

Council Directed Review on City's Response to Three-Prior  
Neighbourhood-Level Emergencies

**Fiona Crean**  
Ombudsman

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## 1.0 Review

1. In May 2011, the Ombudsman tabled an investigation report, *An Investigation into the Provision of Emergency Human Services following the 200 Wellesley Street Fire* at City Council.
2. As a result of tabling that investigation, Council directed the Ombudsman to review the City's responses into three earlier neighbourhood-level emergencies – the Queen Street West fire (February 2008), the Secord Avenue fire (July 2008) and the Sunrise Propane explosion (August 2008).

### Review Scope

3. Council directed:
  - a) a review of the reports and evaluations from previous emergency human responses to the Queen Street fire, the Secord Avenue fire and the Sunrise Propane explosion; and
  - b) report back to Council on the degree of implementation of previous recommendations flowing from the above emergency responses by the Toronto Public Service.

## 2.0 Background of Review

### 2.1 The Queen Street Fire

4. On February 20, 2008, more than 150 firefighters responded to a six-alarm fire on Queen Street West. Four buildings were destroyed, while 14 others were damaged to various degrees.<sup>1</sup> Residents of the significantly damaged buildings were forced to evacuate. News reports suggested that about 60 people lost either their jobs and/or their homes.<sup>2</sup>

### 2.2 The Secord Avenue Fire

5. On July 20, 2008, a hydro explosion and fire broke out at 2 Secord Avenue. It forced approximately 900 residents, from neighbouring apartments and townhouses, to evacuate their homes. Some residents had to wait nearly two months to return to their homes.<sup>3</sup>

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<sup>1</sup> "Toronto blaze guts row of historic buildings," CBC News, February 20, 2008.

<sup>2</sup> "Fire ravages Queen St. W," Toronto Star, February 21, 2008.

<sup>3</sup> "Residents of 2 Secord Avenue thank City staff on the one-year anniversary of the evacuation," City of Toronto, August 17, 2009.

## 2.3 The Sunrise Propane Explosion

6. On August 10, 2008, a series of explosions occurred at the Sunrise Propane Industrial Gases Facility in Downsview. As a result of the damage, the threat of further explosions and concerns about air quality, approximately 12,000 residents were forced to evacuate their homes. Within 24 hours, most residents were able to return, however, of the 10,000 homes, 100 remained uninhabitable for a longer period of time.<sup>4</sup> Two hundred firefighters were estimated to have responded to the five-alarm fire that resulted from the explosions.<sup>5</sup>

## 3.0 Queen Street Fire Recommendations

### 3.1 Feedback on the City's Emergency Response from Area Residents

7. On November 6, 2008, Councillor Vaughan submitted a letter to the Mayor of Toronto in relation to the City's emergency response to the February 2008 Queen Street fire. The letter included a list of recommendations to be considered and incorporated into the City's policies and procedures to improve its response to neighbourhood emergencies. The list was developed subsequent to a survey the Councillor conducted, which evaluated the personal experiences of people affected by the Queen Street fire and the City's emergency response.
8. Recommendations included: first contact; registration & immediate needs; accessibility & presence; physical disabilities and non-English speaking needs; case management; communication and advocacy; emergency site coordination and follow up; replacement housing; and a communications campaign to promote tenants taking out insurance.
9. City staff provided my office with a draft copy of the "Emergency Human Services Policy and Procedures Manual."<sup>6</sup> The manual provides information to staff with respect to:

... all policies and procedures required to deliver EHS service to those Toronto evacuees and their pets who are displaced from their homes and who require assistance after the risks of the immediate emergency have been addressed. It includes policies for services to vulnerable populations, the Incident Management System and role of the Office of Emergency Management, EHS operations and support services and debriefs and training.<sup>7</sup>

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<sup>4</sup>"Body Found at Site of Toronto explosions: police," CTV News, August 11, 2008.

<sup>5</sup>"Firefighter dies battling huge fire at propane depot." CBC News, August 10, 2008.

<sup>6</sup>The Emergency Human Services Policy and Procedures Manual was developed as a result of the Ombudsman's 200 Wellesley Street Fire Investigation.

<sup>7</sup>Emergency Human Services Policy and Procedures Manual.

10. Of the nine recommendations listed in the November 6, 2008 letter to the Mayor, the Emergency Human Services Policy and Procedures Manual incorporates eight. The manual is complete and is in the final stage of approval by partner agencies and City Divisions.
11. With respect to the one recommendation that the City has not yet addressed, a communications campaign promoting insurance for private tenants, City staff advised my investigator that while a strategy exists to encourage tenants to purchase insurance with organizations that the City funds and/or with which they have a relationship, a formal campaign has not been undertaken.

## **4.0 Secord Avenue Fire Recommendations**

### **4.1 Report on Follow-up Procedures After a Disaster - the Secord Fire and Sunrise Propane Explosion - EX26.31**

12. On September 30, 2008, Council passed a member's motion to have the City prepare a report, "Follow-up Procedures After a Disaster - the Secord Fire and Sunrise Propane Explosion." The report was to provide a review of the "post-disaster recovery activity, its effectiveness, completeness and organizational framework for the Secord and Sunrise occurrences."
13. On November 10, 2008, Executive Committee referred the motion to the City Manager for a report back to Executive Committee.
14. On April 20, 2009, the City Manager tabled the report, "Emergency Management Program Amendments," with Executive Committee. The report reviewed the Secord fire and Sunrise Propane explosion and the City's Emergency Management Program.
15. The report identified areas for improving the City's emergency response and recommended revising the structure of emergency management and the Emergency Management Program. The report recommended that Council approve the City of Toronto Emergency Plan; re-enact Chapter 59, Emergency Management, Toronto Municipal Code; amend provisions of Chapter 27, Council Procedures, Toronto Municipal Code; and authorize the City Solicitor to bring forward required bills to implement the above effective.
16. On May 25, 2009, Council approved the report and the City of Toronto Emergency Plan.
17. On May 27, 2009, Council adopted the newly amended Chapter 59, Emergency Management, Toronto Municipal Code.<sup>8</sup> On the same date,

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<sup>8</sup> Part C of Chapter 59, §14 of the Toronto Municipal Code was amended to include "Delegation of Authority to Mayor," which includes the delegation of City Council's authority to the Mayor for use in emergencies.

Council adopted Chapter 27, §151, Council Procedures, Toronto Municipal Code.<sup>9</sup>

18. On December 31, 2011, the City of Toronto Emergency Plan was finalized and released to the public.

#### **4.2 Office of Emergency Management – Response to Secord Avenue Fire and Explosion**

19. On December 2, 2008, the Office of Emergency Management<sup>10</sup> (OEM) released the report, "Office of Emergency Management – Response to Secord Avenue Apartment Fire and Explosion July 20, 2008." The report reviewed the OEM's response to the Secord Avenue explosion and included six recommendations to improve the office's response to similar types of emergencies.
20. The OEM's recommendations related to clarifying roles, delineating tasks and improving its response specifically to Level 2 emergencies.<sup>11</sup>
21. In October 17, 2012, Shelter, Support and Housing Administration<sup>12</sup> (SSHA) released the guideline, "Emergency Level Notifications, Operational Support Function" (ELN OSF). The ELN OSF "outlines the response provided to residents who are displaced or otherwise affected by an emergency, and provides information on the role of each of the partner agencies involved in providing the Emergency Human Services response."
22. The ELN OSF, along with the City of Toronto Emergency Plan, addresses almost all of the OEM's recommendations made in the December 2, 2008 report.
23. The only recommendation that the ELN OSF does not entirely adhere to is recommendation 2, which requires that "whenever an OEM is activated in response to a Level 2 event, the Deputy City Manager should be apprised of both the event and the activation and role of the OEM on-site coordinator." Instead, the ELN OSF provides the OEM with discretion to notify the Deputy City Manager.

