



Report to: General Committee

Date Report Authored: April 24, 2017

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**SUBJECT:** York Region MOU with City of Markham for Emergency Social Services

**PREPARED BY:** Sonia Singh, Emergency Preparedness Coordinator, Community and Fire Services Commission, ext. 2471

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**RECOMMENDATION:**

The Commissioner of Community and Fire Services be authorized to sign a Memorandum of Understanding with York Region in a form satisfactory to the City Solicitor for the coordination and delivery of emergency social services.

**PURPOSE:**

To provide General Committee with information regarding York Region's MOU for emergency social services and receive approval to enter into an agreement with York Region for the coordination and delivery of emergency social services.

**BACKGROUND:**

In 2015, York Region coordinated a community consultation session with each of the nine local municipalities. City of Markham participated in one of these sessions where key municipal staff were asked to assess the six core functions of emergency social services and determine whether or not it should be a Regional responsibility, municipal responsibility, or external partner responsibility.

From these sessions, a number of trends were identified across all local municipalities. These included the increased ownership and responsibilities of the local municipalities such as:

- Activation of emergency social services
- Selection and operation of the facilities to be used as a reception centre
- Relaying information on available services to evacuees
- The Canadian Red Cross was identified as a key external provider able to provide a range of emergency social services.

It was also determined that a Memorandum of Understanding between York Region and each of the nine local municipalities will clearly outline who will be responsible for what emergency social services between the Region, the local municipalities and external partners.

The memorandum of understanding will provide the groundwork for more refined incident notification and communication protocols between Markham and the Region when requesting emergency social services. These responsibilities will be reflected in the Region's Emergency Plan and Markham's Emergency Response Plan in the Appendices.

York Region's Memorandum of Understanding to each municipality will include procedures on how to activate and best leverage the services of external partners, including the Canadian Red Cross. The ongoing development of a more comprehensive emergency social services program

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means greater coordination of key external partners who may play significant roles in assisting evacuees.

In 2016, Markham worked with the Region and Red Cross to conduct surveys to pre-identify and assessing facilities to be used as reception centres and potential mass vaccination clinics. A report from the Red Cross is pending as of the date of this report.

The Region, in entering into an agreement with the Canadian Red Cross it, will help the Canadian Red Cross build the necessary capacity within York Region to provide timely and dedicated response personnel and resources. Examples of capacity building include:

- Material resources (e.g. cots, blankets, hygiene kits)
- Vehicles needed for timely response and transport of material resources
- Recruitment strategies and campaigns to build the human resource capacity and volunteer base in York Region

Under the Agreement, the Canadian Red Cross will collaborate and partner with the Region and local municipalities in preparedness activities, including assessments of facilities for reception centres, joint training, and the delivery of personal preparedness workshops to community groups upon request.

### **LOCAL IMPACT**

During the 2013 Ice Storm, Red Cross resources were exhausted by the City of Toronto. The City of Markham set up two warming centres with no resources available from the Red Cross. Warming Centres used exercise mats for cots and Markham staff were responsible for the registration of residents staying in the warming centres overnight.

A Memorandum of Understanding between the Region and Markham will allow for clarification of roles and responsibilities of emergency social services and also gives Markham the authority to request assistance from the Red Cross for emergencies requiring emergency social services for large scale incidents in which over 25 individuals and/or 10 households are affected, or if the response requires assistance longer than 72 hours.

The City of Markham's emergency management program stands to benefit from a proposed Memorandum of Understanding with the Region's service agreement with the Canadian Red Cross because it will allow the Red Cross to build capacity within the Region and ensure that Red Cross resources are available especially during an emergency where the City of Toronto is also involved.

A successful emergency social services program is dependent on a high level of coordination and planning between government and external partners. Both arrangements strengthen these partnerships and establish clear roles and responsibilities so we are prepared to help residents in a moment of need.

