

Schedule "A"
AGREEMENT

EMERGENCY RELIEF SERVICES – Reception Centres
(The "Agreement")

BETWEEN:

THE CORPORATION OF THE CITY OF LONDON
(the "City")

-and-

THE GOVERNING COUNCIL OF THE SALVATION ARMY IN CANADA
("TSA")

WHEREAS Section 3 of the *Emergency Management and Civil Protection Act*, R.S.O. 1990, Chapter E.9, as amended (the "Act") requires a municipality to 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 Section 9 of the Act provides that an emergency plan shall provide for obtaining and distributing materials, equipment and supplies during an emergency, and provide for such other matters as are considered necessary or advisable for the implementation of the emergency plan during an emergency;

AND WHEREAS Council for the City passed By-law A.-6661-135 on May 9, 2011 to adopt the emergency plan, known as the "Emergency Response Plan", and may pass similar by-laws from time to time;

AND WHEREAS paragraph 1.4 of the Emergency Response Plan provides "When an emergency exists but has not yet been declared, actions may be taken under this emergency response plan as required to protect property and the health, safety and welfare of the citizens of the City of London";

AND WHEREAS paragraph 5.7 of the Emergency Response Plan provides that the Executive Director of Community Services is responsible for ensuring the well-being of residents who have been evacuated from their homes by arranging emergency lodging, clothing, food, registration, inquiries and other personal services; coordinating the opening and operation of temporary and/or long-term reception/evacuation centres and ensuring adequate staffing;

AND WHEREAS paragraph 7.3 of the Emergency Response Plan provides The Salvation Army has emergency resources for public welfare, short term accommodation, clothing, feeding, emergency responder critical incident stress issues, emergency reception centre support and will respond within their budgetary capabilities when requested by the CCG (Community Control Group). The Salvation Army is also prepared to arrange for clergy

assistance, emotional and spiritual care personnel at a disaster site or at reception centres when called upon by Police or Fire authorities or by the Executive Director of Community Services.

AND WHEREAS TSA is recognized as having the resources and mandate to assist in the provision of emergency relief;

AND WHEREAS the City wishes to enter into an agreement with TSA for the provision of emergency relief services;

NOW THEREFORE, IN CONSIDERATION of the mutual terms and covenants herein contained, the parties covenant and agree as follows:

Definitions

1. In this Agreement:

- a) "Emergency" means 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 the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise;
- b) "Eligible Expenses" means the expenses incurred in the provision of Services which were pre-approved by the Executive Director;;
- c) "Reception Centre" means a centre designated by the City that is located outside the impact zone of the emergency, where evacuees can go to register, receive assistance for basic needs, information and referral to a shelter if required;
- d) "Executive Director" means the Executive Director of Community Services for the City, or designate;
- e) "Services" means the services to be provided by TSA under this Agreement.

Services

1.1 TSA shall provide the Services set out in Schedule "A" upon receipt of the City's notification of an Emergency. However, nothing in this Agreement restricts the entitlement of TSA to provide additional services at its own expense, in the absence of notification by the City.

City Maintains Control Over Reception Centre

1.2 The City shall at all times have control over and be responsible for the operation of Reception Centres. The City may accept support from other community partners (NGOs) to ensure that all necessary services are available to the citizens and community staying in the Reception Centres during an Emergency.

Honest, Integrity, Applicable Law

1.3 TSA shall carry out the terms of this Agreement with honesty and integrity and in compliance with all applicable laws, regulations, by-laws, codes (including the Human Rights Code), and City Policies (including but not limited to the City's Accessible Customer Service Policy).

Accessibility for Ontarians with Disabilities Act Training

1.4 TSA shall ensure that all of its volunteers, employees or agents, who deal with members of the public under this Agreement, receive training about the provision of services to persons with disabilities, in compliance with the *Accessibility for Ontarians with Disabilities Act, 2005* and its Regulations.

