

**Memorandum of Understanding**  
**Provision of Emergency Social Services**

between

The County of Bruce

and

Municipality of Kincardine

April 7/2021

## **Memorandum of Understanding (MOU)<sup>1</sup>**

THIS Memorandum of Understanding dated April 7, 2021.

BETWEEN:

THE CORPORATION OF THE COUNTY OF BRUCE  
(the "County")

and

THE CORPORATION OF THE MUNICIPALITY OF KINCARDINE  
(the "Municipality")

RECITALS:

A. Every Municipality in Ontario is required by the Emergency Management and Civil Protection Act ("Act") to formulate a plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the Municipality and other persons will respond to the emergency.

B. The provision of Emergency Social Services ("ESS") is necessary during an emergency in order to protect the health safety and welfare of Bruce County residents.

C. The County and the Municipality each have an Emergency Plan in place.

D. The County and the Municipality wish to coordinate their Emergency Plans to provide for the efficient delivery of ESS in an Emergency including the set up and operation of Reception and/or Evacuation Centre(s), provision of human services supports, and the collection and distribution of materials, equipment, and supplies.

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<sup>1</sup> A memorandum of understanding (MoU) is a type of agreement between two or more parties. It expresses a convergence of will between the parties, indicating an intended common line of action.

E. The County has entered into an agreement with the Canadian Red Cross Society ("CRCS") dated September 2017 for the provision of services during a Major Incident on a fee for services basis (the "CRCS Agreement") attached as Annex A and wishes to offer the benefit of CRCS Services to the Municipality subject to reimbursement by the Municipality of the County's costs as invoiced by CRCS.

F. The parties wish to enter into this Memorandum of Understanding ("MOU") to confirm the performance of certain matters and to establish terms and responsibilities for the operation of Reception and/or Evacuation Centres and the delivery of ESS in an Emergency.

The parties agree:

## **1. DEFINITIONS**

1.1 In this Memorandum of Understanding the following definitions shall apply:

"Canadian Red Cross Society Services" (CRCS) include but are not limited to registration and inquiry services, reception and information services, emergency lodging services, emergency food services, emergency clothing services, and other services as set out in the Agreement between the County of Bruce and the Canadian Red Cross Society.

"County Sub-Contractor" means a third party providing services under this MOU as arranged or contracted by the County.

"Emergency" has the meaning defined in the Act.

"Emergency Operations Centre (EOC)" means a designated and appropriately equipped facility where the Municipal Emergency Control Group (MECG) assemble to manage the response to an emergency or disaster.

"Emergency Plan" has the meaning defined in the Act.

"Emergency Social Services" and "ESS" mean a planned emergency response designed to provide the basic services considered essential such as registration and inquiry, emergency feeding, emergency clothing, emergency lodging, personal services, and

Reception and/or Evacuation Centres services, for the immediate safety and well-being of persons affected by an emergency.

"Evacuees" are individuals who require ESS during an Emergency.

"Incident Management System/Incident Command System" (IMS/ICS) is a standardized approach to emergency management, recommended for managing all incidents. It guides how personnel, facilities, equipment, procedures, and communications may be coordinated during an incident.

"Major Incident" means an event caused by a natural phenomenon, a technological failure or an accident, whether or not resulting from human intervention, that causes serious harm to more than 25 people or substantial damage to more than 10 dwelling units and requires unusual action on the part of the affected community, or a Response to a Minor Incident that has exceeded 72 hours. This is also referred to as a "Level 2" incident.

"Memorandum of Understanding" and "MOU" means this document, including the Annexes attached to the Memorandum of Understanding.

"Minor Incident" means an exceptional event of a similar nature to a Major Incident, but which only affects the safety of a maximum of 25 people or 10 dwelling units, whichever is greater, with a Response duration of no more than 72 hours. This is also referred to as a "Level 1" incident.

"MFIPPA" means the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c M. 56 and regulations, as amended, or any successor provincial legislation that governs access to public information and the protection of personal information and privacy.

"Municipal Sub-Contractor" means a third-party providing services under this MOU as arranged or contracted by the Municipality.

"PLAN" means the Grey Bruce Post-Disaster Long-term Assistance Network, which is a network of local community agencies available to assist both individuals and communities in the event of an emergency. In a Level 2 incident, the PLAN network may be activated via Victim's Services in a manner that is coordinated with the

services being provided by Red Cross at the request of the local municipality.

“Reception and/or Evacuation Centre” means a Municipal controlled facility established for the care, welfare, safety and shelter of Evacuees which has been approved by the Municipality and the County for such and recorded on the list of Approved Municipal Reception and/or Evacuation Centres attached as Annex B. The Reception and/or Evacuation Centre(s) may be in the same building or different buildings, depending on the Municipality.

## **2. PURPOSE**

2.1 The purpose of this MOU is to establish terms for the delivery of Emergency Social Services (ESS) by the County and the Municipality.

