

General Principles and Concepts  
of Emergency Management  
Planning & Business Continuity

Speakers' Session  
County of Essex  
Phil Berthiaume, Emergency Coordinator

Together, we're changing lives.  
www.essex.ca

Speakers' Session  
Non-Profit Sector:  
Planning for a Disaster  
~March 5, 2009~

This workshop is funded in partnership with:

- Canadian Red Cross / Croix-Rouge Canadienne
- BOURCES RELEVANTES CANADA

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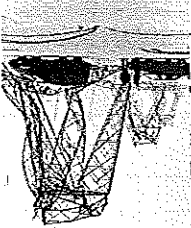
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**ONTARIO'S APPROACH**

- Emergency Management is based on hazard identification and risk assessment
- Probable hazards and risks become program priorities in community emergency management
- Based on best international practices (NFPA 1600)



**DID YOU KNOW?**

- Extensive aging infrastructure
- Complex technology
- Intensive social environment
- Average of 20 tornadoes every year
- Yearly floods, forest fires and earthquakes
- Evolving health and agricultural emergencies

**DID YOU KNOW?**

- Largest most concentrated population in Canada, 7 million in GTA
- Concentration of rail lines, highways and airports
- 60% of Canada road & rail accidents involving hazardous products
- Largest nuclear jurisdiction in North America (21 large nuclear reactors)
- >50% of Canada's chemical industry

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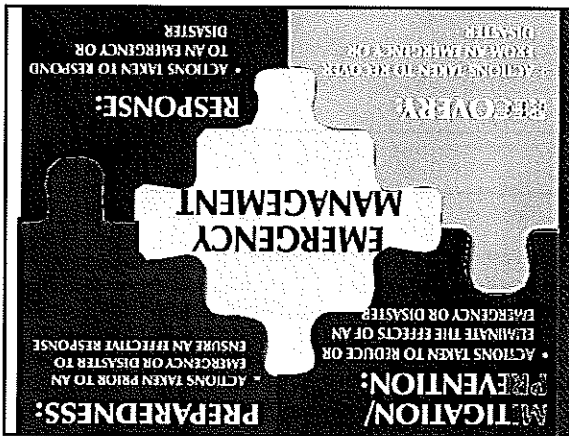
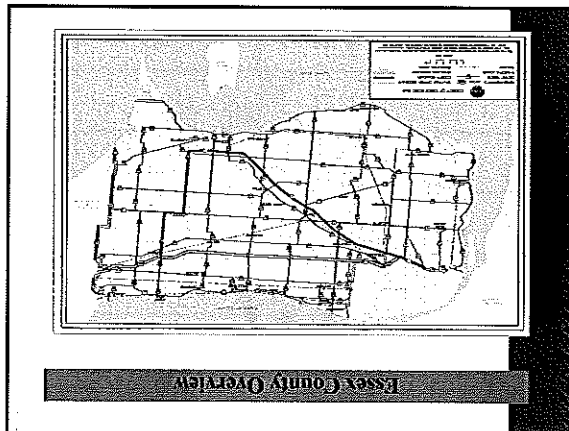
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- LEGISLATION - PROVINCIAL**
- *Emergency Management and Civil Protection Act* – proclaimed June, 2006
  - Order in Council
  - Regulations setting standards

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**Regional Emergency Preparedness and Response**

- Regional Emergency Management Working Group-Representatives from all above and some, including Private Industry and Business
- Quarterly Meetings, Information Distribution Lists and Exchanges, Expanding Membership and Individual Representation based upon staff changes, needs analysis, ect.

