



**THE REGIONAL MUNICIPALITY OF PEEL**  
**EMERGENCY MANAGEMENT PROGRAM COMMITTEE**

**AGENDA**

**EMPC - 1/2018**

**DATE:** Thursday, May 3, 2018

**TIME:** 1:00 PM – 2:30 PM

**LOCATION:** Regional Council Chamber, 5th Floor  
Regional Administrative Headquarters  
10 Peel Centre Drive, Suite A  
Brampton, Ontario

**MEMBERS:** F. Dale; A. Groves; J. Innis; S. McFadden; M. Medeiros; M. Palleschi;  
K. Ras; P. Saito

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*Chaired by Councillor A. Groves or Vice-Chair Councillor K. Ras*

- 1. DECLARATIONS OF CONFLICTS OF INTEREST**
- 2. APPROVAL OF AGENDA**
- 3. DELEGATIONS**
- 4. REPORTS**
  - 4.1. Overview of Regional Emergency Management Program Activities (For information)
  - 4.2. Establishment of a Contingency Fund for Residential Disasters (For information)
  - 4.3. Emergency Social Services (Red Cross)
  - 4.4. 9-1-1 Annual Report (For information)
- 5. COMMUNICATIONS**
- 6. IN CAMERA MATTERS**
- 7. OTHER BUSINESS**

**8. NEXT MEETING**

To Be Determined.

**9. ADJOURNMENT**

**For Information**

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DATE: April 24, 2018

REPORT TITLE: **OVERVIEW OF REGIONAL EMERGENCY MANAGEMENT PROGRAM ACTIVITIES**

FROM: Lorraine Graham-Watson, Commissioner of Corporate Services

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## OBJECTIVE

To provide an overview of Regional Emergency Management's (REM) program activities from 2017, as well as ongoing initiatives for 2018 under the five pillars of Emergency Management; prevention, mitigation, preparedness, response and recovery.

### REPORT HIGHLIGHTS

- Several events were held in 2018 for awareness and prevention including Emergency Preparedness Week, Regional Emergency Operation Centre (REOC) Open House, Peel Regional Police (PRP) & Greater Toronto Airport Authority (GTAA) Annual BBQ.
- A 2018 priority is to work with Regional staff on upgrading standard operating procedures and policies related to building security.
- Ongoing training and exercises were conducted for testing and validating of emergency situations, response coordination involving participation from various Regional departments, Peel Police and Executive Leadership Team (ELT).
- There has been continued development of recovery measures including Mutual Assistance Agreements among municipalities, Emergency Detour Routes, and internal Business Continuity Plans

## DISCUSSION

### 1. Background

The *Emergency Management and Civil Protection Act* (the "Act") establishes the province's legal basis and framework for emergency management practices within the Province of Ontario and outlines municipal compliance standards. REM ensures that the Region of Peel (the "Region") meets or exceeds all legislated requirements under the *Act*. REM continues to meet annual compliance through the various risk management/emergency preparedness initiatives outlined in this report. REM program activities help enable the Region to become less vulnerable, more prepared and better able to respond to events and emergencies.

## OVERVIEW OF REGIONAL EMERGENCY MANAGEMENT PROGRAM ACTIVITIES

### 2. REM Program Activities

Regional Emergency Management works collaboratively with Regional departments, our local municipalities and non-government agencies to ensure the Region is prepared for significant events or emergencies. Based on the following five pillars of emergency management; prevention, mitigation, preparedness, response and recovery REM program activities included the following:

#### i) Prevention

REM remains active in partnership with regional program providers and local municipal partners through ongoing planning and strategy meetings of the Community Emergency Managers, Regional Fire Coordinator and provincial partners in the Ontario Fire Marshal and Emergency Management Office.

#### 2018 Focused Initiatives

- a. May 6<sup>th</sup> to 12<sup>th</sup>, 2018 is Emergency Preparedness (EP) Week, a Canada-wide initiative to increase public awareness and enhance individual and family preparedness. REM will lead and participate in numerous events such as hosting a Regional Emergency Operation Centre (REOC) open house for Regional staff to visit. Staff will be informed on personal preparedness measures and receive information on the REOC and past responses in Peel. Emergency Preparedness stories will be posted on the Region's internal webpage, Pathways, to further staff engagement and understanding including a personal preparedness challenge.
- b. REM will partner with Peel Regional Police (PRP) and the Greater Toronto Airport Authority (GTAA) at the annual public BBQ on May 1<sup>st</sup>. This public education outreach helps inform and educate staff and residents on prevention and preparedness measures. REM will set up a display booth to distribute information to staff and residents on preparing 72 hour emergency kits, as well as provide general information about the Region's emergency management program.
- c. REM partners with the local municipalities during EP Week and will attend local emergency management events, such as mall displays and emergency service's displays in order to encourage community engagement and inform residents about personal and family preparedness strategies.
- d. REM will be providing training sessions throughout the month of June and early July for Regional employees to orient managers, supervisors and forepersons on nine specific emergency circumstances. The orientation will broaden internal awareness about emergencies that could possibly occur at Regional facilities and how to respond effectively.