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<sup>9</sup> The amended provisions in Chapter 27 of the Toronto Municipal Code relate to the newly amended Chapter 15-49, "Delegation of Authority to Mayor."

<sup>10</sup> OEM is the coordinating agency responsible for emergency plans and preparedness for the City. It is generally activated for larger emergencies and planned events, such as cultural festivals, gatherings and protests.

<sup>11</sup> Emergency levels are classified on a scale of 1-3: 1 is a "minor incident"; 2 is a "major incident"; and 3 is an "emergency incident." A second level emergency is managed by Emergency Services/Divisions. A level 2 emergency can include, but may not be limited to, fires (such as the Secord, Queen Street West and Wellesley fires), festivals and gatherings.

<sup>12</sup> SSHA coordinates the "Emergency Human Services" response, which is delivered by the City's divisions and agencies when there is an emergency.

24. The final ELN OSF was approved in October 2012.

## **5.0 Sunrise Propane Explosion Recommendations**

### **5.1 Report on Emergency Preparedness - EX26.30**

25. On September 30, 2008, Council passed a member's motion to have the City prepare a report on "Emergency Preparedness." The motion requested an appraisal of the City's Emergency Plan and its implementation in relation to the Sunrise Propane explosion, a report of what was learned and recommendations for improvement.
26. On November 10, 2008, Executive Committee referred the motion to the City Manager for a report back.
27. On April 20, 2009, the City Manager released the report, "Emergency Management Program Amendments," to Executive Committee. The report referred to the Sunrise Propane explosion and identified improvements to the City's emergency response and recovery plans.
28. Recommendations stemming from the Sunrise Propane explosion in the report included: improving methods of sharing information between responders and the Emergency Operations Centre; organized communications to the public; centralizing staff access to the emergency site; and arranging assistance for affected residents.
29. Council approved the report on May 25, 2009.
30. The above recommendations are addressed in the City of Toronto Emergency Plan, the Emergency Human Services Policy and Procedures Manual and a document called the "Emergency Human Services Staff Roles and Responsibilities."
31. The latter guideline provides a list of relevant staff positions involved in an Emergency Human Service response and describes in detail each position's responsibilities.

### **5.2 Request to the Provincial and the Federal Governments for Resident Relief Disaster Assistance for the Sunrise Propane Disaster EX26.32**

32. On September 30, 2008, Council passed a member's motion: "Request to the Provincial and the Federal Governments for Resident Relief Disaster Assistance for the Sunrise Propane Disaster."
33. On November 10, 2008, Executive Committee referred the motion to the City Manager for a report back.



34. The City Manager reported to Executive Committee on April 20, 2009. The report, "Emergency Management Program Amendments," noted that the Ontario Ministry of Finance had provided the City with a grant of \$900,000 to assist in paying for the damages that resulted from the Sunrise Propane explosion.
35. Council approved the report on May 25, 2009.
36. City staff advised my office that "communities are not eligible to receive federal funds under the Federal Disaster Assistance Program," which was the reason the federal government did not provide relief.

### **5.3 Request for Public Inquiry Surrounding the Circumstances of the Sunrise Propane Explosion EX26.33**

37. On September 30, 2008, Council passed a member's motion "Requesting a Public Inquiry Surrounding the Circumstances of the Sunrise Propane Explosion."
38. On November 10, 2008, Executive Committee referred the motion to the City Manager for a report back.
39. On April 20, 2009, the City Manager reported to Executive Committee that the Ministry of Small Business and Consumer Services appointed an independent panel in August 2008 to conduct a propane safety review, in which the City participated.
40. Council approved the report on May 25, 2009.
41. In 2008, the "Ontario Propane Safety Review" was released. The review "did not involve investigating the [Sunrise Propane] events of August 10, 2008, when an explosion occurred at a facility in northwest Toronto at which propane was stored, nor did it touch on findings of fault."<sup>13</sup>
42. The "Ontario Propane Safety Review" examined the "storage, handling, location and transport of propane in Ontario." The review provided recommendations for maintaining and improving propane safety.
43. To date, the provincial government has not acted/responded to Council's request for a public inquiry.

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<sup>13</sup> Ontario Propane Safety Review, 2008, at page 2.

#### **5.4 Office of Emergency Management Response to Sunrise Propane Explosion**

44. In September 2008, the OEM released a staff report: Office of Emergency Management Response to Sunrise Propane Explosion.
45. The report summarized the OEM response to the Sunrise Propane explosion. It included nine recommendations to improve the Office's response to future emergencies in the City of Toronto. The recommendations focused on refining the services provided at the Emergency Operations Centre and clarifying the notification protocol.
46. The Incident Management System OSF, Emergency Levels Notifications OSF, Emergency Operations Centre OSF, and the Emergency Information and Media Relations OSF, along with the City of Toronto Emergency Plan, all address the recommendations made in the OEM response to the Sunrise Propane explosion.

#### **5.5 Community Recommendations - Downsview Explosion and Blast EX26.34**

47. On October 2, 2008, Council adopted a member's letter entitled "Community Recommendations - Downsview Explosion and Blast." The recommendations in the letter were directed to the Government of Ontario.
48. The recommendations made related to improving the standards and safety of propane facilities, amending provincial legislation to protect citizens who live near facilities that house hazardous substances and to create more accountability.
49. On November 10, 2008, the Executive Committee referred the letter to the City Manager for a report back.
50. City staff told my investigator that the recommendations were brought forward by them to the Propane Safety Review Panel for review and consideration.
51. From reviewing the 2008 Report of the Propane Safety Review, five out of seven of the recommendations were integrated into the Review's 40 recommendations.
52. In May 2010, the Province of Ontario reported that 37 of the 40 recommendations have been "acted upon", which includes the five recommendations noted in the member's letter.
53. The two recommendations that have not been addressed include having the Provincial Government take over the Technical Standards and Safety

Authority, and having the Provincial Government make posting performance bonds mandatory for companies who operate propane facilities.

## **6.0 Other Emergency Recommendations/Overarching Issues**

### **6.1 Caring for Toronto Residents Displaced as a Result of Neighbourhood Emergencies: Review of Recent Events and Proposed Strategies EX43.3**

54. On March 30, 2010, the report, "Caring for Toronto Residents Displaced as a Result of Neighbourhood Emergencies: Review of Recent Events and Proposed Strategies" (Report) was submitted to Executive Committee by the General Manager, SHHA, Deputy City Manager and Chief Financial Officer.
55. The report reviewed the City's responses to recent neighbourhood-level emergencies that resulted in evacuation. It proposed "policies and financial strategies to guide the services provided to residents displaced as a result of any future emergency."
56. The report included ten recommendations that would strengthen the City's response to emergencies and support residents displaced as a result of an emergency.
57. In May 2010, Council considered the report and approved the Emergency Human Services Policy:

Emergency Human Services is an organized response to the urgent needs of people and their pets once they are out of immediate danger of a disaster or emergency situation. The primary services provided as part of Emergency Human Services include providing emergency accommodation, food, registration and inquiries, personal support services and operation of a Reception Centre for residents evacuated from their homes. The Emergency Human Services Response is coordinated by Shelter, Support and Housing Administration and delivered by pre-identified City divisions and agencies with pre-determined roles that come together to provide these services to residents in times of emergencies.

58. Four additional documents were created or updated to address the recommendations noted in the report: Vulnerable Populations Protocol, an Emergency Human Services Policy and Procedures Manual, Emergency Human Services Operational Support Function, and Emergency Human Services Staff Roles and Responsibilities.

