

COMMUNITY FLOOD MANAGEMENT PLAN

FEBRUARY 3, 2012

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SECTION 1: INTRODUCTION

1.1 Background

The City of Greater Sudbury is geographically the largest municipality in Ontario. Contained within the 3627 sq km are 330 lakes and four major rivers. In addition, some of the major tributaries are known hazard areas that can experience annual/seasonal flooding.

Many watercourses within the City limits respond quickly to weather events such as heavy rainfall or rain/snowmelt. Therefore, an emergency response to flooding requires collaboration between agencies, sectors and departments.

The extent of the initial flood response will depend on the warning time (which will vary based on the cause of the flooding) and on the scale of the flood event. Intense storms may produce a flood in minutes or a few hours, while areas downstream from heavy rains may have from twelve hours to several weeks to prepare. Flash floods can occur within six hours or less from the beginning of a heavy rainfall. Dam failure may occur within hours of the first signs of breaching.

Although it has been several years since the City of Greater Sudbury experienced significant flooding, the municipality, the Nickel District Conservation Authority (NDCA), and other partner agencies recognize the need for a Community Flood Management Plan to coordinate flood preparedness and response actions.

1.2 Purpose

The purpose of this Community Flood Management Plan is to prepare for the most efficient deployment of resources to achieve the following:

- To provide effective intra-agency and inter-agency cooperation and communication before, during, and after a flood event.
- A coordinated response consistent with prevailing conditions and information provided by external agencies including the NDCA Flood Forecasting and Warning System, local dam operators, and/or other sources.
- To define the roles and responsibilities of the City departments and supporting agencies involved in a flood emergency.

- To define the procedures to be utilized in minimizing the effects of a flood emergency in the City of Greater Sudbury.

1.3 Scope

The Community Flood Management Plan outlines the assistance that will be provided to the municipality and its residents during flood emergencies.

The City of Greater Sudbury (CGS) will work in conjunction with the NDCA, stakeholders and Provincial authorities to help prepare for, prevent and/or mitigate where possible, and coordinate a response to flood emergencies.

1.4 Planning Assumptions

The plan assumes the following:

- NDCA will provide watershed condition statements as they become available.
- CGS will have the primary responsibility for mitigation, prevention, preparedness, response and recovery in flood emergency/disaster situations.
- It is highly probable that with events such as climate change and weather anomalies Greater Sudbury could experience flash flooding or a major flooding event to some degree in the future.
- City of Greater Sudbury and partner agencies will follow the response activities set out in the Emergency Response Plan, the Community Flood Management Plan and Departmental Operating Procedures.
- Residents of Greater Sudbury will take active measures to protect personal property.

1.5 Plan Limitations

- The City of Greater Sudbury does not currently have a formal policy for the protection of private property during flooding. While efforts will be made to assist residents in the protection of their property during a flood emergency, the protection of critical municipal infrastructure must be the first priority to ensure continuity of municipal services to the community.
- There may be factors that will adversely affect the municipality's ability to respond to flood emergencies. Response may be delayed if roads become impassable, normal channels of communications may be disrupted and utilities may be unavailable for extended periods of time.
- Response to flooding varies depending on the cause of flooding. In the event of a heavy rain fall / severe summer storm the response and recovery may take place simultaneously as there is little or no time to prepare.

1.6 Authority

This plan is published as an annex to the City of Greater Sudbury Emergency Response Plan, as authorized by By-law 2011-162; the *Emergency Management and Civil Protection Act, R.S.O. 1990* and the City of Greater Sudbury Emergency Management Program.

1.7 Activation of the Plan

This plan may be activated in whole or in part, as required, by any member of the City of Greater Sudbury's Community Control Group, with or without the formal declaration of an emergency.

Upon activation, all participating agencies will respond in accordance with the procedures described within this plan and in accordance with their agency operating procedures.

SECTION 2: FLOOD INFORMATION

2.1 Types of Flooding

The causes of flooding within the City of Greater Sudbury could include one of the following, or a combination thereof:

Snow and Ice Melt Runoff Floods

Snowmelt runoff floods are the most common type of flooding in the City of Greater Sudbury. During the winter, most of the precipitation is stored as snow or ice on the ground. When the spring melt occurs, heavy runoff results from the rapid melting of the snow under the combined effect of sunlight, winds, and warmer temperatures. This causes huge quantities of water to be released. When the ground is frozen or paved over, the melting snow is unable to penetrate and runs off over the ground surface into streams and lakes resulting in flooding.

Spring Rainfall

In the spring, the predominant form of precipitation changes from solid (snow and ice) to liquid (rain). The impact of spring rainfall will vary depending on a number of factors including:

- How much rain falls
- How much melting occurred before a rain event
- The water content of the existing snow on the ground
- The ground conditions (frozen or unfrozen)

The worst-case scenario is above-zero temperatures combined with rain on frozen ground, or rain on snow with above-average water content. These conditions provide the greatest threat for flooding.

Severe Summer Storms

During high intensity thunderstorms, rainfall is often so heavy (torrential downpours) that the ground is incapable of absorbing the water quickly enough, resulting in very high runoff rates. As a result, flash flooding may occur. Greater Sudbury has experienced flash flood events in the past. They usually occur on the small urban watercourses.

Ice Jams / Frazil Ice

Ice jams result from the accumulation of ice fragments that build up to restrict the flow of water and then act as a temporary obstruction. Jams form during both the freeze-up and break-up periods, but it is usually the break-up jams that have the greater flood potential.

Ice jamming may also occur in the coldest period of winter, owing to the formation of anchor ice or frazil ice. Ice jamming occurs after prolonged periods of anchor and/or frazil ice formation resulting in ice build-up around bridge piers, islands, bends, shallow slope reductions, and constrictions.

Debris Jams

Debris jams typically occur at crossing structures, and are triggered during extreme, high-intensity rainfall events where large quantities of organic and inorganic material are washed into streams.

Dam Break or Breach

When a dam fails and water is released from a reservoir, the flood wave travelling downstream can cause significant property damage and possible loss of life.

Dam failures can be divided into two broad classifications:

- 1) Failures caused by overtopping during extreme rainfall / snowmelt events, or failure of an upstream dam.

- 2) Structural failures due to foundation problems (i.e. deterioration of concrete, erosion of earth, etc.), geological conditions, or earthquakes.

Overtopping the crest of the dam (i.e. dam breach), whether alone or in combination with a dam failure, can occur when an extreme hydrologic event or failure of an upstream dam causes large water inflows to exceed the capacity of the reservoir and its spillway. Overtopping may also be caused by an accumulation of debris or ice that restricts flow through the dam's spillway.

