

Treasury Board Secretariat

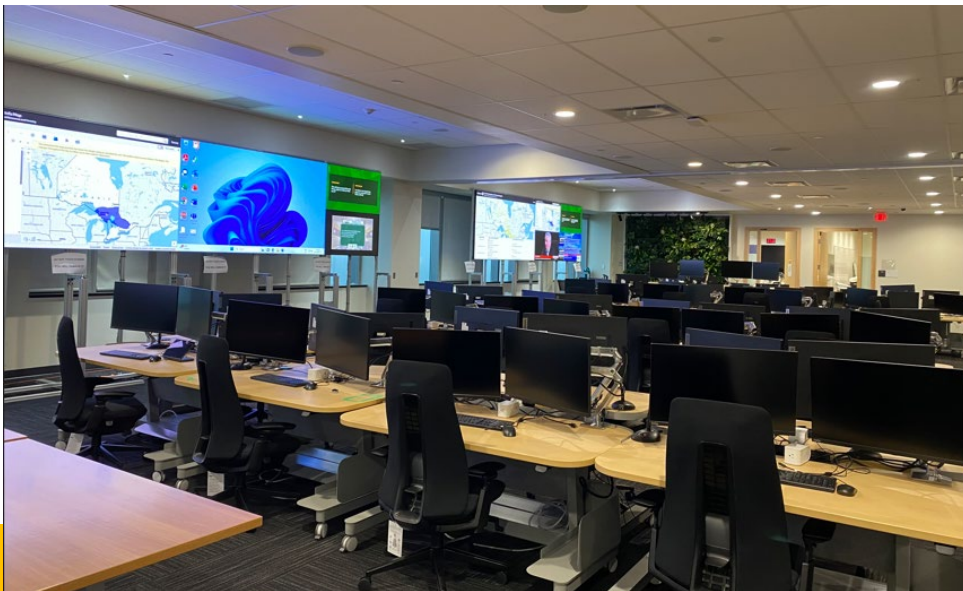
Emergency Management Ontario Provincial Emergency Operations Centre

Association of Municipal
Managers, Clerks and Treasurers
Zone 5 Meeting
April 25, 2024



Provincial Emergency Operations Centre (PEOC)

The PEOC maintains situational awareness of provincial threats/risks and coordinates provincial response to significant and emergency events that impact Ontario's citizens and communities.