**Regional Emergency Preparedness and Response**

- Federal and Provincial Organizations- Public Safety Canada, Emergency Management Ontario, Various Ministries
- Status of Municipal Programs, Plans and Preparations-Mutual Aid/Coordination, Tiered Response, Professional Partnerships/Committees (CAOS, CLERKS, IT WATER OPERATORS, PUBLIC WORKS, IT AND GIS, BUSINESS DEVELOPMENT)

**Regional Background**  
2006 Census

- Windsor Population – 217,000
- Essex County Population – 177,000
- 8 Municipalities and 1 Upper-Tier Government Services
- Mutual Aid Agreements
- Neighbouring Municipalities:
  - ◆ DETROIT – 3 MILLION
  - ◆ CHATHAM-KENT – 110,000

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**Concerns**

- Formal Recognition of Local Agreements and Arrangements
- Protection of Workers- Health & Safety Liabilities, Coverage, Access to Medical Treatment, Workers Compensation, ect
- Compatible Training and Response Standards, Including Communications and Equipment
- Ease of Cross-Border Movement during an Emergency Event

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**International Emergency Preparedness and Response**

- Other Initiatives and Coordination- Wayne State University Major Project, Canadian Consul General (Detroit) Forums and Working Groups, DTE and Fermi II Plans and Preparations, Wayne and Monroe Counties CEMC Network
- REET
- Special Events/Occasions- OAS Summit, MLB All-Star Game, Super Bowl, Detroit Grand Prix, Red Bull Air Races, Air Shows

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**International Emergency Preparedness and Response**

- Long standing Traditional, Informal Working Relationships and Agreements (FIRE, POLICE, EMS)
- Recent Creation of South-East Michigan Emergency Preparedness Committees and Formal Invitations to Windsor and Essex County Representatives (Region South Health, SE Michigan Port and Maritime Security)

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**The Disaster Resistant & Resilient Business**

recovery is not complete unless economic recovery is  
 facilities, and houses, than it is to restore economic vitality to a  
 a. History has demonstrated that it is far easier to rebuild roads,  
 ility affected by a disaster.

**Facility and Operation Protection**

**Protecting Employees**

**Protecting Clients**

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**Why a Business Continuity Guide for Essex County?**

*According to the U.S. Department of Labor Statistics, 1/3rd of business's fail within the first year of a disaster and another 1/3rd within 5 years.*

*Is your business or company prepared?*

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**Concerns**

- Coordination of All International Committees, Relationships, Agreements, etc- Clear Identification of Forums and Elimination of any Duplication/Redundancy
- Practice, Practice, Practice- Regular Meetings, Information Exchange Forums, Contact Drills and Exercises do not have to be large scale or major event driven to involve key players at all levels)

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**County of Essex  
Business Partners Disaster Preparedness and Business  
Continuity Guide**

The County of Essex Business Continuity Guide contains many forms that will assist you and your team in preparing your business for any type of Emergency. For example, the Hazard Identification and Vulnerability Analysis

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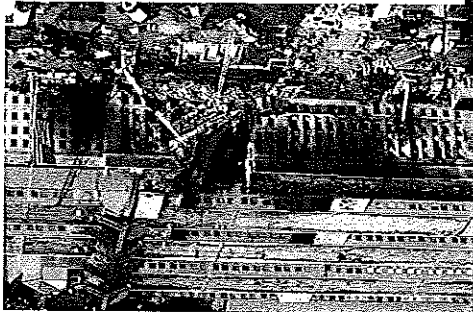
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*It can happen anywhere!*



*It can happen there,*

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**Disaster Mitigation**

Have you taken the necessary steps to protect your building and its contents?

Has your building completed a structural/non-structural vulnerability analysis?

Have agreements been made with current and alternative vendors/suppliers to assure business continuity?

Have you identified essential employees and vital records? Is there an employee or team that has or can be identified to address business continuity and emergency issues, even outside normal business hours?

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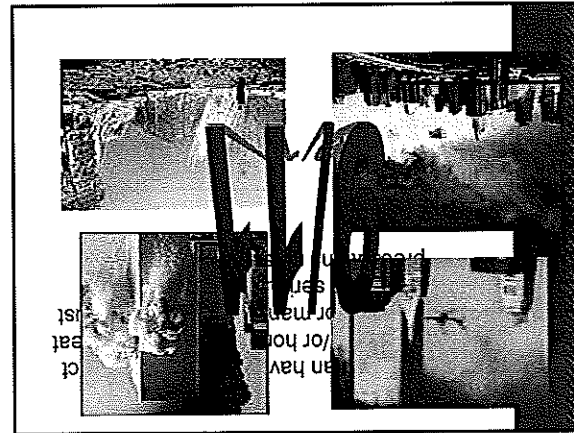
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**Global Costs of Extreme Weather**

- Increase in both extreme weather events and costs associated since the 1950's
- Record 72 extreme weather events in the 1990's with a staggering \$170 Billion in total economic losses
- Clear gap between insured and uninsured losses- Don't be a statistic, get insured and develop a plan.