**Summary of Municipal Responsibility for Emergency Social Services**

Of the 32 areas of responsibilities that were outlined in Appendix A of this report that were taken from the municipal surveys conducted in 2015, twelve of those have been deemed the responsibility of the municipality to provide or coordinate. The following is a summary of proposed municipal responsibilities that will be outlined in the MOU with York Region.

	<b>Municipal Responsibility</b>	<b>Description of Responsibility</b>	<b>Additional Support</b>
<b>1</b>	<b>Assessments of Facilities used as Reception Centres</b>	Responsibility for conducting onsite review of facilities to be used as Reception Centres before opening	Through Emergency Management Program – part of emergency planning
<b>2</b>	<b>Cost Recovery - Application for Ontario Disaster Relief Program for Municipalities</b>	Responsible for pursuing recovery of costs associated with operation of a Reception Centre	Through EOC Finance and Administration Section
<b>3</b>	<b>Donations Management (Financial only)</b>	Responsible for overseeing financial donations to support evacuees directly	Through EOC Finance and Administration Section
<b>4</b>	<b>Information</b>	Ensure accurate up-to-date information is available and communicated to evacuees	Connection to Markham EOC through Reception Centre Manager.
<b>5</b>	<b>Insurance</b>	Provide access to insurance adjustors, services, and education on the claims process	Will request Insurance Bureau of Canada to bring their Community Assistance Mobile Pavilion (C.A.M.P.) tent.
<b>6</b>	<b>Maintenance</b>	Responsible for the opening, operation, and maintenance of a Reception Centre	Through EOC Operations Section – Recreation Services Dept.

	<b>Municipal Responsibility</b>	<b>Description of Responsibility</b>	<b>Additional Support</b>
<b>7</b>	<b>Multicultural</b>	Provide services to accommodate cultural needs specific to interpretation/translation services, religious resources, and other cultural needs such as	Through Reception Centre Manager and Contact Centre for translation.
<b>8</b>	<b>Pet Services</b>	Provide for the health and welfare of domesticated animals, including sheltering, feeding, and immediate medical needs	Through EOC Operations Section and Bylaw and Enforcement coordination with OSPCA
<b>9</b>	<b>Recreation Services</b>	Provide evacuees with access to physical or recreational programs at the Reception Centre or other facility	
<b>10</b>	<b>Referrals</b>	Connect evacuee to community-based services such as utilities and services needed for recovery with support from York Region's Access York service	Request York Region to provide Access York support
<b>11</b>	<b>Security</b>	Provide trained personnel to ensure the security of the Reception Centre facility, evacuees, and staff	Through EOC Logistics Section (deploy by-law enforcement staff or hire security)
<b>12</b>	<b>Technology</b>	Responsible for managing the overall technical and telecommunications needs within the Reception Centre	Through EOC Logistics Section – ITS Branch

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**FINANCIAL CONSIDERATIONS AND TEMPLATE:**

York Region will pay the annual contribution to the Canadian Red Cross to build capacity.

For each year of the initial three-year term of the agreement, York Region will make an annual contribution of \$103,252.40 to the Canadian Red Cross that will allow them to build response capacity in York Region. This figure is based on the Region's approximate population according to the 2011 Census and is the sum of \$0.10 CDN per capita. This cost will be accommodated within the Community and Health Services department operating budget.

Local municipalities will reimburse the Canadian Red Cross for the cost of services provided during an emergency

The Canadian Red Cross will only invoice local municipalities for large scale incidents in which over 25 individuals and/or 10 households are affected, or if the response requires assistance longer than 72 hours.

Following an incident in which Canadian Red Cross services are requested by a local municipality, the Canadian Red Cross will provide a detailed invoice for the services provided.