Designation of Reception Centre Sites

2. The City shall designate sites as potential sites for a Reception Centre and shall provide TSA with a list of designated sites, which list may be amended by the City from time to time. Upon receipt of the list of designated sites, or an amended list of sites, TSA and the City will finalize the location of the Reception Centres within 30 days of receipt of the list or amended list.

Licenses

3. The City shall be responsible for obtaining any licenses, approvals or permits required to operate the Reception Centre(s).

Notification

4. In the event of an Emergency, the Executive Director shall contact TSA within 24 hours of the decision to invoke TSA's services. There shall be no obligation on the City to invoke TSA's services in the event of an Emergency.

Upon contacting TSA, the Executive Director shall provide, if known, the following information:

- (a) the nature and extent of the Emergency;
- (b) the anticipated number of evacuees;
- (c) the expected duration of the evacuation operation;
- (d) any identified threats or hazards to those affected or volunteer relief workers; and
- (e) what services are being requested and approved.

Staff and Volunteers

5. TSA shall provide staff and volunteers necessary to provide services set out in Schedule "A" at the Reception Centres. The City shall at all times have control over and be responsible for the operation of Reception Centres. TSA staff and volunteers will report their activities to City of London Reception Centre Management.

Records Management

6. TSA shall establish, maintain, and retain records of all of their activities at the Reception Centre during the Emergency for a period of three years.

Supplies

7. TSA shall be responsible to provide all necessary supplies to perform the Services set out in Schedule "A" including necessary supplies for their staff and volunteers.

TSA's Operating Policies

8. TSA shall make available to the City its standard operating policies and procedures for the services provided to the City, and will advise of any changes to those policies and procedures, including the adoption of guidelines issued by the provincial and/or federal governments.

Safety

9. TSA shall comply with the *Occupational Health and Safety Act*, R.S.O. 1990, c.0.1, including but not limited to the Regulations applying to an employer, deemed or otherwise, of a sub-contractor. TSA shall ensure that its volunteers and staff respond in identifying uniform (e.g. a vest or other identifying apparel), and with appropriate personal protective equipment and photo ID.

Privacy and Confidentiality

10.1. TSA shall comply with the requirements of the *Municipal Freedom of Information and Protection of Privacy Act* with respect to Collection, Retention, Use and Disclosure of Personal Information, and shall comply with Schedule "B", attached to and forming part of this Agreement. TSA shall use forms approved by the Executive Director when collecting personal information.

10.2 The City shall comply with applicable legislation with respect to personal information obtained from TSA for Emergency relief purposes.

Unaccompanied Children under 16

11. TSA shall have in place a protocol for unaccompanied children under the age of 16, requiring that any such children shall be supervised in accordance with applicable legislation until united with a family member. TSA shall ensure that volunteers supervising unaccompanied children or vulnerable adults have had a police background check completed prior to their qualifying as a volunteer in this capacity.

Alternative Accommodation

12. With the prior approval of the Executive Director, TSA may direct an evacuee to alternative accommodation if, in the opinion of TSA, the evacuee requires special care and is unable to be adequately housed in a Reception Centre.

Payment of Expenses

13. TSA will invoice the City for the Eligible Expenses, as listed in Schedule "C", incurred in the delivery of Services during the prior calendar month. Invoices received by the City within 10 business days of the first day of the month following the month in which the Services were provided will be paid by the City within 30 days of receipt. If the City, acting reasonably, disputes an amount or item contained in the invoice, the City does not have to pay the amount unless TSA can satisfy the City that the amount or item is validly invoiced.

Indemnification

14. TSA undertakes and agrees to defend and indemnify the City and hold the City harmless, at TSA's sole expense, from and against all claims, demands, suits, losses, costs, damages and expenses that the City may sustain or incur by reason of: (a) any breach of this Agreement by any of TSA, TSA's employees, volunteers or persons for whom TSA is at law responsible; (b) any loss or misuse of funds held by TSA under this Agreement; (c) the acts or omissions of TSA, TSA's employees, volunteers or any person for whom TSA is at law

responsible in carrying on the Services, including any damage to any and all persons or property, whether deliberate, accidental or through negligence, and all tickets, fines or penalties; (d) any claim or finding that any of TSA, TSA's employees, volunteers or persons for whom TSA is at law responsible are employees of, or are in any employment relationship with, the City or are entitled to any Employment Benefits of any kind; or (e) any liability on the part of the City, under the Income Tax Act (Canada) or any other statute (including, without limitation, any Employment Benefits statute), to make contributions, withhold or remit any monies or make any deductions from payments, or to pay any related interest or penalties, by virtue of any of the following being considered to be an employee of the City, from TSA; TSA's employees, volunteers or others for whom TSA is at law responsible in connection with the carrying on the Project.