## **3. MUNICIPAL OBLIGATIONS**

### Emergency Preparedness

3.1 To prepare proactively for an Emergency, the Municipality shall:

- a) identify all facilities controlled by the Municipality that are suitable for use as a Reception and/or Evacuation Centre(s);
- b) collaborate with the County and CRCS to survey facilities identified as a potential Reception and/or Evacuation Centre(s) to ensure they are suitable for use;
- c) maintain an up to date list of all facilities controlled by the Municipality ready to be activated as an approved Reception and/or Evacuation Centre(s) (see Annex B);
- d) maintain the ongoing operational capability of the approved Reception and/or Evacuation Centre(s) so that the site is ready and fully functional at any point time;
- e) identify Municipal staff who may be deployed to undertake the Municipal responsibilities as outlined in Annex D “Delivery Agency Responsibilities”;
- f) develop and maintain contracts or agreements with Municipal Sub-Contractors for those services identified as the responsibility of the Municipality under “Sourcing &

Activation Agency” as set out in Annex D;

g) collaborate with the County and/or County Sub-Contractors to deliver appropriate training to those Municipal staff who may be deployed;

h) ensure the Municipality's Emergency Plan is consistent with the County's Emergency Plan regarding ESS responsibilities and operations.

### ESS Activation

3.3 In the event of an Emergency in which provision of ESS is required, the Municipality shall:

a) notify the County of the Emergency by contacting the Director of Human Services or his/her alternate by phone or email, and submit a request for assistance, including Red Cross services as required, within a reasonable period of time;

b) provide an approved Municipal Reception and/or Evacuation Centre(s); and

c) provide the services outlined under "Sourcing & Activating Agency " in Annex D and operate within the "Reception and/or Evacuation Centre IMS/ICS Structure" outlined in Annex C.

## **4. BRUCE COUNTY OBLIGATIONS**

### Emergency Preparedness

4.1 To prepare for an Emergency, the County shall:

a) collaborate with the Municipality and CRCS to survey facilities identified as a potential Reception and/or Evacuation Centre(s) to ensure they are suitable;

b) identify County staff who may be deployed to undertake the County responsibilities as outlined in Annex D "Delivery Agency Responsibilities";

c) maintain applicable County resources to be deployed to approved Reception and/or Evacuation Centre(s);

- d) develop and maintain contracts or agreements with County Sub-Contractors for those services identified as the responsibility of the County of Bruce under “Sourcing & Activation Agency” as set out in Annex D;
- e) deliver appropriate training to Municipal staff and/or Municipal Sub-Contractors;
- f) deliver appropriate training to County staff and/or County Sub-Contractors;
- g) maintain the CRCS Agreement in good standing and notify the Municipality if the CRCS Agreement has been modified significantly or terminated; and
- h) subject to expiry or earlier termination of the CRCS Agreement, pay CRCS the annual capacity building funds as set out in Annex A.

#### ESS Activation

4.2 In the event of an Emergency in which the provision of ESS is required, the County shall:

- a) contact the Red Cross to activate services as requested by the local municipality;
- b) provide the services outlined under "Sourcing & Activating Agency" in Annex D and operate within the “Reception and/or Evacuation Centre IMS/ICS Structure” outlined in Annex C.

### **5. EXPENSES AND CHARGES INCURRED DURING ESS ACTIVATION**

- a) In the event that ESS Services are activated the Municipality shall reimburse the County within 90 days of the County's request for reimbursement of those expenses incurred by the County and/or a County Sub-Contractor during the period of ESS activation.
- b) CRCS response related expenses are charged to the County in accordance with the rates set out in Annex A - CRCS Agreement entitled:
  - Expenses Relating to Human Resources,
  - Loan of Permanent Personnel,
  - Expenses Relating to Material Resources,

- Expenses Relating to Evaluation, and
- Expenses for Direct Assistance to Incident Affected People.

c) For County Sub-Contractors, other than CRCS, the County shall endeavor to ensure that reasonable fees are negotiated/agreed upon prior to the engagement of services.

d) Where possible, recognizing the immediacy of the need to deliver ESS services, the County shall endeavor to have response expenses/costs for individuals assumed by organizations/agencies other than the Municipality.

## **6. TERM OF THE MEMORANDUM OF UNDERSTANDING**

6.1 This MOU is continuous until terminated by either party as per Section 7.

## **7. TERMINATION**

7.1 Either party may terminate this MOU unilaterally for any reason providing that the party wishing to terminate provides not less than 60 days' written notice to the other party of its intent to terminate this MOU.

## **8. AMENDMENTS**

8.1 This MOU may be amended upon consent of the parties as evidenced in writing.

8.2 Notwithstanding Section 8.1, this MOU may be amended by substitution of the Annexes. The County may upon written consent of the Municipality, refusal of such shall not be unreasonably denied, add or replace an Annex and such Annex shall be deemed to: (a) be added to this MOU; or (b) to replace the particular Annex for the period of time to which it relates, provided that if the Municipality does not agree with all or any of the Annexes, the Municipality may terminate the MOU pursuant to Section 6. Refusal shall be subject to Section 12 Dispute Resolution.

## **9. FORCE MAJEURE**

9.1 Neither party shall be under any liability to the other as a result of any delay or default in carrying out its obligations hereunder which is due in whole or in part to



an event of force majeure. A party who contends that its obligation is suspended or its performance is excused by reason of force majeure must give prompt written notice to the other party specifying the condition or event constituting same in which case both parties' obligations pursuant to this MOU shall be suspended during such period. Upon cessation of such force majeure, such party shall give like notice and commence performance hereunder as promptly as reasonably practicable. For the purposes hereof, "force majeure" shall mean any cause beyond the reasonable control of the party claiming the force majeure and which is affecting performance by such party but does not include a failure to make payments under this MOU.