59. The Emergency Human Services Policy was approved by Council on May 11, 2010.
60. The Vulnerable Populations Protocol and the Emergency Human Services Operations Support Function was adopted by Council in October 2012.
61. The Emergency Human Services Policy and Procedures Manual is complete and is in the final stage of approval by partner agencies and City Divisions.
62. The following recommendations from the report that remain outstanding include: in-kind donations, insurance education campaign, role of community agency and private sector partners, staff training, completing service contracts, funding redeployment, and some human resource policies relating to overtime and remuneration
63. City staff advised my investigator that they are currently working on a strategy for accepting in-kind donations. They are in the process of assessing options for delivery models and intends to satisfy this recommendation by June 30, 2013.
64. City staff informed my investigator that they are in the process of fulfilling the remaining recommendations. They should be completed by the first quarter of 2013.

## **6.2 Creation of a Disaster Relief Reserve Fund - EX26.29**

65. On September 30, 2008, Council adopted a member's motion to create a Disaster Relief Reserve Fund.
66. On November 10, 2008, Executive Committee referred the motion to the City Manager for a report back.
67. The City Manager's report to Executive Committee on April 20, 2009, regarding "Emergency Management Program Amendments," stated that Council established an Emergency Planning Reserve in 2002.
68. The Reserve's function is to "provide funding to support the City's ability to deter threats from terrorism and to respond to emergencies brought on by terrorism and other emergency management catastrophes." On April 20, 2009, the balance was \$5.1 million. The total balance was allocated for pandemic flu planning and preparedness.
69. Council adopted the report on May 25, 2009.
70. The recommendation to establish a disaster relief reserve fund was subsequently addressed in the "Caring Report." The recommendation was to

establish the "Emergency Human Services Expense Account" in the amount of \$500,000 to fund and track expenses related to providing emergency human services.

71. The "Emergency Human Services Expense Account" was established in 2010. As of September 2012, the balance was \$355,764.

## **7.0 Ombudsman Findings**

72. Of 66 recommendations to improve the City's response to neighbourhood-level emergencies, based on the information the City has provided, it has fulfilled 53.
73. The City intends to fulfill all outstanding recommendations by the second quarter of 2013.

## **8.0 Ombudsman Recommendations**

74. Taking into account all of the information gathered in this review, I recommend the following:
  1. That the City revise its Emergency Level Notifications, Operation Support Function by March 31, 2013, to allow for the following:

Whenever the Office of Emergency Management is activated in response to a Level 2 - Major Incident, it be mandatory that the Deputy City Manager of Cluster B is notified.

## **9.0 City's Response**

75. The City's response to my review is attached as Appendix A of this report.

(Original signed)

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Fiona Crean  
Ombudsman  
February 11, 2013

## APPENDIX A – City's Response



Joseph P. Pennachetti  
City Manager

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Friday, February 8, 2013

Fiona Crean  
Office of the Ombudsman, City of Toronto  
#203 - 375 University Avenue  
Toronto, ON M5G 2J5

Dear Ms. Crean:

Further to your request, please find below the City's written response to your final investigation report, dated January 28, 2013 entitled *Council Directed Review on the City's Response to Three Prior Neighbourhood- Level Emergencies*. I appreciate having had the opportunity to review the report and to have staff provide our preliminary comments.

We are in agreement with the findings, as presented, and with the recommendations. Staff from the Shelter, Support and Housing Administration Division and from the Office of Emergency Management has also reviewed the document in detail and our comments are noted below.

### **Ombudsman Findings and Recommendations**

Staff agree with the Ombudsman's finding that 53 of the 66 recommendations to improve the City's response to neighbourhood- level emergencies have been fulfilled. The remaining recommendations will be completed by December 31, 2013.

Staff agree with the Ombudsman's recommendation that "whenever the Office of Emergency Management is activated in response to a Level 2- Major Incident, it be mandatory that the Deputy City Manager is notified." We are committed to revising the Emergency Levels Notifications Operational Support Function (OSF) to reflect the fact that the Deputy City Manager, Cluster B will be notified in response to a Level 2- Major Incident. This revision will be completed by March 31, 2013.

Thank you again for the opportunity to provide input into the report. Staff also very much appreciated the opportunity to discuss this response with your staff prior to the finalization of your report.

Yours truly,

A handwritten signature in blue ink, appearing to read "J. Pennachetti".

Joseph P. Pennachetti  
City Manager

c.: Phillip Abrahams, General Manager, Shelter, Support and Housing Administration Division  
Loretta Chandler, Director, Office of Emergency Management

## APPENDIX B - Analysis of Recommendations regarding City's Response to Emergencies

Item	Report and Recommendation(s)	City Response	Implementation details	Back up Documentation reference	Outstanding Recommendations
<p>Letter from Councillor Adam Vaughan Nov. 6, 2008</p>	<p>Letter from Councillor Adam Vaughan in response to Queen Street West Fire.</p> <p>1. First Contact on site when other emergency persons respond. Needs command centre and uniform.</p>	<p>The role of the EHS Incident Commander as the single point of decision making authority to be confirmed.</p> <p>An EHS Emergency Response vehicle is complete and has been delivered to the City.</p> <p>Visibility is important for all City responders.</p>	<p>The City Manager has issued a memo to all ABCDs regarding the Role of EHS Incident Commander.</p> <p>The role of the EHS Incident Commander is also now clearly defined in the EHS Policy manual.</p> <p>An Emergency Response Vehicle is currently on order and near completion. Vehicle to be delivered by year end.</p> <p>Policy and Procedures regarding the Emergency Response Vehicle are outlined in the EHS policy manual.</p> <p>SSHA has replaced the temporary responder vests used previously with new brightly coloured vests that identify them as EHS staff.</p> <p>Streets to Homes staff often fulfil the role of first responder on site. These staff wear City issued clothing and outerwear.</p>	<p>Emergency Human Services Policy &amp; Procedure Manual Section 3.3- EHS Incident Commander</p> <p>Emergency Human Services Policy &amp; Procedure Manual Section 4.12- Emergency Human Services Response Vehicle</p>	
	<p>2. Registration and Immediate Needs - obtain contact information, provide hand-outs, provide kit of basic needs, access to telephone/computer/ and warm place to sit, Emergency Funds Collection, Emergency Relief Fund</p>	<p>All evacuees requiring assistance will be registered. Evacuees are asked to provide name, address, contact details and are asked to sign a consent form that allows staff to share information with callers inquiring about their whereabouts.</p> <p>Event specific information is developed at the time of the emergency and distributed to evacuees.</p> <p>Phones, meal vouchers or meals and TTC</p>	<p>Details of evacuee registration is covered in the EHS policy and Procedure manual.</p> <p>Event specific handouts have been developed.</p> <p>Communication protocols now reflect an 'evacuees first' approach to information flow.</p> <p>EHS Policy manual clearly defines the personal services that are offered to evacuees during an emergency response.</p>	<p>Emergency Human Services Policy &amp; Procedure Manual Section 4.2- Curbside Assistance and Section 5.2- Registration and Inquiry.</p> <p>Emergency Human Services Policy &amp; Procedure Manual</p>	

