



TO:	CHAIR AND MEMBERS, COMMUNITY & PROTECTIVE SERVICES COMMITTEE MEETING ON NOVEMBER 25, 2013
FROM:	DAVE O'BRIEN DIVISION MANAGER, CORPORATE SECURITY AND EMERGENCY MANAGEMENT
SUBJECT:	2012 EMERGENCY MANAGEMENT PROGRAM UPDATE

RECOMMENDATION

That, on the recommendation of the Division Manager, Corporate Security and Emergency Management with the concurrence of Managing Director, Corporate Services and Chief Human Resources Officer, the following actions be taken with respect to the 2013 Emergency Management Program:

- a) The attached by-law (Appendix "A") **BE INTRODUCED** at the Municipal Council meeting to be held on December 3, 2013 to:
 - i) Adopt the Emergency Management Program including the London Emergency Response Plan as set out in Schedule "A" of the by-law;
 - ii) Repeal Bylaw A.-6786-77.
- b) The balance of this Report, including details of 2012 Emergency Management Program **BE RECEIVED** for information.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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Community and Protective Services Committee:

- April 21, 2008 "2007 Emergency Management Program Update"
- April 27, 2009 "2008 Emergency Management Program Update"
- April 26, 2010 "2009 Emergency Management Program Update"

Community and Neighbourhoods Committee:

- May 3, 2011 "2010 Emergency Management Program Update"

Public Safety Committee:

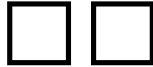
- March 6, 2012 "2011 Emergency Management Program Update"

BACKGROUND

This Report is submitted to seek Council approval of a new by-law for the provision of necessary services during an emergency, including updates to the London Emergency Response Plan and to provide a status update on the overall Emergency Management Program.

The London Emergency Response Plan is a legislative requirement and outlines the roles and responsibilities of community partners in the management of a major emergency. The *Emergency Management and Civil Protection Act* requires that the plan be reviewed, updated and approved by by-law annually.

The Corporation continues to meet or exceed the provincially legislated requirements under the *Emergency Management and Civil Protection Act* and Regulations and has undertaken many recommended practices. These efforts have been completed in conjunction with the Community Emergency Management Program Committee (CEMPC) and include the following activities:



LONDON EMERGENCY RESPONSE PLAN

Amendments to the London Emergency Response Plan have been made as follows:

- Content has been updated and outdated information has been revised to include:
 - Changes in titles to reflect current organizational structure
 - References to terminology related to Incident Management System transition and
 - Update Interoperable Radio Talkgroups

EMERGENCY MANAGEMENT PROGRAM COMMITTEE

London's Emergency Management Program Committee meets regularly to coordinate and collaborate on the city's emergency preparedness. Members include:

- London Police
- London Fire
- Middlesex-London EMS
- Middlesex-London Health Unit
- London Health Sciences Centre
- London Transit
- London Hydro
- Engineering and Environmental Services (roads and water representatives)
- Information Technology Services
- Corporate Security and Emergency Management

EMERGENCY OPERATIONS AND TRAINING CENTRE

The Emergency Operations and Training Centre at #12 Firehall in Byron officially opened in May of 2011. It is used on a regular basis for training, workshops and meetings of Corporate staff and our partner agencies. The facility is maintained in a constant state of readiness, through testing and maintaining the equipment and technology. Staff at the centre also provide customer service to other staff and partner agencies who utilize the centre.

EMERGENCY PREPAREDNESS WEEK

In light of the impact of the 2011 Goderich Tornado, Emergency Management staff emphasized the impact of summer severe weather and how the community, especially small businesses, can be better prepared.

A Media Conference was held on Monday, May 7th. We also hosted a "Preparing Your Business for Emergencies" workshop that included presentations from the Goderich Community Emergency Management Coordinator and Huron County Chamber of Commerce as well as the Institute for Catastrophic Loss Reduction.

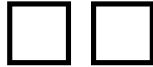
A Community Open House was held on Saturday May 12th at the Emergency Operations and Training Centre that attracted hundreds of Londoners to see the centre, emergency response vehicles and displays, and learn how to be better prepared in the event of an emergency.

CCG TRAINING AND EXERCISE

A day long training and exercise was held on November 22nd at the Emergency Operations and Training Centre to fulfil the requirements of the provincial legislation. The day focused on the risks of a major ice storm. Staff Inspector Bill Neadles did a presentation on the Toronto Police's use of the Provincial Incident Management System (IMS). Bill is a member of the Provincial IMS Working Group, and has been involved in major incident planning and response. This includes the G8/G22 Conferences and the Elliott Lake Mall Collapse response.

The exercise portion of the day is part of London's progressive emergency exercise program that has included various exercise formats including table top and field exercises. Recent exercises have involved in-depth discussions regarding specific incidents and the formats have been well received by partner agencies.

There were 51 present for training, 36 members participated in the exercise, 4 facilitators, 2 exercise directing staff and 6 support staff.



INCIDENT MANAGEMENT SYSTEM (IMS)

The Province has recommended using the Incident Management System (IMS) which is a multi-agency approach for dealing with emergency situations. The system provides a standardized approach that can be integrated with existing agency protocols and ensures all agencies responding to an emergency situation are working within one system. Ontario's emergency response agencies and major municipalities are moving towards adoption of this system.