## **10. INDEMNIFICATION**

10.1 Subject to force majeure, each party shall, from time to time and at all times hereafter, save, defend, keep harmless and fully indemnify the other party, its successors and assigns, from and against all actions, claims and demands whatsoever that may be brought against or made upon the other party, and against all loss, liability, judgments, claims, Costs (defined below), demands or expenses that the other party may sustain, suffer or be put to, resulting from or arising out of the first party's negligence or failure to exercise reasonable care, skill or diligence in the performance, non-performance or rendering of any work or service required to be performed or rendered by it, its agents, officials, employees or contract agencies or any of them in accordance with the provisions of this MOU. "Costs" mean costs awarded in accordance with the order of a court of competent jurisdiction, the order of a board, tribunal or arbitrator or costs negotiated in the settlement of a claim or action.

## **11. INSURANCE**

11.1 Each party shall, at its own expense during the term of this MOU, cause to be maintained:

a) Comprehensive General liability with limits of not less than \$5,000,000.00 per occurrence. Such coverage shall include (i) the other party as an additional insured, and (ii) a cross liability/severability of interest clause; and (iii) standard Non-Owned Automobile Liability coverage; and

b) Where applicable, Professional Liability insurance with limits of not less than \$5,000,000.00 limit claim for all persons and services connected with this MOU.

11.2 Each party shall provide evidence of insurance coverage upon request of the other party.

## **12. WORKPLACE SAFETY AND INSURANCE BOARD (WSIB)**

12.1 The parties must be in good standing with the Workplace Safety and Insurance Board (WSIB) during the term of this MOU and shall furnish the other party with a valid certificate of good standing, or a letter indicating the party is a Schedule 2 employer, from the WSIB upon request. Where the party is not required to be registered with the WSIB and is not covered by WSIB Optional Insurance, the party shall maintain Employers Liability Insurance in the amount of \$2,000,000.00 per occurrence.

## **13. DISPUTE RESOLUTION**

13.1 The parties shall make every reasonable effort to settle any dispute that arises as a result of any claim or controversy evolving from this MOU by negotiation.

13.2 The parties agree that the dispute resolution process established in this MOU shall be applied to resolve all disputes between the parties that arise during the term of this MOU. The parties acknowledge that they wish to develop and foster a positive and cooperative relationship and therefore agree that, subject to any termination rights of the parties as set out in this MOU:

a) In the event of a dispute between the parties in respect of a matter arising under this MOU, the authorized representatives of the parties shall, by telephone or in person, engage in good faith negotiations with a view to resolving the dispute.

b) The dispute shall, if necessary, proceed through a two stage resolution process, through the parties' authorized representatives. In the event any matter referred to the authorized representative remains unresolved after a period of ten (10) business days from its referral, it shall be referred to the representatives at the next stage for settlement.

c) The representatives for the dispute resolution process are as follows:

For the County:

Stage 1 - Director, Human Services Department

Stage 2 - CAO

For the Municipality:

Stage 1 - Fire Chief

Stage 2 - CAO

d) A party may, by written notice to the other party change, its authorized representatives for the purposes of this process, provided, however, that any of the replacements of such representatives shall have similar authority to those individuals they are replacing.

e) The parties agree that subject to any termination rights of the parties as set out in this MOU, the existence of a dispute shall not interfere with the performance by the parties of their respective obligations under this MOU and that each party shall continue to perform its obligations under this MOU pending resolution of the dispute under this Section.

## **14. NOTICE**

14.1 Any notice required to be given or served on either party under this MOU must be in writing and delivered personally, electronically, by facsimile transmission or by prepaid registered mail, addressed to the County or the Municipality respectively as set out below. Service of notice is effective on the next business day following the date of personal delivery, electronic delivery and facsimile transmission or, in the case of a registered letter, on the third business day following the date of mailing.

To the County at:

County of Bruce

30 Park Street, PO Box 70

Walkerton, ON N0G 2V0

Attention: Community Emergency Management Coordinator

Phone: (519) 881-1291

Fax: 519-881-3507

Email: dsmith@brucecounty.on.ca

To the Municipality at:

Municipality of Kincardine

1475 Concession 5,

Kincardine ON N2Z 2X6

Phone: (519)-396-3468

or to such other addresses as either party may from time to time designate by written notice to the other party.

## **15. ENTIRETY**

15.1 This MOU and the Annexes attached form the entirety of the understanding between the parties and supersede any other understanding or agreement, collateral, oral or otherwise, regarding the provision of Emergency Social Services, existing between the parties at the date of execution of this MOU. No supplement, modification, waiver or termination of this MOU shall be binding unless executed in writing by the party to be bound. No waiver of any provision of this MOU shall be deemed to or shall constitute a waiver of any other provisions, whether or not similar, nor shall such waiver constitute a continuing waiver unless expressly provided.

## **16. CONFIDENTIALITY**

16.1 The County shall maintain the confidentiality of and shall not, except as required in order to carry out services, at any time during or following the term of this MOU, use, disclose, release or permit the disclosure or release of any information disclosed by the Municipality or any information communicated to or acquired by the County during the course of providing services without obtaining the prior written consent of the Municipality.

16.2 The Municipality shall maintain the confidentiality of and shall not, except as required in order to carry out services, at any time during or following the term of this MOU, use, disclose, release or permit the disclosure or release of any

information disclosed by the County or any information communicated to or acquired by the Municipality during the course of providing services without obtaining the prior written consent of the County.

16.3 The parties agree that any information collected or exchanged between the parties, pursuant to the terms of this MOU, is subject to the provisions of MFIPPA, as amended.

