

Greater Sudbury Emergency Management Update Report



Presented to: Emergency Services Committee on June 5, 2019

This report aims to provide The City of Greater Sudbury Emergency Services Committee with an update on information as it relates to recent business activities within the Emergency Management Section of the Community Safety Department.

The Emergency Management Section provides leadership, guidance and direction to ensure the safety of residents in community emergencies. This Section is governed by the Emergency Management and Civil Protection Act (EMCPA). The Office of the Fire Marshal and Emergency Management and the Greater Sudbury Emergency Management Advisory Panel provide further direction and advice to the Emergency Management Section. This Section provides 24/7 support with a primary focus on the safety of our citizens through the effective management of community risks and emergencies.

Exercise Daffodil

The first hazardous material quarterly testing for 2019 “Exercise Daffodil” was held on March 28th. The exercise was designed to test the communication process (Everbridge) between response and partner agencies that would be involved in a hazardous material release event.

The exercise also provided training and awareness for the Community Control Group and staff. Activities such as this assist in continuously improving our Standard Operating Procedure (SOPs) by identifying gaps, as well as assisting responding and partner agencies in improving their response procedures. Great response was received by all those notified with 75% of those participating responding.

Cambrian College EOC Tour

On April 1st, students of Cambrian College’s Security Management course visited Greater Sudbury’s Emergency Operations Centre (EOC) to gain an understanding of how the learning objectives from the Basic Emergency Management Course applies in our community and also how the City of Greater Sudbury prepares and responds to emergencies.

The City’s EOC is a central command and control facility responsible for carrying out the principles of emergency preparedness and emergency management. The EOC functions at a strategic level in emergency situations, ensuring the continuity of operations for the City.



Laurentian University Basic Emergency Management (BEM) Course

On April 11-12, CGS Emergency Management hosted an exclusive Basic Emergency Management (BEM) course for senior leaders of Laurentian University.



The course provided an opportunity for the University's leaders to learn about emergency management in Ontario; including the systems and processes for preventing, mitigating, preparing for, responding to, and recovering from emergencies and disasters. The course also provided an opportunity for the leaders to review their emergency response plan while identifying roles and responsibilities of various community partners that would be required in a coordinated response.

Training was provided by Emergency Management Officer Latoya McGaw and Regional Advisor North, Business Continuity and Emergency Management Unit at Ontario Ministry of the Attorney General, Carolyn Salem.

A total of 19 participants received this training.

Annual Testing of Sudbury Alerts

The City of Greater Sudbury in partnership with VALE, Glencore, Greater Sudbury Police Services, Greater Sudbury Utilities, and Public Health Sudbury & Districts launched Sudbury Alerts in February 2017. This notification system will alert residents of a potential hazard or concern that is considered an imminent threat to public safety. The system – built by Everbridge, a worldwide leader in critical communications – allows residents to receive emergency alerts on their home phone, cell phone, TTY service, fax machine, or email. Sudbury Alerts will act in conjunction with the City's Emergency Management Program for the protection and safety of residents.



At 10:03 a.m. on May 1st, notifications (English and French) were sent to 77,291 contacts.

The system worked as expected and within 18 minutes of the notifications being sent, 1,087 residents had confirmed that they had received the test message.

Impact to City services was minimal in comparison to the last annual test. The following are preliminary observations from our test:

- From 10 a.m. May 1st until 9 a.m. May 2nd, 27 calls were received by the City's 3-1-1 Call Centre by residents inquiring about the notification they had received. Less than half the calls received the previous year (58 calls)
- There were no calls to the 9-1-1 Communications Centre

One of the goals of this test was to raise public awareness of Sudbury Alerts and encourage residents to sign up for the service. Our public education campaign for this year's test has yielded over 700 residents signing up via the website to receive notifications.



TEST, TEST, TEST. This is a test of the City of Greater Sudbury's emergency notification system, Sudbury Alerts. Sudbury Alerts is used to notify residents of Greater Sudbury of any imminent threat to public safety. Please follow the instructions at the end of this message to acknowledge that you have received this test.

For customized options, please visit Greater Sudbury's website. Thank You.

This year and in future years, Emergency Management will be testing the system before Emergency Preparedness (EP) Week to avoid confusion with the testing of the national system; Alert Ready which is tested during EP Week.

Sudbury Alerts currently has 69,000 publicly listed residential and business phone numbers in addition to 9,378 residents who have signed up via the member portal on the City's website.



Launch of Emergency Preparedness (EP) Week

City of Greater Sudbury recognizes the first full week of May as Emergency Preparedness (EP) Week (May 5-11). The provincial theme this year is “Are You Ready?” promoting the importance of individuals and families being prepared for emergencies before they happen.

Emergency Preparedness Week is a Canada-wide initiative aimed at increasing awareness of individual and family preparedness.



Photos courtesy of Sudbury.com

City of Greater Sudbury launched Emergency Preparedness (EP) Week on May 6th with a proclamation from Mayor Brian Bigger at Carl A. Nesbitt Public School. In attendance were members of City departments, community members and the media.