Urban Flooding

Urban flooding may occur when the rainfall exceeds the municipal storm drainage system's ability to handle the volume of rain. Urban flooding is common during flash flood events. This type of flooding occurs in urban / built up areas during thunderstorm events because the surrounding ground surfaces are largely paved over, thereby decreasing the capability of the ground to absorb even small amounts of rainfall quickly enough. During these types of events, the streets may become inundated, sewer systems may surcharge, and basements may fill with water.

Water Main Break

In extreme circumstances, water main breaks could result in large volumes of water being released and result in flooding. During such situations the streets may become inundated, sewer systems may surcharge, and basements may fill with water, creating issues similar to floods caused by natural phenomenon.

2.2 Potential Adverse Effects Caused by Flooding

A flooding event could result in, but is not limited to, the following:

- Threat to life and property
- Destruction of public property
- Utility failure (power, water / wastewater, gas)

- Communications disruption (telephone, internet, radio, television, newspaper production, delivery, etc.)
- Structural damage
- Erosion
- Damage to the watershed ecosystems
- Traffic disruptions (road, bridge or rail closures, stranded motorists)
- Difficulty in attaining and delivering emergency services (Police, Fire, EMS, Public Works)
- Food and water shortages
- Evacuation of people and animals
- Crop damage
- Threat to public health (dangerous goods accidents, contaminated water - both potable and non-potable water sources)

2.3 Factors Affecting Emergency Response to a Flood Event

- Flooding can occur at any time during the year due to a variety of natural phenomenon (i.e. weather) and/or human induced circumstances (i.e. debris jamming, improper dam operation, etc.), but is most likely to occur during inclement weather conditions that will affect response times and procedures.
- The amount and extent of damage caused by any flood depends on several variables, including how much area is flooded, the depth of flooding, the velocity of flow, the rate of rise, sediment and debris carried, the duration of flooding and the effectiveness of mitigation strategies.
- The potential for damage and/or loss of life due to flooding is magnified because, generally, the public may not recognize the safety hazards associated with flooding.
- Flooding does not necessarily occur in isolation of other emergency situations, and may occur simultaneously with another unrelated type of emergency, whether it is a natural or human-induced emergency.

- Flooding can also result in secondary emergency events, including landslides, contamination of drinking water supplies, sewage back-up in homes and businesses, overloading of the sewage treatment plants resulting in the release of untreated sewage and a significant impact on the environment, etc.

2.4 Flood Emergency Management Priorities

In a flood situation, the City of Greater Sudbury and its partner agencies will focus its efforts on achieving the following objectives:

- Preservation of life and safety of emergency responders, residents and visitors.
- Support for stranded and evacuated persons.
- Protection of the water supply system, sewage treatment and other critical infrastructure of the City of Greater Sudbury.
- Protection of the environment, watercourses and potable water supplies.
- Reducing the economic and social suffering and losses to the residents of Greater Sudbury where possible.
- Returning communities to normal through a coordinated recovery process that includes re-entry of displaced persons.
- Reducing the impact to private property where possible and appropriate.

SECTION 3: FLOODING EVENTS

3.1 Sources of Flooding

Greater Sudbury's watersheds are characterized by four (4) major rivers, namely the Wanapitei, Vermilion, Onaping and Spanish. There are also various major tributaries of these rivers that are known hazard areas and can experience annual / seasonal flooding. Examples include but are not limited to:

- Coniston Creek
- Romford Creek
- Whitson River
- Junction Creek
- Nolin Creek
- Copper Cliff Creek
- Fairbanks Creek

3.2 Response Time of Watercourses

In the City of Greater Sudbury various watercourses take different lengths of time to reach flood stages due to snowmelt / rain, heavy rainfall events, etc. Flood conditions can vary based on the size, shape, watershed development, and land use characteristics.

Generally the large river systems are slow to respond to snowmelt / rainfall events and can sometimes take days to reach flood stage. In contrast, peak flooding on smaller, urban watercourses can occur in less than 24 hours of the onset of snowmelt / rainfall or rainfall alone. Severe thunderstorm events can trigger flooding in a few hours, therefore, many of the smaller tributaries in the City are termed "flash flooders". The large river systems usually consist of lower flows from early summer through the winter months with peak flows in April, May and sometimes June. Large river flows will increase due to snowmelt, heavy continuous rainfall, ice jams or a combination of all.

Compounding the problem is flooding associated with impacts to urban infrastructure such as storm drains, storm / sanitary sewer pipes, etc., due to severe rainfall or freeze / thaw conditions.

In some older homes, rain gutter downspouts, weeping tiles and sump pumps are directly connected to sanitary sewers. While this was once an acceptable practice, the municipal wastewater treatment system serves more customers today than in the past, leaving less excess capacity to process rainwater. Systems are designed solely for wastewater, meaning that additional water flow from other sources can exceed the design capacity of pipes and treatment systems. This increases the risk of flooded basements and overflow of untreated wastewater into waterways. For this reason, residents are encouraged to disconnect rainwater drainage systems from the sanitary sewers.

3.3 Knowing Where It Floods

Baseline knowledge of flood-vulnerable areas is important to providing emergency response during flood events. The NDCA has flood plain maps available for operational use to illustrate areas that may be flooded based on level / flow forecasts.

The City of Greater Sudbury's zoning maps, which are available on the City's website, illustrate the flood plain of the various watersheds within the city's boundaries.

SECTION 4: RESPONSIBILITIES

4.1 Federal

Part of Environment Canada's mandate, as it relates to this Community Flood Management Plan, is to preserve and enhance the quality of the natural environment, including water, air and soil quality, conserve and protect Canada's water resources, and to carry out meteorology.

In partnership with the Ministry of Natural Resources, Environment Canada (Water Survey Canada) maintains a network of hydrometric stations under a Federal / Provincial Agreement. There are seven (7) of these stations in the watersheds around Greater Sudbury.

There are also two weather observation sites located at the Sudbury Airport. The first is maintained by NAV Canada in support of aviation activities at the airport and provides detailed hourly weather observations to Environment Canada.

The second site is also located at the airport and is maintained by Environment Canada. This is a fully automated site that is part of Environment Canada's Climate Observation Network. These observation sites are but two of the hundreds used by Environment Canada to monitor current weather conditions across North America.

Environment Canada's Ontario Storm Prediction Centre in Toronto uses current weather observations in combination with information from weather radars and satellites, a North American lightning detection network and a number of computer models to provide seven day forecasts for locations across the province.