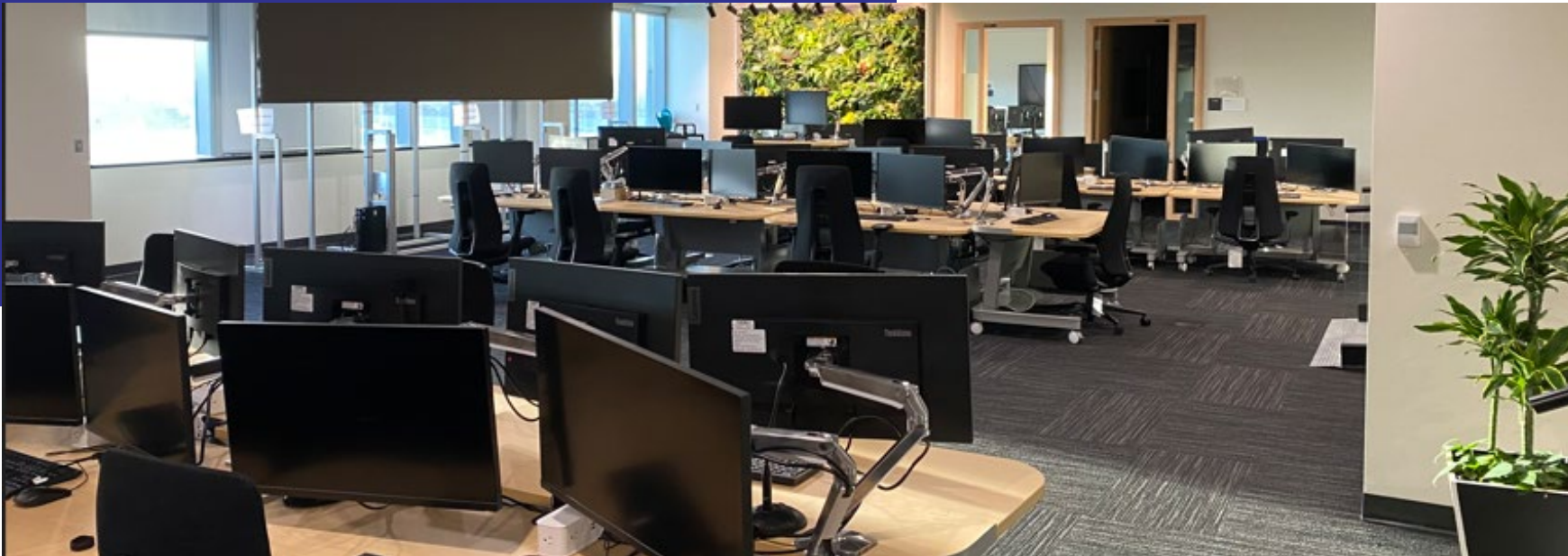


PEOC Functions

- Staffed 24 hours a day, 7 days a week
- Organized per Incident Management System (IMS)
- Can accommodate federal, provincial, and NGO liaison staff for effective coordination of planning, response, and recovery efforts

Who attends the PEOC?

- Representatives from the Government of Ontario, the Government of Canada, NGOs, and the private sector
- Response staff (EMO)
- Duty Office
- Any other organization that is needed to ensure coordination of critical aspects of the response



What do we respond to?





