

For Information Only

Community Safety Department Update

Presented To: Emergency Services Committee

Presented: Wednesday, May 16, 2018

Report Date: Friday, Apr 20, 2018

Type: Correspondence for Information Only

Resolution

For Information Only

Relationship to the Strategic Plan / Health Impact Assessment

This report refers to operational matters.

Report Summary

This report for information only was prepared to provide the Emergency Services Committee with statistical information regarding number of calls for Fire and Paramedic Services along with good news stories and an update on Emergency Management.

Financial Implications

There are no financial implications associated with this report.

Signed By

Report Prepared By

Michael MacIsaac
Executive Deputy Chief of Community Safety
Digitally Signed Apr 20, 18

Financial Implications

Jim Lister
Manager of Financial Planning and Budgeting
Digitally Signed Apr 23, 18

Recommended by the Department

Joseph Nicholls
Interim General Manager of Community Safety
Digitally Signed Apr 23, 18

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Apr 24, 18

Greater Sudbury Fire Services Update Report

Presented to: Emergency Services Committee on May 16, 2018



This report aims to provide The City of Greater Sudbury Emergency Services Committee with an update on good news stories and relevant statistics as well as recent business activities within the Fire Services Division of the Community Safety Department.

Fire Services is responsible for delivering proactive public safety and response programs to prevent emergencies wherever possible and to preserve and enhance life, property, and the environment where response is required.

Good News Stories

Fire Services featured at Rainbow Schools Heritage Fair

Brooklyn Basso, student at Northeastern Elementary School, researched her Heritage Fair project on Greater Sudbury Fire Services; Brooklyn's grandfather was a Firefighter with the former Town of Valley East. On February 24, Brooklyn was given a tour of Fire Services and access to historical information and vintage firefighting equipment that is on display at Main Station.

On March 1, Brooklyn's project was judged at the school level where she was chosen to proceed to the city wide Heritage Fair!



Fire Services and Water/Wastewater coordinated Confined Space Training.

Over a period of two weeks in January and early February, Fire Services and Water/Wastewater collaborated to provide confined space rescue training to 116 Water/Wastewater employees. This training initiative is a result of recent enhanced training within Fire Service to offer Confined Space



Response in the community. Water/Wastewater has worked in partnership with Fire Services, assisting in the funding for the creation of this necessary program. As a result of this very successful co-training, fire responders and water/wastewater employees have gained an intimate knowledge of each other's equipment, training, skills and capabilities which will be invaluable in the event of an emergency incident.



Fire Operations

Fire Operations are the response branch of the Fire Service, responding to emergency and non-emergency incidents. Response incidents fall into four general categories; medical responses, technical rescues, hazardous material responses, and of course fires. Additionally, Fire Operations takes part in fire response preparation activities such as Fire Safety Walkthroughs, Tactical Pre-Plan activities, and training activities. The Operations group is made up of both Volunteer and Career responders.

Fire Services Response Statistics

January 1, 2018 – February 28, 2018

Major Fire Loss Incidents		
Date	Location	Estimated Loss
January 3, 2018	Laurier St West, Sudbury	\$150, 000
February 8, 2018	Glendale Ct, Sudbury	\$225, 000
February 9, 2018	Ferguson Ave, Capreol	\$130, 000
February 10, 2018	Radar Rd, Hanmer	\$115, 000
TOTAL Estimated Loss for all 37 Fires		\$1, 036, 000



January 1, 2018 – February 28, 2018

Incident Type	2018 Totals	2017 Totals
Fires	37	35
Fire Alarms	203	174
Vehicle Collisions	230	113
Open Air Burning Response	8	2
Medical Assistance	119	105
Other Incidents (assisting other agencies, no incident found on arrival, etc.)	228	195
Total	825	624

Data Source: Fire House

Public Fire Safety Education/Fire Prevention

Public Fire Safety Education and Fire Prevention work hand in hand to proactively deliver programs aimed at ensuring safe communities. Public Education provides directed and focused fire safety programs to reduce risk where fire code enforcement has a diminished impact and where emergency response is delayed due to the city’s geography.

Fire Prevention conducts inspections, and enforces various sections of municipal by-laws and provincial legislation. The section’s goal is to reduce the possibility and severity of fire or explosion, by providing tools, resources and leadership to the community, with a focus on disadvantaged and vulnerable citizens.