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**County of Essex**  
**Business Partners Disaster Preparedness and**  
**Business Continuity Guide**

Phil Berthlaume - Emergency Management Coordinator  
 360 Fairview Ave, W  
 Essex Ont, N8M 1Y6  
 Office: 519-776-6441 ext 243  
 Call: 519-791-1917  
 Email: pberthlaume@countyofessex.on.ca  
 County of Essex Website: www.countyofessex.on.ca

County of Essex Business Partners Disaster Preparedness and Business Continuity Guide  
 Current Version July 2008

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Adopting a Business or  
 Services Continuity Plan for  
 Your Group Will Assist in  
 Ensuring That It Will Survive a  
 Variety of Disasters.  
*Take the Necessary Steps*  
 NOW, and Ensure the  
 Continuity of Your Service.

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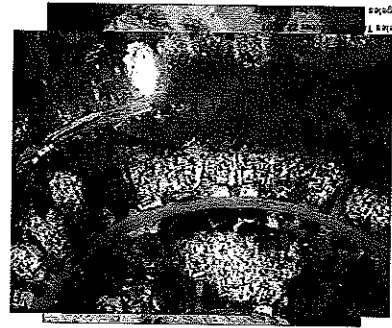
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**CALIFORNIA WILD FIRES**  
**OCTOBER 2007**

City of  
 Los Angeles  
 Los Angeles Times / October 23, 2007  
 Los Angeles Times / October 23, 2007

**City of Windsor Social & Health Services**

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- City of Windsor Social & Health Services (S&HS) is a regional service that covers the City of Windsor and 7 municipalities in Essex County




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**Emergency Preparedness**

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City of Windsor  
 Social and Health Services  
 Lucy Sobczyk Acting Emergency Response Coordinator




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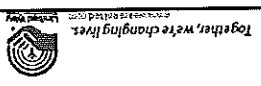
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**Speakers' Session**  
 (cont'd)

City of Windsor  
 Lucy Sobczyk,  
 Acting Emergency Response Coordinator




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**The Role of Social & Health Services Continued**

- Within a shelter, S&HS ensures that the provision of the following services are met:
  - Inquiry and registration
  - Lodging
  - Clothing
  - Food
  - Personal services

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**The Role of Social & Health Services in an Emergency**

- Primary role of S&HS in an emergency is ensuring the well-being of residents who have been displaced from their homes; and supervising the establishment and operation of temporary reception or evacuation sites for residents of Windsor & Essex County

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**The Role of Social & Health Services in an Emergency**

- S&HS is called into their role in an emergency at the request of Fire Services

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• One of the most important things that S&HS does in emergency planning is ensuring that community partnerships exist beforehand in order to ensure that the services can be delivered in a smooth and orderly fashion

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**Social & Health Services  
Community Partnerships**

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• Red Cross will establish the layout of the shelter and provide registration, inquiry services, food & clothing!

• The Salvation Army will ensure that water is available for evacuees and staff and assist in other services;

• Victim Services will provide counseling services and arrange for clergy upon request;

• Multicultural Council will assist with providing information in multiple languages and locate interpreters as needed.

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**Social & Health Services  
Community Partnerships**

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• The S&HS department has a purchase of service agreement with the Red Cross and partners with other Community Agencies

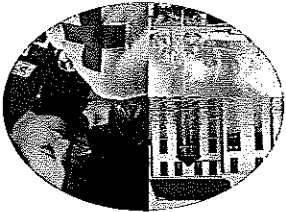
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**Social & Health Services  
Community Partnerships**


**Mission**

- The Canadian Red Cross Mission is to improve the lives of vulnerable people by mobilizing the power of humanity in Canada and around the world.