#### ii) Mitigation

- a. REM partners with internal and external stakeholders in an ongoing effort to address risks in our community. REM also sits on the Office of Climate Change and Energy Management Committee (OCCEM) and last year REM and OCCEM co-presented at the Office of the Fire Marshal and Emergency Management Conference to discuss the Region's focus on Mitigating and Adapting to Climate Change. This showcased Peel's proactive efforts to an audience from across Ontario.

**OVERVIEW OF REGIONAL EMERGENCY MANAGEMENT PROGRAM ACTIVITIES**

- b. REM helped sponsor the Toronto and Region Conservation Authority (TRCA) successful funding application to the National Disaster Mitigation Program, which supports a variety of TRCA flood risk management initiatives.
- c. REM participates on numerous emergency management related committee's and working groups, including the GTAA advisory committee, ROP Security Working Group, and the Community Emergency Management Coordinator (CEMC) committee. REM's program Manager has been elected as Chair for the Regional Single Tier Municipality Working Group. Also, a member of REM was chosen as one of the two, Golden Horseshoe Sector representatives for the Office of the Fire Marshal and Emergency Management.

**iii) Preparedness**

- a. REM recognizes the value of up to date standard operating procedures, policies, and emergency plans to promote resiliency within the Region of Peel. REM has worked closely with Human Services, to assist them with their Standard Operating Procedures for Evacuation Centre Management and draft the Human Services Appendix as part of the Corporate Emergency Plan. This joint partnership between REM and Human Services for provisions of Emergency Social Services has already proved beneficial in serving the needs of the community in several recent emergency incidents within the Region. With the Health Department, REM has contributed to Long Term Care and Public Health emergency planning strategies and is now actively consulting with Public Works on a review of their emergency procedures and emergency exercise planning.
- b. REM annually reviews and assesses the potential risks to the Region and adjusts the Hazard Identification and Risk Assessment (HIRA) as required. Through active monitoring and incident tracking validation of risk factors are determined. Business Continuity Plans are being reviewed and updated in 2018 for all Departmental programs and to date, REM has completed 41 Business Impact Analysis assessments with Region of Peel programs.
- c. REM continues to lead and organize emergency management training initiatives. Provincially certified REM instructors conducted two Incident Management System courses with enrollment of 46 internal and external stakeholders, i.e. Fire, Police, and Paramedics etc. Post training evaluations from participants consistently scored in the 4.5/5 range, which is excellent.
- d. Emergency exercise's development and participation is also another aspect of training that REM supports. REM is committed to working collaboratively with stakeholders as they develop and orient staff to emergency plans, and REM was an active participant in several exercises in 2017 as follows:
  - September 19: City of Brampton Full Scale Exercise Tempest which was comprised of three main locations; the Powerade Centre (incident site), South Fletchers Sportsplex (evacuation centre) and Brampton's Emergency Operation Centre. The exercise scenario provided an opportunity for collaboration and for the Region to test and validate the Standard Operating Procedures for Evacuation Centre Management and assess the draft Human Services Appendix that is being revised as part of the Corporate Emergency Plan.