Apartment Building High Rise Fire Safety Campaign

Prompted by a few apartment fires the last few months, public education has taken a step to increase awareness and educate tenants in high rise apartment buildings on what to do in the event the fire alarm goes off in their building. Beginning early March 2018 this initiative will commence at 256 Caswell Dr. Public Fire Safety Education staff will be present to answer any questions and will have handouts for tenants regarding fire safety in high rise apartment buildings.

March also kicks off the season for the home show at the Sudbury arena as well as the cottage show in Garson, which will both have Public Fire Safety staff in attendance.

Follow @CGSFireServices on twitter for other fire safety messages as well as notification of events where Fire Services will be attending throughout the year.



Keeping Our Community Fire Code Safe

Fire prevention officers have been busy inspecting and investigating request and complaint inspections throughout the City with 224 inspections being conducted so far this year. Fire Prevention continuously works with landlords and the public to ensure that commercial property is maintained in such a manner that promotes fire safety for all, including tenants' well-being. The Fire Prevention section is committed to not only deliver professional, and consistent property inspections under the Ontario Fire Code, but is also available to assist and answer any questions or concerns that the citizens of Greater Sudbury may have.

Fire Fleet/Logistics

Fleet provides logistical and maintenance support to ensure fire vehicles, equipment and buildings are maintained and repaired in accordance with applicable legislation, regulations, policy and manufacturers' suggested standards.

Current Overview

The Fire Services Fleet and Logistics Section is in charge of the care and maintenance of all of the buildings, apparatus, equipment, Personal Protective Equipment, and supplies for the service. They coordinate the maintenance of fire apparatus with the City's Fleet Garage, and for the maintenance of the fire and paramedic services stations with City's Assets Management Section. Currently, Fire Services Fleet and Logistics is continuing to assess the current stations in reference to designated substances, and ensuring that the prioritized remediation is scheduled for mitigation.

The Fleet Section is also in the process of replacing several of the large fire services apparatus, as approved during the Capital Budget process.

Training

Training involves the development and delivery of fire services related training programs, including recruit training, officer development, emergency care, equipment operator training, fire suppression, and fire prevention. They also oversee operation of fire training grounds.

Current Overview

The Fire Services Training Section currently consists of a Chief Training Officer, and three Training Officers. This section directs the training for all 108 career and 265 volunteer firefighters. Training not only speaks to the actual hands-on delivery to the fire fighters, but also includes research into industry best practices, program development, and collaboration with outside training agencies. Further, the Training Section ensured that all departmental training conforms to all regulatory and legislative oversight.



Potential FPPA Changes

Due to legislative changes to firefighter training on the horizon, the Training Section has been forced to review all departmental training to review the conformance with the applicable National Fire Prevention Association (NFPA) Standards. Fire Departments throughout Ontario have been notified by the Office of the Fire Marshall and Emergency Management (OFMEM) which strongly recommends all Technical Rescue training in the Province conform to the relevant NFPA Standard(s).

OFMEM Communique (2018-02) has significant impact for the Technical Rescue training for all volunteer and career firefighters at the Greater Sudbury Fire Service. We currently offer the technical rescue service types of: Vehicle Extrication, Water and Ice Rescue, Swift Water Rescue, Rope Rescue (High and Low Angle), and Confined Space Rescue.

Boat Specific Training

The Training Section is currently delivering boat specific training required by Transport Canada for commercial boat operation, as part of the ongoing maintenance of the Water and Ice Rescue Program. The training consists of three parts; the Marine Emergency Duties (MED-A3), the Radio Operator Certification-Marine (ROC-M), and the Small Vessel Operator Proficiency (SVOP). Combined, these three required courses represent 40+ hours of training for each student.

Greater Sudbury Paramedic Services Update Report

Presented to: Emergency Services Committee on May 16, 2018



This report aims to provide the City of Greater Sudbury Emergency Services Committee with an update on good news stories and relevant statistics as well as recent business activities within the Paramedic Services Division of the Community Safety Department.

Greater Sudbury Paramedic Services is responsible for the delivery of a performance-based paramedic service that is in compliance with legislative and regulatory requirements, ensuring pre-hospital emergency medical care and transportation to those individuals suffering injury or illness focuses on clinical excellence, response time performance, patient outcomes, patient satisfaction, continuous quality improvement, and a healthy work environment conducive to professional growth.

Good News Stories

Paramedic Services “Bearamedic” – Paramedics in the Community

Paramedic Services has added a new member to its Public Education/Relations team. The new mascot, currently named “Bearamedic” will be officially unveiled to the public during Paramedic Week in May. “Bearamedic” is a custom-built mascot that will bring a different perspective to what can be a scary business of lights, sirens and accidents by using cheer and a friendly face to highlight the fact that Paramedic Services are there to help. A naming competition will be held in the coming months. Please welcome “Bearamedic” when deployed to many of the public events attended to by Paramedic Services. “Bearamedic” is a great addition to community events and will be an ambassador for safety and first aid messages in many different media forms.



