not applicable

## **Information:**

The purpose of this report is to outline the annual accomplishments of the City of Hamilton's Emergency Management Program, as required by the *Emergency Management and Civil Protection Act* (R.S.O. 1990, Chapter E.9).

## **Historical Background**

In 2003, the introduction of the Emergency Management Act (EMA) required all municipalities to have an emergency management program in place, which included various required elements. In 2004, regulations were enacted under the EMA listing the specific objectives defined in the Act (Ontario Regulation 380/04). "Program Elements", as they are called, were completed in 2004 and continue to be maintained on an annual basis. Finally, in 2006, several adjustments were made to the EMA and it was renamed the Emergency Management and Civil Protection Act (R.S.O. 1990, Chapter E.9).

The Emergency Management Program falls under the responsibility of the Hamilton Fire Department within the Community and Emergency Services Department.

## **Emergency Management Program Legislated Requirements**

The municipality is required to adopt their Emergency Management Program through an approved by-law. Originally created in 2003, the by-law was rewritten in 2005 and more recently in 2012 to reflect the evolution of the program.

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*OUR Vision: To be the best place to raise a child and age successfully.*

*OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.*

*OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.*

The municipality must have an up-to-date Emergency Plan, which must be provided to the Office of Fire Marshall and Emergency Management. In 2012, the municipal Emergency Plan underwent a significant re-write to reflect the adoption of the Incident Management System as the municipal emergency response model. This internationally recognized system is a standardized approach to emergency management encompassing personnel, facilities, equipment, procedures, and communications, operating within a common organizational structure. It has been adopted provincially and led by Emergency Management Ontario in partnership with over 30 organizations.

The new Emergency Plan was approved by Council on June 12, 2013. The Emergency Plan is reviewed annually with the 2016 review being completed in September.

Municipalities must have a designated Community Emergency Management Coordinator (CEMC) and a designated Emergency Information Officer. Currently, the City of Hamilton has two designated CEMCs whom have completed the required training under Ontario Regulation 380/04. The CEMCs are responsible for the day-to-day activities of the Emergency Management Program and report to the Office of the Fire Chief for day-to-day operations and to the Emergency Management Program Committee (EMPC) for guidance on the implementation of the Emergency Management Program.

The designated Emergency Information Officer is the Director of Communications and Intergovernmental Affairs, with support from the various City departments who have communications staff.

Municipalities must also develop a community risk profile and identify critical infrastructure. The City of Hamilton has developed and maintains a Hazard Identification and Risk Assessment (HIRA) which identifies and assesses the various risks and hazards to public safety that could give rise to emergencies in the City of Hamilton. A new HIRA was completed in 2016 with input from stakeholder agencies and subject matter experts. The top ten identified risks for Hamilton are:

1. Hazardous Materials Incident/Spills – Fixed Site Incident
2. Flooding
3. Hazardous Materials Incident/Spills –Transportation Incident
4. Human Health Emergency
5. Energy Emergency (Supply)
6. Extreme Ice Storm
7. Explosion & Fire
8. Transportation Emergency – Rail

9. Critical Infrastructure – Telecommunications

10. Active Shooter / Violent Situation

The Emergency Management Program maintains a listing of critical infrastructure within the City, both private and publicly owned. This was reviewed and updated in 2016.

The Emergency Management Program Committee (EMPC) is the oversight body for the Emergency Management Program, guiding and approving the Program's work. This Committee is also required to conduct an annual review of the Emergency Management Program. This will be completed November 10, 2016.

EMPC consists of the following:

- Mayor or Deputy Mayor
- City Manager
- Executive Director of Human Resources
- General Managers of Community and Emergency Services, Corporate Services, Planning and Economic Development, and Public Works
- Fire Chief
- Paramedic Chief
- Police Chief
- Medical Officer of Health
- Emergency Management Coordinators
- Director of Communications and Intergovernmental Affairs.

The municipal Emergency Operations Centre (EOC) is the location where senior municipal staff convene to manage the emergency from the strategic level. The EOC supports the needs of tactical responders and manages the impact on the community at large while ensuring the delivery of municipal services continues.