## **17. ASSIGNMENT AND SUBCONTRACTING**

17.1 The Municipality shall not assign or sub-contract this MOU in whole or in part, or any or all of its rights or obligations without the County's prior written consent, which consent will not be unreasonably withheld.

17.2 If the County consents to an assignment or subcontract, the assignment or subcontract will not release or relieve the Municipality from its obligation to the County or from the performance of services in accordance with this MOU.

## **18. COMPLIANCE**

18.1 Both parties shall comply with all legislation, regulations, bylaws, rules, orders, and other requirements enacted or imposed by federal, provincial, municipal or other government bodies, agencies, tribunals, or other authorities which may be applicable to this MOU.

## **19. GOVERNING LAW**

19.1 This MOU is governed by the laws of Ontario and the applicable laws of Canada.

## **20. NATURE OF RELATIONSHIP**

20.1 Nothing in this MOU will be construed so as to imply a partnership between the parties. It is expressly understood that the parties are independent contractors and no partnership of any kind is intended between the parties.

## **21. FURTHER ASSURANCES**

21.1 The parties agree that they will at their own expense from time to time, and at

all times, upon every reasonable request of the other, promptly make, do, execute and deliver or cause to be made, done, executed and delivered all such further acts, deeds or assurances as may be reasonably required for purposes of implementing the matters contemplated by this MOU and establishing and protecting the rights, interests and remedies intended to be created by this MOU.

## **22. SURVIVAL**

22.1 Sections 5, 10, and 13 of this MOU shall survive any termination or expiration of this MOU. If one or more of the provisions of this MOU for any reason shall be held to be invalid, illegal or unenforceable in any respect, such invalidity, illegality or unenforceability shall not affect any other provision of this MOU and this MOU shall be construed as if such invalid, illegal or unenforceable provision and never been contained.

22.2 Notwithstanding Section 22.1, those provisions of this MOU that by their nature should survive the expiry or earlier termination of this MOU will survive termination or expiry of this MOU.

## **23. ANNEXES**

23.1 The following Annexes shall be incorporated in and form part of this MOU:

- a) Annex A - Canadian Red Cross Society Disaster Response Agreement
- b) Annex B - Approved Municipality Reception and/or Evacuation Centres
- d) Annex C - Reception and/or Evacuation Centre IMS/ICS Structure
- c) Annex D - Delivery Agency Responsibilities

## **24. COUNTERPARTS**

24.1 This MOU may be executed in any number of counterparts, each of which shall be deemed to be an original but all of which taken together constitute an original understanding, and will be effective when one or more counterparts have been signed by each of the parties.

## **25. SIGNATURES BY FAX/EMAIL**

25.1 The parties may sign this MOU by facsimile or electronic transmission and a

facsimile or electronic copy has the same legally binding effect as an original.

This MOU is effective on the date stated in the introductory clause.

**IN WITNESS WHEREOF** each of the Municipality of Kincardine and the Corporation of the County of Bruce have caused this Memorandum of Understanding to be signed and delivered by its duly authorized representative:

**For the Municipality of Kincardine:**

**For the County:**

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Name: Anne Eadie  
Position: Mayor  
Date: April 7, 2021

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Name: Donna Van Wyck  
Position: Clerk  
Date: [add]

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Name: Sharon Chambers  
Position: CAO  
Date: April 7, 2021

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Name: Janice Jackson  
Position: Warden  
Date: [add]

**Annex A**  
**Disaster Response Agreement between the County of Bruce and the Canadian Red Cross Society**

**EMERGENCY RESPONSE SERVICES AGREEMENT**

This Agreement is made as of January 27, 2021 between:

**THE CORPORATION OF THE COUNTY OF BRUCE**

a municipal corporation pursuant to the Ontario Municipal Act having its main office at 30  
Park Street (PO Box 399), Walkerton ON, N0G 2V0.

("County") and

**THE CANADIAN RED CROSS SOCIETY,**

a not-for-profit corporation and registered charity incorporated under the laws of Canada,  
having its head office in Ottawa, Ontario  
("CRC")

**WHEREAS:**

- A. The County is responsible for safeguarding and protecting the health, safety and security of its citizens, including provision for basic needs, shelter and emergency relief, in accordance with the *Emergency Management and Civil Protection Act, R.S.O. 1990, c. E.9*
- B. In the case of a Level 2, and in some cases a Level 3 event, the County acts as the local authority and has the right to declare a state of local emergency and may do all acts and implement all procedures that it considers necessary to prevent and respond to a disruptive event. In furtherance of this, the County wishes to retain the CRC to support its preparedness, response, and recovery in the case of a disruptive event of this magnitude.
- C. In the case of a Level 4 and 5 events (and in some cases a Level 3), the Province may declare a state of emergency. In such a circumstance there would be increased coordination between impacted local authorities, as well as greater direction from Provincial authorities given the scale and complexity of the response. In such a circumstance, the County remains responsible for its citizenry and related preparedness and response efforts. In furtherance of this, the County wishes to retain the CRC to support its preparedness, response, and recovery in the case of a disruptive event of this magnitude.
- D. In addition to providing the emergency response and recovery services as set out above, at the request of the County and should the CRC accept such an activation in accordance with this Agreement, the CRC may also, upon its own discretion, provide additional supports with public funds as the CRC has the mandate to assist in the provision of emergency relief in its role as auxiliary to public authorities.