## OVERVIEW OF REGIONAL EMERGENCY MANAGEMENT PROGRAM ACTIVITIES

- September 19, October 3 and October 17: City of Brampton's Full Scale/Tabletop Exercise Tempest. REM staff as well as Human Services, Public Health, Paramedics, and Police provided support through the exercise planning, execution and evaluation from a Regional perspective.
  - October 17: Enbridge's Emergency Pipeline Tabletop Exercise where REM, Human Services, Public Works, and Paramedics participated to support response efforts related to our regional program roles.
  - November 15 – 16: GRIDEX Exercise a National Utility exercise, where REM participated through a Simulation Cell to coordinate response efforts needed at a regional level.
  - November 21: Executive Leadership Team (ELT) Annual exercise, where REM provided training related to a mass power outage in Peel and affirmed the Incident Management System structure within the Regional Emergency Plan.
- e. Planned exercises for 2018 include an autumn emergency training exercise with the Executive Leadership Team, the Peel Regional Police tactical training exercise in May. Also, in May and again in September, REM will partner with the province and local municipalities on testing of the newly released mass alerting system, Alert Ready. REM will be exploring other opportunities to participate with local municipalities, utility companies and provincial partners in additional emergency exercise activities.
- f. REM continues to keep well-informed of emerging trends in the emergency management field through continuing education, workshops, conferences and webinars. Upcoming opportunities include:
- *World Conference on Disaster Management*
  - *Office of the Fire Marshal and Emergency Management (OFMEM) First Friday Meetings*
  - *Emergency and Disaster Recovery Assistance Workshop*
  - *Golden Horseshoe Sector Meetings*
  - *OFMEM Conference on Climate Change and EM*
  - *Ministry of Transportation's Heavy Equipment Emergency Mobilization System (HEEMS)*
  - *Toronto Police Emergency Management Symposium*

### iv) Emergency Response

- a. REM maintains a 24-7/day/365 on-call service, in order to readily monitor incidents and be available to initiate and/or escalate regional response to an incident, or impending emergency. In 2017 REM actively monitored 235 recorded incidents, ranging from weather related incidents to apartment fires. For 2018 REM has already actively monitored over 60 recorded incidents.

As stated in the Region of Peel's Emergency Plan (ROPEP), incident response may be scaled via routine monitoring, enhanced (investigative) monitoring, partial activation of the REOC, or full activation of the ROPEP and REOC.