Spring Floods / Forest Fires



Urban Flooding / Tornadoes





Ice Storm/ Snowstorms



Transportation/ Pandemic



Other Provincial and International Emergencies



What Kind of Emergencies

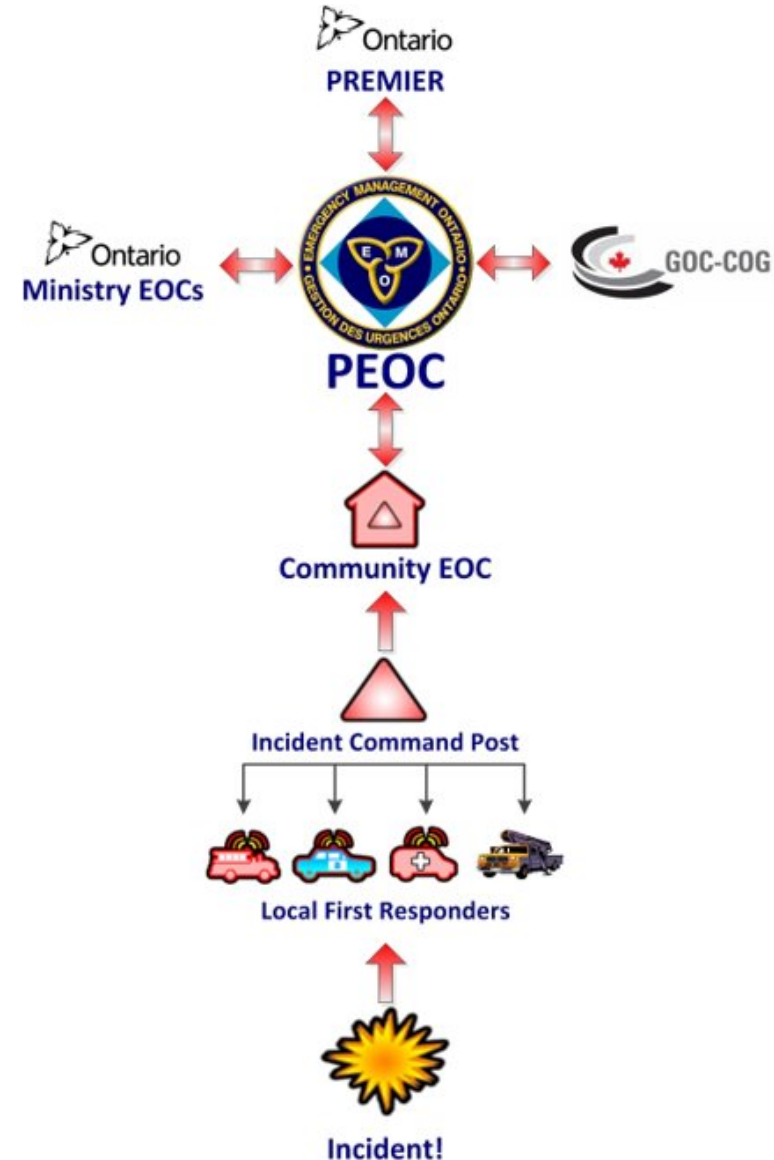
Order in Council (OIC) 1739/2022

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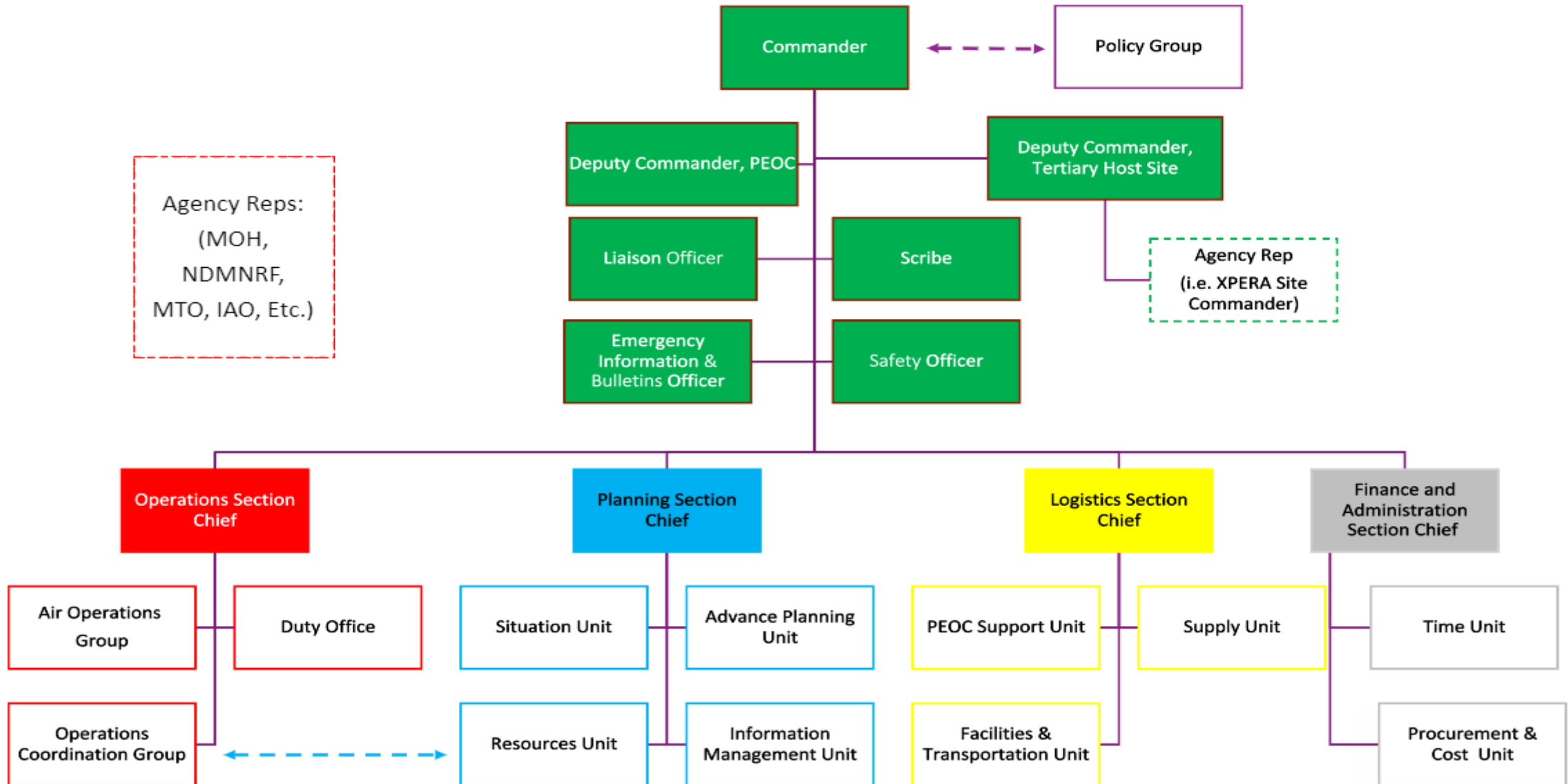
- Any emergency that requires the coordination of provincial emergency management
- Any emergency that requires the continuity of provincial government services
- Nuclear and radiological
- Severe weather
- War and international
- Space object crash
- Any other peacetime emergency not listed herein

