

Greater Sudbury Emergency Management Update Report



Presented to: Emergency Services Committee on February 6, 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 City is safe. Governed by the Emergency Management and Civil Protection Act (EMCPA) with guidance from the Office of the Fire Marshal and Emergency Management, City Council and the Greater Sudbury Emergency Management Advisory Panel, the primary focus is to contribute to the safety of citizens through the effective management of community risks and emergencies.

July 9th Severe Weather Event

On July 9, 2018, City of Greater Sudbury was hit by a severe weather event which caused significant damage in New Sudbury, a highly populated residential and commercial area of the City. Although there were thunderstorm warnings in effect, the intensity of the storm was not anticipated.



All Storm Photos Courtesy of CBC

The storm brought high winds, hail and heavy rain which uprooted large trees, snapped power lines and damaged property.



To effectively manage the response and recovery activities, the Emergency Operations Center (EOC) and Community Control Group (CCG) were activated. This provided staff with the ability to analyze and support the affected area in a coordinated fashion while ensuring service levels were not affected in the remaining areas of the City.



In the aftermath of the storm over 3,000 residents were left without power overnight due to significant damage to hydroelectric infrastructure.



The City's public emergency notification system, Sudbury Alerts was activated to provide residents with emergency information. The system sent 77,146 notifications (in both English and French) to residents, which provided precautionary measures/information in the aftermath of the storm. Ten thousand six hundred and thirty-eight (10,638) residents confirmed they had received the notifications.

This severe weather event marked the first time the Everbridge system was used to activate the Emergency Operations Centre, Community Control Group and Support Staff during an emergency (simulated testing of the system had occurred earlier in the year).

There were no reported fatalities or significant injuries as a result of this event. In the months following the incident, the Emergency Management Section conducted an after-action report that aimed to highlight successes and provide recommendations for areas of improvement.



Master of Disaster Summer Camp

Leisure Services in partnership with Emergency Management hosted the first Master of Disaster Summer Camp from July 23rd to 27th. The day camp, which was organized for children aged 9-12, provided an opportunity for participants to learn about the different types of emergencies in our community and how they can help their families become better prepared.

Campers met with subject matters experts who may play a significant role in recovery activities to return the community to normal operations. This included off site visits to Greater Sudbury Utilities, Kelly Lake Wastewater Treatment Plant and Van Horne Fire Station. Campers also had onsite visits from community partners such as Amateur Radio Emergency Services (ARES), Ontario Mine Rescue, Vale, Public Health Sudbury & Districts and the Ontario



Society for the Prevention of Cruelty to Animals (OSPCA). There were thirty-three (33) participants in the summer camp.

Children's Water Festival

Emergency Management participated in the annual Children's Water Festival which provided a public education opportunity to teach students about the importance of having water in their emergency preparedness kit. Students were provided information about the key components of an emergency preparedness kit as well as identifying hazards in the community that could affect having a water supply. The Festival provided an opportunity to give meaningful messages to an audience of over 400 children, their teachers and parent chaperones.

Exercise Snowflake

Exercise Snowflake was held on November 27th and was designed to test the communication process between response and partner agencies who would be involved in a hazardous material release event. The process was enhanced with the addition of a few recommendations from previous incidents. The operating procedure was enhanced/revised to include the following measures:



- use of the Everbridge system to notify staff and residents
- addition of community stakeholders
- activation of the emergency teleconference line for information gathering and coordinated advanced planning in the event of incident escalation

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 Procedures (SOPs) by identifying any gaps as well as assisting responding and partnering agencies in improving their response procedures.

Basic Emergency Management Course

The Community Safety Department hosted two Basic Emergency Management course for 2018 (September and November).

Basic Emergency Management (BEM) is a two-day provincial certification course taught through the City of Greater Sudbury's (CGS) Emergency Management Office. BEM provides an overview of emergency management in Ontario and introduces the basic concepts of emergency management including the systems and process for preventing, mitigating, preparing for, responding to and recovering from emergencies and disasters. For these sessions, 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 38 participants received training in this course.

Basic Emergency Management courses for 2019 are scheduled as follows:

- May 30 & 31, 2019
- September 19 & 20, 2019

Emergency Operations Centre (EOC) Support Staff Training

The Emergency Operations Centre (EOC) Support Staff team consists of employees from across the organization who have volunteered to provide support to the Community Control Group during EOC activation. Support Staff are trained on EOC activation and deactivation procedures, operation of crisis communication software as well as administrative duties. Currently, there are 29 EOC Support Staff members.

The final training session for 2018 was held over a course of three days (September 12-13, 24) with 16 EOC Support Staff in attendance.



Evacuation of Walford on the Park Retirement Residence

On December 13, 2018 Greater Sudbury Emergency Management was advised of a possible evacuation of the Walford on the Park Retirement Residence in Copper Cliff due to a watermain break which flooded the basement of the building.

While investigating an alarm call, Fire Services noted that the flooding in the basement had compromised the building's life safety systems such as the heating and electricity as well as the fire alarm. Being without heat and power, the decision was made to evacuate the residence.

The Emergency Services within the Community Safety Department (Fire Services, Paramedic Services and Emergency Management) coordinated with the facility's management team to identify resources and develop an organized, systematic process that would allow for the safe evacuation of the residence. Families of the residents were also contacted to advise them of the situation unfolding and, where possible, were asked to house their loved ones until it was safe to return to the residence.



Photo courtesy of Sudbury.com



Photo courtesy of Sudbury.com

Firefighters, paramedics, emergency management and residence staff assisted with the loading of the remaining 39 residents onto Sudbury Transit and Leuschen Transportation buses before they were transported to their temporary residence/alternate location.

The evacuation was completed in 1 hour and 37 minutes and a

full check of the building was conducted to ensure no resident had returned to the building unnoticed.

The Canadian Red Cross was activated to assist with the registering of residents as well as identifying their needs as they arrived at the temporary residence/alternate location in downtown Sudbury. The building's heating and electrical systems were repaired a few days later and an inspection of the



building was completed by Fire Services before the residents were allowed to return to the residence.

All residents were accounted for and there were no reports of injuries to residents or staff.

Emergency Management Ministry Compliance

All municipalities in Ontario are required to establish and maintain an Emergency Management Program in accordance with the requirements under the Emergency Management and Civil Protection Act, R.S.O. 1990, c. E.9.

The Office of the Fire Marshal and Emergency Management (OFMEM) performs an annual year end audit of all municipal emergency management programs in Ontario. An online submission indicating areas of compliance along with the submission of supporting documents must be submitted by the Community Emergency Management Coordinator (CEMC), declaring that the Municipality (City of Greater Sudbury) has completed all of the annual requirements.

Greater Sudbury's Emergency Management Section has undertaken many initiatives in 2018 to achieve compliance with the requirements of the Act and Ontario Regulations 380/04. Our submission of the online compliance requirements was completed prior to the end of 2018.

OFMEM will review Greater Sudbury's submission and advise if the municipality has met the requirements of the Act. Since the implementation of the Act, Greater Sudbury has continuously met and exceeded the requirements under the legislation.