## OVERVIEW OF REGIONAL EMERGENCY MANAGEMENT PROGRAM ACTIVITIES

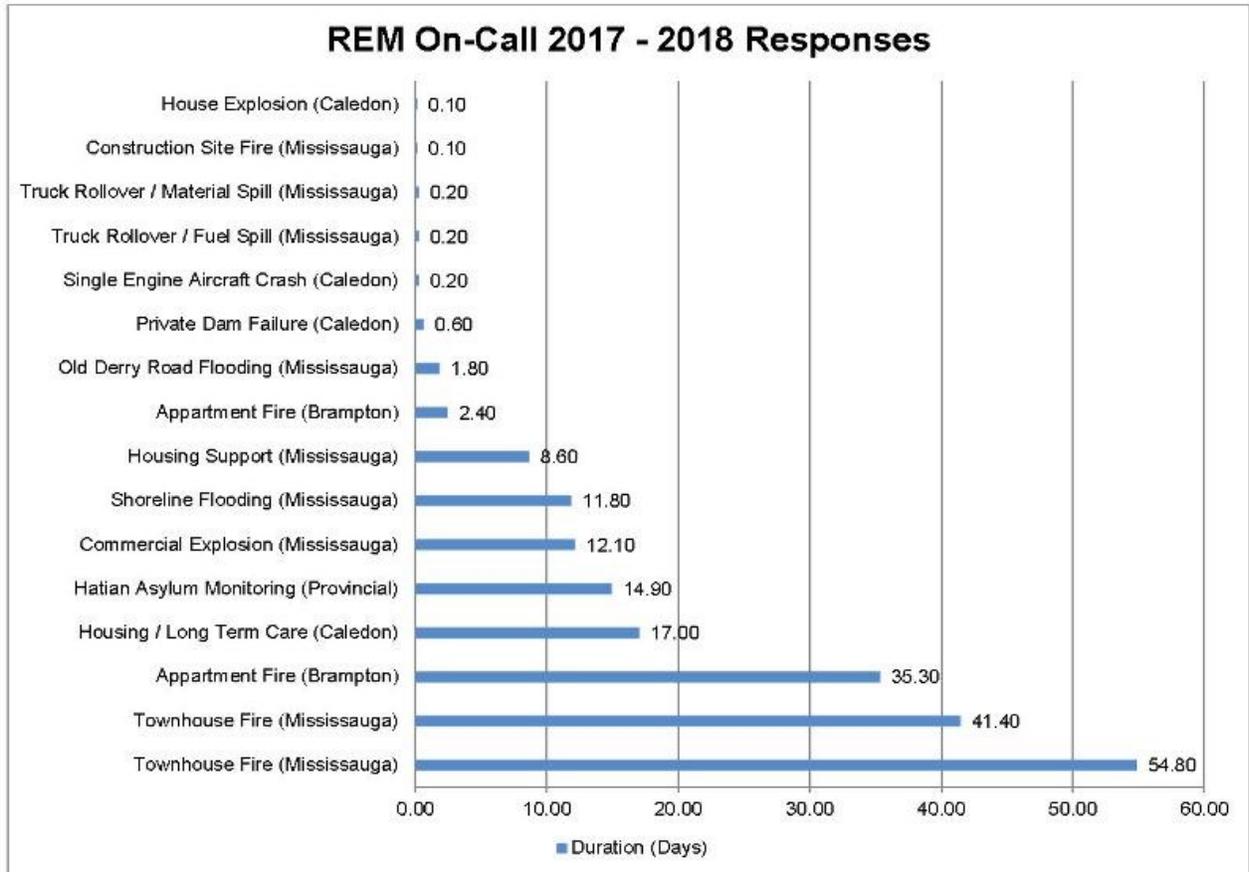


Figure 1: The diagram above depicts significant incidents in 2017 and early 2018 that have required REM's support and coordination.

#### v) Recovery

- a. REM continues to work collaboratively with the local municipalities to draft Mutual Assistance Agreements. These agreements ensure that the principles of emergency management align between the Region and municipalities as well as the coordination of Emergency Plans under the *Act*.
- b. Efforts with various internal and external stakeholders are ongoing to develop emergency detour routes. During the original scoping of the project, Highway 407 ETR was out of scope. Following an incident in November 2017 on Highway 407 ETR, the OPP (407 ETR Detachment) initiated an effort to become involved in the development of emergency detour routes and other 407 specific response protocols with Regional Emergency Management, Public Works (Transportation), Peel Regional Paramedic Services and municipal stakeholders.
- c. Business Continuity Plans and strategies are being updated with all departments. Program business continuity plans will outline overall strategies for preparing for, mitigating and responding to potential disruptions to regional services.

## OVERVIEW OF REGIONAL EMERGENCY MANAGEMENT PROGRAM ACTIVITIES

### CONCLUSION

Regional Emergency Management will remain focused on program activities related to the five pillars of emergency management to ensure the Region of Peel is well positioned to continually meet or exceed all municipal standards required under the *Emergency Management and Civil Protection Act*.

On March 26<sup>th</sup>, 2018 the Office of the Fire Marshal and Emergency Management provided REM with verbal affirmation of 2017 Regional Compliance with all Regulatory requirements.



Lorraine Graham-Watson, Commissioner of Corporate Services

### Approved for Submission:



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D. Szwarc, Chief Administrative Officer

*For further information regarding this report, please contact Richard Gibson, Manager Regional Emergency Management, extension 4456, [Richard.Gibson@peelregion.ca](mailto:Richard.Gibson@peelregion.ca).*

*Authored By: Richard Gibson*

**For Information**

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DATE: April 24, 2018

REPORT TITLE: **ESTABLISHMENT OF A CONTINGENCY FUND FOR RESIDENTIAL DISASTERS**

FROM: Lorraine Graham-Watson, Commissioner of Corporate Services

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**OBJECTIVE**

To provide information, as requested by Regional Council, on the consideration of establishing a contingency fund for those Region of Peel residents experiencing residential disasters.

**REPORT HIGHLIGHTS**

- The Minister of Municipal Affairs' response to Chair Dale's request for emergency funding on the Hickory Drive explosion in Mississauga, on behalf of Regional Council (Resolution 2017-495), indicated that the two Ontario Disaster Assistant Programs are only for Natural Disasters and not for Human caused emergencies. (See attached letter dated August 18, 2017).
- Regional Council requested that staff report back to Regional Council on the possibility of establishing a contingency fund that residents could access following community disasters.
- Staff completed an environmental scan of other jurisdictions and found that Hamilton is the only jurisdiction that provides some minimal relief funding associated with flooding, while many municipalities have provided financial incentives to taxpayers in order to protect their homes and businesses through Down Spout Installation Programs and Backwater Valve Programs.
- The Region's Human Services Department has various programs to assist residents when displaced from their homes, which are primarily funded by the Province.
- The Region of Peel and local municipalities continue to invest large amounts of capital to mitigate the effects of flooding in various areas throughout Peel in a coordinated effort.
- Staff recommends that private property insurance should be the first line of financial assistance but Council does have the authority to establish emergency funding, for example, as was provided by the Province of Quebec following the Lac-Megantic disaster and the Province of Ontario following the Walkerton disaster.