Escalation of Response

- Most incidents start at the local level and then move up as needed.
- Some might start directly at the federal or provincial levels
- Incidents can be complex and require coordination among all levels of government



PEOC IMS Structure – ACTIVATION



Escalation of Response

Individual

72-hour kit;
evacuation plan;
and monitoring
news

Municipal

Site response with
first responders;
support from
municipal
Emergency
Operations Centre

Provincial

Support
municipalities

Continuity of
government operations

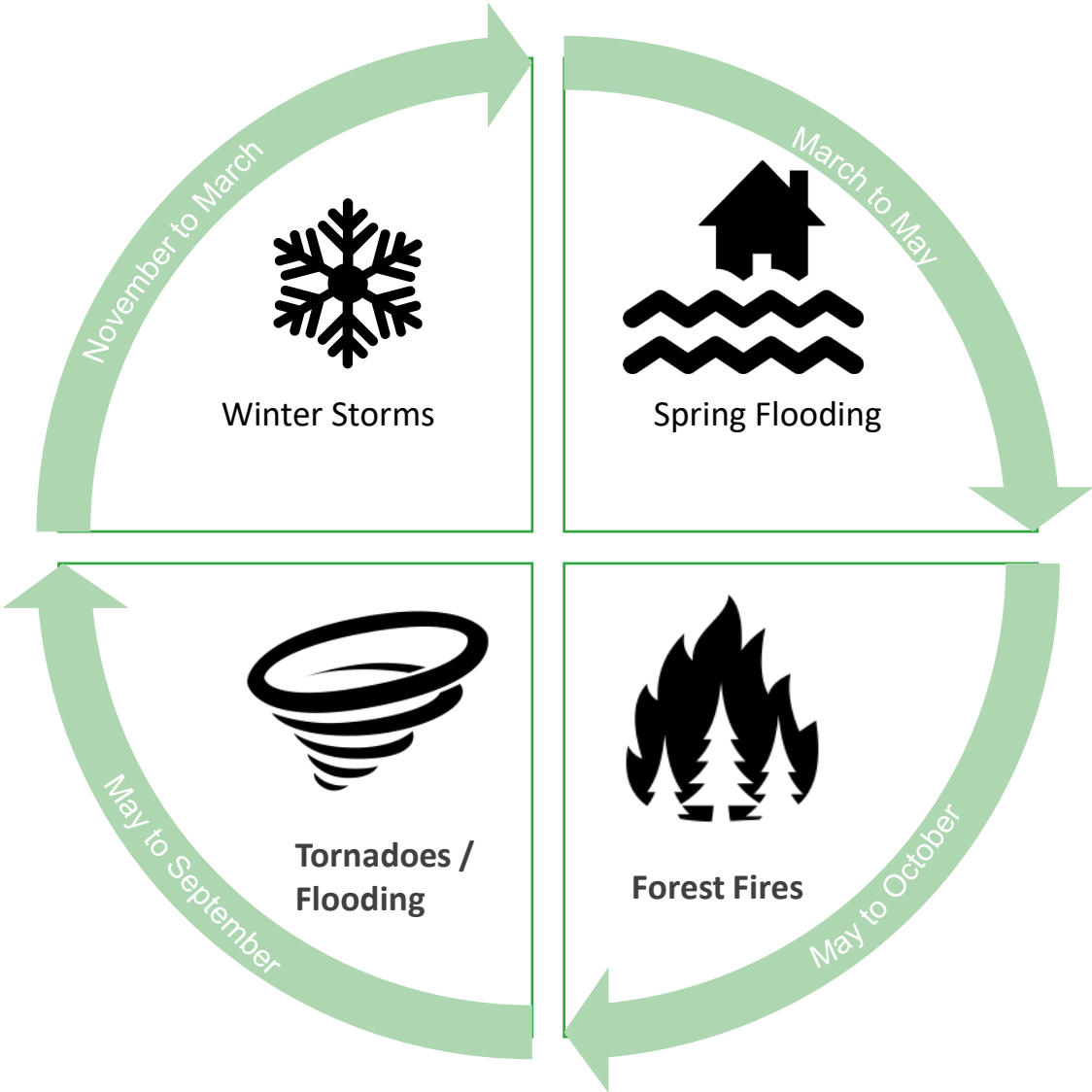
Coordination of provincial
resources; access to federal
resources

