

## Report to Community and Protection Services Committee

**To:** Chair and Members  
Community and Protective Services Committee

**From:** John Paradis, Deputy City Manager, Enterprise Supports

**Subject:** 2024 Annual Emergency Management Program Update

**Date:** November 11, 2024

## Recommendation

That, on the recommendation of the Deputy City Manager, Enterprise Supports the following actions BE TAKEN:

- (a) The attached by-law (Appendix "A") BE INTRODUCED at the Municipal Council meeting to be held on November 26<sup>th</sup>, 2024, to amend By-law A.7657-4 by repealing and replacing Schedule "A" of the by-law with the new City of London Emergency Response Plan as set out in Schedule "A".
- (b) The balance of this report, including an update of the Emergency Management Program BE RECEIVED for information.

## Analysis

### 1.0 Background Information

#### 1.1 Previous Reports Related to this Matter.

- December 3, 2019 "Emergency Management Program Update"  
[2019 Annual Emergency Management Program](#)
- December 1, 2020 "Emergency Management Program Update"  
[2020 Annual Emergency Management Program](#)
- November 2, 2021 "Emergency Management Program Update"  
[2021 Annual Emergency Management Program – Part 1](#)  
[2021 Annual Emergency Management Program – Part 2](#)
- November 1, 2022 "Emergency Management Program Update"  
[2022 Annual Emergency Management Program](#)
- November 28, 2023 "Emergency Management Program Update"  
[2023-11-14 - Staff Report \(2.3\) - Annual Emergency Management Program Update 2023 - Full](#)

### 2.0 Discussion and Consideration

The Emergency Management and Civil Protection Act ("EMCPA") requires municipalities to have an Emergency Management Program and provisions to prevent and manage an emergency within our community. This report is submitted to seek Council approval to repeal the existing Schedule "A" of Bylaw A.-7495-21 and replace it with a revised City of London Emergency Response Plan as required under the EMCPA. A status update on the Emergency Management Program is also provided. The bylaw includes adopting the Municipal Emergency Response Plan and the associated program components. The plan and components are the foundation for our program and provide the authority to implement the Emergency Management Program.

#### PROGRAM UPDATE

#### COMPLIANCE

Compliance with the Emergency Management and Civil Protection Act (EMCPA) and Regulations 380/04. Chief of Emergency Management Ontario confirmed the City of London was compliant with the EMCPA for 2023 on April 15, 2024.

The City of London conducted an internal audit by MNP LLP 29 May 2024. The review included all aspects of emergency management and business continuity. The summary of results: the City of London's emergency management program is mature, fully developed, implemented, and continually improving.

## LONDON EMERGENCY RESPONSE PLAN

The London Emergency Response Plan is required pursuant to the EMCPA. The plan outlines the roles and responsibilities of community partners in the management of a major emergency. The EMCPA requires that the plan be reviewed, updated, and approved by by-law annually.

For 2024, amendments to the London Emergency Response Plan include the following:

- Changes in titles to reflect current organizational structure.
- Changes in Middlesex London Health Unit (MLHU) Medical Officer of Health.
- Community Emergency Management Coordinator (CEMC), Director Emergency Management and Security Services; chair of CEMPC.
- References to terminology related to the Incident Management System.

The City continues to meet or exceed the provincially legislated requirements under the EMCPA and its Regulations and has undertaken many recommended best practices. These efforts have been completed in conjunction with the Community Emergency Management Program Committee (CEMPC) which includes the following members:

- London Police Service, Chief of Police, Deputy or designate.
- London Fire Department, Fire Chief, Deputy or designate.
- Environmental and Infrastructure Services, (roads and water representatives).
- Emergency Social Services, representative.
- Middlesex-London Health Unit, Medical Officer of Health, or designate.
- Middlesex-London Paramedic Services (EMS), Chief, Deputy or designate.
- Strategic Communications, Director, EIO or designate.
- Emergency Management and Security Services, CEMC or Alternate.
- London Health Sciences Centre, representative.
- St. Joseph's Health Care – London, representative.
- London Hydro, representative.
- London Transit, representative.
- Information Technology Services, representative.
- Middlesex County, representative.