## ESTABLISHMENT OF A CONTINGENCY FUND FOR RESIDENTIAL DISASTERS

### DISCUSSION

#### 1. Background

##### Sources of Relief Funding and Services

##### a) Existing Provincial Disaster Assistance Programs

The Province of Ontario currently offers two separate disaster assistance programs; the Disaster Recovery Assistance for Ontarians program, and the Municipal Disaster Recovery Assistance program.

As follow-up from the Hickory Drive explosion in 2016, the Regional Chair, on behalf of Regional Council (Resolution 2017-495), requested that the Minister of Municipal Affairs and the Premier of Ontario consider expansion of the provincial programs to include disasters resulting from non-natural/human caused events.

On August 18, 2017 the Minister of Municipal Affairs, the Honourable Bill Mauro indicated that the Province was not prepared to expand the program to cover human caused disasters but did provide some financial relief by waiving the education portion of property taxes for this incident. The Minister also suggested that in extreme cases various levels of government can approve emergency relief and used two examples which have been highlighted above.

##### b) Existing Sources of Emergency Relief Funds and Services

The Region's Human Services Department has a broad range of direct financial supports for residents, as well as an extensive network of support through various agencies that receive funding from the Region. This includes:

- Preventing Homelessness in Peel programs - One-time assistance for non-social assistance recipients (Ontario Works and Ontario Disability Support Program), eligible singles or families experiencing issues with budgeting, utilities arrears, unable to pay rent or mortgage, eviction supports (this can include first and/or last month's rent), moving and storage costs.
- United Way funds - Many community agencies (Catholic Family Services, Knights Table, food banks, The Journey, Regeneration and others) provide help with food and clothing, work boots, identification clinics, etc.
- Furniture Bank - residents can be referred for access to used furniture for a minimal fee.
- Ontario Works (OW) can provide one month emergency assistance and on-going financial supports (all have eligibility criteria).
- Active Ontario Works or Ontario Disability Support Program (ODSP) recipients have access to discretionary benefits to assist with first/last month's rent, moving, storage costs, etc.

## ESTABLISHMENT OF A CONTINGENCY FUND FOR RESIDENTIAL DISASTERS

- Ontario Drug Benefit Card - All OW and ODSP clients qualify for a drug card. The card can be issued by OW to Non-OW residents based on the discretion of the caseworker/supervisor.
- Peel Access to Housing - residents are wait-listed once an application is completed.
- Subsidized access to childcare supports is available through application.
- Regional shelter system, which provides, mental health, life skills, addictions, and housing supports. These supports are available to anyone experiencing homelessness and who requires a place to stay.

The aforementioned supports and services are not restricted by the nature of an emergency, whether caused by natural causes or human-caused.

Residents should carry private property insurance as this is the best available means of financial support and is required by most financial institutions.

Regional Emergency Management and partners in local municipalities are extending efforts to educate residents about personal emergency preparedness, including but not limited to the following:

- Continuing mitigation efforts and information to residents regarding flood prevention, such as downspout disconnects and backwater valve installations.
- Resident education about personal preparedness for disasters.
- Information/education on “know your insurance”.
- Ready access to information about Regional Human Services’ programs and supports through a variety of channels.

### **Human Services and Emergency Social Services (ESS)**

Trained staff members within Human Services and Regional Emergency Management are available 24/7/365 days a year to facilitate delivery of ESS, which focuses on meeting emergency basic needs, such as food, clothing, shelter, donation management and personal support (i.e. spiritual and emotional).

Partnerships have been established with organizations such as the Canadian Red Cross and Salvation Army.

The Region did establish a \$7 million fund through its 2015 year surplus management actions to ensure reserves are available during large scale emergencies to support Regional Programs. This would have helped support damaged Regional Infrastructure experienced during the flooding of May 2014 as an example.

## ESTABLISHMENT OF A CONTINGENCY FUND FOR RESIDENTIAL DISASTERS

### 2. Contingency Fund to Compensate Residents

#### a) Other Jurisdictions

A survey conducted of other jurisdictions around the GTA indicated that Hamilton is the only jurisdiction that presently maintains a form of relief funding that can be directly accessed by area residents. The funding is up to \$500 to individual homeowners affected by localized flooding. Funds are capped at \$500 per residence and City Council must approve and enact the relief support on an incident specific basis. Instead of providing compensation in these events, many municipalities have decided that tax payer funds are better suited for incentives to support reducing the impact to homes and businesses through Down Spout disconnection programs and Backwater Valve installations. Many Capital infrastructure programs have also been implemented to reduce the impact of flooding by tributary and urbanised flooding through storm water improvements. Many municipalities have invested in capital related wastewater sewer enhancement to increase conveyance away from flood prone areas including advanced monitoring as also done in Peel. Staff are not aware of any emergency funding programs for human caused emergencies with the exception of the ones provided in the letter from the Minister.