Item	Report and Recommendation(s)	City Response	Implementation details	Back up Documentation reference	Outstanding Recommendations
		<p>tokens or taxis for transportation are offered as part of an emergency human service response.</p> <p>Personal care items are also available at reception centres.</p>		<p>Section 5.9- Communication with Evacuees</p> <p>Emergency Human Services Policy &amp; Procedure Manual Section 5.7- Personal Services</p>	
	<p>3. Accessibility and Presence - Access to resources need to be maintained as long as needed.</p>	<p>All evacuees are eligible for the services that are provided as part of an EHS response for up to 14 days. Households wishing to receive continued assistance must be formally assessed to be eligible for continued assistance.</p>	<p>EHS Policy manual provides guidelines and procedures regarding eligibility for EHS.</p>	<p>Emergency Human Services Policy &amp; Procedure Manual Section 5.12- Eligibility</p>	
	<p>4. Physical Disabilities and Non-English Speaking Needs: Emergency shelter and transportation to people with disabilities; Command Centre needs to be accessible; and Response team must have access to roster of multilingual staff.</p>	<p>Everyone has the right to City of Toronto Services. If people require help to access EHS services because of physical impairments, cognitive impairments, language barriers, illness or any other issues, we provide this assistance.</p>	<p>A Vulnerable Populations Protocol is now in place. The protocol establishes the framework for identifying and meeting the special needs of vulnerable persons during an EHS response. EHS Policy manual further clarifies how the protocol will be operationalized.</p> <p>EHS staff have access to Language Line Services when interpretation/translation is required.</p>	<p>Vulnerable Populations Protocol</p> <p>Emergency Human Services Policy &amp; Procedure Manual Section 2.1- Vulnerable Population Services</p> <p>Emergency Human Services Policy &amp; Procedure Manual Section 5.2- Registration and Inquiry</p>	
	<p>5. Case Management - to support residents in putting lives back together – includes dealing with tenants, issues with Canada Post, temporary ID, linking with social service agencies, connecting with</p>	<p>All people accessing emergency human services will have the right to emergency accommodation, food, registration and inquiry, personal support services and other additional services as provided during an EHS response.</p>	<p>EHS Policy manual clearly defines the support services that are available to evacuees during an emergency response. A Co-ordinator role is attached to each of these services areas.</p> <p>The Vulnerable Populations Coordinator is</p>	<p>Emergency Human Services Policy &amp; Procedure Manual</p> <p>Section 5- Personal Services</p>	



Item	Report and Recommendation(s)	City Response	Implementation details	Back up Documentation reference	Outstanding Recommendations
	businesses to replace glasses, prescriptions and other items.		responsible to ensure that services are delivered to individuals requiring additional support.	EHS Staff Roles and Responsibilities descriptions	
	6.Communication and Advocacy - On site "Victim Services Advocate" to coordinate needs with Police, Fire, EMS, Toronto Building and other City Divisions; Formal protocol developed to ensure accountability; and Connect with both tenants and property owners.	EHS has adopted the Incident Management System structure on scene.	EHS Policy manual describes the Incident Management System structure and the roles of each function area. In addition, the Liaison Officer is responsible for ensuring procedures are in place for working and communicating with agency/organization representatives.  Communication protocols now reflect an 'evacuees first' approach to information flow	Emergency Human Services Policy & Procedure Manual Section 3.1- Incident Management System  Emergency Human Services Policy & Procedure Manual Section 5.9- Communication with Evacuees  EHS Staff Roles and Responsibilities descriptions	
	7. Emergency Site Coordination and Follow up - Project lead for emergency area to coordinate "hard Service" follow up – utilities, reinstatement of wires, poles, re-opening of lanes/streets.		Coordination occurs at site by utility organizations.  The Emergency Operations Centre would be operating in 'recovery' mode. Specific, tactical tasks, such as reinstallation of utility infrastructure would be coordinated at the site level, per usual construction practices.		
	8. Replacement Housing	Registered evacuees are entitled to City-provided overnight accommodation that is safe, suitable and provided in a timely fashion for up to 14 days. If a Reception Centre has been established, evacuees may be offered immediate accommodation there. On a priority basis, staff will provide vulnerable populations, as determined by a	EHS Policy manual provides details regarding temporary accommodation during an EHS response.  Assistance with referrals to community supports such as Housing Help Centres, social housing, legal clinics, tenant hotline and emergency OW is provided. This support is detailed in the EHS Policy manual.	Emergency Human Services Policy & Procedure Manual Section 2.1- Vulnerable Populations Services and Section 5.6- Temporary	

Item	Report and Recommendation(s)	City Response	Implementation details	Back up Documentation reference	Outstanding Recommendations
		<p>functional assessment that is administered on registration, with appropriate accommodation, such as in a long-term care home, hospital, and accessible hotel/motel rooms.</p> <p>Other sources for emergency housing for evacuees include emergency shelters and motels and hotels in the city.</p>	<p>TCH's current internal transfer policy does have temporary placement due to emergency circumstances as a priority. They are currently drafting a stand- alone policy on temporary/interim housing due to emergency situations that separates the issue from an internal transfer.</p>	<p>Accommodation</p> <p>Emergency Human Services Policy &amp; Procedure Manual Section 5- Personal Supports</p>	
	<p>9. Insurance - Communications campaign targeting benefits of tenant insurance.</p>		<p>Per the terms of their lease with Toronto Community Housing, tenants are required to have insurance and TCH encourages tenants to ensure they have insurance.</p> <p>Insurance is available through the Housing Services Corporation pool. The Ontario Non-Profit Housing Association is working with HSC on strategies increase up take on tenant insurance.</p> <p>Toronto Community Housing Corp. also encourages tenants who are OW recipients to get insurance as it can be covered by their OW benefits.</p> <p>There is no directive for private landlords. However, there are a number of housing/ land lord resources that re-enforce the benefits of tenants having insurance coverage:</p> <ul style="list-style-type: none"> <li>-Landlords Self Help Centre <a href="http://www.landlordselfhelp.com/Tips/scripts/InsuranceBureauCanada.htm">http://www.landlordselfhelp.com/Tips/scripts/InsuranceBureauCanada.htm</a></li> <li>-Ontario Landlords Association <a href="http://ontariolandlords.org/">http://ontariolandlords.org/</a></li> <li>-Fair Rental Policy Organization, a landlord advocacy group, offers tenant insurance to its members. <a href="http://www.frpo.org/documents/2012%20FRPO%20Annual%20Report%20Web.pdf">http://www.frpo.org/documents/2012%20FRPO%20Annual%20Report%20Web.pdf</a> (page 4)</li> </ul>		<p><b>Item remains outstanding.</b></p> <p>There is no formal communications campaign targeting the benefits of tenant insurance for private tenants</p>

Item	Report and Recommendation(s)	City Response	Implementation details	Back up Documentation reference	Outstanding Recommendations
			<p>-Greater Toronto Apartment Association, a business association of larger rental housing providers, reminds its members of the importance of tenant insurance regularly in its publication "Building Blocks"  <i>Why Tenants' Insurance is so important</i> (2009)  <a href="http://www.gtaaonline.com/building_blocks/bb_04_09.pdf">http://www.gtaaonline.com/building_blocks/bb_04_09.pdf</a></p>		
<p>EX26.29  Sept. 30, 2008</p>	<p>Creation of a Disaster Relief Reserve Fund: Levy charged against property tax bills and provide report on the terms of reference for the management and operation of fund.  - Moved by Councillor Del Grande</p>	<p>Executive Committee referred motion to City Manager for report to Executive Committee.  November 10, 2008</p>	<p>Emergency Planning Reserve was established in 2002 to "provide funding to support the city's ability to deter threats from terrorism and to respond to emergencies brought on by terrorism and other emergency management catastrophes".</p> <p>Emergency Management Program Amendments staff report approved by City Council May 25<sup>th</sup>, 2009</p> <p>The Emergency Planning Reserve which is intended to fund the city's ability to deter threats from terrorism and to respond to emergencies brought on by terrorism and other emergency management catastrophes. The current balance of this fund stands at 5.1 million and is allocated to pandemic planning.</p> <p>The EHS Reserve fund which is specifically for EHS responses currently stands at 800K. This fund is topped up by an amount of up to 500K per year, through an annual operating budget contribution.</p>	<p>Emergency Management Program Amendments staff report, April 2009</p>	
<p>EX26.30</p>	<p>Report on Emergency Preparedness: Appraisal of how</p>	<p>Executive Committee referred motion to City Manager for report to Executive Committee.</p>	<p>Staff report discusses Sunrise Propane Occurrence</p>	<p>Emergency Management</p>	