Federal

Support provincial
requests for
resources

Responds To
emergency In
Federal Jurisdiction

Annual Natural Threat Cycle in Ontario



How do we respond?



Levels of Response

The PEOC has three levels of response:

**Routine
Monitoring**

**Enhanced
Monitoring**

Activation

PEOC: Information products

Situational Awareness Portal (SAP)

- Contains a summary of all potential or actual threats and ongoing emergencies
- Shared in real-time with a wide audience of stakeholders

IMS 201 Incident Briefing

- Produced once at the start of an incident
- Provides a summary of the emergency event and the initial response
- Shared with a wide audience of stakeholders

IMS 209 Incident Status Summary

- Produced at least once per operational period
- Provides an update on events since the last information product's release
- Shared with a wide audience of stakeholders

Incident Action Plan (IAP)

- Specifies the objectives, strategies, tactics, resources, organization, communications plan, medical plan, and other appropriate information for use in managing the incident response during the operational period.

PEOC Operations Cycle

What we do in a day

PEOC Daily Briefing

- Quick call with our command and ops team to plan out the day's events

Command & General Staff Briefing

- To let everyone know what the Current Situation is (CURSIT)

Coordination Calls with Key Partners

- Bring all the Key Partners to the table
- Create a coordinated response plan

EMO PEOC Operations Cycle

Thursday 2023-03-16

PEOC Status		Routine Monitoring	
Time	PEOC Calls	Other Agency Calls	Other
6:00			DO Shift Handover
6:30			
7:00			DO Shift Handover
7:30			
8:00			Command Handover/ Ops Cycle Begins
8:30	PEOC Daily Briefing		
9:00	AM CURSIT/ Command & General Staff Briefing		
9:30			
10:00			
10:30			
11:00	PEOC Operational Meeting – Location– Hazard Type- Date		
11:30			
12:00			
12:30			

What else does the PEOC do ?

- Nuclear Response
- Provincial Response Team Deployment – CBNRE/HUSAR
- Fire Investigative Services (FIS) Requests
- After Hours – Emergency Medical Assistance Team (EMAT)



Emergency Public Alerting

Public safety intrusive alerts broadcast through TV channels, radio and wireless (cell phone) devices (that can receive the alerts).



The content of each message is developed relevant to the situation.

All messages will contain the three main components of:

- Where the situation is occurring (as accurately as is practical using boundaries)
- What the danger/threat is from
- What the public can do to protect themselves from the threat

Duty Office



What is a Duty Officer?