This information is also used to issue Special Weather Statements, Watches and Warnings when severe weather that could endanger life and property becomes a possibility.

Some weather events can be extremely localized and are not always captured by an observation site. Examples include intense, localized rainfall due to severe thunderstorms during the spring and summer or snow squalls during the fall and winter.

Municipal staff across departments receive regular weather reports, advisories and warnings from Environment Canada weather services. These services are provided by severe weather meteorologists located in either Ottawa or Toronto.

4.2 Provincial

The Province of Ontario, through its various ministries, provides resources and support to Municipalities and Conservation Authorities. The province will:

- Declare a Provincial emergency when warranted.
- In a declared Provincial emergency, invoke the Provincial Emergency Response Plan and coordinate delivery of the Provincial response.

4.2.1 Ministry of Natural Resources (MNR)

- Responsible for Provincial flood emergency management (Provincial Order in Council No. 1157/2009).
- Maintain a Provincial Flood Warning System to provide Conservation Authorities with early alerts of major precipitation events.
- In partnership with Environment Canada, maintain a network of hydrometric stations under a Federal / Provincial Agreement that ensures all water level / flow data is collected in such a way as to conform to national standards.
- Conduct flood damage estimation and assessment after the flood.

4.2.2 Emergency Management Ontario (EMO)

EMO through the Provincial Emergency Operation Centre (PEOC) is the Municipal link to provincial and federal resources and support. EMO will:

- Provide appropriate provincial assistance as required.
- Determine provincial funding as appropriate.
- Assist with the identification of potential liability issues and possible solutions.
- Liaise with other municipalities as required.
- Liaise with federal government agencies as required.

- Assist with emergency information communication.
- Assist with the identification and implementation of short and long term recovery strategies.

4.2.3 Nickel District Conservation Authority (NDCA)

NDCA's legal authority comes from the *Conservation Authorities Act of Ontario* and the *Lakes and Rivers Improvement Act*.

It is the goal of the NDCA to:

- Prevent future loss of life and property by limiting flood plain / hazard land development.
- Reduce or minimize the risk of loss of life and property damage due to flooding in areas of historical development through the issuance of timely watershed conditions / flood messages and other information to those persons that may be at risk and to those agencies and individuals that respond to flood emergencies.
- Assist the City of Greater Sudbury and the Province (if necessary) with the implementation of their flood responsibilities.

NDCA Preparedness / Mitigation Activities

NDCA maintains a network of automated gauging stations on the various watercourses around the watersheds in Greater Sudbury. The information gathered on a continuous basis assists the NDCA in advising when flood events are possible or likely in known hazard areas. Water Survey of Canada and Ontario Power Generation also have monitoring stations on some watercourses in the City which can be accessed if required.

The NDCA also:

- Restricts development in flood prone / hazard areas and provides technical advice to the City in preventing or reducing the effects of flooding.
- Maintains a manual monitoring network of snowcourse survey stations.

- Maintains a network of automated stream gauges for monitoring rising water levels upstream and within areas subject to flooding.
- Maintains an information warning system to alert Municipal Officials, Emergency Services (Fire, Police, Emergency Medical Services), School Boards, Media, MNR, etc. of potential flood situations.
- Operates two flood control dams in the Junction Creek watershed to provide flood protection for highly developed parts of this urban watershed.

NDCA Response Activities

- Predict water level / flow responses based on existing resources / capabilities to forecast potential flood occurrences in different parts of the City.
- Appoint an NDCA Flood Coordination Advisor to oversee the NDCA's flood response operations, coordinate the daily determination of flood potential and, during times of pending and actual flood events, issue the appropriate messages for the expected magnitude of the event.
- Maintain lines of communications and constant liaison with all other operators of dams and control structure in the watersheds to coordinate management and response to pending or actual flood events.
- Maintain complete awareness of the status of Municipal and Provincial responses to flood emergencies.
- Assist with flood damage assessment where possible after flood events.

4.3 Municipal

Prevention / Mitigation Responsibilities

The Municipality is responsible for developing and implementing mitigation strategies to prevent or lessen the occurrences and/or severity of flooding.

These strategies include:

- Controlling development in and around flood zones using Zoning by-laws, Official Plans and Site Plan Development.

- Working with NDCA to map the flood areas and the impact on critical infrastructure.
- Developing and circulating public education material concerning flood prevention and clean-up.

Response / Recovery Responsibilities

When flooding occurs, the initial responsibility for the welfare of residents is at the Municipal level. As with any emergency, the first priority is responder and public safety. The second priority is the protection and maintenance of public critical infrastructure in order to maintain basic services (hydro, water / wastewater, gas, telecommunication systems, etc.).

When flood conditions are present the City of Greater Sudbury will:

- Activate the Community Flood Management Plan.
- Activate the Municipal Emergency Response Plan.
- Convene the Community Control Group.
- Appoint an Incident Commander.
- If necessary, recommend the declaration of a Municipal emergency.
- Direct and control all flood response operations in the Municipality.
- Coordinate the acquisition of emergency response equipment, personnel and other resources required at the incident site.
- Provide assistance to residents displaced by flooding.
- Address concerns related to homes in Greater Sudbury that are on private wells or have private surface water intakes.
- Liaise with the NDCA, local dam operators, Environment Canada, and the Ministry of Natural Resources.

- Disseminate vital emergency information to staff, the media and citizens using appropriate channels.
- Provide information to the public concerning water supply safety, alternative sources of water, and protective actions to be taken.
- Request assistance from agencies not under Municipal control, as required (i.e. Municipal Mutual Assistance Agreements, Red Cross, local industry, etc.).
- Request Provincial assistance to perform specific flood combat / control tasks as may be required.
- Coordinate community disaster financial assistance (Ontario Disaster Relief Assistance Program) as deemed necessary.
- Facilitate arrangements for the inspection of evacuated premises and provide for their orderly re-occupation as appropriate.
- Assist the Provincial authorities with damage estimation and assessment after the flood.
- Provide residents and businesses with information on safe handling of items damaged by water / sewage.
- Explore mitigation and prevention strategies to reduce the impact of future flood events.

4.3.1 Site Operations (Incident Commander)

The Incident Commander (IC) assumes responsibility for the overall coordination of all operations at the emergency site and is the point of contact between the Community Control Group and site operations.

The Incident Commander is responsible for:

- Identifying the flood risk areas.
- Prioritizing response activities.

- Evaluating and identifying equipment and resources needed.