Item	Report and Recommendation(s)	City Response	Implementation details	Back up Documentation reference	Outstanding Recommendations
Sept. 24-25, 2008	City's preparedness plan worked for the Sunrise Propane Occurrence and what was learned as well recommendations to improve Preparedness Plan.  - Moved by Councillor Del Grande	November 10, 2008	Emergency Management Program Amendments staff report approved by City Council May 25 <sup>th</sup> , 2009	Program Amendments staff report, April 2009	
EX26.31 Sept. 24-25, 2008	Report on Follow-up Procedures after a disaster - The Secord Fire and Sunrise Propane Explosion: Report on the post-disaster recovery activity, its effectiveness, completeness and organizational framework for the Secord and Sunrise occurrences.  - Member motion from Councillor Del Grande	Executive Committee referred motion to City Manager for report to Executive Committee.  November 10, 2008	Staff report discusses the Secord Fire and Sunrise Propane Explosion occurrences and the City's Emergency Management Program  Emergency Management Program Amendments staff report approved by City Council May 25 <sup>th</sup> , 2009	Emergency Management Program Amendments staff report, April 2009	
EX26.32 Sept. 24-25, 2008	Request to the Provincial and the Federal Governments for resident Relief Disaster Assistance for the Sunrise Propane Disaster: to provide disaster relief funding for Toronto, to help the City assist its residents affected the Sunrise Propane Disaster.  - Member motion from Councillor Del Grande	Executive Committee referred motion to City Manager for report to Executive Committee November 10, 2008  The Ontario Disaster Relief Assistance Program (ODRAP) helps eligible recipients restore essential furnishings and property only to pre-disaster conditions.	For the Sunrise Propane explosion, the Ontario Ministry of Finance provided the City of Toronto with a grant of \$900,000 to help pay for the total cost of clearing and cleaning the residential and Sunrise sites.  Emergency Management Program Amendments staff report approved by City Council May 25 <sup>th</sup> , 2009  Federal funding not steered through OEM. Communities are not eligible to receive federal funds under federal disaster assistance program.	Emergency Management Program Amendments staff report, April 2009	
EX26.33	Request for Public Inquiry Surrounding Circumstances of the	Executive Committee referred motion to City Manager for report to Executive Committee.	To prevent reoccurrences of the Sunrise Propane explosion, the Ministry of Small	Emergency Management	<b>Item remains outstanding.</b>

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Sept. 24-25, 2008	Sunrise Propane Explosion: request province to conduct a formal public inquiry surrounding circumstances of the Sunrise Propane Explosion. - Member motion from Councillor Del Grande.	November 10, 2008	Business and Consumer Services appointed an independent panel in August 2008 to conduct a Propane Safety Review.  The City participated in this review.  Emergency Management Program Amendments staff report approved by City Council May 25 <sup>th</sup> , 2009  The panel consulted with the Technical Standards and Safety Authority, Ontario industry advisory councils and other key industry, federal, provincial, municipal, retail and other stakeholders in the review of the legislative framework of the propane industry. They published their recommendations in November 2008. (copy attached). In December 2008, the Province made changes to regulations under the Technical Standards and Safety Act (2000). City staff were consulted by the Propane Safety Review panel and met with Technical Standards and Safety Authority and provincial staff to further discuss how to improve oversight of the propane industry. Discussions with the Ministry of Small Business and Consumer Services are ongoing.	Program Amendments staff report- April 2009	<b>Province has not yet conducted public inquiry.</b>
EX26.34  Oct. 2, 2008	Community Recommendations – Downsview Explosion Blast  - Letter from Councillor Maria Augimeri	Executive Committee referred letter to City Manager for report to Executive Committee.  November 10, 2008			
	1. Provincial Government make posting performance bonds	Staff from TSSSA advised that posting of performance bonds are not required.	As of May 2010: Bill 187 (passed in May 2010) provided the Minister the power to implement		<b>Item remains outstanding.</b>

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	mandatory for companies who operate propane facilities.	Report of the Propane Safety Review (2008) recommended that as a condition of licensing, propane operators be required to have insurance.	this recommendation. "The Ministry of Consumer Services will be consulting with industry to determine the insurance requirement criteria."  As of January 2013, staff from the Ministry of Consumer Services advised that the proposal remains "under analysis." Nothing yet has been put in regulation or legislation.		
	2. Provincial Government permit Toronto Fire Services to oversee initial inspections of City's propane facilities.	Report of the Propane Safety Review (2008) recommended that TSSA will not approve an application until after the fire service reviews and approves the facility's risk and safety management plan.	As of May 2010: Guidelines and process being developed in consultation with Ontario Fire Marshal's Office, local fire services and other relevant parties.  Ontario reported that as of January 1, 2011, "Ontario will require all propane transfer facilities across the province to submit a Risk and Safety Management Plan with the province's Technical Standards and Safety Authority."  In January 2013, Ombudsman investigator confirmed from Toronto Fire Services that this recommendation is being implemented.	Technical Standards and Safety Act, 2000, Ontario Regulation 211/01 – Propane Storage and Handling - s.3.1(5). (partly covered)	
	3. Regular inspection/review of cylinder exchanges.	Staff from Technical Standards Safety Authority confirmed that "cylinder handling facilities are licensed by TSSA. TSSA conducts ad-hoc inspections at these facilities and cylinder handling facilities located at gas stations are inspected at least once every three years as part of the gas station's periodic inspections."			
	4. Provincial Government take over Technical Standards and Safety Authority and bring it in-house with appropriate legislative accountability.	Technical Standards Safety Authority is a delegated administrative authority by the Ontario Ministry of Consumer and Commercial Relations. It adheres to the Technical Standards and Safety Act, 2000, and reports to the Ontario Minister.			<b>Item remains outstanding.</b>

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	5. Standards for propane handlers be reinstated to original levels.	<p>Report of the Propane Safety Review (2008) recommended specific training and certification requirements for propane handlers.</p> <p>TSSA staff advised that "training standards for propane certificate holders have been strengthened since the propane regulatory amendments and they include requirements for site specific and emergency response procedures training, full retraining or skills retesting every three years, a three-year review for training providers and training requirements for at least one officer, director, partner or senior management of every propane operator and licence holder."</p>	As of May 2010: All training and certification recommendations were completed.		
	6. Province of Government inform citizens of chemicals and potentially hazardous gases used and/or housing in communities – "Right to Know" legislation be enacted.	<p>Report of the Propane Safety Review (2008) recommended that TSSA "make available to municipalities and planning boards, the locations of facilities and the defined hazard distance around each, either as maps, or if the community prefers, GIS data."</p> <p>TSSA advised that the information is available to the public upon request from the TSSA, but not actively posted or distributed to the public. Under O.Reg.211/01</p>	As of May 2010: the Province reported that this recommendation was completed in December 2008 as changes to propane regulations were approved. "The TSSA has a process in place to provide the relevant information as required by the regulation."		
	7. Provincial Government permit municipalities to govern types of uses in industrial areas and limit uses when incompatible with nearby residential areas.	Report of the Propane Safety Review (2008) recommended that the "Province should amend planning rules to require municipalities and local appeal bodies to notify facility operators of applications for official plan amendments, plans of subdivision, rezoning and minor variances where the facility's defined hazard distance extends into the are under consideration for change."	Ontario reported that in "December 2009, the Ministry of Municipal Affairs and Housing amended the <i>Planning Act</i> regulations to support this recommendation. When notified of changes, propane facility owners are required to assess their risk and safety management plans to consider the changes.		