The Duty Officer is the 24/7/365 first point of contact for municipalities, provincial and federal partners, NGOs, First Nation communities and other stakeholders to request assistance from the province for emergency response coordination or advice.

Key Functions

1. Provides 24/7/365 point of contact, 'One Window for Ontario' for provincial programs and emergency response.
2. Maintain situational awareness through continual monitoring and assessment of confirmed or potential hazards that may impact the province.
3. Receive, analyze, develop and disseminate information to internal and external partners and stakeholders.
4. Maintain the response capability of the PEOC through administrative functions.

The Duty Office Schedule

Minimum of two Duty Officers on duty at all times.

- **Day** Shifts 06:00 to 18:00 hrs. or 07:00 to 19:00 hrs.
- **Night** Shifts 18:00 to 06:00 hrs. or 19:00 to 07:00 hrs.
- **On-Call** Shifts (typically) 17:00 to 08:00 hrs. Monday to Friday and 08:00 to 08:00 hrs. on weekends.

Telephone: 416-314-0472
Toll Free: 1-866-314-0472
Email: PEOCDO01@ontario.ca



Regional Field Services (RFS)



RFS Field Staff

The RFS team is unique in that each field staff member brings a diverse background and experience to the province:

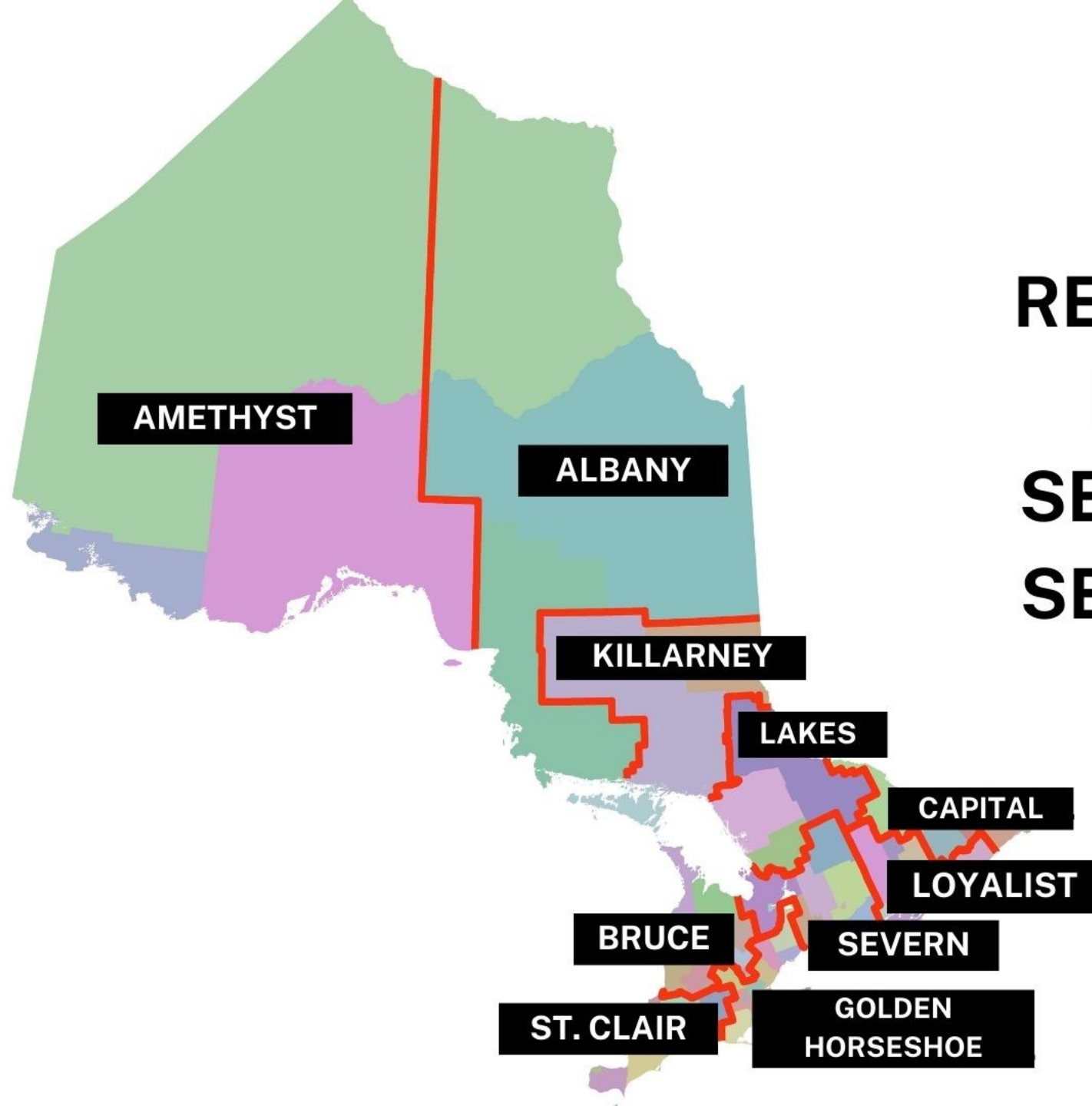
- Emergency response (fire, police, MNRF, hospitals)
- Federal, provincial, or municipal government
- Private sector
- Military
- Non-governmental organizations
- Bilingual

