

TO:	CHAIR AND MEMBERS COMMUNITY and PROTECTIVE SERVICES COMMITTEE MEETING ON DECEMBER 5, 2017
FROM:	WILLIAM C. COXHEAD MANAGING DIRECTOR, CORPORATE SERVICES AND CHIEF HUMAN RESOURCES OFFICER
SUBJECT:	2017 ANNUAL EMERGENCY MANAGEMENT PROGRAM UPDATE

RECOMMENDATION

That, on the recommendation of the Managing Director, Corporate Services and Chief Human Resources Officer, the following actions **BE TAKEN**:

- (a) The attached by-law (Appendix "A") **BE INTRODUCED** at the Municipal Council meeting to be held on December 12, 2017 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.-7495-21.
- (b) The balance of this Report, including an update of the Emergency Management Program **BE RECEIVED** for information.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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- December 25, 2013 "2012 Emergency Management Program Update"
- December 18, 2014 "2013 Emergency Management Program Update"
- January 4, 2016 "2014 Emergency Management Program Update"
- December 19, 2016 "2015 Emergency Management Program Update"

BACKGROUND

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

LONDON EMERGENCY RESPONSE PLAN

The London Emergency Response Plan is required pursuant to legislation. The plan 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.

For 2017, amendments to the London Emergency Response Plan include the following:

- Changes in titles to reflect current organizational structure;
- References to terminology related to Incident Management System; and
- Addition of Alert London – Emergency Mass Notification System.

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 members:

- London Police
- London Fire
- Middlesex-London EMS
- Middlesex-London Health Unit
- London Health Sciences Centre
- St. Joseph's Health Care - London
- London Transit
- London Hydro
- Engineering and Environmental Services (roads and water representatives)
- Neighbourhood, Children and Fire Services (emergency social services)
- Information Technology Services
- Middlesex County
- Corporate Security and Emergency Management

EMERGENCY PUBLIC NOTIFICATION SYSTEM

In May of this year, the Alert London Program was launched 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 of our key partners to do staff notifications and call outs.

EMERGENCY OPERATIONS AND TRAINING CENTRE

The Emergency Operations and Training Centre at #12 Fire Station in Byron continues to be a hub of activity for training and exercises. The facility is maintained in a constant state of readiness, through testing and maintaining the equipment and technology. An interoperability exercise is conducted every spring to exercise the operational capability with first responders. Staff at the centre also provide customer service to other staff and partner agencies who utilize it as a training centre.

EMERGENCY PREPAREDNESS WEEK

A Media Conference with the Mayor was held on Monday, May 8, 2017 at the Emergency Operations and Training Centre to open the week. Several displays and presentations were made throughout the week at community centres and libraries across the City. In addition a workshop was held for Business and Industry on the environmental regulations and potential hazardous materials associated to those regulations. A community open house was held on Saturday May 13th at the Emergency Operations and Training Centre. It 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. This event was partnered with 14 other local community agencies.

EOC TRAINING AND EXERCISE

A full day of training and exercise was held on October 12, 2017 at the Emergency Operations and Training Centre to fulfil the requirements of the provincial legislation. This year a full field exercise involving over twenty agencies and 500 staff was held to test multiple components of our emergency plans. The event involved a severe weather event affecting various locations across London. The event tested our Incident Command Structure, Reception Centre Management, Emergency Operations Centre activation and mass causality protocols. The exercise provided excellent learning opportunities

TRAINING

The City of London Emergency Management Staff continue to offer a wide range of courses that engage and educate our community partners in relation to current best practices related to the mitigation and response to emergency situations. Courses include: Basic Emergency Management, Incident Management System, Incident Management in the Emergency Operations Centre, Incident Command, Scribe Training, Hazardous Material Response, and Reception Centre Management. This year we partnered with the London Airport Authority and ran weekly Joint Incident Command Training with airport staff and our first response agencies. Over 300 individuals from multiple agencies and community groups participated in our training sessions.

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. This year emergency management staff provided several workshops and displays with community groups, faith based organizations, and at community events such as Sesquifest and Resilient Cities Conference. In addition through partnership with London Library, workshops were held at several branches to educate the public on preparing for and responding to emergency situations.

PARTNERSHIPS

Emergency Management staff continues to maintain partnerships 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 a number of avenues including:

- Office of the Fire Marshal and Emergency Management - Sector meetings;
- Fire Chiefs mutual aid;
- Provincial Emergency Management Coordinating Committee;
- Regional and Single Tier Community Emergency Coordinators Group;
- University of Western Ontario
- Fanshawe College, Emergency Management and Communications Programs;
- Ontario Provincial Police Ground SAR Program;
- Royal Canadian Mounted Police;
- Ontario Association of Emergency Managers; and
- International Association of Emergency Managers.

CONCLUSION

The Emergency Management Division continues to strive toward making London one of the best prepared communities. We continue to meet and exceed current legislative requirements as well as prepare for potential changes in standards currently being considered. We have strong support from our emergency management partners across our community and our 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.

Acknowledgments

This report was completed with the assistance of Henry Klausnitzer, Manager, Emergency Management, City of London

SUBMITTED BY:	RECOMMENDED BY:
DAVID O'BRIEN DIVISION MANAGER CORPORATE SECURITY AND EMERGENCY MANAGEMENT DIVISION	WILLIAM C. COXHEAD MANAGING DIRECTOR, CORPORATE SERVICES AND CHIEF HUMAN RESOURCES OFFICER