#### b) Region of Peel Emergency Contingency Fund

In considering the establishment of a residential Disaster Relief Fund for natural and non-natural/human caused incidents the following are some considerations:

- The Region should encouraging residents and businesses to carry the proper private Insurance policies as many require from their own financial institutions. We would also educate residents along with the Insurance Bureau of Canada on steps they can take to protect their property where possible.
- Existing Regional programs and services provide effective emergency support which is similar in many parts of the Province.
- Council does have the right to establish emergency funding in the case of significant emergencies like was done in examples from the Minister's letter for the Lac-Megantic and Walkerton disasters.

Therefore, it is recommended that due to the unpredictable nature of the circumstances associated with residential disasters/emergencies that private insurance be the first line of financial support and then considered on a case by case basis as may be determined at the time through Regional and local Councils.

## CONCLUSION

There are some existing sources of emergency relief funds and services between the Province, the Region and through private insurance. From a financial Regional and Municipal Risk Management perspective private insurance should always be the first line of financial protection of individual property assets.

## ESTABLISHMENT OF A CONTINGENCY FUND FOR RESIDENTIAL DISASTERS

A contingency reserve fund for residential disasters is not recommended as it would be a cost burden to all residential and commercial properties when residents are best suited to take on that liability for their own property. As a result, it is not recommended that a contingency fund for residential disasters be created.



Lorraine Graham-Watson, Commissioner of Corporate Services

### Approved for Submission:



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D. Swarc, Chief Administrative Officer

### APPENDICES

Appendix I - Letter from the Minister of Municipal Affairs to Regional Chair Dale

*For further information regarding this report, please contact Mark Schiller, Director Real Property Asset Management, ext. 7558, [mark.schiller@peelregion.ca](mailto:mark.schiller@peelregion.ca).*

*Authored By: Mark Schiller*

## APPENDIX I

## ESTABLISHMENT OF A CONTINGENCY FUND FOR RESIDENTIAL DISASTERS

**Ministry of  
Municipal Affairs**

Office of the Minister

777 Bay Street, 17<sup>th</sup> Floor  
 Toronto ON M5G 2E5  
 Tel.: 416 585-7000  
 Fax: 416 585-6470

**Ministère des  
Affaires municipales**

Bureau du ministre

777, rue Bay, 17<sup>e</sup> étage  
 Toronto ON M5G 2E5  
 Tél. : 416 585-7000  
 Téléc. : 416 585-6470



17-74169

**AUG 18 2017**

Mr. Frank Dale  
 Regional Chair and Chief Executive Officer  
 The Regional Municipality of Peel  
 10 Peel Centre Drive, Suite A  
 Brampton ON L6T 4B9

Dear Chair Dale:

Thank you for your letter on behalf of Peel Regional Council, regarding the scope of Ontario's disaster assistance programs.

I understand that damage on Hickory Drive was traumatic for those affected, and I sympathize with the hardship that they have faced. However, Ontario's two new disaster assistance programs – Municipal Disaster Recovery Assistance and Disaster Recovery Assistance for Ontarians – only apply to natural disasters, and at this time we are not intending to change that focus. Government disaster assistance programs do not generally cover human-caused disasters as there is normally a liable party and there are recourses for those affected to recover losses. The two Ontario disaster assistance programs are consistent with the federal disaster assistance program, as well as those of other Canadian provinces, in covering only natural disasters.

Occasionally, a human-caused emergency results in financial impacts that cannot be recovered from a liable party or addressed through insurance, and are beyond the capacity of the affected individuals or local community to manage. In such cases the province may design a special program to provide community support, as Quebec did following the Lac-Mégantic disaster and as Ontario did following the Walkerton disaster. In the case of Hickory Drive, the Ontario government did contribute financially by waiving the education portion of property taxes for the affected residences.

Once again, thank you for bringing the concerns of Regional Council to the attention of the government. Please accept my best wishes.

Sincerely,

A handwritten signature in black ink, appearing to read 'Bill Mauro'.

