



BIA Advisory Committee

Connie Verhaeghe

Kirsten Marples

Emergency Management Coordinators

January 15th, 2019

Today's Presentation

1. Trends in Emergency Management
2. Emergency Response – How the city responds to emergencies
3. Business Continuity – How to continue your critical business functions
4. Q&A

What is the #1 type of emergency in Ontario?







© Reuters

until two women were declared dead. And suggestion that 37-year-old Lucie Aylwin, as long as 39 hours, waiting to be rescued.

Follow "National Post" Get every new post delivered to your inbox.

made the devastating underneath the concrete for

Like man 'collapse was one of human failure,' damning inquiry report says

Hamilton

Current Trends in Emergency Management

- Increase in weather related events
 - Longer and hotter summers (increase in heat exposures, forest fires and drought)
 - Increase in freezing and melting cycles (more ice storms)
 - More precipitation days increasing in the winter and spring with less precipitation days in the summer
 - Increasing rain intensity and flooding
 - Increase in extreme weather events with shorter periods between events
- Increase in cyber attacks
 - Disruption to businesses
 - Loss of services
- Increase in availability of chemicals, radioactive and hazardous materials
 - Increase in explosions – particularly house explosions



What do we prepare for?

Flooding

Power Outages

Hazardous Materials Incidents

Extreme Ice Storms

Human Health Emergencies (Pandemics)

Explosions and Fire

Large Transportation Emergencies

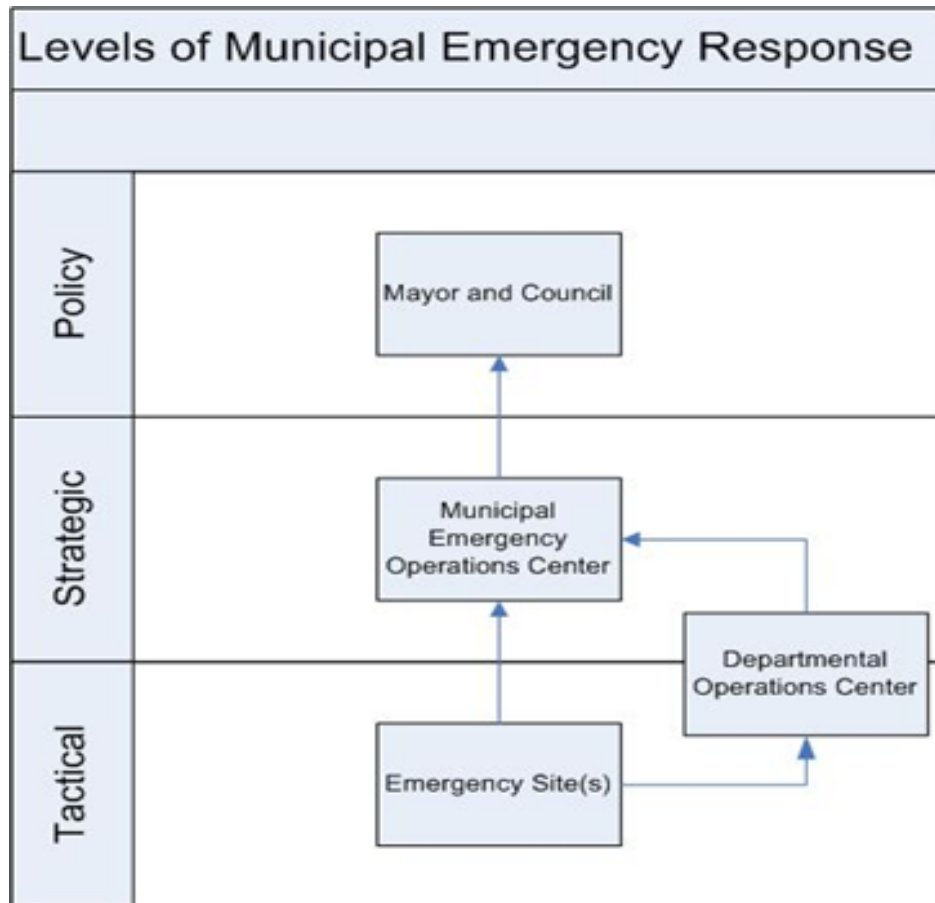
Critical Infrastructure Failure (e.g. Telecom)

Violent Situations

The Emergency Operations Centre (EOC)



Activating the EOC



Also - Departmental Emergency Operations Centres

- Public Health EOC
- Public Works EOC
- Emergency Social Services EOC

When to Activate

- Need for site support
- Large-scale complex response
- Significant population impact/at risk
- Uncertain conditions/risk of escalation
- Information management issues
- Major planned event
- Potential threat to be monitored
- A Departmental Emergency Operations Centre requires assistance with their response activities