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Office of Emergency Management – Response to Secord Avenue Fire and Explosion July 20, 2008 December 2, 2008	1. Notification, authorization and activation of the OEM in response to a Level 2 event should be clearly defined.		Emergency Level Notifications Operational Support Function clarifies notification, authorization and activation of the OEM.  Emergency Levels (Heat) chart approved February 2011	Emergency Level Notifications OSF  Emergency Levels (Heat) chart	
	2. Whenever OEM is activated in response to a Level 2 event, the Deputy City Manager should be apprised of both the event and the activation and role of the OEM on-site coordinator.		Emergency Management Program Amendments staff report approved by City Council May 25 <sup>th</sup> , 2009  Emergency Level Notifications OSF  Emergency Levels (Heat) chart approved February 2011  The OEM will be activated during a Level 2 response. (Reference: EHS OSF pg. 9)  The Emergency Levels Notifications OSF states that the DCM may be notified if OEM support is required in a Level 2 response.	Emergency Management Program Amendments staff report- April 2009  Emergency Level Notifications OSF  City of Toronto Emergency Plan	<b>Item remains outstanding.</b>  Wording of policy provides OEM discretion to advise Deputy City Manager of Level 2 event.
	3. The Role of the Office of Emergency Management at Level 2 events to be clearly defined and documented as an Operational Support Function and disseminated through the Toronto Emergency Management Control Group to all applicable emergency management		The EHS OSF details the role of the OEM during an EHS response. This OSF was provided to all Division Heads by the City Manager in his letter dated November 2 <sup>nd</sup> , 2012. (copy attached)	As above	



Item	Report and Recommendation(s)	City Response	Implementation details	Back up Documentation reference	Outstanding Recommendations
	partners.				
	4. OEM's role at Level 2 event locations such as large reception centres and/or unified command posts should be limited to assisting in organization, inter-agency liaison and internal communications to provide improved communications between responders operational centres include: Toronto Emergency Operations Centre, Unified Command Centres, Site Command Centres, Department Operations Centres and Strategic Communications.	The Office of Emergency Management will attend the site in a liaison function to assist with the facilitation of an integrated IMS structure, at the request of the EHS incident commander.  The Emergency Operations Centre may also be activated.	As above	As above	
	5. In the event OEM coordinators are assigned to support field operations, the Emergency Operations Centre should be activated and staffed by OEM for the purposes of monitoring and supporting OEM field coordinators.		As above	As above	
	6. An OEM field response kit should be developed for use by coordinators dispatched to field command centres.		An OEM on- call response kit has been developed.  However, the OEM primary role is at the Emergency Operations Centre.		
Office of Emergency Management Response to Sunrise Propane Explosion - August 10, 2008	1. Line of communication between the explosion site TFS command post, the TPS unified operations centre and the Emergency Operations Centre need to be clearly defined and a communications structure is made between these groups for effective decision making and clear messaging.		Incident Management System Operational Support Function clarifies strategic, operational and tactical communications lines between various command and operations centres.	Incident Management System OSF	

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	2. Initial notifications need to be clearly defined within the OEM activation protocol. All members of the Toronto Emergency Control Group should be notified when the EOC has been activated, irrespective of whether their attendance has been requested.		Toronto Emergency Management Program Committee is notified in Level 3 events.	Emergency Level Notifications OSF	
	3. In the event of an activation of the EOC, OEM staff should be both visually identifiable and identifiable by job function (duty manager, logistics, major event log, administration and logistics). Official members of the Control Group (possible the entire TEMPC) should also have visible identification to differentiate them from their support staff.	Visibility is important for all City responders	Incident Management System vests / name tags/ position labels for the Emergency Operations Centre staff in place.		
	4. Senior management should be trained in the functioning of the EOC with respect to their specific responsibilities and in accordance with the Toronto Emergency Plan, Emergency Operations Centre Operational Support Function.	In order to act in a management capacity within the EHS Incident Command System, City staff must have completed training in Basic Emergency Management, the Incident Management System 100/200, and the Emergency Operations Centre.	The OEM delivers this training five times per year.		
	5. Provisions should be made for replacement staff in the event that the response requires the on-going activation of the EOC. OEM relief staff should be placed on stand-by upon initial notification, giving appropriate lead time to ensure their availability.		"Five Deep" Emergency Operations Centre Divisional Staff plan in place.  OEM relief in place.		
	6. OEM staff should be identifiable during any field deployments. Roles need to be clearly defined within an	Visibility is important for all City responders	Response vests that identify Office of Emergency Management staff in place.		

Item	Report and Recommendation(s)	City Response	Implementation details	Back up Documentation reference	Outstanding Recommendations
	Office of Emergency Management Response Operational Support Function and reflected in other Operational Support Functions.		All relevant OSF's have been updated		
	7. There needs to be clear direction as to when the EOC stands up and stands down, allowing the OEM returns to a monitoring or routine posture.		The Emergency Operations Centre Operational Support Function describes the process for activating the Emergency Operations Centre and the criteria and process for demobilization.  The Emergency Level Notifications Operational Support Function provides information to determine the activation level.  Emergency Levels (Heat) chart approved February 2011	Emergency Operations Centre OSF  Emergency Level Notifications OSF	
	8. Information dissemination to the public needs to be coordinated through Strategic Communications and posted in the EOC.		The Emergency Information and Media Relations Operational Support Function clarifies information dissemination.  The Incident Management System Operational Support Function defines information management as a Command function.	Emergency Information and Media Relations OSF  Incident Management System OSF	
	9. The OEM need to clearly define and engage an administrative and logistics team including a GIS mapping component and an IT component. The roles of this group and activation protocols need to be defined the Emergency Operations Centre Operational Support Function and Trained to on a regular basis.		Information Technology and Geospatial Competency Centre are members of the Logistics function as described in the Incident Management System and Emergency Operations Centre Operational Support Functions.	Emergency Operations Centre OSF  Incident Management System OSF	
EX32.1 May 25, 2009	City Council adopted Emergency Management Program Amendments – approved City of Toronto Emergency Plan.		Approved by City Council May 25 <sup>th</sup> , 2009	Emergency Management Program Amendments staff	

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				report- April 2009	
	<p>1. Implement City of Toronto Emergency Plan – outlines how City agencies will respond to, recover from and mitigate the impact of a disaster.</p> <ul style="list-style-type: none"> <li>a. Compose Toronto Emergency Management Program Committee</li> <li>b. Compose Emergency Management Working Group</li> <li>c. Compose Joint Operations Team</li> <li>d. Compose Control Group</li> <li>e. Compose Emergency Management Advisory Panel</li> <li>f. Operational Support Functions <ul style="list-style-type: none"> <li>- Animal Care and Relief Services</li> <li>- Damage Assessment</li> <li>- Debris Management</li> <li>- Emergency Donations Management</li> <li>- Emergency Information</li> <li>- Emergency Level Notification</li> <li>- Emergency Operations Centre</li> <li>- Evacuation</li> <li>- Incident Management System</li> <li>- Mass Care (Emergency Human Services)</li> <li>- Mass Casualties</li> <li>- Mass Fatalities</li> <li>- Response for Psychosocial Recovery</li> <li>- Transportation</li> <li>- Volunteer Management</li> </ul> </li> <li>g. Recovery Operations</li> </ul>		<p>The Toronto Municipal Code, Chapter 59 defines the City of Toronto Emergency Plan and how it is used.</p> <ul style="list-style-type: none"> <li>a) Toronto Emergency Management Program Committee in place. Meets quarterly.</li> <li>b) Emergency Management Working Group in place. Meets monthly.</li> <li>c) Joint Operations team has transitioned into the Emergency Management Working Group.</li> <li>d) Control Group membership is detailed in the Toronto Municipal Code, Chapter 59, Article 2.</li> <li>e) Launched Business Partners Exchange; Chemical industry Community Awareness Emergency Response, South Area Facilities &amp; Entertainment, Canadian Bankers Assoc. etc.</li> <li>f) Operational Support Functions are regularly reviewed and approved by the Emergency Management Working Group.</li> <li>g) The Incident Management System Operational Support Function states responsibility for short term recovery.</li> </ul>	<p>Toronto Municipal Code, Chapter 59</p> <p>City of Toronto Emergency Plan</p> <p>Incident Management System OSF</p>	
	<p>2. City Council re-enact Toronto Municipal Code, Chapter 59, Emergency Management – to</p>		<p>Toronto Municipal Code, Chapter 59 adopted by Council May 25 2009</p>	<p>Toronto Municipal Code, Chapter 59</p>	