Insurance

15. Throughout the term of this Agreement TSA shall obtain and maintain third party general liability insurance covering all claims for negligence, nuisance, property damage and bodily injury, including death, arising out of the work covered in this Agreement. Such policy shall include the City as an additional insured with respect to this Agreement and be in an amount not less than Two Million Dollars (\$2,000,000.00) including personal injury liability, broad form property damage liability, contractual liability, owners and contractors protective liability, non-owned automobile liability, contingent employer's liability, and shall contain a severability of interests clause and cross liability clauses. Further, this insurance will not be cancelled or permitted to lapse unless the insurer notifies the City in writing at least thirty (30) days prior to the date of cancellation or expiry.

Reporting

16. TSA shall provide the City with a summary of events and/or a debriefing within thirty (30) calendar days after the start of the Emergency and on a monthly basis thereafter. At the conclusion of an Emergency relief effort, TSA shall, within sixty (60) calendar days, provide to the City a final report and accounting of its activities during the Emergency.

Legal Relationship

17. Nothing in this Agreement gives rise to a partnership or joint venture between the City and TSA.

TSA acknowledges and agrees this Agreement shall in no way be deemed or construed to be an Agreement of Employment. Specifically, the parties agree that it is not intended by this Agreement that TSA nor any person employed by or associated with TSA, including any volunteer, is an employee of, or has an employment relationship of any kind with the City or is in any way entitled to employment benefits of any kind whatsoever from the City whether under internal policies and programs of the City, the *Income Tax Act*, R.S.C. 1985 c.1 (1st Supp); the *Canada Pension Act*, R.S.C. 1985, c.C-8; the *Employment Insurance Act*, S.O. 1996,c.23; the *Workplace Safety and Insurance Act*, 1997 S.O. 1997, c.26 (Schedule "A"); the *Occupational Health and Safety Act*, R.S.O. 1990, c.o.1; the *Pay Equity Act*, R. S. O. 1990, c.P.7; the *Health Insurance Act*, R.S.O. 1990, c.H.6; or any other employment related legislation, all as may be amended from time to time, or otherwise.

Notwithstanding the paragraph above, it is the sole and exclusive responsibility of TSA to make its own determination as to its status under the Acts referred to above and, in particular, to comply with the provisions of any of the aforesaid Acts, and to make any payments required thereunder.

Amendment of Agreement

18. None of the terms, conditions or provisions of this Agreement shall be held to have been changed, waived, varied, modified or altered by any act or statement of either party, their respective agents, servants or employees unless done so in writing signed by both parties.

Term and Termination

Term

19. This Agreement shall continue for a period of five years unless terminated by either party.

Termination

20.1 This Agreement may be terminated by either party by giving thirty (30) calendar days' notice in writing to the other party.

20.2 Termination of this Agreement shall not relieve either party of any ongoing obligation incurred in accordance with this Agreement prior to its termination.

Withdrawal of Services – Health and Safety Considerations

21. TSA, acting reasonably, may give immediate notice at any time during an Emergency that it will withdraw or reduce its Services in the event conditions are such that TSA is unable to provide Services without compromising the health or safety of its staff and/or volunteers.