The City of Greater Sudbury's Mobile Command Unit (MCU) may be deployed to provide a secure central location at the emergency site from which response operations are coordinated by the Incident Commander.

The following City departments and partner organizations will assist the Incident Commander in the response and recovery efforts at the emergency site:

4.3.2 Greater Sudbury Corporate Communications

- Act as liaison between Incident Command and the media.
- Designate and supervise an area for the media.

4.3.3 Greater Sudbury Fire Services

- Conduct floodwater rescue, as required.
- Rescue / evacuate any persons in danger with minimum delay and provide first aid as necessary.
- Assist Greater Sudbury Police Services with evacuations in the affected areas as required.

4.3.4 Greater Sudbury Police Services

- Evacuate the affected areas as required.
- Perform traffic and crowd control operations.
- Disperse people not directly connected with the operations who, by their presence, are considered to be in danger, or whose presence hinders in any way the efficient functioning of the flood combat/control operation.
- Secure the affected areas (based on need and availability of staff).

4.3.5 Greater Sudbury Infrastructure Services – Water / Wastewater

- Implement actions to protect water and sewer systems and identify threats to drinking water.
- Work with Greater Sudbury Corporate Communications to advise the public of protective actions that may be required in the event of damage or concerns related to the sewer systems and/or drinking water sources.
- Request the disconnection or discontinuance of any service that may constitute a public hazard.
- In the event a flood emergency results in the release of untreated or partially treated sewage into lakes and rivers, implement internal procedures and notify the Ministry of the Environment, Spills Action Centre Sudbury, the Sudbury and District Health Unit, and the Department of Fisheries and Oceans Canada.

4.3.6 Greater Sudbury Infrastructure Services – Transit

- Provide transportation for residents and emergency responders as required.

4.3.7 Greater Sudbury Community Development – Social Services

- Provide assistance to residents displaced by flooding as required.

4.4 Sudbury and District Health Unit

- Coordinate with Greater Sudbury Infrastructure Services to ensure the availability of potable water.
- Monitor health and sanitation conditions of Reception/Evacuation Centres.
- Provide the public with information about potable water (i.e. boil water advisories) in conjunction with Greater Sudbury's Corporate Communications.

4.5 Dam Operators

There are several dam operators throughout the watersheds and watercourses in Greater Sudbury:

- Ontario Power Generation
- Nickel District Conservation Authority
- Domtar
- Vale
- Xstrata
- Ministry of Natural Resources, and
- City of Greater Sudbury

Dam Operators are required to comply with all applicable legislation.

Prevention / Mitigation Responsibilities

- Maintain dam operations and emergency preparedness plans.
- Perform annual structural inspections on all dam facilities.

Response / Recovery Responsibilities

- Notify the City of Greater Sudbury and other community agencies when any concerns are raised regarding water levels, flows, or the potential for dam break / breach that could result in localized or widespread flooding.
- Maintain awareness of the status of Municipal and Provincial response to a flood emergency.
- Provide on-going information and technical advice to the City of Greater Sudbury, NDCA, and other area water managers for the operation of structures used for water/flood control to reduce the effects of flooding.
- Assist with flood damage assessment and estimation after the flood.

4.6 Union Gas / Hydro One / Greater Sudbury Utilities

- Perform disconnect operations where this is considered necessary and in the interest of public safety.
- Secure services and equipment to ensure continuity of supply.
- Coordinate the priority restoration of affected services as dictated by emergency needs of city services and other essential users.
- Assist with clean up and restoration of services.
- Assess ability to resume normal operations.

SECTION 5: EMERGENCY INFORMATION AND NOTIFICATION

5.1 Provincial Notification

Both the Ministry of Natural Resources and the NDCA have separate flood forecasting and warning systems. The Provincial Flood Forecasting and Warning System is maintained in Peterborough to provide Ontario's Conservation Authorities with early alerts of major precipitation / snowmelt / ice cover break-up events.

Conservation Authorities and the Ministry of Natural Resources typically consider flooding with regard to riverine flooding only and do not normally forecast urban flooding, therefore, flood-warning messages have not normally been issued if watercourses were not expected to leave the confines of their channels. However with the increased frequency of severe storms and the impacts of a changing climate, the Province has initiated a multi-sectoral working group which is developing standards and capabilities to begin dealing with forecasting and alerts related to urban flooding events.

5.2 Local Notification

The NDCA has an established notification procedure with critical community partners to facilitate an immediate, planned and coordinated response to a flooding emergency.

For the purposes of flood forecasting and warning the NDCA notifies the following agencies / organizations / individuals:

- City of Greater Sudbury
 - Infrastructure Services Department
 - Emergency Services Department
 - Corporate Communications Section
 - Mayor and Council
- NDCA Board
- Sudbury and District Health Unit

- Ministry of Natural Resources (Surface Water Monitoring Centre in Peterborough and Sudbury District)
- Dam owners and operators around the watersheds
- School Boards
- Media Outlets
- General Public
- Local MPs and MPPs

5.3 NDCA Notification

The NDCA issues Watershed Condition Statements in the form of Water Safety and Flood Outlook Statements.

Watershed Condition Statement – Water Safety

This is the least serious type of message issued by the NDCA. The two types of bulletins issued are Watershed Conditions and Water Safety.

Watershed Condition Statement:

A general notice issued by the NDCA as a reminder of the potential for high flows, such as those that might occur before or during spring runoff when ice cover breakup begins.

Water Safety Statement:

A general notice issued to residents advising of the potential dangers of current watershed conditions. It advises residents to exercise caution and take steps to protect themselves and their property.

Standard content for a Water Safety Statement includes:

- Date and time issued

- Period for which message is in effect
- Description of watershed conditions (level, flow, ice conditions, etc.)
- Weather forecast (current and long range)
- Relationship of weather forecasts to watershed conditions

Watershed Condition Statement – Flood Outlook

Flood Watch:

The purpose of a Flood Watch message is to notify primary municipal contacts and other partners that the potential for flooding exists. Receipt of a Flood Watch does not normally require specific action, however having been advised of a Flood Watch permits agencies to review their response plans, preparation status, etc.

Flood Watch messages are typically more general in geographical scope than a Flood Warning message. A Flood Watch message may be updated depending on how weather and runoff conditions change over time.