- E. Finally, the County recognizes that in the CRC may be activated by the Province, pursuant to a provincial funding relief and recovery agreement, following a declaration of a state of emergency, and in such a circumstance, the County and the CRCS commit to working together to support affected populations within the authority of the County in accordance with the terms and conditions set out herein as they relate to coordination not service activation and reimbursement.

**NOW THEREFORE**, in consideration of the mutual promises and covenants herein, the County and CRC (each, a “**Party**” and together, the “**Parties**”) agree as follows:

## **1. INTERPRETATION**

### **1.1 In this Agreement:**

- a) “**Agreement**” means this agreement, its schedules and all instruments supplemental hereto or in amendment or confirmation hereof; “**herein**”, “**hereof**”, “**hereto**”, “**hereunder**” and similar expressions shall mean and refer to this Agreement and not to any particular Article, Section, subsection or other subdivision; and “**Article**”, “**Section**”, “**subsection**” or other subdivision of this Agreement shall mean and refer to the specified Article, Section, subsection or other subdivision of this Agreement;
- b) “**Business Day**” means a day on which CRC's offices are open for operations and excludes Saturday, Sunday and any other day which is a statutory or legal holiday in Canada;
- c) “**Calendar Day**” means all days in a month, including weekends and holidays.
- d) “**CRC Personnel**” means staff and volunteers who are affiliated with CRC.
- e) “**Duty Officer**” means a person designated by CRC as the point of contact for Notification of an Emergency in accordance of Schedule “D” of this Agreement.
- f) “**Eligible Expenses**” means training and emergency response costs incurred in the provision of Services (as that term is defined below) and when retained directly by the County for service delivery, as per Whereas B, C and D above, which the County agrees to reimburse the CRC for when activated in accordance with the Eligible Costing Schedule.
- g) “**Emergency**” means an urgent and critical situation, or impending situation, of a temporary nature caused by an accident, an intentional act, the forces of nature or other causes that constitutes a danger to persons or property. This applies to all Response Levels.

- h) **“Emergency-Affected Person”** means any person whose life is disrupted during an Emergency identified in a Notification. Emergency-Affected Persons include individuals affected in their homes, individuals who must be evacuated on an emergency basis as a preventive measure, and individuals who are required to comply with quarantine measures.
- i) **“Emergency Management Ontario”** or **“EMO”** or the **“Province”** means the Province of Ontario’s lead coordinating agency for all emergency management activities, and the agency providing support and guidance to the emergency programs of local authorities.
- j) **“Emergency Site”** means any location used to provide Services to Emergency-Affected Persons, and may include reception centers and group lodging.
- k) **“Disaster Recovery Assistance”** means a community-based provincial emergency response program which provides short-term temporary services for Emergency-Affected Persons to help people begin to re-establish themselves as quickly as possible after an Emergency.
- l) **“Force Majeure”** means an unforeseen circumstance distinct from the Emergency triggering the Services, though a Force Majeure may directly or indirectly result from such an Emergency, which prevents a Party from performing its obligations under this Agreement, despite such Party’s reasonable preparedness and reasonable business efforts. Force Majeure may include act of God, fire, flood, war, terrorism, strikes or labour difficulties or governmental enactment.
- m) **“Geographic Area”** means the geographic area covered by the incorporated County of Bruce.
- n) **“Notify”, “Notified”** or **“Notification”** means a process of informing CRC of the existence and circumstances of an Emergency and requesting Services, as set out in Schedule “D” of this Agreement.
- o) **“Personal Information”** means recorded information about an identifiable individual other than contact information.
- p) **“Record”** and **“Records”** includes books, documents, maps, drawings, photographs, letters, vouchers, papers and any other thing on which information is recorded or stored by graphic, electronic, mechanical, or other means, but does not include a computer program or any other mechanism that produces records.
- q) **“Response Levels”** means the nature and scale of an Emergency as determined by a CRC:

Within the Scope of a Local Emergency

**Level 1: Personal Disaster Response** - A small localized event, with unlikely further impacts such as contagion, for example impacting up to 25 people.

**Level 2: Local Response** – A significant event, with unlikely further impacts such as contagion, impacting 25-500 people within one municipality or district, in this case the Geographic Area.

Likely Within the Scope of a of an Emergency at a Provincial Level

**Level 3: Regional/Provincial Response** - A major emergency impacting 500-10,000 people in more than one municipality or a larger geographic area

**Level 4: Major Response** – A major emergency impacting up to 100,000 people in a very large area or more than one province.

**Level 5: Catastrophic Response.** – A major emergency with overwhelming devastation impacting more than 100,000 people and a wide geographic area.

- r) “**Services**” means the emergency services to be provided in the Geographic Area to Emergency-Affected Persons by CRC under this Agreement, as more particularly set out in Schedule “A”. CRC Personnel may deploy outside the Geographic Area pursuant to a mutual aid agreement entered into by the County, subject to availability and at the sole discretion of CRC.
- 1.2 **Preamble.** The preamble is incorporated herein by reference and is deemed to be an integral part of this Agreement.
- 1.3 **Schedules.** This Agreement includes all of the Schedules annexed to it (listed below), the terms and conditions of which are expressly incorporated herein and form a part hereof:
- Schedule “A” – Description of Services  
Schedule “B” – Payment and Reporting Schedule  
Schedule “C” – Eligible Costing  
Schedule “D” – Notification Protocol  
Schedule “E” – Fundamental Principles
- 1.4 **Gender.** Any reference to any gender shall include all genders and words used herein importing the singular number only shall include the plural and *vice versa*.
- 1.5 **Headings.** The division of this Agreement into Articles, Sections, subsections and other subdivisions and the insertion of headings are for convenience of reference only and shall not affect, nor be utilized in the construction or interpretation of, this Agreement.