Notice

22. Any notice, instrument or document to be given, served or delivered must be in writing and sent to the other party at the address indicated below, or to such other address as may be designated by notice provided by either party to the other:

To the City:

Executive Director of Community Services
The Corporation of the City of London
Market Tower, 151 Dundas Street, London ON N6A 4L6

To the TSA:

The Salvation Army
Emergency Disaster Services
371 King Street, London, ON N6B 1S4

23. Any notice, instrument or document to be given by either party to the other shall in the absence of proof to the contrary, be deemed conclusively to have been received by the addressee (i) if delivered personally on a business day, then on the day of delivery; (ii) if sent by prepaid registered post, then on the second day following the registration thereof; (iii) if sent by ordinary mail, then on the third business day following the date on which it was mailed; or (iv) if sent by facsimile, upon confirmation of successful transmission of the notice.

Dispute Resolution

24. A dispute between the parties relating to the interpretation or implementation of this Agreement shall be addressed through good faith negotiation, with or without the assistance of a mediator. In the event that the Parties are not able to reach a resolution of all the matters in dispute after mediation, then on written consent of both parties, the matters remaining in dispute may be finally determined by arbitration in accordance with the provisions of the legislature of the province of Ontario, by a single arbitrator appointed in accordance with the legislation.

Whole Agreement

25. This Agreement comprises the whole of the understanding between the parties and is not subject to or in addition to any other arrangements, representations or warranties, whether written, oral or implied, that are not set out herein. However, the parties acknowledge that this Agreement does not affect any existing or future agreement that has been or may be put in place to deal with large scale emergencies which may occur within the geographic boundaries of the City of London.

Execution

26. The parties to this Agreement may rely on a facsimile copy of this Agreement, when executed, as conclusive evidence of a valid and binding agreement between them.

Representatives/Signatories

This Agreement has been executed on behalf of TSA by its duly authorized representatives and on behalf of the City under the hands of its Mayor and Clerk.

Signed, sealed and delivered.

For TSA

The Governing Council of the Salvation Army in Canada

Date: _____

*(signature)

(Print Name)

*(signature)

(Print Name)

*I/We have authority to bind the Corporation.

For the City:

The Corporation of the City of London

Date: _____

Joseph Fontana, Mayor

Date: _____

Catharine Saunders, City Clerk

Schedule "A" – Services

When notified by the City to provide some or all of the Services, TSA shall provide the following Services as notified by the City as follows:

A) Reception Centre

When requested by the Executive Director, TSA (Disaster Services) shall provide volunteers to assist with social services for City Reception Centres, including providing personal services, food, cots, mats, clothing and bedding for evacuees.

B) Mobile Feeding Service

When requested by the Executive Director, TSA (Community Response Unit - CRU) shall provide hot and cold beverages, soups/chili, sandwiches, snacks and hot meals. When requested by the Executive Director, TSA shall provide a canteen service to evacuees and first responders at various locations including staging areas and Reception Centres.

C) Emergency Food Services

When requested by the Executive Director, TSA shall provide food for Reception Centres with 2 hours' notice (providing the same services as the CRUs). TSA feeding services shall be provided by trained food handlers.

D) Bedding and Special Equipment

When requested by the Executive Director, TSA shall provide can provide about 100 mats, available, with hundreds more available from other Ontario locations. They can also provide portable mattresses for use as beds, sleeping bags, blankets, sheets and pillows.

E) Emergency Clothing Service

The Salvation Army has contacts with the community to provide emergency clothing to evacuees or identify clothing outlets for clothing services.

F) Emotional & Spiritual Care/Crisis Intervention

The Salvation Army can provide a variety of support services to victims, responders and volunteers. This includes personal services, spiritual counseling, comfort, and clergy assistance. While being a Christian-based organization, TSA can also assist in providing non-denominational assistance to those who need it and also assist with multi-disciplinary Critical Incident Stress Management.