Standard content for a Flood Watch Message includes:

- Message number
- Date and time issued
- Period for which the message is in effect
- Date and time of expected up-date message, if any
- Name of sender and intended recipient(s)
- Summary of weather forecast information (current and long range)
- Description of watershed conditions including snowmelt / rainfall / ice jams
- Assessment of possible flooding and potential impacts

- Designated NDCA contact for additional information and liaison

Flood Warning:

The Flood Warning message advises the primary municipal contacts and other partners that a flood is imminent or occurring. Unlike a Flood Watch message, which provides generalized information, a Flood Warning message will provide detailed information on a specific watercourse(s) in an identified hazard area(s). Receipt of a Flood Warning message will require the municipality to take action to control / combat the impending or occurring flood and will likely include the activation of the Municipal Emergency Response Plan.

Flood Warning messages may be updated depending on weather and runoff conditions. A final update will be issued stating that the flood situation has ended and the Flood Warning has been terminated.

Standard content for a Flood Warning Message includes:

- Message number
- Date and time issued
- Date and time of expected up-date message
- Name of sender and intended recipient(s)
- Summary of weather forecast information (current and long range)
- Description of watershed conditions including snowmelt / rainfall / ice jams
- Assessment of expected flood magnitude and extent of impact
- Designated NDCA contact for additional information and liaison

All Clear:

The All Clear Message advises the public that flood conditions have stabilized and that residents and businesses may return to the flooded areas.

Standard content for an All Clear Message includes:

- Message number
- Date and time issued
- Date and time of expected up-date message
- Name of sender and intended recipient(s)
- Description of area
- Watershed conditions (i.e. levels have peaked, water is receding)
- Instruction to displaced residents (i.e. safe return to homes, begin clean up)

5.4 Municipal Public Warning Strategy

As there is no audible warning system in the City of Greater Sudbury, the public will be alerted to flooding conditions through local media (radio, television, newspaper) and social media (Facebook, Twitter). Warnings will also be posted on both the City of Greater Sudbury's and the NDCA's websites. In extreme circumstances, public warning may also be done through vehicle public address systems and/or door-to-door contact by municipal services and/or volunteers.

5.5 Public Information Sharing

The City of Greater Sudbury has compiled information for residents on what to do before, during, and after a flood emergency. This information is available on the City's website and in print.

After a flood emergency, the City will circulate information to affected residents to assist them in accessing services and recovering from the event. Information will be

disseminated through local media, social media, on the City website, and through other appropriate means.

SECTION 6: VOLUNTEERS

In extreme cases the City may need to supplement the existing municipal workforce with volunteers. If it becomes necessary, Greater Sudbury's Corporate Communications Section will work with local media to recruit volunteers.

Roles and responsibilities of volunteers will vary depending on the situation, safety considerations and the immediate needs of the City. All volunteers will be briefed and supervised by qualified City staff and assigned tasks based on their skills and abilities.

SECTION 7: TRAINING AND SUPPLIES

Each participating agency is responsible for defining and providing, at its own cost, the necessary training and supplies in order to perform its emergency roles.

The City of Greater Sudbury, NDCA, and the Ministry of Natural Resources each carry a limited inventory of sand and sandbags for their own use. In the event the City requires a significant number of sandbags for the protection of critical municipal infrastructure, a request will be made to the Provincial Emergency Operations Centre for consideration. The City's requirements will be assessed based on urgency, available supplies and provincial priority.

SECTION 8: RECOVERY

The ability to recover from the physical damage, injury, economic impairment and human suffering resulting from a disaster is a critical element of any emergency program. It is essential to recognize that successful recovery planning and activities depend on the rapid start-up of a recovery plan and must begin during the emergency response phase.

Through the implementation of a municipal disaster recovery strategy, the City of Greater Sudbury will work with its Departments, partner agencies, and volunteer resources to restore critical infrastructure (both public and private), systematically clean up affected areas, and return the community to a state of normalcy.

The prioritization of restoration and clean up efforts will be determined by the City's Community Control Group based on a number of influencing factors, with the primary focus being on the protection of public safety.

SECTION 9: PLAN MAINTENANCE AND REVIEW

This plan will be reviewed annually by the Emergency Management Section of the City of Greater Sudbury and, where necessary, revised with input from municipal departments, the NDCA and other responding agencies.

SECTION 10: REFERENCES

The websites listed below will provide the reader with additional information on flood preparedness and response from the various levels of government and the Conservation Authorities.

Ministry of Natural Resources

- <http://www.mnr.gov.on.ca/>
- <http://www.mnr.gov.on.ca/en/Business/Water/Publication/264499.html>

City of Greater Sudbury

- http://www.city.greatersudbury.on.ca/cms/index.cfm?app=div_emergprep

Nickel District Conservation Authority

- http://www.nickeldistrict.ca/ndca/index.php?option=com_content&view=frontpage&Itemid=73

Sudbury and District Health Unit

- <http://www.sdhu.com/>

SECTION 11: ACRONYMS

Acronym	Definition
CAO	Chief Administrative Officer
CCG	Community Control Group
CGS	City of Greater Sudbury
EM	Emergency Management
EMO	Emergency Management Ontario
EOC	Emergency Operations Centre
ERP	Emergency Response Plan
ES	Emergency Services
IC	Incident Commander
ICP	Incident Command Post
MNR	Ministry of Natural Resources
NDCA	Nickel District Conservation Authority
OPG	Ontario Power Generation
PEOC	Provincial Emergency Operations Centre
SDHU	Sudbury and District Health Unit
W/WW	Water / Wastewater

SECTION 12: GLOSSARY OF TERMS

Term	Definition
Community Control Group	A group comprised of key municipal department heads and officials who are responsible for decision-making and the provision of essential services needed to minimize the effects of a large-scale emergency on the municipality. The Chief Administrative Officer is responsible for coordinating the actions of the Community Control Group.
Emergency	Situations or the threat of impending situations abnormally affecting the lives and property of society, which by their nature and magnitude require a controlled and coordinated response by many agencies distinct from routine operations.
Emergency Operations Centre	A location outside of the Emergency Site with adequate space and communications for the Community Control Group to control emergency operations.
Emergency Response Plan	Establishes the methodology through which the City will mobilize its resources in the event of an emergency to coordinate the earliest possible response, protect lives and property, and restore the municipality to a state of normalcy.
Emergency Site	The location where the emergency exists.

Term	Definition
Flood	The overflowing of the normal confines of a stream or other body of water (i.e., lake, pond, wetland, reservoir) or uncontrolled overland flow of an urban nature.
Flood Emergency	An incident wherein the safety and welfare of people, and/or damage to public property and/or private property, is threatened by the effects of flooding.
Flood Forecast	Provides warnings for people threatened by floods and helps in the operation of water control structures.
Incident Commander	The agency / individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The Incident Commander has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations.
Mitigation	Actions taken to reduce the impact of emergencies.
Mobile Command Unit	A mobile communications / central control centre from which the Incident Commander oversees and coordinates the management of the incident. The Mobile Command Unit provides a communication link between Incident Command and the Emergency Operations Centre.