## **2. PURPOSE OF AGREEMENT**

- 2.1 The purpose of this Agreement is to establish parameters for collaboration between the County and CRC, including cost recovery for the provision of Services, to ensure mitigation/preparedness, response, recovery and resiliency assistance in the event of an Emergency. CRC will provide aid to Emergency-Affected Persons in accordance with its role and capacity as outlined in this Agreement.
- 2.2 Nothing in this Agreement shall prevent CRC from providing humanitarian assistance to citizens of the County, in an Emergency or otherwise, on its own initiative and at its own expense, separate and apart from this Agreement, provided that in doing so CRC does not compromise the performance of its obligations hereunder. CRC may fundraise for such purposes.

## **3. TERM**

- 3.1 The right to request Services under this Agreement shall commence on January 1, 2021 and shall expire on December 31, 2022 unless terminated earlier in accordance with the provisions of this Agreement (the “**Term**”).
- 3.2 The County recognizes that the CRC is required to build capacity to meet the terms and conditions and to provide the Services as set out herein. The capacity to offer delivery of all the Services, at the standards set out herein, will occur no earlier than ninety (90) days from the signing of this Agreement, at a mutually agreed upon date as set out in a operational plan. During this transition, CRC will endeavor to support the County in the provision of Services to the best of its ability.
- 3.3 **Renewal Planning.** The Parties shall endeavour to meet at least six (6) months prior to the expiry of this Agreement to discuss and negotiate a new agreement.

## **4. OBLIGATIONS OF CRC**

### **4.1 Preparedness.**

- a) CRC will recruit, select and train a volunteer-based workforce to have ready-to-respond CRC Personnel available to deliver Services. All CRC volunteer personnel providing Services are expected to follow applicable standards, policies and training requirements of both the Government of Ontario and the CRC when carrying out the Services set out in Schedule “A”.
- b) CRC will stock and maintain supplies and logistics capacity as required to provide the Services; and
- c) CRC will participate in County-led emergency preparedness exercises, activities and/or meetings, as mutually agreed upon from time to time.

## **4.2 Emergency Response.**

- a) This Agreement is applicable to the provision of Services for all Response Levels.
- b) The CRC will provide the Services as set out in Schedule ‘A’ on behalf of the County for Level 2 Responses if retained pursuant to the Notification Protocol, and mutually agreed between the Parties, and the CRC will bill in accordance with Schedule “C” of this Agreement.
- c) The CRC will support the provision of the Services as set out in Schedule ‘A’ on behalf of the County for Level 3 if retained pursuant to the Notification Protocol, and mutually agreed between the Parties, and the CRC will bill in accordance with Schedule “C” of this Agreement. This would be in coordination with the provincial response structure. In the case that the CRC would need to bring in additional surge capacity this would be subject to approval for cost recovery by the County.
- d) In the particular case of a Level 4 & 5 Response, and potentially a Level 3 as well where there is a declaration of an emergency, the CRC will have the capacity to provide Services for the benefit of the County, however this will be subject to the funds the CRC raises, the commitment by the Province to fund Services, and/or the capacity of the County to retain the CRC for Service delivery within its Geographic Area. The Services and costing are set out in Schedule “A”; however, activation may require a subsequent negotiation on coordination, costing and a further agreement may be required if it diverges from the terms set out herein.
- e) This Agreement will apply upon (i) Notification by the County (ii) being advised of the means for billing and compensation, and (iii) the agreement by the CRC to activate, at which time CRC will supply the requested Services in response to an Emergency (subject to the terms and conditions set out herein).
- f) CRC will communicate and coordinate with the County, and will keep the County apprised of the provision of Services during the Emergency; and
- g) CRC will ensure that CRC Personnel and equipment are clearly identified with the CRC’s logo, where possible.

## **4.3 Limitation**

- a) Limitations regarding activation and compensation

- b) The Parties understand that CRC's workforce may rely on volunteers, and recognize that the availability of personnel may be reduced in exceptional circumstances despite the reasonable efforts of CRC.
- c) At any time during an Emergency, CRC may give notice that it will withdraw, reduce or limit its services in the event conditions are such that CRC is unable to provide Services without compromising the health or safety of CRC Personnel.
- d) CRC shall endeavour to keep the County informed and to coordinate with the County with respect to any anticipated or actual limitations on its provision of Services.
- e) In the case of a Level 4 and 5 event, or concurrent events, the CRC reserves the right to limit its Service offering as set forward in Schedule A.

## **5. OBLIGATIONS OF THE COUNTY**

### **5.1 Preparedness**

- a) To ensure an efficient and robust emergency response, the County will inform its staff and intra-governmental counterparts of CRC's role, including taking reasonable steps to document and recognize the role of CRC in any relevant emergency or other plans.
- b) The County will invite CRC to participate, as appropriate, in County-led exercises, activities and/or meetings focusing on emergency preparedness.
- c) The County will designate locations as Emergency Sites to be used by CRC in an Emergency response, and will provide CRC with a list of such designated Emergency Sites from time to time, or at the latest as soon as possible upon Notification of an Emergency.
- d) The County will be responsible for ensuring that any licenses, approvals or permits necessary to operate the Emergency Sites are obtained.