Item	Report and Recommendation(s)	City Response	Implementation details	Back up Documentation reference	Outstanding Recommendations
	delegate authority to mayor.				
	3. City Council amend TMC, Chapter 27 – to ensure delegation of Council's authority to mayor in new Code Chapter 49.		Toronto Municipal Code, Chapter 27 amended Adopted by Council May 25 2009. Article 27-151	Toronto Municipal Code, Chapter 27	
	4. City Council amend TMC to require within 30 days of exercising Emergency Delegation – Mayor be required to prepare full and complete written report to Council.		Toronto Municipal Code chapter 59 adopted by Council May 25 2009, Article VI	Toronto Municipal Code, Chapter 59	
	5. If necessary to extend authority beyond 30 days, Mayor to hold special meeting.		Toronto Municipal Code chapter 59 adopted by Council May 25 2009 Article VI Powers of the Mayor	Toronto Municipal Code, Chapter 59	
	6. City Council authorize City Solicitor to bring forward necessary bills to give effect to recommendations.		Toronto Municipal Code chapter 59 adopted by Council May 25 2009 Article VI Powers of the Mayor	Toronto Municipal Code, Chapter 59	
EX43.3 May 11, 2010	City Council adopted Caring for Toronto Residents Displaced as a Result of Neighbourhood Emergencies: Review of Recent Events and Proposed Strategies.		Approved by City Council May 11 <sup>th</sup> , 2010.	Staff report "Caring for Toronto Residents Displaced as a Result of Neighbourhood Emergencies: Review of Recent Events and Proposed Strategies"	
	1. City Council approved the <b>Emergency Human Services Policy</b> – to be given to residents displaced during an emergency.  a. Emergency Human Services Policy – established to guide City's	Emergency Human Services (EHS) is an organized response to the urgent needs of people and their pets once they are out of immediate danger of a disaster or emergency situation. The primary services provided as part of Emergency Human Services include providing emergency accommodation, food,	Four key documents have been created or updated as part of this work: <ul style="list-style-type: none"> <li>Previously existing Mass Care Operational Support Function (OSF) has been updated and renamed to reflect the 2010 Council approval of the Emergency Human Services Policy.</li> </ul>	EHS Policy  EHS Operational Support Function  Vulnerable Populations Protocol	

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	<p>response to neighbourhood-level emergencies. Accessible for residents to view.</p> <ul style="list-style-type: none"> <li>- Service coordinated by SSHA with assistance from EHSCC and other City Divisions</li> <li>- Aim to provide immediate, temporary services in response to urgent emergency situation and connect residents to existing mainstream services for long-term needs.</li> <li>- Services provided adjusted to respond to scale and nature of emergency.</li> <li>- Displaced residents provided with assistance, information and referrals.</li> <li>- Eligible for range of supports</li> <li>- Residents required to provide info.</li> <li>- Reception Centres operated to provide safe location – open more than 14 days only in exceptional circumstances</li> <li>- EHS policy will guide EHS Operational Support Function of the City's Emergency Plan.</li> </ul> <p>b. Operation of Reception Centre for displaced residents:</p> <ul style="list-style-type: none"> <li>- Provide on site curbside assistance at scene of emergency.</li> <li>- Establish and operate reception centre as one-stop service site to receive and provide services – SSHA agreements with other city</li> </ul>	<p>registration and inquiries, personal support services and operation of a Reception Centre for residents evacuated from their homes. The Emergency Human Services response is coordinated by Shelter, Support and Housing Administration (SSHA) and delivered by pre-identified City divisions and agencies with pre-determined roles that come together to provide these services to residents in times of emergencies.</p>	<ul style="list-style-type: none"> <li>• A Vulnerable Populations Protocol establishes the framework for identifying and meeting the special needs of vulnerable populations during an Emergency Human Services response.</li> <li>• A new EHS Policy and Procedure manual.</li> <li>• Appropriate information for divisional responders, in the form of staff roles and responsibilities descriptions, has been developed.</li> </ul>	<p>Emergency Human Services Policy &amp; Procedure Manual including information for divisional responders</p> <p>Emergency Human Services Policy &amp; Procedure Manual 4.3 Reception Centre</p> <p>Emergency Human Services Policy &amp; Procedure Manual 5.12 Eligibility</p> <p>Emergency Human Services Policy &amp; Procedure Manual Section 4.2- Curbside Assistance and</p>	

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	<p>divisions and community partners for support. (pg.10) and Committees to oversee various aspects of response.</p> <ul style="list-style-type: none"> <li>- Establish registration service to collect information</li> <li>- Arrange for safe, temporary lodging</li> <li>- Provide meals or food vouchers</li> <li>- Provide assistance to access transportation</li> <li>- Provide emergency clothing or referrals</li> <li>- Relay information about status of emergency</li> <li>- Arrange for emergency financial assistance</li> <li>- Manage volunteers and donations</li> <li>- Arrange for pet care</li> <li>- Provide emergency child minding services</li> <li>- provide psychosocial support and referrals to counselling services.</li> <li>- aiding in family reunification</li> <li>- provide assistance to access insurance benefits</li> <li>- liaising with employers and schools</li> <li>- organizing for mail delivery at alternate locations</li> <li>- assisting in accessing and replacing identification</li> <li>- assisting with medicine or health related equipment</li> <li>- providing referrals to other community services</li> </ul>			<p>4.3- Reception Centre</p> <p>Emergency Human Services Policy &amp; Procedure Manual Section 5.2- Registration and Inquiry</p> <p>Emergency Human Services Policy &amp; Procedure Manual Section 5.6- Temporary Accommodation</p> <p>Emergency Human Services Policy &amp; Procedure Manual Section 5.5- Food</p> <p>Emergency Human Services Policy &amp; Procedure Manual Section 5.8- Transportation</p> <p>Emergency Human Services Policy &amp; Procedure Manual Section 5.4- Clothing</p> <p>Emergency Human Services Policy &amp; Procedure Manual</p>	

Item	Report and Recommendation(s)	City Response	Implementation details	Back up Documentation reference	Outstanding Recommendations
	<p>- standard information hand-outs</p> <p>c. "Residents First" Policy – Strategic Communications</p> <p>d. Vulnerable Populations Protocol developed with CCAC</p> <p>e. Length and scope of services provided – for how long and to whom?</p> <p>f. Insurance Education Campaign – to inform residents about importance of maintaining home insurance. Education Campaign developed by SSHA and OEM.</p> <p>g. SSHA develop training module for staff.</p> <p>h. Insurance Cost recovery – Legal Services with SSHA develop policies and protocol to recoup costs for services from resident's insurance companies</p> <p>i. Stand-by/Call in/Emergency Situations Pay Policy - HR Policies for overtime – compensate non-union staff for overtime work.</p> <p>j. Donations – SSHA staff to work with Toronto Office of Partnerships to develop policies and protocols to determine how donations should be collected and how they should be</p>		<p>A comprehensive training plan is currently under development, which will include information sessions for divisional, community and other partners and a training curriculum based on these documents. SSHA and the OEM will coordinate their training requirements and delivery schedules to ensure that all responding staff will have the required training before being deployed.</p> <p>The EHS Policy manual includes guidelines and procedures to assist evacuees to access applicable insurance benefits during an EHS response. The issue of cost recovery requires further discussion and analysis.</p> <p>Staff are currently working with Purchasing and Materials Management to determine options for delivery models and next steps to identify appropriate community agencies with expertise</p>	<p>Section 5.9- Communication with Evacuees</p> <p>Emergency Human Services Policy &amp; Procedure Manual Section 4.11- Volunteers</p> <p>Emergency Human Services Policy &amp; Procedure Manual Section 5.11- Pet Care</p> <p>Emergency Human Services Policy &amp; Procedure Manual Section 5.7- Personal Services</p> <p>Emergency Human Services Policy &amp; Procedure Manual Section 5.9- Communication with Evacuees</p> <p>Vulnerable Populations Protocol and Emergency Human Services Policy &amp; Procedure Manual - Section 2.1- Vulnerable</p>	<p><b>f. Item remains outstanding.</b></p> <p><b>i. Item remains outstanding.</b></p> <p><b>j. Item remains outstanding.</b></p>