Term	Definition
Preparedness	Actions taken to prepare for emergency situations. This includes developing emergency response plans, conducting training and exercises and providing education and awareness information geared towards personal preparedness.
Prevention	Actions taken to prevent emergencies from happening.
Recovery	Actions taken to return the community to a state of normalcy. This includes developing and implementing measures that expedite a return to normal activities and the recovery of losses.
Response	Actions taken to respond to an emergency that includes providing timely, relevant and accurate emergency information to the public.
Watershed Conditions Statements	General watershed condition notices related to potential flooding or other conditions that pose a risk to personal safety (high flows, unsafe ice, slippery banks, high lake levels, etc.). Statements are initially directed to municipal departments and agencies followed by the general public through the local media.

**Always Prepared.
Toujours prêts.**



**Emergency
Preparedness**

**Préparation aux
situations d'urgence**

www.greatersudbury.ca

www.grandsudbury.ca



Flood Preparedness



Flood Preparedness: Who to Call

Who to CALL

To report a crime in progress or
a life-threatening emergency situation 9-1-1

Union Gas to disconnect gas
powered appliances 1-877-969-0999

Greater Sudbury Hydro
to disconnect electricity 675-7536

Hydro One to
disconnect electricity 1-800-434-1235

Sudbury & District Health Unit for
health questions and cleaning tips 522-9200

City of Greater Sudbury for
water/wastewater services 3-1-1

Nickel District Conservation Authority 674-5249

Ontario Works 675-2411

Ontario Disability Support Program. 564-4515

Web sites for more information:

www.greatersudbury.ca
www.sdhu.com
www.nickeldistrict.ca
www.sudburyhydro.com
www.hydroone.com
www.uniongas.com
<http://www.iclr.org>
www.emergencymanagementontario.ca
www.getprepared.gc.ca

Flood Preparedness

Before a flood:

- ☐ Improve outdoor drainage around your home.
- ☐ Avoid plugging or damaging the sewer lines on your property.
- ☐ Disconnect downspouts, sump pumps and weeping tile from sanitary sewers.
- ☐ Identify and seal flood entry points.
- ☐ Keep storm sewer grates clear.
- ☐ Review your insurance policy to ensure you have adequate coverage.
- ☐ Maintain a list of household inventory in the event of loss.
- ☐ Reduce home water use during heavy rainfall.

During a flood:

- ☐ Protect yourself from electrical shock.
- ☐ Call your local utilities to turn off hydro and gas.
 - If it's sewage, call a licensed plumber.
 - Don't use toilets or sinks.

After a flood:

- ☐ Begin cleaning immediately.
- ☐ Contact your insurance company.
- ☐ Register with the City of Greater Sudbury for collection of flood damaged materials, when applicable.
- ☐ Access social assistance, if necessary.
- ☐ Investigate home improvements that can help prevent future floods.

Flood Preparedness: Know what to do if your basement has flooded

Important first steps:

- Protect yourself from electrical shock. Do not enter the flooded area if there are live electrical currents. If you can enter the flooded area, wear rubber boots and rubber gloves. Don't touch anything metal.
- If it's sewage, call a licensed plumber. The plumber will determine whether the source of the sewage backup is on municipal property or private property. If it is located on municipal property, the plumber will contact the City of Greater Sudbury at 3-1-1. Municipal staff will be dispatched to your residence to verify the location. The plumber will then be authorized to carry out repairs at municipal expense up to a two hour maximum. Repairs which extend beyond two hours must be completed by municipal staff. Repairs or clearing of sewer blockages on private property must be completed at the property owner's expense.
- If the water has reached an electrical outlet, extension cord or baseboard heater, you risk electrocution. If you're in doubt about your safety, contact your hydro utility to disconnect electrical power. Call Greater Sudbury Hydro at 675-7536 or Hydro One at 1-800-434-1235.
- If you make the decision to shut off the main switch on your electrical distribution panel without assistance, wear rubber boots and rubber gloves. When shutting off the main switch, make sure you are standing on a dry, wooden surface—a wooden chair, for example. Do not touch anything metal. Shut the switch off using a wooden stick or broom handle.
- If the floodwater threatens gas-fired equipment such as your furnace or hot water heater, call Union Gas at 1-877-969-0999 to have the gas turned off.
- Contact your insurance company and begin documenting damages.
- Begin cleaning immediately. Remove standing water using pails and mops. Avoid using electrical equipment such as pumps and shop vacuums until an electrician has confirmed that it's safe to turn the power back on.
- Information about how to clean and protect your health is available through the Sudbury & District Health Unit. Call 522-9200 or visit www.sdhu.com
- In the event of unusually intense or widespread flooding, the City of Greater Sudbury may provide expanded collection of curbside household waste to residents who currently receive this service. If a decision is made to offer expanded household waste collection, the City of Greater Sudbury will advise residents through local news media. Residents will be asked to register for expanded collection services by calling 3-1-1. Special provisions may also be made for direct deliveries to local landfills.
- Avoid flushing toilets and using sink, tub and shower drains until the source of the basement flood has been corrected.

Flood Prevention: Minimize the risks of basement flooding

Improve your drainage system:

- Remove debris from your eaves troughs regularly.
- Make sure your downspouts include extensions that take runoff water at least six feet or 1.8 metres away from your basement walls and neighbouring properties. Another alternative is to position a rain barrel with a mosquito resistant covering under your downspout.
- Ensure the ground around your house slopes away from your foundation for a distance of at least six feet or 1.8 metres. The land around older homes can settle, bringing water toward the foundation rather than away from it.
- A sump pit drainage system—which includes a sump pit set into your basement floor, a sump pump and a drainage pipe—can be used to collect water from the weeping tiles that surround your basement walls and push the water away from your house via the drainage pipe. Make sure the drainage pipe takes the water to a place where it can be easily absorbed—a lawn or garden, for example. Clean the sump pit each year after freeze up and check the sump pump for debris at least once a year, preferably before the rainy season. A battery powered back-up sump pump can ensure your system continues to operate in the event of a power outage.

Keep the sewage pipes between your house and the sewer main clean:

- Avoid pouring grease, oils and kitchen wastes down the drain. Collect cooking grease in a tin can. Once it cools, dispose of it in your green organic kitchen collector or with household garbage.
- Do not flush dental floss down the toilet. It can wrap around paper and other debris, catch on imperfections in your sewer pipes or in the sewage line between your home and the street, and cause a blockage.