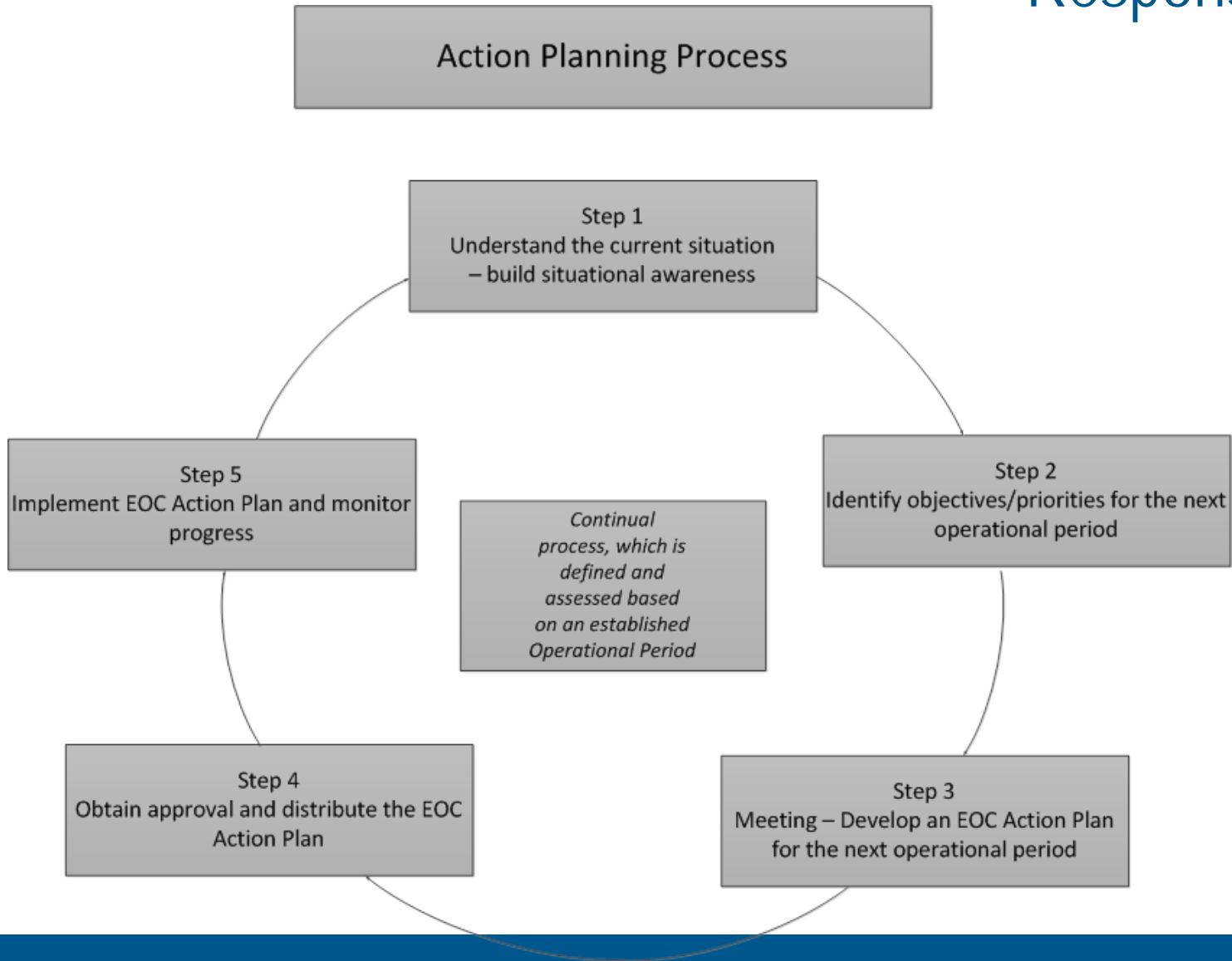


EOC Responsibilities

- Strategic direction
- Site support and consequence management
- Information collection, evaluation, and distribution
- Coordination of agencies/departments
- Resource management
- Internal and external communications



Response Cycle



Recovery – Post Event

EOC transitions to recovery - could continue for weeks, months or even years

- Recovery Team established
 - Animal care
 - Construction & repair
 - Counselling
 - Damage assessment
 - Debris removal
 - Economic support and Financial assistance
 - Funds management
 - Goods management
 - Healthcare
 - Housing relocation
 - Sanitation services
 - Transportation
 - Volunteer management
 - Warehousing

Shelter in Place



Business Continuity Planning



Which Sign Does the Community Expect



Business Continuity Planning

- A process to minimize the impact of a major disruption to normal business operations

Consider:

- Loss of Facility
- Loss of Staff
- Loss of Technology (including power outage)

What risks exist for my business, and what is the likelihood of them occurring?

Benefits of Business Continuity Planning

- Protects employee safety
- Provide products and services even during adverse conditions
- To ensure survival of the entity
- Maintain public image and reputation
- Minimize confusion and enable effective decision-making in a time of crisis



- <http://www.fema.gov/media-library/assets/videos/80069>

Types of Threats to Consider

External

- Natural/Mother Nature:
 - Flooding, Tornadoes, Wind Storms
- Utilities and other suppliers:
 - Power, telecom, fuel
- Human:
 - Hackers, Terrorists, Violent Persons

Internal

- Facility problems (e.g. Leaky pipes)
- Equipment failures (e.g. server crash)
- Pandemic outbreak affecting staff

Questions to Ask

What are the worst things that can happen to my organization?

What can we prevent?

What are we willing to do to prevent the event/incident?

Can we afford the risk?

How will we deal with it?

What is the reporting and communication process during the crisis?

Business Continuity Planning

Steps in developing your business continuity plan:

1. Assess the risks
2. Do a business impact analysis (what is your MAD)
3. Understand your dependencies (up-stream and down-stream)
4. Develop your business continuity plan
5. Practice your plan

Business continuity is not static – it's a dynamic process

What does this tell our customers?





Hamilton

Thank You

Questions?