**Disaster Management**  
Coordinator, Donna Girard




Canadian Red Cross / Croix-Rouge canadienne



**Speakers' Session**  
(cont'd)

**Canadian Red Cross**  
Donna Girard,  
*Disaster Management Coordinator*



*Together, we're changing lives.*  
www.redcross.ca

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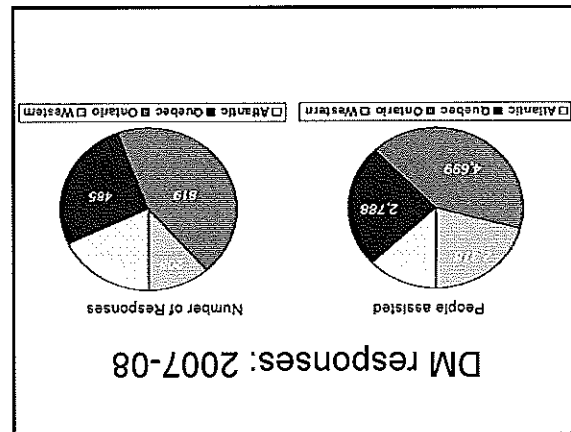
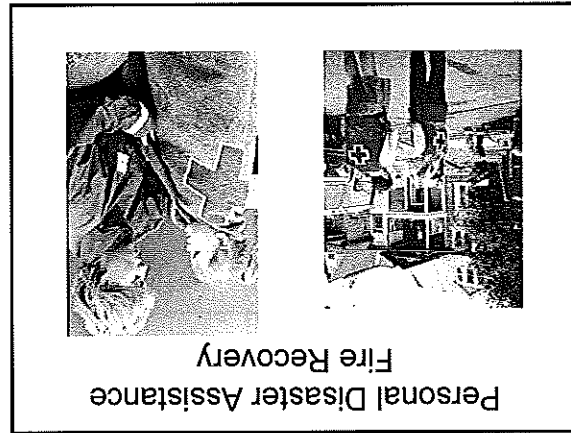
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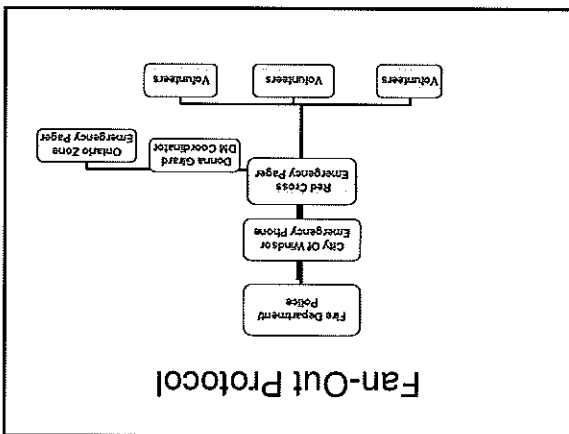