Walden Winter Carnival

On February 12th, Paramedic Services attended the Walden Winter Carnival. Paramedics and Emergency Vehicle Technicians (EVT’s) were on hand to display the remote response unit “Gator”, Ambulances and Paramedic Response Units in addition to Emergency Management who showcased the Mobile Command Unit. Paramedics and EVTs indicated that the public was very interested in the equipment and the deployment of these resources.





Polar Plunge



On March 3rd, Paramedics participated in the “Polar Plunge” event at Ramsey lake boat launch. The event, is hosted by the Ontario Law Enforcement Torch Run, is a fun opportunity to support Special Olympics athletes by taking a flying leap... into very cold water. Paramedics raised \$715 for this event.

Paramedic Services were also on hand to provide emergency support in case of a medical emergency.

25th Annual Snowmobile Safety Program

Paramedic Services participated along with other community partners to deliver training at the 25th annual snowmobile safety program. Approximately 30 students attended the training program that was held at the Lively District Secondary School. Paramedics discussed the importance of safety and survival when out on the trails. This is the second year that Paramedic Services has been requested to provide training at this program.

Paramedic Services Statistics

January 1- February 28, 2018

Month	* Priority Dispatched				2018 TOTAL	2017 TOTAL	% Change
	1	2	3	4			
January	88	189	521	1401	2199	1982	10.9%
February	81	201	500	1320	2102	1923	9.3%

Data Source: Interdev iMedic

* Priority Dispatched Definitions

Priority 1	Deferrable/Non-Emergency	a non-urgent call which may be delayed without being physically detrimental to the patient
Priority 2	Scheduled Transfers	any call which must be done at a specific time due to the limited availability of special treatment or diagnostic/receiving facilities. Such scheduling is not done because of patient preference or convenience.
Priority 3	Prompt Emergency	any call which may be answered with moderate delay. All patients classified in this priority group are stable or under professional care and are not in immediate danger.
Priority 4	Urgent Emergency	refers to situations of a life or limb threatening nature and time is crucial.



Paramedic Operations

The operations section provides pre-hospital emergency medical care and transportation as well as non-urgent transportation between health-care facilities, the airport and residences.

Relief Platoon Superintendent Hiring

In January, six Relief Platoon Superintendents were hired and orientation training completed in February for most of this group. The Relief Platoon Superintendents are responsible to cover for full time Platoon Superintendents when they are otherwise away from work and they ensure that a safe, effective, efficient and high quality paramedic service is provided at all times. Key functions include; direct supervision of on-duty Paramedics, ensuring effective and coordinated paramedic responses in compliance with all legislation and standards, addressing staffing and operational issues, and ensuring the safety of all on duty staff. Relief Platoon Superintendents are an essential component of our management team and help maintain effective communications lines between the regular leadership team and frontline staff.

ASIST Suicide Prevention Program

In February, as part of our continued commitment to employee wellness Paramedic Training Officers attended a two-day Applied Suicide Intervention Skills Training (ASIST) Suicide Prevention Certificate Program at Laurentian University. This course is a pre-requisite to take the ASIST Instructor Program. Internal ASIST instructors will deliver the Self Talk Program this Spring to all Peer Support Network (PSN) team members, the Platoon Superintendent (PS) Group & Administration, while our Paramedics will be provided with this training program during our Fall 2018 Training.

Over the course of their two-day workshop, ASIST participants learn to:

- Understand the ways that personal and societal attitudes affect views on suicide and interventions
- Provide guidance and suicide first aid to a person at risk in ways that meet their individual safety needs
- Identify the key elements of an effective suicide safety plan and the actions required to implement it
- Appreciate the value of improving and integrating suicide prevention resources in the community at large
- Recognize other important aspects of suicide prevention including life-promotion and self-care

Winter Survival Training

Recently all front line Paramedics, Platoon Superintendents, Platoon Trainers and Emergency Vehicle Technician Group completed the online BICO "Baby It's Cold Outside" training. BICO is an awareness



and educational program about hypothermia and cold injuries developed specifically for first responders.