This new approach has been recommended by several associations across Ontario and some agencies within the City have already adopted the IMS format. At the City of London Emergency Management Annual Training in November, 2010, there was a consensus to move forward with developing and implementing a City of London IMS.

Corporate Security and Emergency Management has been coordinating a working group to develop an IMS implementation plan. It is anticipated that it will take several years to transition to the new system.

TRAINING

Basic Emergency Management Courses

Two, three day Basic Emergency Management Courses were offered. Over 60 community representatives were trained in emergency management best practices and how we manage events in London.

Incident Management System

- **EMO Level 200 Course** – Facilitated by qualified London Emergency Management instructors, this two day course is designed for personnel who may attend planned or unplanned situations in our community which require the coordinated response of multiple agencies.
- **EMO Level 300 Course (Pilot)** – Emergency Management and Corporate Security, in partnership with the Emergency Management Ontario hosted a “300 level” pilot course. Instructors from the provincial IMS Working Group provided one of the first IMS 300 courses in this region. IMS 300 will prepare candidates to perform leadership roles within an expanded IMS structure during a complex incident involving multiple organizations.
- **JIBC IMS for the EOC**

The Justice Institute of British Columbia is considered the leader in IMS training in Canada. Their skilled instructors are seasoned responders with in depth knowledge of system operations. Many municipalities, regions and agencies have utilized there services to train candidates on the application of IMS in Emergency Operations Centre. Participants received one week of certified training in EOC Essentials, Operations and Planning Sections culminating in a one day Applied Learning tabletop exercise.

CIACC Hazardous Materials Workshops

Partnering with the Chemistry Industry Association of Canada, these two-one day workshops were designed to keep London and area response and support agencies safe when faced with incidents involving chemicals. It featured:

- Case Studies and Lessons Learned from Real Incidents
- Industry Safety and Response Programs including TRANSCAER/Responsible Care
- MOE Spills Action Centre Presentation
- Commercial Responder Standards and Competencies including TEAP III
- Transport Canada/CANUTEC Emergency Response Assistance and Legislation
- Spill Response and Industry Equipment Displays

PUBLIC AWARENESS AND EDUCATION

Emergency Management worked with Corporate Communications staff to develop a consistent new look for program materials. London's EM program logo includes a blue equilateral triangle within an orange circle that is the international symbol for emergency preparedness.





The equilateral triangle represents harmony and balance; the colour orange is a sign of alert or danger and blue signifies calm. The arrows within the City of London Emergency Management logo are symbolic of our collaborative processes where citizens, business and government all work together to make London a more disaster resilient community.

New Fact Sheets were developed to help educate Londoners on emergency preparedness issues:

- Severe Weather Thunderstorms and Heavy Rain
- Tornados
- Emergency Survival Kits
- Winter Severe Weather
- Small and Medium-Sized Business Preparedness Toolkit (partnership with the Institute for Catastrophic Loss Reduction)

Emergency Management staff continued to work with interested organizations to provide outreach on emergency preparedness and London's emergency management program including the following activities:

- Presentation to church seniors group at North Park Community Church
- Presentation and tour to ASIS SW Ontario Chapter on London's EOC
- Presentation and tour for Fanshawe College EM Program students
- Lecture to 125 UWO Geography of Hazards students
- Presentation and tour for Business Watch London representatives
- Work with UWO Marketing Students on Emergency Preparedness Project
- Presentation and Tour for London's Business Associations
- Presentation and Tour for Ontario Emergency Managers Association members and students
- Neighbourhood Watch Annual General Meeting Presentation
- Presentation and Tour for area high school students
- Presentation to Take Off Pounds Sensibly Group
- Presentation and Tour to MLHU CERV Team
- Presentation and Tour to Middlesex County CERV Team
- Presentation to Labatt's Sponsored E2 Ammonia Forum
- Rogers TV Inside London segment

PARTNERSHIPS

Emergency Management staff continues to maintain partnerships with numerous community agencies, departments and organizations. We continue to explore opportunities that engage members of our community in our effort to be amongst the best prepared municipalities.

In addition, staff actively collaborated with other emergency management organizations through a number of avenues:

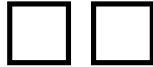
- Emergency Management Ontario Sector meetings
- Provincial Emergency Management Coordinating Committee
- Regional and Single Tier Community Emergency Coordinators Group
- Ontario Association of Emergency Managers
- International Association of Emergency Managers

PROPANE EMERGENCY PLANNING

Emergency Management worked throughout the year to develop plans for London's propane storage facilities. Staff worked throughout the year with the emergency and support services to integrate procedures into one multiagency plan for each location.

SUMMARY

The requirements of the *Emergency Management and Civil Protection Act* continue to be met. The Emergency Management Division continues to strive toward making London one of the best prepared communities when managing emergency events. We have strong support from our emergency management partners across our community. Many of the accomplishments to date could not have been completed without the commitment and expertise of these partners. We will continue to build our program in accordance with best practises and teamwork.



RECOMMENDED BY:	CONCURRED BY:
DAVE O'BRIEN DIVISION MANAGER, CORPORATE SECURITY AND EMERGENCY MANAGEMENT	VERONICA MCALEA MAJOR MANAGING DIRECTOR, CORPORATE SERVICES AND CHIEF HUMAN RESOURCES OFFICER