- Avoid planting trees and shrubs near the line that leads from your home to the sewer main. Their roots can penetrate the lateral and cause the pipe to break or block.

Disconnect rain gutter downspouts, weeping tiles and sump pumps from the sanitary sewer system:

- In some older homes, rain gutter downspouts, weeping tiles and sump pumps are directly connected to the sanitary sewer system. While this was once an acceptable practice, the municipal wastewater treatment system serves more customers today than in the past, leaving less excess capacity to process rainwater and snow melt. These connections are illegal under municipal by-law and increase the risk of basement flooding.

Install a backwater valve with caution:

A backwater valve can prevent sewage from an overloaded sewer main from backing up into your basement. Proper installation and placement of a backwater valve is extremely important. Have the valve installed by a licensed plumber to ensure it is properly placed to block a sewer backup that might otherwise find its way into your basement via sinks, toilets or laundry tubs. Make sure you can easily access the valve. Backwater valves are only effective if they are maintained regularly. A valve that is not maintained can worsen a potential flooding situation. A valve that is placed in the wrong location can crack a basement floor and lead to flooding. Do not install a backwater valve if your weeping tiles are connected to the sanitary sewer system.

Reduce home water use during heavy rainfall events:

The more stress placed on the municipal sewer system, the greater the chances that you or your neighbors will have sewer backup problems. Wait a few hours after a severe rainfall before starting laundry and dishes.

Flood Preparedness: Minimize the risk of overland flooding

Overland flooding can occur when rainfall or snowmelt exceeds the capacity of underground pipes, or when a rainstorm exceeds the capacity of overland flow routes – streets, ditches, swales and parks designed to carry flood water away from urban areas. Flood water can enter homes through windows, doors, vents and other openings. Most insurance policies do not cover damages caused by overland flooding but there are some proactive steps property owners can take to minimize their risk.

Identify and seal flood entry points:

Water can enter your basement through gaps between the basement wall and the framing around windows and doors and through gaps surrounding services such as electrical wiring, phone and television cables and pipes. Cracks in brickwork, basement foundations and floors can also provide entry points for overland floodwater. In many cases, cracks can be sealed from inside the basement. Talk to a plumber, contractor or your local home improvement store for advice and products.

Inspect and correct your lot grading:

Inspect your lot to see if your yard slopes away from your home. The soil directly beside your foundation wall should be approximately 10 – 15 cm higher than the soil 1.5 metres away from the foundation. If your home has window wells, make sure the bottom of the well is at least 15 cm below the underside of your basement window. Window wells must have proper drainage; otherwise, they will overflow and direct rainwater into the basement. A window well cover can provide added protection. Talk to a plumber, contractor or your local home improvement store for advice and products.

Check storm sewer grates for debris:

If there is a municipal storm sewer in front of your residence, check whether it is clear of ice, leaves or other debris to prevent water from flowing back onto your property.

Maintain drainage systems:

Remove debris from eaves troughs. Attach extensions to downspouts to carry water away from your foundation as well as that of neighbouring properties. Test and clean your sump pump and pit. Direct connections of sump pumps and downspouts to the municipal sanitary sewer system are illegal and heighten the risk of sewage backup into your basement. Contact the City of Greater Sudbury at 3-1-1 for free, confidential information about disconnecting drainage systems from sewer laterals.



Flood Preparedness: **Know your insurance policy**

Most insurance companies will provide coverage for sewer backup damages. Coverage for sewer backup damage is often included in typical home insurance policies, but in many cases a separate endorsement must be purchased. If you are a tenant, Tenants' Insurance can cover the loss of personal belongings as well as provide liability protection. Not everyone's insurance policy is the same: Talk to your insurance provider or broker to find out whether your coverage is sufficient to cover potential losses. Check your policy each year and keep a detailed inventory of your residence.

What if I think the damage is the City's fault?

Private laterals carry wastewater from private properties to the municipal sewer line. Property owners are responsible for the maintenance and repair of all connecting laterals. If a blockage or other occurrence is located on the municipal portion of the sewer line, compensation will be provided if it is proven that property damage is the result of negligence on the part of the city. Your first step in the event of flood damage is to contact your insurance company. Typically, insurers will try to recover the amount of your deductible as well as the claim that they paid, if they believe the city is responsible.

How do I make a direct claim?

Complete and submit a Notice of Claim to: City of Greater Sudbury, Risk Management/Insurance Officer, P.O. Box 5000, Station A, Sudbury, ON P3A 5P3. The Ontario Municipal Act requires you to notify the City, in writing, within ten days of the date of the incident, and may require you to begin legal action within three months.

How are claims handled?

When Risk Management Services receives your claim, an investigation will be started. You will receive a written reply to let you know your claim has been received.

The city's investigation may include an on-site visit by employees or an adjuster, if appropriate, as well as obtaining internal and external documentation, and speaking to employees and/or contractors who may have some knowledge of the incident.

A decision will be made when all of the information has been reviewed. You will be advised as quickly as possible. The city's insurer or adjuster will provide compensation only when it is legally liable for the damage sustained.

Emergency Housing Assistance: Where to find help when you're in need of emergency housing or shelter

Canadian Red Cross,
1460 Fairburn St., Sudbury – 674-0737

During a large-scale emergency, an evacuation shelter may be established in accordance with the City of Greater Sudbury's Basic Emergency Response Plan. During such an event, municipal Social Services will partner with the Canadian Red Cross to provide basic care, comfort and information services within the shelter.

The Canadian Red Cross may provide Personal Disaster Assistance to victims of a house fire or flooding for a period of up to 72 hours.

The Canadian Red Cross also provides the following support services on behalf of Greater Sudbury's Homelessness Network:

- list of available affordable housing,
- assistance with \$300 towards first month's rental deposit (dependent on client assessment and available resources),
- assistance with rent or utility arrears for persons at risk of eviction or disconnection (dependent on client assessment and available resources).

Emergency Shelters

Salvation Army,
146 Larch St., Sudbury - 673- 1175

Emergency shelter for men over the age of 19.

Emergency shelter for single women over the age of 19 and for families.

Foyer Notre Dame,
307 Cedar St., Sudbury - 675- 6422

Emergency shelter for female youth ages 16 to 23.

Say Cedar Youth Shelter,
261 Cedar St., Sudbury - 670-2151

Emergency shelter for male youth ages 16 to 19.