The Platoon Superintendents, Platoon Trainers and Emergency Vehicle Technician Group then also attended a two-day GPS/Wilderness Survival Training session. The training covered GPS/Wilderness Survival, GPS, compass, and Mapping skills. These additional skills assist Paramedic Services when responding to requests for service in the many remote areas within our City.

Professional Standards

Professional Standards is responsible for the delivery of quality assurance programming consisting of clinical and service delivery auditing with the goal of improving patient safety and ensuring high quality clinical care thereby reducing risks. By also managing the electronic patient care record system, including quality assurance oversight, Professional Standards coordinates legal proceedings and maintains compliant handling of patient medical records within various legislative and regulatory requirements. Lastly, Professional Standards represents Paramedic Services amongst stakeholders within the community and participates in research studies to advance and ensure integration into the health-care framework.

Opioid Surveillance Working Group

Paramedic Services is part of a community-working group tasked with development of an early alert system for opioid related emergencies in our community. Members of this group include Greater Sudbury Paramedic Services, Health Sciences North, Greater Sudbury Police Services and Public Health Sudbury and Districts. Paramedic Services plays a major role on this working group in that we are often the first health care providers to note an increase in specific community health related emergencies. The ability for this group to utilize Paramedic Services enhanced monitoring of opioid emergencies as an alert for our community allows community service agencies and opioid users to be informed, prepared and empowered with real time knowledge of local opioid misuse trends.

The following is our most recent statistical update on opioid tracking in our community. As noted in a previous Update Report the overall number of patients in suspected opioid overdose still represents an extremely small number of our overall call volume. In regards to Paramedic administration of Naloxone (Narcan) a recent update to the Advanced Life Support (ALS) Standards allows Paramedic use of Naloxone without the need to seek advice from an emergency physician prior to administration. This, coupled with the specific documentation code for opioid overdose tracking which started on April 1, 2017, allows better monitoring of this issue. Data prior to April 2017 was reviewed to ascertain whether the overdose was possibly opioid in nature.

Paramedic Services Suspected Opioid Calls				
	2015	2016	2017	2018
January	1	4	4	3

Paramedic Administered Naloxone				
	2015	2016	2017	2018
January	0	2	0	1



February	4	1	7	10
March	5	2	5	
April	7	3	4	
May	7	1	2	
June	4	11	0	
July	6	3	14	
August	3	9	9	
September	6	6	12	
October	4	10	17	
November	6	9	12	
December	5	7	6	
TOTAL	58	66	92	13

February	1	1	2	7
March	0	0	1	
April	2	1	0	
May	2	2	0	
June	0	0	1	
July	0	0	5	
August	1	3	4	
September	0	2	7	
October	1	3	7	
November	2	0	9	
December	1	1	3	
TOTAL	10	15	39	8

Clinical Diversion

Under a pilot program with Health Sciences North Centre for Prehospital Care (HSNCPC) and the Ministry of Health and Long-Term Care (MOHLTC), Paramedics are able to offer an option of transport destination to appropriate 9-1-1 caller patients that divert them from the emergency department. This assists our health care system, in-line with the MOHLTC’s Patients First Act, by ensuring the right patient receives the right care at the right time. The options of destination are either the normal protocol to the Emergency Department; HSN Withdrawal Management Services; HSN Crisis Intervention Services or HSN Crisis Intervention Mobile Team Response at the patients’ home.

Year to date, we have seen the following data in relation to this diversion program:

- **12** to Withdrawal management services
- **5** to Crisis intervention services
- **4** to Crisis intervention mobile team

Logistics

The logistics section provides cleaning, management and maintenance of the Paramedic vehicle fleet, city heliports, specialized vehicles, and patient care equipment with the goal of ensuring vehicles and equipment are sanitized and stocked in accordance with all legislative requirements.

Workplace Improvement Project Updates

Project Safe Cab – As per legislation, all ambulance equipment must be secured for safe transport. An innovative and cost effective solution to secure items in the front driver’s compartment has been developed and installed in the fleet.

Ambulance Patient Compartment – Improved cabinetry doors in the rear patient compartment of the fleet is also underway. These upgrades allow improved storage methods of securing equipment in order to keep our Paramedics, patients, and the public safe.



Work is underway with IT, Fleet and our current asset and inventory software provider (OPIQ), to review a fleet software program for Paramedic Services to more efficiently service our vehicles and provide exceptional record keeping.

A Request for Tender (RFT) was awarded to the vendor who will provide medical equipment dispensing cabinets at our satellite stations. This technology will integrate with our asset and inventory system further streamlining our inventory system. Installation expected in the next 3-5 weeks.