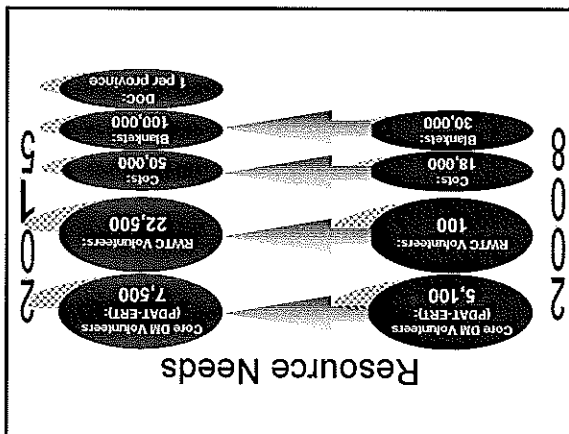
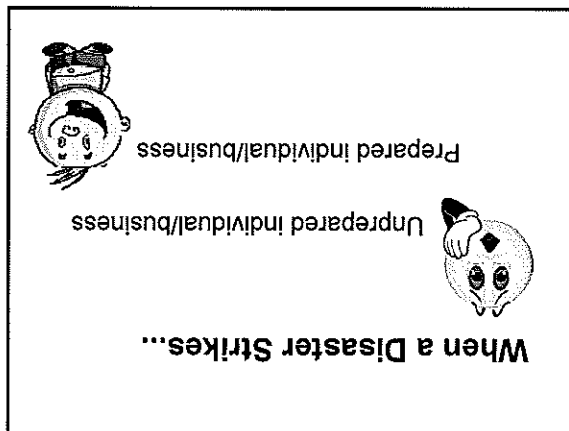
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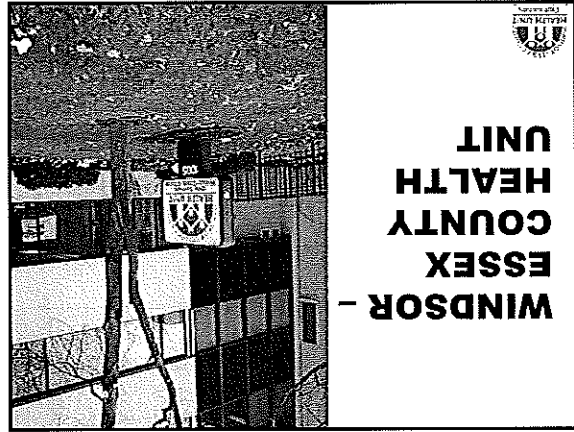
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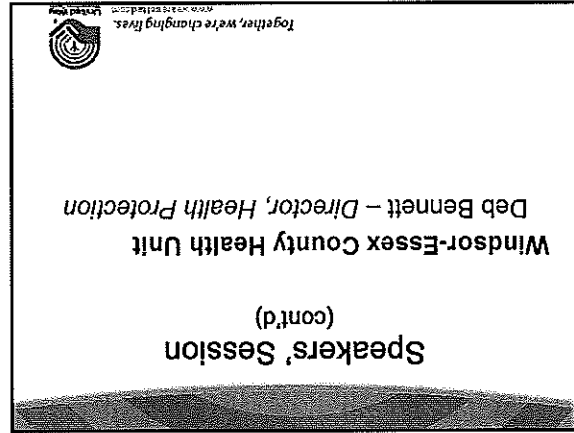
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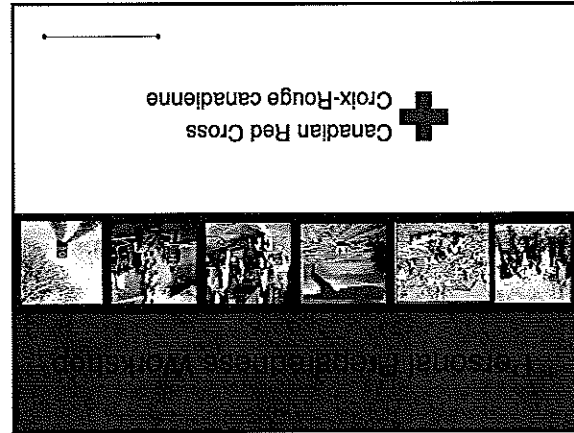
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**The Role of the MOH**