The amount being invoiced is only to recover costs incurred by the Canadian Red Cross to deliver services during the event. As an example, the Canadian Red Cross has indicated costs of its services for one week during an emergency would be roughly \$45,295 to assist 50 residents or \$103,992 for 200 residents. The local municipality will be responsible for covering these costs. All costs arising from a major emergency are not budgeted but will be covered by the Corporate Rate Stabilization fund which will have to be replenished through subsequent year's budgets, if not recovered from reimbursement through the Ontario Municipal Disaster Recovery Assistance Program. These types of costs are eligible for funding through that program.

This allows the local municipality some autonomy to activate Canadian Red Cross services and determine the nature of the response. This would be done in consultation with the Region. This approach is consistent with the direction of local municipalities staff provided through consultations.

Personal disaster assistance for small scale incidents will continue to be a free service provided by the Canadian Red Cross in partnership with local municipal fire departments.

**HUMAN RESOURCES CONSIDERATIONS**

Not Applicable

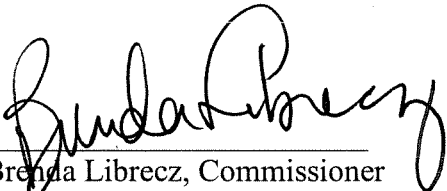
**ALIGNMENT WITH STRATEGIC PRIORITIES:**

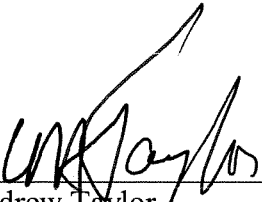
- Emergency management program aligns with the Building Markham's Future Together Strategic Plan 2015-2019 under three of the four components. They include:
- Safe and Sustainable Community
- Exceptional Services by Exceptional People, and
- Engaged, Thriving, Diverse City

**BUSINESS UNITS CONSULTED AND AFFECTED:**

Recreation Services under the Community and Fire Services Commission.

**RECOMMENDED BY:**

  
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Brenda Librecz, Commissioner  
Community and Fire Services

  
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Andrew Taylor,  
Chief Administrative Officer

**ATTACHMENTS:**

Appendix A: Emergency Social Services Delivery Chart

**Appendix A**

## EMERGENCY SOCIAL SERVICES SERVICE DELIVERY CHART

Essential Services	Service Component	Delivery Agency  LM = Local Municipality Activates Agency  YR = Region Activates Agency
<b>Registration and Inquiry</b>	<b>Information</b> - Ensure accurate up-to-date information is available and communicated to evacuees	Local Municipality
	<b>Registration</b> - Register evacuees, take inquiries about people's safety and assist in reuniting families	Canadian Red Cross (LM)
	<b>Referrals</b> - Connect evacuee to community-based services such as utilities and services needed for recovery	Local Municipality  York Region – Access York
<b>Emergency Lodging</b>	<b>Onsite Lodging</b> - Provide short-term temporary housing for evacuees at a centralized location	Canadian Red Cross (LM)
	<b>Offsite Lodging</b> - Provide short-term temporary lodging in a motel/hotel for single evacuees or family	Canadian Red Cross (LM)
	<b>Shelter</b> - Provided an immediate safe haven (on or offsite) to protect evacuees from hazards or adverse weather until establishment of Reception Centre	York Region Transit (LM)
<b>Emergency Feeding</b>	<b>Onsite Meals</b> - Provide healthy and nutritious meals within the Reception Centre, including any allergy or dietary restrictions	Canadian Red Cross (LM)  Salvation Army (YR)
	<b>Offsite Meals</b> - Provide gift cards or vouchers for the purchase of meals from restaurants or groceries to be prepared by evacuees	Canadian Red Cross (LM)  Salvation Army (YR)