Bill Mauro  
 Minister

c: The Honourable Kathleen Wynne, Premier  
 The Honourable Helena Jaczek, Minister of Community and Social Services

DATE: April 24, 2018

REPORT TITLE: **EMERGENCY SOCIAL SERVICES (RED CROSS)**

FROM: Lorraine Graham-Watson, Commissioner of Corporate Services  
Janice Sheehy, Commissioner of Human Services

## RECOMMENDATION

**That the Commissioner of Human Services be authorized on behalf of the Region of Peel to enter into an agreement with the Canadian Red Cross Society, in a form that is satisfactory to the Regional Solicitor, to provide Preparedness Services, Core Response Services and Volunteer Management;**

**And further, that the contract be for a three-year period, with two optional 12-month extensions.**

### REPORT HIGHLIGHTS

- The Region of Peel is delegated, as a municipality, to develop and implement an emergency management program that includes an Emergency Response Plan. This includes the Region's assigned responsibility for fulfilling the emergency social services mandate.
- Currently, the Region has a Memorandum of Understanding with the Canadian Red Cross Society for emergency response disaster relief to support the Emergency Social Services mandate.
- The Region wishes to enter into a formalized agreement with the Canadian Red Cross Society as this would provide greater assurance that the desired level of service would be available in the event of an emergency.
- Municipalities with formalized agreements have priority in terms of receiving emergency response and this is pertinent, particularly for large scale incidents impacting broader geographic areas. The annual fees identified in this report are similar to other Municipalities across the Province.

## DISCUSSION

### 1. Background

The Region of Peel as a municipality is delegated under the *Emergency Management Program and Civil Protection Act*, R.S.O 1990, c. E.9; and as stated in 2.1 (1) Every municipality shall develop and implement an emergency management program that includes

## **EMERGENCY SOCIAL SERVICES (RED CROSS)**

an Emergency Response Plan and the Council of the municipality shall by by-law adopt the emergency management program, 2002, c. 14, s. 4. The Provincial Order in Council #1157/2009 assigns the lead responsibility for emergency social services to the Ministry of Community and Social Services, which is delegated through contractual arrangements to Ontario Works Administrators.

Accordingly, the Region's Human Services Department has lead responsibility for emergency social services supports.

Since 2002, the Region of Peel has had a Memorandum of Understanding with the Canadian Red Cross Society to provide emergency response services in support of the emergency social services mandate, but there is no formal agreement. The Memorandum of Understanding has proven to be unreliable, as demonstrated during the 2013 Ice Storm response where the lack of a formalized agreement became a barrier to accessing an appropriate level of Canadian Red Cross Society supports.

## **2. Findings**

Presently, in the event of an emergency, a member(s) from the Human Services Emergency Response Team will respond to the incident and be responsible for the coordination and delivery of disaster relief services including, but not limited to, securing emergency shelter and family reunification.

In the event of a larger scale incident, a comprehensive strategy is mobilized through the joint efforts of Regional Emergency Management and the Human Services' Emergency Response Team. This type of incident requires additional resources, beyond those available in Human Services to deliver on the emergency social services mandate. The Canadian Red Cross Society is well equipped to provide these additional resources in the event of such an emergency and has existing contracts in place with many other Regional municipalities and cities for this purpose.

A formalized agreement with Canadian Red Cross Society will provide assurance of access to resources to provide the appropriate level of emergency response to fulfill the Region's emergency social services mandate and provide services to affected residents. The services include basic needs supports such as: food, clothing, shelter, reception center/registration and inquiry, as well as family reunification and personal services supports.

The assurances provided through the formal contract include Canadian Red Cross Society commitments to participate in training activities, recruitment of volunteers from the Region of Peel, pre-positioning of emergency sheltering supplies and direct collaboration with the Human Services Emergency Response Team.

## **FINANCIAL IMPLICATIONS**

The annual contribution to the Canadian Red Cross Society under an agreement with the Region would be \$129,700 for each year of a three year agreement, with provisions to extend for two additional one year terms. The requested \$129,700 can be funded from within the existing Human Services budget and is similar to what other municipalities contribute for this emergency service.

**EMERGENCY SOCIAL SERVICES (RED CROSS)**

**CONCLUSION**

The Canadian Red Cross Society has a reputation worldwide for providing Emergency Social Services Response during emergencies of all sizes and types. In order to ensure the Region of Peel is equipped to respond to a local emergency, it is recommended that the Region enter into a formal agreement with the Canadian Red Cross Society.