Our primary EOC is a 24/7 state-of-the-art facility located at 1227 Stone Church Road East and is one of only a handful of stand-alone facilities in the province. In the event our primary location is affected by the emergency, the City has an alternate EOC at the Municipal Service Centre in Stoney Creek. At this facility, the Saltfleet Room and Council Chambers are transformed into our EOC facility. The EOCs have a variety of communication systems including internet phones, landlines, email, fax and radios.

In 2016, the EOC had its stand-alone IT server and laptops updated and replaced.

The municipal EOC/Emergency Plan has been activated for the following emergencies since 2005:

- Tornado – November 9, 2005
- Ambulance shortage – May 17, 2006

- Flooding and Waste Water Treatment Plant – December 1, 2006
- Lottridge St. Recycling Service fire – June 3, 2007
- Hotz Environmental fire – September 17, 2008
- Flooding and Waste Water Treatment Plant – July 26, 2009
- H1N1 Influenza – April 27, 2009
- Heat Response – July 19, 2011
- Hurricane Sandy – October 29, 2012
- Heat Response – July 17, 2013
- Ice Storm – December 22, 2013
- Pan/Para Pan Am Games – July 2015.

Annual training, emergency exercises and public education are also legislated requirements.

The Emergency Management Program conducts annual training for designated City staff who would be responding to the EOC during an emergency. Since the adoption of the Incident Management System in 2011 the program has run over 50 training courses at various levels on emergency response and EOC Operations. Furthermore, staff have developed and implemented Hamilton-specific training and applied training scenarios. In 2016, the Program completed the development of two new courses (EOC 300 – Logistics and EOC 300 – Management team), and offered nine training courses in 16 sessions to over 200 participants.

On an annual basis there is a mock emergency exercise to test plans and procedures, identify gaps, and enhance the ability of EOC personnel to respond to an emergency. These exercises range from discussion based to tabletop scenarios to full scale exercises. In April, a test of the emergency notification system was completed and a mass casualty training exercise was completed on June 8, 2016. On November 3, 2016, the City conducted an exercise involving the EOC, three departmental operations centres, Hamilton Water Crisis Room, Hamilton Water Control Room, and the Customer Contact Centre. A test of the Family Reunification Phone line will be completed on December 1, 2016.

Highlights of public education initiatives for 2016 include:

- New City of Hamilton Emergency Preparedness brochure
- Bulldog First Responders Night – Emergency Preparedness display
- HDAA Trade Show display
- CANWARN Workshop
- Resilient Communities Workshop for Property Managers, Security Managers, Residential Superintendents & Commercial Operations Managers
- City Health and Safety event booth
- Police in the Park booth
- Seniors Wellness Fair

- Emergency Preparedness Week events
  - April 30 Special Emergency Preparedness Section in the Hamilton Spectator
  - Banner ad in the Hamilton Spectator
  - Environment Canada speaker
- Presentations to groups and agencies
  - Social Housing Providers
  - Community Safety Initiative with York University
  - Regional Public Works Commissioners of Ontario Forestry Sub-Committee
  - Co-Op presentation
  - Hamilton Housing Education Session.

In addition to the legislated requirements, the following work was completed as part of the continual improvement of the Emergency Management Program and the corporation's ability to respond to emergency events:

- Development of a City-wide Mass Casualty Plan
- Revision of EOC Activation Levels
- Virtual EOC Protocol
- Family Reunification Call Centre
- Updated Emergency Social Services Plan
- New Emergency Shelter Plan
- Recommendation Report for a Security Management Officer.

Community partners such as the Red Cross, Salvation Army and the Good Shepherd Home often assist the City in responding to City emergencies. The Emergency Management Program has established a partnership with these agencies to provide Emergency Social Services to evacuees and those affected by the emergency. The Emergency Management Program, in conjunction with Community and Emergency Services staff, is in conversation with Red Cross in regards to a memorandum of understanding to define their role in future responses.

The City of Hamilton will continue to develop and maintain the Emergency Management Program and will enhance current partnerships that will enable the City of Hamilton to work effectively together under the stress of a major disaster.