YWCA Sudbury,
Genevra House – 673-4754

Support services and emergency shelter for women experiencing abuse by their intimate partners.

Affordable Housing

City of Greater Sudbury Housing Services,
Housing Registry (learn how to register) – 674 4455, ext. 4678

Ontario Disability Support Program Recipients,
Financial Support for Housing (dependent on client assessment) – 564-4515

Ontario Works Recipients,
Financial Support for Housing (dependent on client assessment) – 675-2411

Homelessness Network

Corner Clinic / Centre de Sante,
344 Elgin St. (Samaritan Centre),
Sudbury - 673-3721

John Howard Society,
204 Pine St., Sudbury - 673-9576

Association des jeunes de la rue,
307 Cedar St., Sudbury - 675-6422

Elizabeth Fry Society,
204 Elm St., Sudbury - 673-1364

Canadian Mental Health Association,
110 Elm St., Sudbury - 675-7252

N'Swakamok Native Friendship Center,
111 Elm St., Sudbury - 674-2128

Sudbury Action Center for Youth,
105 Elm St., Sudbury - 673-4396

Canadian Red Cross,
1460 Fairburn St., Sudbury - 674-0737

Legal Aid

Landlord and Tenant Board
(formerly the Ontario Rental Housing Tribunal),
Northern Regional Office, 199 Larch St.,
Sudbury - 1-888-332-3234

Sudbury Community Legal Clinic,
Rainbow Centre, 40 Elm St, Unit 272,
Sudbury -674-3200

Emergency Support Services: Where to find help in the community

To report a crime in progress or a life-threatening emergency situation dial 9-1-1

City of Greater Sudbury municipal services – 3-1-1 or 671-2489 www.greatersudbury.ca

- Municipal emergency preparedness information and support (note: listen to your local radio stations for important information during a municipal emergency).
- Maintenance and repair of municipal water/wastewater systems (note: sewer and water lines located on private property are the responsibility of the property owner).
- Expanded curbside household waste collection, following a declaration by the City in response to an unusually intense or widespread weather event.
- Ontario Works/ Ontario Disability Support Program financial assistance.
- Maintenance of roads, bridges, culverts and sidewalks.

Information about environmental health and clean-up

Sudbury & District Health Unit – 522-9200
www.sdh.u.com

Public Utilities

Union Gas to disconnect
gas powered appliances: 1-877-969-0999

Greater Sudbury Hydro
to disconnect electricity: 675-7536

Hydro One to disconnect electricity: 1-800-434-1235

Free/Low Cost Meals

Elgin Street Mission 673-2163

The Salvation Army 673-1175

Sudbury Soup Kitchen 675-5300

Meals on Wheels 525-4554

St. Andrews United Church 674-0721

Food Banks

Banque d'aliments

Sudbury Food Bank 671-9663

Bread and Roses Food Bank (Capreol) 858-3630

Holy Redeemer Church

St. Alphonse Food Bank 566-9409

Inner City Home of Sudbury 675-7550

Friendship House / Maison d'Amitié 855-4848

Guiding Light Food Bank 524-0237

Garson Food Bank 671-9663

Neighbourhood Action

Project of Sudbury 671-9835

New Sudbury Food Bank 675-7550

Peer Support of Sudbury Inc. 675-1319

The Salvation Army 566-8151

Society St. Vincent de Paul 897-1212

St. Matthew's Evangelical

Lutheran Church 673-2933

Walden Food Bank 692-9207

Free/Low Cost Clothing

Better Beginnings Better Futures /
Partir d'un bon pas pour un avenir meilleur

Community Closet 671-1941

The Salvation Army 566-8151

Society St. Vincent de Paul 897-1212

Sudbury Women's Centre /
Centre des femmes de Sudbury

Women and Children's
Clothing Boutique 673-1916

Medical Aid

Hôpital régional de Sudbury
Regional Hospital 523-7100

Centre de santé communautaire
de Sudbury 670-2274

Shkagamik-Kwe Health Centre 675-1596

Sudbury & District Health Unit 522-9200

Telehealth Ontario 1-866-797-0000

Canadian Mental Health Association
Warm Line Pre-crisis Mental Health
Telephone Support 671-9276

Child and Family Centre / Centre de
l'enfant et de la famille /
Ngodweaangizwin Aaskaagewin 525-1008

Medical Walk-In Clinics

After-Hours Medical Walk-In Clinic
(Lasalle Blvd.) 560-9422

Brady Clinic (Riverside Drive) 688-8833

Four Corners Walk-In Medical Clinic
(Long Lake Road) 522-3380

Northwood Medical Clinic (Lasalle Blvd) 560-2227

Lasalle All-Day Walk-In Clinic 560-9422

Val Est Medical Clinic (Val Caron) 897-7464



Housing Assistance: Information for Ontario Works/ Ontario Disability Program Recipients

If you are in receipt of ongoing Ontario Works or Ontario Disability Support Program benefits and are experiencing hardship due to damage to your accommodations as a result of a declared municipal emergency, please refer to the following steps:

Contact Your Landlord:

Contact your landlord to determine what measures are being taken to fix your accommodations. Landlords typically carry insurance on the buildings they own. The type of damage to your accommodations may or may not be covered under that insurance.

Tenants' Insurance:

If you have purchased Tenants' Insurance for your personal property, please contact your insurance company to determine if they are able to assist. If your insurance company is unable to assist, please obtain a letter confirming this from your insurance company.

Locked Out of Your Accommodations:

If you have been locked out of your accommodations as a result of damages to your unit, contact your landlord to determine whether and when the unit will be repaired.

If you feel that your landlord is not responding to your request to repair the damages, please contact the Landlord Tenant Board at 1-888-332-3234 for advice. Web site information is available at www.LTB.gov.on.ca

If you are locked out of your accommodations as a result of an order from a third party, please obtain a letter from the agency responsible for the decision (e.g. fire services, police services, public health unit, by-law enforcement).

If you have nowhere to live, there are a number of emergency shelter programs available in Sudbury. Please contact either the Salvation Army at 673-1175 (men's shelter, women's shelter and families' shelter) or Foyer Notre Dame 675-6422 (female youth shelter).

Contact your Ontario Works/ODSP Caseworker:

Call your caseworker with a description of your situation. Your caseworker will provide advice and direction based on each unique situation. Please ensure you provide your caseworker with all letters you have obtained. These letters may assist the caseworker in providing additional benefits to you.

Numbers to call:

Ontario Works:	675-2411
Ontario Disability Support Program:	564-4515