Lorraine Graham-Watson, Commissioner of Corporate Services



Janice Sheehy, Commissioner of Human Services

**Approved for Submission:**



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D. Szwarc, Chief Administrative Officer

*For further information regarding this report, please contact Richard Gibson, Manager Regional Emergency Management, extension 4456, [Richard.Gibson@peelregion.ca](mailto:Richard.Gibson@peelregion.ca).*

*Authored By: Richard Gibson*

**For Information**

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DATE: April 19, 2018

REPORT TITLE: **9-1-1 ANNUAL REPORT**

FROM: Stephen VanOfwegen, Acting Commissioner of Digital and Information Services

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**OBJECTIVE**

To provide an annual update on 9-1-1 activity in Peel.

**REPORT HIGHLIGHTS**

- In Peel, the Regional 9-1-1 emergency number service represents a partnership among the Peel Regional Police, the City of Mississauga, the City of Brampton, the Town of Caledon, the Region of Peel and the Ministry of Health and Long-Term Care in providing emergency communications service to Peel residents.
- In 2017, 9-1-1 Communicators received 421,698 calls, with 290,793 being valid emergency calls.
- 130,905 calls or 31 percent of all the calls to 9-1-1 were misuse of the service such as miss-dials, pocket dials, test calls and hang ups.
- There are continuing efforts this year to build awareness about the proper use of 9-1-1 in an effort to reduce the number of inappropriate calls and unnecessary demands on the system.

**DISCUSSION****1. Background**

Peel Regional 9-1-1 service was implemented in 1988 and a 9-1-1 Advisory Group was established to ensure collaboration and coordination of the 9-1-1 system which is a partnership among Peel Regional Police, the City of Mississauga, the City of Brampton, the Town of Caledon, the Region of Peel and the Ministry of Health and Long-Term Care in providing emergency communications to Peel residents through a dedicated telephone network.

**9-1-1 ANNUAL REPORT**

In 2017, 421,698 calls were received for 9-1-1 in Peel, 290,793 calls, or 69 percent, were valid requests for emergency assistance. The remaining 130,905, or 31 percent of calls, were classified as misdials, short duration, pocket calls, test calls and hang-ups.

Calls to 9-1-1 were up substantially in 2017 from 2016 by 72,389 calls (21 percent), and misuse calls were also up by 39,348 calls (43 percent). Please refer to Appendix I for a 3-year comparison chart.

Increased use of mobile technology is a contributing factor to increased call volumes with wide availability while also a contributor to inappropriate use such as pocket dials.

**2. Raising Public Awareness and Community Engagement**

It is not easy to know what to do when in a state of stress or in a panic situation. Throughout 2018 there will be continued efforts made and attention provided to increasing awareness about the proper use of calling 9-1-1 and attention made to building awareness to reduce inappropriate calls to 9-1-1.

To assist in educating Peel residents about the proper use of 9-1-1, the Region has developed online resources such as the 9-1-1 Emergency Service informational web page <http://peelregion.ca/emergency/> Municipal partners, including the City of Brampton, City of Mississauga and Town of Caledon all feature 9-1-1 informational webpages, dedicated to providing residents with information around the proper use of the 9-1-1 service. Educational packages with digital links have been shared with local hospitals, schools, libraries and community centres.

In particular, this year there will be an ongoing campaign promoting consistent messaging about the proper use of 9-1-1 to reduce the number of inappropriate calls in addition to messaging during nationally recognized 9-1-1- Awareness Week beginning April 9<sup>th</sup>, 2018.

The Region continues to issue news releases to local media, invite media to events and work with community newspapers and television stations to foster awareness of how the 9-1-1 system works, and its intended use. As well, representatives from Police, Fire and Paramedics continue to attend events within the community to educate and inform citizens on the proper use of 9-1-1 and awareness regarding our non-emergency numbers.

**CONCLUSION**

The 9-1-1 emergency number service is an essential component of the emergency communication network in the Region of Peel. The continued success of the 9-1-1 service reflects the combined dedicated efforts of all the public safety communication professionals within the Region.



Stephen VanOfwegen, Acting Commissioner of Digital and Information Services

9-1-1 ANNUAL REPORT

Approved for Submission:



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D. Szwarc, Chief Administrative Officer

**APPENDICES**

Appendix I – 9-1-1: Trending Total Call Volumes vs. “Misuse” Calls

*For further information regarding this report, please contact Karla Hale, Director, Community Connections, extension 4998, [karla.hale@peelregion.ca](mailto:karla.hale@peelregion.ca)*

*Authored By: Karla Hale*

APPENDIX I  
9-1-1 ANNUAL REPORT