Demers Ambulance Inc., Project FX

Greater Sudbury Paramedic Services, and representatives from six other Paramedic Services from different regions of Ontario, along with teams of engineers and design consultants are participating in a provincial project with Demers Ambulance Inc. providing input in the design and development of a new ambulance for Ontario. Demers Ambulance is our ambulance vendor of record and one of only two certified ambulance manufacturers able to sell ambulances for the Ontario market. With the vast market share of ambulances within Canada, Demers is a leader in technological advancement in their industry. We have been invited to participate in Project FX due to our long history of working with Demers on design innovation. Front line Paramedics will participate in key steps in the design, ensuring the user and their needs are at the core of the design. We look forward to the results of this project.

Paramedic Services Training Section

Training involves the development and delivery of paramedic education that includes continuing medical education, operational training, new hire orientation, paramedic reintegration, and remedial education to address identified gaps in knowledge, skill or clinical decision making. Additionally, participation on national and international clinical research initiatives aimed at improving pre-hospital clinical care.

Training Programs

Our training section delivers training for paramedics and logistics staff and provides advice and training programs to the Peer Support Team. Below is a summary of the various training programs our training section has developed and or delivered within this reporting period.

- BICO (Baby its Cold Outside) On-line Training Certificate: educational videos and self-assessment modules on hypothermia and cold related injuries for responders.
- GPS & Wilderness Survival Training: Ground Search & Rescue, mapping, compass & GPS, cold-water rescue and adventure smart training for improving safety for remote responses with our new remote response unit.
- Weed Out the Risk Program: Harm reduction and cognitive behavioral therapy based program associated with the risks of using marijuana and driving.



- Driver Remediation for Paramedics/EVTs, which focuses on preventable collisions and safety of workers and the public.
- Mental Health Presentation for Emergency Vehicle Technicians: Road to Mental Readiness follow up and review of the Peer Support Team roles.

Community Paramedicine

The Community Paramedicine section of Paramedic Services utilizes Paramedics in non-emergent work providing home visits, clinical interventions and preventative health initiative assisting our most vulnerable citizens to remain independent as they age healthfully. This work has shown to reduce demands for 9-1-1 calls, emergency department visits and hospital admissions.

Care Transitions Community Paramedic Program

The Care Transitions Community Paramedic (CTCP) Program has been active since January 12, 2015 and has seen 436 Patients since inception. This program is provided by two full-time specially trained Advanced Care Paramedics who are able, through an expanded scope of practice, to provide education and medical interventions for three targeted chronic diseases (Congestive Heart Failure, Chronic Obstructive Pulmonary Disease and Diabetes). The goal of this program is to improve our patients' quality of life at home, decrease reliance on emergency response of Paramedic Services and decrease re-admissions to the hospital. The following results represent details from January 1, 2018 to February 26, 2018:

- **187** current active patients received **218** scheduled home visits between January and February 2018, broken down as follows:
 - Phone Consultations = **25**
 - Initial Visits = **21**
 - Follow-up = **152**
 - Just in time (JIT) Visits = **20**
- Just in Time Visits (JIT) are more urgent visits that occur when the patient contacts the CTCP outside of the patients' regular scheduled appointment. Patients are usually requesting assistance due to a symptom or an exacerbation of a medical condition. The paramedic will see this patient immediately before any of the scheduled appointments for the day.
- The Care Transitions Program closed four days in January and three days in February due to Paramedic illness and bereavement leave. Staffing is a challenge this program faces, however our goal is to train new staff in Q2.

Health Promotion Community Paramedic Program

The Health Promotion Community Paramedic (HPCP) program is a compilation of various prevention and health education initiatives that work to ensure our most vulnerable populations are linked to



community health services and can obtain healthy lifestyle education and prevention information. The initiatives provided include Paramedic Referrals; Wellness Clinics targeting older adults and homeless populations; Rapid Mobilization Table (RMT) response; collaboration with community partner groups to work towards healthy and safe communities; case management of frequent 9-1-1 users and annual Free Bystander Hands-Only CPR training sessions for our citizens. The goal of this program is to ensure that our vulnerable populations are able to remain living healthfully at home for longer without reliance on Paramedic Services or the local emergency department. The following results represent details from January 1, 2018 to February 26, 2018:

- 40 Paramedic Referrals to NE LHIN Home and Community Care (formerly CCAC)
- 16 Shelters Clinics performed
- 16 Older adult Clinics (CP@Clinic) performed
- 12 RMT working group responses & 2 presentations to RMT by Paramedic Services
- 8 Community Health Concern Reports

Moving forward the HPCP program is looking to expand older adult clinics into the community of Capreol, and is awaiting finalization of the McMaster University Collaborative Research Agreement. We are also working towards becoming a part of a frequent 9-1-1 user program. This program is a sister program of CP@Clinic and is called CP@Home, which aims to assist those who frequently rely on Paramedic Services to assist with unmet needs at home. Through this initiative, the HPCP will provide assessments, education and community program links/referrals to lessen the reliance on the emergency health care system and refocus help from community health care services.