### **5.2 Emergency Response**

- a) The County may call on the assistance of CRC pursuant to this Agreement in the event of an Emergency;
- b) Where the County calls on CRC pursuant to the above subparagraph, the County shall request that CRC provide Services to Emergency-Affected Persons by issuing a Notification, using the protocol as described in Schedule "D".

- c) Where the County believes an Emergency is or may be imminent, the County may request that the CRC go on “stand by” to be ready to respond if the Emergency occurs (“**Stand By**”). Stand By requests shall be made using the Notification process described in Schedule “D”.
- d) The County will communicate and coordinate with CRC, and will keep CRC informed of information relevant to its role in providing Services, including sharing in a timely and comprehensive manner data to inform the delivery of services (as described in Schedule “D”), if available and as applicable.

## 6. REPORTING

- 6.1 CRC shall report to the County as set out in Schedule “B”.
- 6.2 For activities funded under this Agreement, the CRC shall keep and maintain in accordance with generally accepted accounting standards books, records and accounts relating to this Agreement and the cost of the Services and shall, upon reasonable notice, provide to the County these documents to examine, audit and make copies.

## 7. FINANCIAL SUPPORT

- 7.1 **Annual Financial Support for Preparedness.** To enable CRC to build and maintain its capacity to discharge its responsibilities under this Agreement, the County agrees to make an annual contribution to CRC of \$10,000 CDN each year of the Term. In the first year, the annual contribution rate will be prorated based on the number of months remaining between the date of that the Agreement comes into force and December 31. The annual contribution will be due within ninety (90) Calendar Days of the date of that the Agreement comes into force, and in each March thereafter, upon invoice by CRC.
- 7.2 **Cost Recovery for Emergency Response Services.** CRC will seek reimbursement from the County for Eligible Expenses, including administrative costs, in relation to the provision of Services in accordance with Schedule “C”, including expenses relating to volunteers and direct assistance to Emergency-Affected People.
- 7.3 To better assist Emergency-Affected Persons, CRC may organize fundraising campaigns and the allocation of any fundraising revenues shall be in CRC’s sole and absolute discretion.

## 8. INDEMNITY

- 8.1 Each Party shall indemnify and save harmless the other Party, its employees, volunteers, subcontractors, and agents from any loss, damage, claim, cost or expense, including legal fees, that the other Party may incur pursuant to any third-party claim, demand, action, charge, complaint, prosecution or other proceeding that may be made against or affect the indemnified Party to the extent arising from:

- a) the indemnifying Party's breach of this Agreement; or
  - b) a wrongful or negligent act or omission on the part of the indemnifying Party, or of its employees, volunteers, subcontractors, agents, or others for whom it is in law reasonably responsible, in the performance of this Agreement or the rendering of the Services.
- 8.2 The indemnified Party shall promptly notify the indemnifying Party of any claim covered by this section; shall allow the indemnifying Party to conduct and control, at the indemnifying Party's sole cost and expense, the defence of such claims and any related settlement negotiations; shall afford all reasonable assistance to the indemnifying Party (at the indemnifying Party's sole cost and expense); and shall make no admission prejudicial to the defence of such claims.

## **9. INSURANCE**

- 9.1 Each Party shall, at its sole cost and expense, take out and keep in force throughout the Term of this Agreement commercial general liability insurance covering all acts and omissions of its employees and volunteers in respect of loss by or injury to third parties (including, in the case of the County, CRC Personnel), arising from the acts or omissions of such Party in connection with this Agreement.

## **10. TERMINATION**

- 10.1 Either Party may terminate this Agreement for convenience upon 60 days written notice however all costs related to a scale down of Services which may take longer than 60 days during and active response shall be Eligible Expenses.
- 10.2 Either Party may terminate this Agreement immediately for cause if the other Party is in breach of a material provision of this Agreement and such breach has not been cured in a reasonable time following written notice to such other Party or is by its nature incapable of being cured. A reasonable time shall be thirty (30) days or such other time as is reasonable in the circumstances.
- 10.3 On termination:
- a) The County shall pay any financial obligations (i) incurred prior to termination and (ii) for all Services performed, including costs to the CRC to wind down Services, which may extend beyond the date of termination.
- 10.4 **Survival.** Provisions of this Agreement which are expressly or impliedly intended to remain in force after termination shall do so, including without limitation the provisions regarding retention of records, indemnity, financial obligations upon termination, confidentiality, privacy and intellectual property.



## 11. NOTICE

- 11.1 Contractual notices, requests, demands, or other communications (collectively called “**Notices**”) hereunder shall be given in writing by personal delivery, by postage prepaid registered mail, or by email. **Requests and communication regarding the activation and provision of Services or Stand By (Notification) are not governed by this Section but are governed by the protocol set out in Schedule “D”.** The address of each Party for contractual Notice shall be as follows,

**CRC:**

Vice President, Ontario  
5700 Cancross Court, Mississauga,  
L5R 3E9

**County:**

Christine MacDonald  
Director of Human Services  
30 Park Street, PO BOX 399  
Walkerton ON N0G 2V0

or at such subsequent address given by such Party to the other Party by Notice in writing from time to time.

- 11.2 All Notices shall be deemed to have been received when delivered by hand or transmitted by email or, if mailed, ten (10) Business Days after the day of the mailing thereof, excluding any time during which the normal mail service is interrupted by strikes or other irregularities.

