

Report to Community and Protection Services Committee

To: Chair and Members
Community and Protective Services Committee
From: Jacqueline Davison Deputy City Manager, Enterprise
Supports
Subject: 2021 Annual Emergency Management Program Update
Date: November 2, 2021

Recommendation

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

- (a) The attached by-law (Appendix "A") BE INTRODUCED at the Municipal Council meeting to be held on November 16th, 2021 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.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

- December 19, 2016 "Emergency Management Program Update"
- December 12, 2017 "Emergency Management Program Update"
- December 10, 2018 "Emergency Management Program Update"
- December 3, 2019 "Emergency Management Program Update"
- December 1, 2020 "Emergency Management Program Update"

2.0 Discussion and Consideration

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.-7657-4 and replace it with a new bylaw as required under the Act. 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

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 2021, amendments to the London Emergency Response Plan include the following:

- Changes in titles to reflect current organizational structure; and,

- References to terminology related to the Incident Management 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 best 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;
- Environmental and Infrastructure Services (roads and water representatives);
- Emergency Social Services representative;
- Middlesex-London Health Unit, Emergency Manager;
- Middlesex-London Paramedic Services (EMS), Chief, Deputy;
- Strategic Communications & Government Relations, 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; and;
- Middlesex County, representative.

COVID-19 PANDEMIC

On March 11, 2020 the World Health Organization declared COVID-19 as a pandemic and shortly after the Middlesex – London Medical Officer of Health declared a Health Emergency under the Health Protection and Promotion Act. The City of London and the Mayor declared a local state of emergency on March 20, 2020. Over the course of the past year numerous steps have been taken both locally and across the province in the management of COVID-19.

Since the declaration of a local state of emergency, the Municipal Emergency Control Group (EOC Policy Group) has been meeting weekly. The Emergency Operations Centre has been in active status since the pandemic with an Operations, Planning and Logistics Sections in place. Numerous action plans and initiatives have been implemented including the establishment of two assessment centres, three vaccination centres, a field hospital, expanded morgue capacity and expanded hospital capacity. In the past 18 months, public services have been reduced, modified, cancelled, reintroduced and recently modified again as we adapt to each wave of the pandemic.

All services and agencies have worked collaboratively in the management of COVID-19 in our community. This is the longest activation for our community and thanks to the extraordinary efforts of our partners we continue to effectively manage the impacts this virus is creating and keep our community safe. Our focus continues to be on preventing deaths and serious illness, maintaining essential services and a functioning economy.

ADDITIONAL EMERGENCY RESPONSE

In addition to the COVID-19 response, the Emergency Operations Centre was activated on several occasions in response to incidents within the community. These include:

- Rally related to death of four members of the Muslim Community – June, 2021
- Funeral for the four members of the Muslim Community - June, 2021
- Hospital Infrastructure Failure – August, 2021
- Unsanctioned Street Party - September, 2021
- Flooding - September, 2021

In August 2021, The City of London received a request for assistance from the Provincial Emergency Operations Centre to support Emergency Management Ontario in hosting a community affected by wildfires in Northern Ontario. From August 3rd to the

20th, the City of London and partner agencies assisted the province in hosting 356 evacuees' from Wabaseemoong First Nations in the City of London.

An emergency reception centre was activated on several occasions in response to a variety of incidents that occurred in multi-tenant building evacuations in the City. The incidents included fires and building structural integrity issues due to water damage from broken pipes. These evacuations were of varied duration with members of the public being assisted for one day to over a week. Emergency Operations staff also aided in activating cooling centres and monitoring multiple protests that occurred during the year.

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 4th, during our annual emergency notification test conducted during Emergency Preparedness Week. During the notification, 88,863 contacts within five minutes and, 90,695 contacts within ten minutes were completed. In addition Alert London was activated on August 3rd to notify residents of a significant fire in the Old South area of London and provided instructions to close windows and shut off HVAC systems temporarily due to heavy smoke in the area. Approximately 5000 residents were notified of the incident.

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 have been routinely used to support the corporation's response to COVID-19.

TRAINING AND COURSES

The Community Emergency Management Program Committee, Policy Group and Incident Commanders conducted their annual field and EOC exercise on June 17th in partnership with Labatt's Brewery. The London Emergency Response Plan was tested during a mock Anhydrous Ammonia release, as a HAZMAT response, site and tabletop exercise with Policy Group ZOOM meetings.

The City of London continues to offer a full curriculum of courses to our municipal partners, community agencies, non-government organizations and the public. Training is focused on the Incident Management System 200 & 300, Incident Command, Agency Incident Commander Training, EOC Operations, and Reception/Evacuation Centre Management. Emergency Management is also hosting a Safety Officer workshop for first responders in November. Staff at the centre also provide customer service to other staff and partner agencies who utilize it as a training centre on a regular basis. Training has been limited this year due to COVID -19

EMERGENCY PREPAREDNESS WEEK

During Emergency Preparedness Week a media and public education program was implemented, including a social media campaign. A virtual severe weather presentation was conducted by Environment and Climate Change Canada to our public, partner agencies and 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. In 2019 the Emergency Management Citizen Academy was launched to further educate and engage the public in their role during emergency situations. The program is paused due to the COVID-19 and Emergency Management staff continue to provide workshops, presentations and training on a limited basis or virtually. As part of our COVID response we have issued media releases and have frequent messaging through social media to educate the public.

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 several avenues including:

- Office of the Fire Marshal and Emergency Management - Sector meetings;
- Fire Chiefs mutual aid;
- 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, Campus Community Police Service;
- Fanshawe College, Emergency Management and Communications Programs;
- London International Airport;
- Ontario Municipal Business Continuity Network;
- Ontario Association of Emergency Managers; and,
- International Association of Emergency Managers.

Conclusion

The Emergency Management Program continues to strive toward making London among the best prepared communities in Canada. COVID-19 has reinforced the importance of preparedness and community engagement that has formed the basis of our program for many years. COVID-19 is an ongoing active situation that will test our resiliency and require continued focus and diligence for many months to come. There is strong 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 is exceptional. We will continue to build our program in accordance with best practices and teamwork.

Prepared by: Henry Klausnitzer, Manager, Emergency Management
Submitted by: David O'Brien, Director, Emergency Management and Security Services Division
Recommended by: Jacqueline Davison, Deputy City Manager, Enterprise Supports

Appendix "A"

Bill No.
2021

By-law No. A.-7657-4

A by-law to amend By-law No. A.-, being "A by-law to repeal By-law No. A.- 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 repealed and replaced with the attached new Schedule "A".
2. This by-law comes into force and effect on November 16, 2021

PASSED in Open Council on November 16, 2021

Ed Holder
Mayor

Catharine Saunders
City Clerk

First Reading – , 2021
Second Reading – , 2021
Third Reading – , 2021