

TO:	CHAIR AND MEMBERS COMMUNITY and PROTECTIVE SERVICES COMMITTEE MEETING ON December 10, 2018
FROM:	WILLIAM C. COXHEAD MANAGING DIRECTOR, CORPORATE SERVICES AND CHIEF HUMAN RESOURCES OFFICER
SUBJECT:	2018 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 18, 2018 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.-7657-4.
- (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 "Emergency Management Program Update"
- December 18, 2014 "Emergency Management Program Update"
- January 4, 2016 "Emergency Management Program Update"
- December 19, 2016 "Emergency Management Program Update"
- December 12, 2017 "Emergency Management Program Update"

BACKGROUND

The Emergency Management and Civil Protection Act 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 London Emergency Response Plan Bylaw A-7657 and replace it with a new bylaw as required to reflect changes as required annually. A status update on the Emergency Management Program is also provided.

PROGRAM UPDATE

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 2018, amendments to the London Emergency Response Plan include the following:

- Addition of Deputy, Alternate or designate to Policy Group Members;

- Changes in titles to reflect current organizational structure;
- References to terminology related to Incident Management System; and
- 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 Services, Chief of Police, Deputy or designate;
- London Fire Department, Fire Chief, Deputy or designate;
- Engineering and Environmental Services (roads and water representatives);
- Social Services representative
- Middlesex-London Health Unit, Emergency Manager:
- Middlesex-London Paramedic Services (EMS), Chief, Deputy;
- Corp. Communications, Director, EIO or designate;
- Corporate Security and Emergency Management, 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:
- Corporate Security and Emergency Management.

The new bylaw attached as Appendix "A" reflects these changes.

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 of our key partners to do staff notifications and call outs. During emergency preparedness week, May 9th we tested the Alert London Notification system notifying over 160,000 contact paths within 70 minutes.

BUSINESS CONTINUITY

Corporate Security and Emergency Management Division, with the assistance of a Vendor, provided Divisional Business Continuity Leads with a half-day session on how to complete Business Continuity Worksheets. These Worksheets are the second step in the Business Continuity Program, with the first step being the completion of Divisional Business Impact Analysis (completed in 2017). Corporate Security and Emergency Management has also developed a Master Business Impact Analysis, which can be utilised during an event to identify priority programs providing support to the City and the community.

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 7, 2018 to open the week's activities at the new Middlesex London Paramedic Services HQ. Several displays and presentations were made throughout the week at community centres and libraries across the City. In addition a workshop was held for Environmental Emergencies, Business and Industry and a Lunch and Learn with our London's emergency shelters, drop in centre's and outreach programs. A community open house was held on Saturday May 12th 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 15 other local community agencies.

EOC TRAINING AND EXERCISE

A full day of training and exercise was held on June 20, 2018 at the Emergency Operations and Training Centre to fulfil the requirements of the provincial legislation. This year we partnered with Canadian Pacific Railway. The event involved a HAZMAT train derailment and simulated incident command post. The event tested our Incident Command Structure and Emergency Operations Centre activation and completing two operational planning cycles. The exercise provided excellent learning opportunities and lessons learned for all agencies involved.

The Community Emergency Management Program Committee worked with first responders to develop an Incident Commander simulated training package, to exercise first responder and Incident Commanders on IMS and interoperability. Using the XVR simulation computer graphic program we simulated a Terrorist event at a City facility during a public event. A total of 15 emergency exercise events at the EOC were conducted and trained 86 first responders and potential Incident Commanders.

COURSES

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, prevention, preparedness, response and recovery to emergency situations. Courses include: Basic Emergency Management, Incident Management System 200, 300, accredited by the Office of the Fire Marshal and Emergency Management. Other courses include: Incident Management in the Emergency Operations Centre, Incident Command, Scribe Training, Public Inquiry Centre, and Reception Centre Management. This year we partnered with Environmental and Engineering Services on a Chlorine and Anhydrous Ammonia workshop for our pool and arena staff.

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, presentations and displays with community groups, faith based organizations, and at community events. In addition through partnership with London Library, Alzheimer's Society memory café and 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 Committee;
- University of Western Ontario
- Fanshawe College, Emergency Management and Communications Programs;
- Ontario Provincial Police Ground SAR Program;
- Royal Canadian Mounted Police;
- Ontario Municipal Business Continuity Network;
- 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:
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