<b>Essential Services</b>	<b>Service Component</b>	<b>Delivery Agency</b>  LM = Local Municipality Activates Agency  YR = Region Activates Agency
<b>Emergency Clothing</b>	<b>Clothing</b> - Provide essential clothing (including outerwear), blankets, footwear, and personal hygiene items for evacuees	Canadian Red Cross (LM)  Salvation Army (YR)
<b>Personal Services</b>	<b>Assistive Devices</b> - Provide referrals to replace assistive devices including scooters, walkers, wheelchairs, canes, eyeglasses, or dentures as needed	Community Care Access Centre (only if client is in existing program) (YR)  Canadian Red Cross - Health Equipment Loan Program (LM)
	<b>Unattended Children</b> - Receive children that arrive to a Reception Centre without a parent or guardian	York Region Police (YR)
	<b>Emergency Medical</b> - Provide emergency medical response, triage, transportation, and pre-hospital acute care	York Region - Paramedic Services (via 911) (YR)
	<b>Emotional Support</b> - Provide access to psychosocial supports and other community crisis intervention programs	Victims Services of York (YR)  Salvation Army Spiritual Care (YR)
	<b>Financial Aid</b> - Provide referrals for immediate financial support to evacuees to provide the necessities of life	York Region – Access York
	<b>First Aid</b> - Provide immediate basic first aid within the Reception Centre	St. John Ambulance (YR)
	<b>Insurance</b> - Provide access to insurance adjustors, services, and education on the claims process	Insurance Bureau of Canada or other local provider (YR/LM)



Essential Services	Service Component	Delivery Agency  LM = Local Municipality Activates Agency  YR = Region Activates Agency
	<b>Multicultural</b> - Provide services to accommodate cultural needs specific to interpretation/translation services, religious resources, and other cultural needs	Interpretation/Translation Services - York Region - Access York  Prayer Rooms- Local Municipality/Canadian Red Cross  Dietary Needs - Canadian Red Cross/Salvation Army
	<b>Ontario Works/ODSP Support</b> - Connect existing clients impacted by an emergency to case management support	York Region – Access York
	<b>Pet Services</b> - Provide for the health and welfare of domesticated animals, including sheltering, feeding, and immediate medical needs	Ontario SPCA (YR/LM)
	<b>Prescriptions</b> - Facilitate access for the replacement medications by referral to a pharmacy, clinic, or doctor	York Region – Access York (does not authorize prescriptions)
	<b>Recreation Services</b> - Provide evacuees with access to physical or recreational programs at the Reception Centre or other facility	Local Municipality
	<b>Continuing Care</b> - Provide continued access to services to support evacuees who may have physical, medical, or a cognitive disability	Community Care Access Centre (YR)
	<b>Transportation</b> - Provide for the transportation needs of evacuees including bus passes and taxi vouchers	York Region Transit (LM)  Canadian Red Cross (for taxi) (LM)
<b>Reception Centre Management</b>	<b>Management</b> - Responsibility for managing the operations of the Reception Centre	York Region
	<b>Assessments</b> - Responsibility for conducting onsite review of facilities to be used as Reception Centres before opening	Local Municipality York Region Canadian Red Cross

<b>Essential Services</b>	<b>Service Component</b>	<b>Delivery Agency</b>  LM = Local Municipality Activates Agency  YR = Region Activates Agency
	<b>Cost Recovery</b> - Responsible for pursuing recovery of costs associated with operation of a Reception Centre	Local Municipality
	<b>Donations Management</b> - Responsible for overseeing financial donations to support evacuees directly	Local Municipality
	<b>Food, Water and Sanitation</b> - Provide qualified staff to inspect food, water safety, and sanitation within the Reception Centre	York Region – Public Health
	<b>Infection Prevention and Control</b> – Respond to infection prevention and control concerns within a Reception Centre	York Region – Public Health
	<b>Maintenance</b> - Responsible for the opening, operation, and maintenance of a Reception Centre	Local Municipality
	<b>Security</b> - Provide trained personnel to ensure the security of the Reception Centre facility, evacuees, and staff	York Region Police (for initial opening)  External Security Provider (via Local Municipality)
	<b>Technology</b> - Responsible for managing the overall technical and telecommunications needs within the Reception Centre	Local Municipality