Schedule "B"

Access to Information and Protection of Privacy

1. In this Schedule:
 - (a) "City Information" means General Information or Personal Information:
 - (i) provided by the City to TSA in relation to this Agreement;
 - (ii) collected by TSA in relation to this Agreement;
 - (iii) derived by TSA from the General Information or the Personal Information provided under subsection 1(a)(i) or collected under subsection 1(a)(ii);
 - (b) "TSA Information" means General Information or Personal Information, except City Information, provided by TSA to the City in relation to this Agreement;
 - (c) "General Information" means recorded information that is not Personal Information; and
 - (d) "Personal Information" means recorded information about an identifiable individual, including,
 - (i) information relating to the race, national or ethnic origin, colour, religion, age, sex, sexual orientation or marital or family status of the individual;
 - (ii) information relating to the education or the medical, psychiatric, psychological, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved;
 - (iii) any identifying number, symbol or other particular assigned to the individual;
 - (iv) the address, telephone number, fingerprints or blood type of the individual;
 - (v) the personal opinions or views of the individual except if they relate to another individual;
 - (vi) correspondence sent to an institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to that correspondence that would reveal the contents of the original correspondence;
 - (vii) the views or opinions of another individual about the individual;
 - (viii) the individual's name if it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual.
2. TSA shall comply with all applicable access to information and protection of privacy legislation in relation to the performance of this Agreement.

3. All City Information shall remain the sole property of the City and any of it or all of it shall be given by TSA to the City within 5 business days of:
 - (a) the City's written request;
 - (b) at the end of the Emergency; or
 - (c) the termination or expiry of this Agreement.
4. Except in accordance with this Agreement, TSA shall, when **collecting** City Information that is Personal Information:
 - (a) limit its collection of the information to that which is necessary for it to comply with this Agreement;
 - (b) make its best efforts to collect the information directly from the individual to whom the information relates by fair and lawful means; and
 - (c) identify the purpose for which the information is collected to the individual at or before the time of collection.
5. TSA shall **retain** all City Information in a manner that protects its security and confidentiality and shall not disclose City Information to any of its personnel not having a need to know such information in relation to the performance of this Agreement.
6. TSA shall not **use** City Information that is Personal Information for purposes other than that for which it was collected.
7. TSA shall not **disclose** City Information in any manner whatsoever without the prior approval in writing of the City except in accordance with this Agreement.
8. TSA shall not destroy any City Information.
9. The City may disclose, subject to all applicable access to information and protection of privacy legislation, including the *Municipal Freedom of Information and Protection of Privacy Act*, as amended:
 - (a) any part of or all TSA Information; or
 - (b) any part or all of this Agreement.

Schedule "C" - Eligible Expenses

FEE RATES, MAXIMUMS AND INVOICING PROCESS

1. The City and TSA will mutually agree on appropriate Eligible Expenses based on the services provided during an Emergency event.
2. All expenses must be preapproved by the Executive Director in order to qualify for reimbursement as Eligible Expenses.

Schedule “D” – Fundamental Principles of the Salvation Army and Emergency Disaster Services

AN ARMY OF SALVATION

The Salvation Army of Canada

IDENTITY STATEMENT

The Salvation Army is an international Christian church. Its message is based on the Bible; its ministry is motivated by love for God and the needs of humanity.

MISSION STATEMENT

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.

CORE VALUES

Salvation, Holiness, Intimacy with God, Compassion, Respect, Excellence, Integrity, Relevance, Co-operation and Celebration.

Emergency Disaster Services

The Salvation Army Emergency Disaster Services provides support, training and resources to respond with compassion, as exemplified by Jesus Christ, to those affected by emergencies and disasters.

Whenever any emergency, disaster, or critical incident strikes, the presence of Salvation Army personnel is expected. Whether it be a small-scale local incident or a major disaster, The Salvation Army is well-equipped to handle any demands made of it, as requested by the local municipality, province of Ontario, Emergency Services Personnel, or other Emergency Disaster Services unit. The Salvation Army's capability and experience are proven. Salvation Army staff and volunteers are often among the first on the scene and one of the last to depart, honouring a century-old commitment to serve those in need, at the time and place of need.

The Army's unique, international, quasi-military structure enables it to move quickly into action, utilizing local resources as well as those from within other parts of Ontario, Canada and the United States, if required. The Salvation Army can mobilize officer-personnel, staff, resources, volunteers and financial support from the public at large, and bring them to bear where the need is greatest.