The MOH follows the 5 'C's of emergency response:

- Communication
- Consultation
- Collaboration
- Co-ordination
- Capacity

MOH is a member of the City Emergency Control Group

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**The Role of the MOH**

- The MOH is never the first responder
- called upon when the emergency escalates or there is a potential risk to public health

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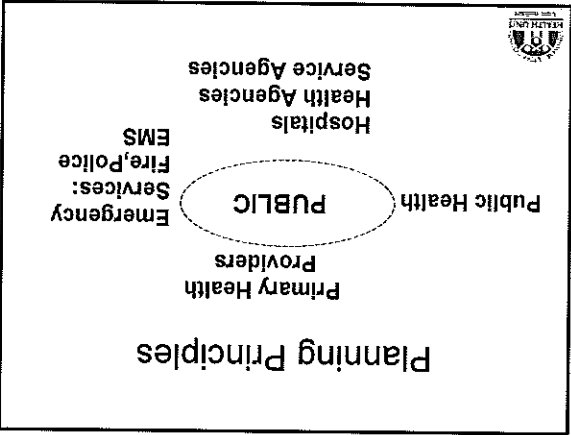
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**An Order Can Include**

- Vacating of premises
- Closing the premises
- Requiring the doing of work
- Requiring the removal of the health hazard
- Requiring the cleaning or disinfecting
- Requiring destruction...anything reasonable



**Community Health Protection - Section 13**

- MOH or Public Health Inspector (PHI) may make an order when they are of the opinion, upon reasonable and probable ground that a health hazard exists
- The order can specify requirements to decrease or eliminate the effect of the health hazard



**The Duty of the MOH**

May be called to inspect or cause the inspection of the disaster area for:

- health hazards,
- assess the risk to public health and
- the need to evacuate

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**Summary**

- MOH has important powers as to the health of the community
- Collaborates and coordinate with emergency responders and community partners to protect public health

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**ERP - Possible WECHU Tasks**

- Advisory Operations
- Liaison Operations
- Public Health Information Operations
- Health Care Coordination
- Infectious Diseases
- Nuclear Emergencies
- Public Health Emergency Operations Centre

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**ERP - Possible WECHU Tasks**

In an emergency, public health staff will provide the same essential services as we regularly provide, but will need to provide more of those services in a shorter period under more difficult circumstances.

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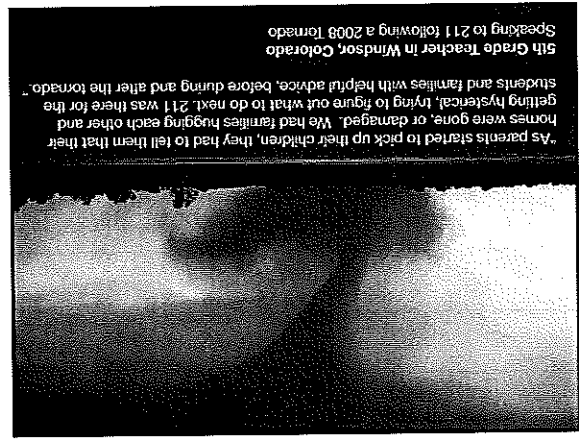

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- > Non-emergency Information and Referral Service
- > Available 24 / 7 / 365
- > Free to users
- > Multilingual (over 175 languages)
- > Accessible to TTY users
- > Available online at [www.211windsorcssex.ca](http://www.211windsorcssex.ca) & [www.211ontario.ca](http://www.211ontario.ca)
- > Professionally certified staff answer calls & maintain the 211 database
- > Designed to complement other N11 numbers/services, including 911
- > For all Windsor and Essex County residents

**Speakers' Session**  
**211**  
**Jennifer Tanner – Project Manager**

*Together, we're changing lives.*

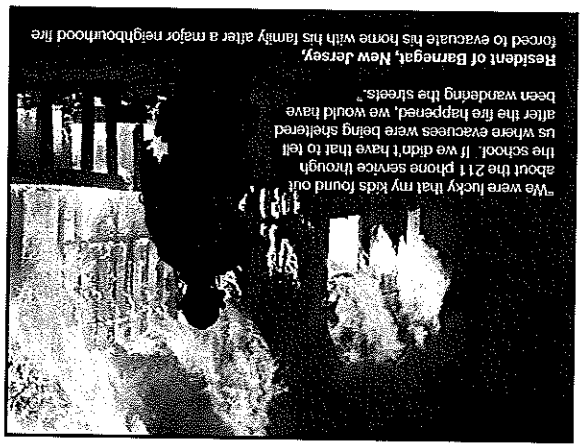


**Q & A Panel...**

Organization	Name	Title
211	Jennifer Tanner	Project Manager
Canadian Red Cross	Donna Girard	Disaster Management Coordinator
City of Windsor	Lucy Sobczyk	Manager, Residential Support Services
County of Essex	Phil Berthaume	Emergency Coordinator
Windsor-Essex County Health Unit	Deb Bennett	Director, Health Protection
Windsor Fire and Rescue Services	Dave Fields	Fire Chief

*Together, we're changing lives.*

**YOUR LINK TO COMMUNITY  
INFORMATION AND REFERRAL**


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