

City of Mississauga
Corporate Report



<p>Date: January 31, 2022</p> <p>To: Chair and Members of General Committee</p>	<p>Originator's files:</p>
<p>From: Jodi Robillos, Commissioner of Community Services</p>	<p>Meeting date: March 9, 2022</p>

Subject

Office of Emergency Management 2021 Report

Recommendation

That the Corporate Report dated January 31, 2022 entitled "Office of Emergency Management 2021 Report" from the Commissioner of Community Services be received for information.

Executive Summary

- In accordance with the *Emergency Management & Civil Protection Act* the Office of Emergency Management has prepared the 2021 annual report entitled "Office of Emergency Management 2021 Report".
- The OEM was engaged in responding to/monitoring 19 incidents in 2021, totalling 52 days.
- Despite the challenges presented by COVID-19, the OEM continued to provide emergency/incident management training to staff and stakeholders.
- The OEM launched a school based Personal Emergency Preparedness Program for elementary students within Mississauga based schools.

Background

The *Emergency Management & Civic Protection Act* and Ontario Regulation 380/04 requires each municipality within the Province of Ontario to have an emergency management program and an Emergency Management Program Committee (EMPC). One of the requirements of the EMPC is to "conduct an annual review of the municipality's emergency management program; as well as "advise council on the development and implementation of the municipality's emergency management program. Each year the EMPC, through the Office of Emergency Management, undertake an annual review of the Program as well as the development of an annual report for the Mayor and members of Council.

Comments

The attached report (appendix 1) provides an overview of the City's emergency management program, including the details pertaining to:

1. The structure of the Office of Emergency Management;
2. Response activities and activations;
3. Compliance requirements and approach;
4. Business continuity management development and implementation;
5. Public education and engagement; and
6. The action plan for 2022.

Emergency Operations & Response

The Office of Emergency Management has four activation levels: Routine Monitoring, Enhanced Monitoring, Partial Activation, and Full Activation. For 2021 there were:

- Enhanced Monitoring: 31 days (18 incidents – an increase of +1 from 2020)
- Partial Activation: 21 days (1 incident – a decrease of -1 from 2020)
- Full Activation: 0 days (0 incidents – a decrease of -1 from 2020)

The Office of Emergency Management was also deployed to several incident scenes to support the provision of Emergency Social Services, incident support, and public awareness for displaced/affected residents.

Training & Exercises

Another area within the OEM's mandate is the development and delivery of emergency/incident management training for City staff and our partner organizations. 2021 was another challenging year for the delivery of emergency/incident management training due to the COVID-19 response and the restrictions that were in place for gatherings at various times throughout the year that prevented large training sessions from being held. Where feasible, training pivoted to an online delivery to ensure we could continue to provide training for EOC stakeholders, both internal and external to the City, as well as other City staff that require provincially mandated training. For 2021 OEM trained:

- Planning Process Course: 13 participants.
- Incident Management System (Levels 100, 200 & 300): 92 participants.
- EM 240 Note Taking (Scribe Training): 11 participants.
- Annual OFMEM Mandated Compliance Training: 44 participants.

The OEM also hosted its annual Emergency Management Workshop virtually in the spring of 2021. City staff as well as partners from the Greater Toronto Airport Authority presented on various emergency management related topics to attendees from all of the city's risk-based Incident Management Teams.

In 2022, our hope is that the COVID-19 situation will continue to stabilize which will allow us to continue to ramp up our in-person offerings where virtual formats are not possible.

Public Education & Engagement

One of the biggest successes of the OEM in 2021 was the launch of school based emergency preparedness presentations for elementary school students attending both the Peel District School Board and Dufferin Peel Catholic School Board schools in Mississauga. This program allows students to learn the essentials of being prepared for various emergency situations. Students were also provided with copies of the City's Emergency Preparedness Guide to take home and share with their parents or guardians. Starting in late September, staff from the OEM virtually presented Personal Emergency Preparedness presentations to over 800 students during the fall term. Interest in the program has been so strong that 2022 is projected to be even more successful in terms of the number of students we will engage with.

Business Continuity Management

To ensure the City is prepared for potential business disruptions the OEM continues to develop a robust Business Continuity Management (BCM) program. Since being established in 2016, the BCM program has grown department-by-department each year and has supported the implementation of business continuity programs and plans within the Corporate Services, Transportation & Works, and Planning & Building departments and Mississauga Fire & Emergency Services. In 2021 work was initiated on the business units within the Community Services Department. Unfortunately, due to the various closings and re-openings, particularly within the first half of the year, the work was delayed to allow staff from those business units to focus on the COVID-19 response which ultimately didn't allow for sufficient time to complete the business continuity work. Moving forward in 2022, the BCM program will continue implementation with the Community Services Department and eventually the divisions of the City Manager's Office, in addition to working with the other departments and divisions to update and test their existing business continuity plans.

Financial Impact

There is no financial impacts from this report.

Conclusion

The Emergency Management Program Committee (EMPC) and the Office of Emergency Management (OEM) will continue to strengthen the municipal emergency management and business continuity programs. Benchmarking, training and the development of partnerships will provide the framework for ongoing continuous improvement.

Attachments

Appendix 1: Office of Emergency Management 2021 Report

A handwritten signature in black ink, appearing to read "Jodi Robillos", is written over a horizontal line.

Jodi Robillos, Commissioner of Community Services

Prepared by: Tim Lindsay, CEMC, Manager, Office of Emergency Management