Bystander Hands-Only CPR Blitz

Every year the Health Promotion Community Paramedic Program provides Free Hands-Only CPR and External Defibrillator (AED) training. This initiative is in partnership with the Heart and Stroke Foundation. We utilize their Family and Friends education program which teaches bystander hands only CPR and we also share their health promotion and education pamphlets. The Heart and Stroke Foundation handles all of our bookings for the CPR Blitz sessions and attempts to attend each session to assist with registration of the participants.

The objective of this initiative is to impart, in our citizens, the importance of initiating chest compressions and utilization of an AED as soon as possible, if available, to help to save the life of someone suffering a sudden cardiac arrest (SCA). As per the Heart and Stroke Foundation data, for every minute that passes without chest compressions being performed, the probability of survival from the sudden cardiac arrest decrease by 10%!

Each session is approximately two hours long, teaching the basics of chest compressions and AED use. Artificial Respirations or rescue breathing is left out of this level of training as it is a barrier for many to not initiate chest compressions; some feel "mouth to mouth" performed on a stranger would lead to disease contraction or it is something that they are just not comfortable with.

Paramedic Services Update Report - Wednesday, May 16, 2018



Since the inception of the free Hands-Only CPR Blitz sessions in 2014, Greater Sudbury Paramedic Services has educated 944 citizens this life saving skill.

As of the writing of this Report, during the 2018 Bystander Hands-Only CPR Blitz season we have taught 208 participants in 10 of the 13 scheduled sessions.

Greater Sudbury Emergency Management Update Report



Presented to: Emergency Services Committee on May 16, 2018

This report aims to provide The City of Greater Sudbury Emergency Services Committee with an update on good news stories and relevant statistics as well as 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 Marshall 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.

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 an 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 first training session for 2018 was held over a course of two weeks (Jan 30-Feb 16) with 13 EOC Support Staff in attendance.

Water Wastewater WebEOC Training

As part of the City's internal tracking mechanisms for issues, the Water/Wastewater Division utilizes the crisis management software WebEOC. While this software is primarily intended for use during large emergencies, its capabilities lend itself to use in other areas as well. Water/Wastewater utilizes this software to track watermain issues. With the spring season approaching it was time to review the system with all appropriate staff to ensure that it continues to meet the needs of all. Through this review an area of concern was noted regarding automatically timestamping records. Through work with the vendor we have been able to rectify this issue and the system should work as required, enabling consistent tracking of watermain issues.

Red Cross PDA

At the February 27th meeting of Council a report on the Red Cross Personal Disaster Assistance (PDA) Grant was delivered with an associated bylaw (2018-37) being approved. Passing of this bylaw allows the General Manager of Community Safety to enter into agreement with the Canadian Red Cross to assist monetarily with personal disaster relief. As part of the 2018 budget process, there was



approval for an additional \$10,000 to be added to this fund bringing the total amount available to \$30,000.

The goal of the Red Cross Personal Disaster Assistance Program (PDA) is to alleviate human suffering and maintain human dignity by providing for the basic needs of impacted individuals and families. The City of Greater Sudbury has been providing funding to the Canadian Red Cross on a reimbursement basis to support its delivery of the PDA program since 2001. Due to the increasing demands and individuals in need over the last few years, and since the Red Cross has exceeded \$20,000 in costs for the PDA Program over the last four consecutive years, this updated bylaw will allow for annual funding up to a maximum level of \$30,000 for a five (5) year period from 2018-2022. This funding is used strictly for direct client assistance with items such as lodging, food and clothing. The Personal Disaster Assistance Program is available throughout the City of Greater Sudbury on a twenty-four hour, seven day-a-week basis via the local Red Cross network of trained personal disaster assistance volunteers.

Walden Winter Carnival

Emergency Management participated in the Walden Winter Carnival (February 10) and brought the Mobile Command Unit to provide public education and awareness to residents. Residents were given a tour of the Command Unit and were provided with materials on Emergency Preparedness and Sudbury Alerts.