## EMERGENCY RESPONSE

The Emergency Operations Centre was activated on several occasions in response to incidents within the community. These include:

- St. Patrick's Day event – 17 March 2024.
- Our London Family the Muslim Community – 6 June 2024.
- Cutover to new NG911 – 18, 20 June 2024.
- Cyber "CrowdStrike" – 19 July 2024.
- Ontario Summer Games UWO – 1 August 2024.
- Western University Homecoming, Broughdale Ave, Unsanctioned Street Party, 28 September 2024.
- EOC monitoring levels during weather events, 27 February, 26 June, 16 July 2024.

Emergency Management staff responded to a large-scale evacuation and provided support to our Emergency Social Services, and Reception Centres.

- Apartment fire and evacuation, Reception Centre, Trafalgar Street
- Apartment fire and evacuation, 202 McNay St, and 700 King St.

## EMERGENCY PUBLIC NOTIFICATION SYSTEM

The Alert London Program was launched in 2017 as part of Emergency Preparedness Week. This program allows us to provide notifications and information to the public in relation to pending or active emergency situations. The program provides information to residents in a variety of formats and allows for self-registration by the public if they prefer a specific type of notification. In addition, this program is used by many key partner services and agencies to do staff notifications and call outs.

Alert London was activated on May 7<sup>th</sup>, 2024, during our annual emergency notification test conducted during Emergency Preparedness Week. During the notification, 99,879 contact attempts were sent out in the first five minutes. In addition, Alert London was activated on June 23<sup>rd</sup>, 2024, to notify residents of a large fire on Cabell Street and area. Approximately 1,764 contacts were selected, in a specific area.

## BUSINESS CONTINUITY

The City of London developed a formal business continuity program in 2017 to ensure vital services could be maintained during emergency situations. Service areas at the City of London have plans that assist in decision making related to prioritization of services. Emergency Management and Security Services continue to assist service areas in maintaining and updating their business continuity plans. These plans were used to support the corporation's response to COVID-19.

## TRAINING AND COURSES

The Community Emergency Management Program Committee (CEMPC), Policy Group and EOC will conduct their annual exercise on November 8<sup>th</sup>, 2024. The London Emergency Response Plan will be tested during a mock City-wide event, as a cyber attack - response, tabletop exercise with Policy Group in person meetings and Level 3 EOC activation. Rail safety training with CPKC for first and secondary responders and Criss Communications workshop. The CEMPC conducts annual Incident Commanders training events in the winter-spring, during a multi agency tabletop mock exercise weekly.

The City of London continues to offer a full curriculum of Emergency Management Ontario courses to our municipal partners, community agencies, non-government organizations and the public. Training is focused on the Incident Management System level 200; four courses, 250; one course and 300; one course. Basic Emergency Management EM200; one course, EOC Operations, Scribe, and Reception - Evacuation Centre Management courses. Staff at the centre also provide customer service to other City staff and partner agencies who utilize the EOC as a training centre.

## EMERGENCY PREPAREDNESS WEEK

During Emergency Preparedness Week (EPW) a media and public education program was implemented, including a social media campaign. Emergency preparedness presentations and EPW kick-off at London International Airport. A virtual severe weather presentation was conducted by Environment and Climate Change Canada to our partner agencies and city staff. The open house on Saturday May 11, 2024, drew thousands of Londoners to visit with our community partners take part in events, and view emergency vehicles, and emergency preparedness displays.

## PUBLIC AWARENESS AND EDUCATION

Emergency Management staff continue to work with interested organizations to provide outreach on emergency preparedness and London's Emergency Management Program. In 2019 the Emergency Management Citizen Academy Program was launched to further educate and engage the public in their role during emergency situations. As part of our prevention, mitigation, preparedness and response program, Emergency Management

staff provide workshops, presentations, media and social media messaging, and training to both internal and external stakeholders. Our Public Safety Educator is part of our community emergency services outreach program. Since 2022 we have tripled our community presentations and made additions to our public education materials, including videos and social media emergency preparedness information.