Comprised of 1 Director, 3 Senior Managers, 3 Team Leads, 24 Field Officers and 1 Field Coordinator. Teams are split between North and South along with a Readiness unit.





**EMERGENCY
MANAGEMENT
ONTARIO**



**REGIONAL
FIELD
SERVICES
SECTORS**

RFS Core Activities



Assessments

Monitor, support, and evaluate municipal EM programs according to requirements of the *Emergency Management and Civil Protection Act*



Exercises & Training

Facilitate, support, and evaluate exercises; represent EMO in nuclear, cross-border and federal exercises; deliver required EMO training and support municipal training efforts



Emergency Planning

Provide guidance on hazard identification, emergency planning and critical infrastructure identification; support flood and wildfire evacuation planning



Public Education

Promote and support public education initiatives like Emergency Preparedness Week; represent EMO at public safety events and in the media.

RFS Core Activities



Advice & Assistance

Assist communities, (including First Nations) and other partners in enhancing EM programs; develop tools and templates ; provide or connect partners with subject matter advice



Stakeholder Management

Build relationships with and between Community EM Coordinators, First Nations, NGOs, and other EM partners; facilitate exchanges of information and best practices through sector meetings



Deployment Readiness

Develop, maintain and train on response procedures; ensure deployment kits and equipment in working order; pre-position staff and resources ahead of cyclical events

Relationship Building and Stakeholder Management



- Key component of the Field Officer role for each sector.
- Establish and maintain relationship with municipalities, First Nation communities, unincorporated areas, NGOs, industry, and local municipal partners in all areas of planning and response.
- Effort to avoid the challenge of trying to create new relationships and build trust during an emergency.
- By utilizing sector relationships, there is additional opportunities to build capacity in emergency management for the branch and the province as a whole.
- Outreach to municipalities for hosting capacity. Working with identified host communities on planning, preparation, and follow-up.

Role of RFS staff in Response

- Liaise with officials in affected communities to provide support, advice and assistance (not direction)
- Deploy to or virtually support affected communities
- Coordinate and liaise with Federal/Provincial agencies, as well as on-site provincial resources
- Share situational awareness and advice to the PEOC, including intelligence and red flags
- On-going assessment of the situation (eyes and ears on the ground)
- Maintain relationships and understand what may work best for communities
- Monitor health and wellness of Regional Field Services Team
- Assist with recovery planning activities and efforts
- Maintain personal safety (i.e., PPE, weather, isolation, stressful events, sleep, etc.)



Questions / Discussion