Item	Report and Recommendation(s)	City Response	Implementation details	Back up Documentation reference	Outstanding Recommendations
	<p>distributed fairly and equitably.</p> <p>k. Emergency Incident Building Repair Committee – chaired by SSHA to monitor speed of repairs – status and coordination to ensure repairs are completed in timely manner.</p> <p>l. EHS Response Vehicle – will provide staging area for City staff to coordinate resources, community partners, provide curbside assistance – will have storage for equipment and supplies.</p> <p>m. Neighbourhood Profiles/Equity Analysis – SSHA to work with City divisions to ensure neighbourhood profiles are available to EHS staff which show demographics, languages, cultural backgrounds of neighbourhoods affected by emergency.</p> <p>n. Role of Community Agency and Private Sector Partners – SSHA and OEM negotiate service contracts with appropriate community and private sector partners.</p> <p>o. Role of Councillors – SSHA keep City Councillors updated. Information session on EHS policy and services available developed</p>		<p>in handling in-kind donations.</p> <p>Neighbourhood Profiles/ Equity Analysis to be completed.</p> <p>Initial dialogue between GM, SSHA regarding service contracts with community partners has taken place. This issue requires further analysis and discussion.</p>	<p>Populations Services</p> <p>Emergency Human Services Policy &amp; Procedure Manual Section 5.13- Length of Support Services</p> <p>Emergency Human Services Policy &amp; Procedure Manual Section 6.2- Training</p> <p>Emergency Human Services Policy &amp; Procedure Manual Section 5.3- Insurance</p> <p>Emergency Human Services Policy &amp; Procedure Manual Section 4.10- Financial Donations</p> <p>Emergency Human Services Policy &amp; Procedure Manual Section 4.9- Emergency Incident Building Repair Committee</p>	<p><b>m. Item remains outstanding.</b></p> <p><b>n. Item remains outstanding.</b></p>

Item	Report and Recommendation(s)	City Response	Implementation details	Back up Documentation reference	Outstanding Recommendations
	for Councillors and staff and delivered in first half of 2011.			<p>Emergency Human Services Policy &amp; Procedure Manual</p> <p>Section 4.9- EHS Response Vehicle</p> <p>Emergency Human Services Policy &amp; Procedure Manual Section 1.4- Partner Agencies and City Divisions</p> <p>Emergency Human Services Policy &amp; Procedure Manual Section 4.8- Councillor Liaison</p>	
	2. Establish Emergency Human Services Reserve to annually deposit \$500,000 to fund and track expenses.		The Emergency Human Services Reserve was established as part of the EHS report of 2010. The money can be accessed at the time of a large response via a request from the GM SSHA to the CFO.		
	3. City Council direct that the "Mass Care" Operation Support Function in the City's Emergency Plan be renamed and referred to as "Emergency Human Services"		<p>Updated and renamed Mass Care Operational Support Function to reflect the 2010 Council approved Emergency Human Services policy. The new EHS OSF:</p> <ul style="list-style-type: none"> <li>• integrates the policy into the City's Emergency Plan.</li> <li>• Clarifies the role of OEM at an Emergency Reception Centre</li> <li>• Outlines the response provided to residents who are displaced or otherwise affected by an emergency;</li> </ul>	Emergency Human Services Operational Support Function	

Item	Report and Recommendation(s)	City Response	Implementation details	Back up Documentation reference	Outstanding Recommendations
			<ul style="list-style-type: none"> <li>• Provides information on the role of each of the partner agencies involved in providing the Emergency Human Services response; and</li> <li>• Integrates the EHS policy into the City's Emergency Plan.</li> </ul>		
	4. Ministry of Community and Social Services, Ministry of Municipal Affairs and Housing and Ministry of Health and Long-term Care articulate what funding and supports for EHS are available to assist the City.		<p>After January 1st, 2013 the only source of funding available for a large emergency response will be the Emergency Human Services Reserve. The reserve was established as part of the EHS report of 2010. The money can be accessed at the time of a large response via a request from the GM SSHA to the CFO.</p> <p>Confirming that letters to MCSS, MMAH and MHLTC have been drafted. For further follow up.</p>		
	5. Request Legal Services with GM, SSHA and Corporate Finance develop policies and protocols to seek to recover costs related to EHS from tenants and homeowners insurance coverage.		The EHS Policy manual includes guidelines and procedures to assist evacuees to access applicable insurance benefits during an EHS response. The issue of cost recovery requires further discussion and analysis.	Emergency Human Services Policy & Procedure Manual Section 5.3- Insurance	
	6. Provide non-union employees remunerations as per Standby/Call in/Emergency situations pay policy.		A review of the City's Standby-Call/in Emergency Pay policy has been undertaken and recommendations will be considered by the Executive Management team before year-end.		<b>Item remains outstanding.</b>
	7. Human Resources Division review Standby/Call in/Emergency pay provisions for non union staff and report back to Employee and Labour Relations Committee with recommendations.		Pending the outcome of the Executive Management team's consideration of this matter, a report will be brought forward to Employee & Labour Relations Committee if changes to the policy are required.		<b>Item remains outstanding.</b>
	8. Division Heads from supporting Divisions as identified in Appendix A, at the request of the General Manager, Shelter, Support and		The EHS operational support function details the roles of Divisions in a response. This is the formal consent by the Divisions to redeploy staff. The EHS OSF is signed off by partner divisions	Emergency Human Services Operational Support Function	

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	<p>Housing Administration, redeploy staff as required to support Emergency Human Services responses and to back fill as necessary in their own Divisions for the staff who have been redeployed, and such expenses to be charged to the Emergency Human Services Expense Account;</p>		<p>and approved by the Emergency Management Working Group.</p> <p>When there is a response, there is a call out procedure, which is documented in the P&amp; P manual section 5.14 EHS Emergency Operations Centre.</p> <p>An emergency contact list is maintained and used to contact divisional reps and request redeployment. The Emergency Planning Unit of SSHA updates the contact list regularly.</p> <p>Further discussion is required regarding the funding of staffing for EHS responses.</p>	<p>Emergency Human Services Policy &amp; Procedure Manual Section 5.14</p>	
	<p>9. The GM, SSHA in consult with Director of OEM be authorized to negotiate, finalize and enter into service contracts or MOU's as appropriate satisfactory to GM and SSHA and City Solicitor with community and private party sector partners detailing service agreement and/or terms and conditions under which City would request their assistance in providing EHS.</p>		<p>Initial dialogue between GM, SSHA regarding service contracts with community partners has taken place. This issue requires further analysis and discussion.</p>		<p><b>Item remains outstanding.</b></p>
	<p>10. The GM, SSHA report back to Exec Committee in one year on implementation of policy and any issues arising.</p>		<p>Staff conducted a thorough review to assess how the EHS policy worked and identify any areas for improvement.</p> <p>Through the internal review, as well as the recommendations from the Ombudsman, a number of opportunities for improvement have been identified. Policies and procedures for</p>	<p>Staff report "Update on the City's response to the Ombudsman's report regarding the provision of Emergency Human Services following</p>	

Item	Report and Recommendation(s)	City Response	Implementation details	Back up Documentation reference	Outstanding Recommendations
			<p>implementing the existing policy have been refined and clarified through the development of the OSF and Policies and the Procedures Manual which will improve future EHS responses.</p> <p>No revisions to the EHS Policy at this time.</p>	<p>the 200 Wellesley St. fire" approved at Executive Committee November 5<sup>th</sup>, 2012. To Council November 27/28.</p>	