## COLLABORATIONS

Emergency Management staff continues to maintain collaborations and explore opportunities with numerous community agencies, departments, and organizations in our effort to be amongst the best prepared municipalities. Staff actively collaborated with other emergency management organizations through several avenues including:

- Emergency Management Ontario - Sector meetings.
- Fire Chiefs mutual aid.
- Canadian Pacific, Kansas City railroad (CPKC).
- Provincial Emergency Management Coordinating Committee.
- Provincial Incident Management System training working group.
- Regional and Single Tier Community Emergency Coordinators Committee.
- Ontario Municipal Business Continuity Network.
- Western University, Emergency Management, Campus Community Police Service and Western University, Ivey school of business.
- Fanshawe College, Emergency Management and Communications Programs.
- London International Airport.
- Christian Churches Network London.
- Canadian Armed Forces.
- Ontario Association of Emergency Managers.
- International Association of Emergency Managers.
- Disaster Recovery Institute.

Emergency Management staff and the Community Emergency Management Program Committee assists with City and Community events including the coordination, pre-planning, emergency planning and partnership planning of these events.

- Host Community Emergency Evacuation Plans, Ontario Health.
- Fanshawe College emergency exercise.
- Air Show London.
- Community Events and Demonstrations.

## Conclusion

The Emergency Management Program continues to strive toward making London among the best prepared communities in Canada. Emergencies small and large, City events and day to day incidents have reinforced the importance of preparedness and community engagement that has formed the basis of our program for many years. There is dedicated support from emergency management partners across the community and our accomplishments to date could not have been completed without the commitment and expertise of these partners. The collaboration and engagement are exceptional. We will continue to build our program in accordance with best practises and teamwork.

**Prepared by:** Henry Klausnitzer, Manager, Emergency Management

**Submitted by:** Paul Ladouceur, Director, Emergency Management, and Security Services Division

**Recommended by:** John Paradis, Deputy City Manager, Enterprise Supports

## Appendix "A"

Bill No.  
2024

By-law No. A.

A by-law to amend By-law No. A.-7657-4, as amended, being "A by-law to repeal By-law No. A.-7495-21 and to adopt an Emergency Management Program and Plan" in order to repeal and replace Schedule "A" to the by-law.

WHEREAS Section 3(1) "of the Emergency Management and Civil Protection Act, R.S.O 1990, c. E.9 (the EMCPA) provides that every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan".

AND WHEREAS "the EMCPA requires the municipality and council to implement an emergency management program to protect the public safety, public health, the environment, the critical infrastructure, and property and to promote economic stability and a disaster-resilient community".

AND WHEREAS "the EMCPA makes provision for the Head of Council to declare that an emergency exists in the community or in any part thereof and also provides the Head of Council with the authority to take such action or deliver such orders as he/she considers necessary and are not contrary to law to implement the emergency plan of the community and to protect property and the health and welfare of the inhabitants of an emergency area".

AND WHEREAS "Subsection 9 of the Municipal Act, 2001 provides that a municipality has the capacity, rights, powers, and privileges of a natural person for the purpose of exercising its authority under this or any other Act".

AND WHEREAS "Subsection 5(3) of the Municipal Act, 2001 provides that a municipal power shall be exercised by by-law".

NOW THEREFORE "the Municipal Council of The Corporation of the City of London enacts as follows":

1. Schedule "A," being the City of London Emergency Response Plan, to by-law No. A.-7657-4 is hereby replaced with the attached new Schedule "A".
2. This by-law shall come into force and effect on the day that it is passed subject to the provisions of PART VI.1 of the Municipal Act, 2001.

PASSED in Open Council on November 26, 2024, subject to the provisions of PART VI.1 of the Municipal Act, 2001.

Josh Morgan  
Mayor

Michael Schulthess  
City Clerk

First Reading – November  
Second Reading –  
Third Reading –