## 12. CONFIDENTIALITY

- 12.1 “**Confidential Information**” means any information or material that relates to a Party’s business and affairs, including CRC client lists and information related to the suspension or termination of this Agreement, which is identified as confidential at the time of disclosure or that a reasonable person would consider, from the nature of the information or the circumstances of disclosure, to be confidential. Confidential Information does not include information that (i) is in the public domain at the time of its communication; (ii) is independently developed by each Party; (iii) entered the public domain through no fault of the receiving Party subsequent to communication with the other Party; (iv) is in possession of the receiving Party free of any obligation of confidence at the time it was communicated to the receiving Party; or (v) is communicated to the receiving Party by a third party under no legal obligation to maintain the confidentiality of the information.
- 12.2 Each Party shall not disclose the other Party’s Confidential Information without express written consent or unless required by law, nor make use of the other Party’s Confidential Information except in the performance of this Agreement. Each Party shall protect the other Party’s Confidential Information from transfer or disclosure by the same measures that it uses to protect its own confidential information, but in any event by not less than reasonable measures. Where disclosure is required by law, prior to disclosure, the Parties will discuss the legal requirement and jointly determine amount and type of Confidential Information, if any, which must be disclosed in order to comply with the law.

- 12.3 **Access to Information Requests.** The Parties acknowledge they may be subject to access to information legislation. Where such a request is received, the other Party shall be notified and given sufficient time and opportunity to object with regard to their own Confidential Information in writing prior to the release of any information, in accordance with and as permitted under the applicable legislation.

### 13. **PRIVACY**

- 13.1 Each Party shall act in accordance with their respective privacy policies and applicable privacy laws.

### 14. **INTELLECTUAL PROPERTY**

- 14.1 The Red Cross emblem consists of a red cross on a white background and is universally recognized as a symbol of protection and neutrality. The Canadian Red Cross Society Logo is the Red Cross emblem plus the phrase “Canadian Red Cross” or “Croix-Rouge canadienne”, as set out in CRC’s graphic standards.
- 14.2 The County may not use the logo, name or emblem of CRC without CRC’s prior review and written approval. Use of the emblem alone is strictly prohibited.
- 14.3 **Intellectual Property and Copyright.** Each Party shall own exclusively all information and material created or prepared by it in its performance of this Agreement. For greater clarity, CRC retains the intellectual property rights, including, copyright and exclusive right of use for its own service provision methods, document templates, emergency management training techniques and all materials related to these functions.

### 15. **DATA OWNERSHIP**

- 15.1 **With Regard to Level 3, Level 4 and Level 5 Response and Records of Emergency-Affected Persons.** Without limiting the generality of Section 14.3, the CRC shall establish, and maintain, records of all Emergency-Affected Persons who are registered. These records shall include, for each person, as provided, (i) names of all family members, (ii) primary residence address, (iii) emergency address (where evacuation orders are in place); and (iv) contact phone number if available. Records will also include supporting documentation, the basis for assistance, and payment amounts. Such records will be in the CRC’s care, custody and control. Where the CRC has been activated by a partner other than the County to provide assistance or provides assistance on its own accord in the event of a Level 3, Level 4, or Level 5 Response the CRC will provide an export of the anonymized records upon request unless otherwise agreed upon by the Parties. Where the CRC is activated to provide assistance by the County, the CRC shall provide records of such Emergency-Affected Persons as soon as practicable after registration.

- 15.2 **With Regard to Level 2 Response and Records of Emergency-Affected Persons.** CRC shall establish, and maintain, records of all Emergency Affected Persons who are registered. CRC shall provide records of all Emergency Affected Persons who are registered to the County and/or impacted municipality/municipalities as soon as practicable after registration. These records shall include, for each person, as provided, (i) names of all family members, (ii) primary residence address, (iii) emergency address (where evacuation orders are in place); and (iv) contact phone number if available. After the conclusion of the Emergency, CRC shall, if requested in writing, deliver to the County all records of all Emergency-Affected Persons to whom Services were provided.

## 16. **FORCE MAJEURE**

- 16.1 The interpretation of the contractual rule of Force Majeure under this Agreement shall take into account that this Agreement is intended to be performed in circumstances of Emergency. The Parties confirm that the performance of their obligations is intended to be provided in such circumstances, and any failure of performance shall be assessed in that context.
- 16.2 Neither Party shall be responsible for any delay or failure to perform its obligations under this Agreement where such delay or failure is due to Force Majeure and the Party has promptly notified the other Party of the Force Majeure circumstance. In the event of a Force Majeure, the Parties shall consult with one another on the appropriate action to be taken, which may include temporary suspension of certain provisions of this Agreement for the duration of the Force Majeure, or termination of this Agreement. Suspension of any provision of this Agreement shall be reviewed on a periodic basis but at least once every three (3) months. If the force majeure condition continues for more than sixty (60) days, either Party may terminate this Agreement upon written notice to the other Party.

## 17. **GENERAL PROVISIONS**

- 17.1 **Entire Agreement.** This Agreement constitutes the entire agreement between the Parties pertaining to the subject matter hereof and, except as expressly set out herein, supersedes all other or prior agreements, understandings, negotiations and discussions, whether oral or written, between the Parties in respect of the subject matter.
- 17.2 **Amendments.** This Agreement may be amended only by written instrument executed by the Parties.
- 17.3 **Media Communications.** No Party shall make any press release, public announcement or other public commentary relating to this Agreement, the Services or the other Party without prior consultation with and the approval of the other Party.
- 17.4 **Fundamental Principles.** The Parties shall carry out this Agreement in accordance with the Fundamental Principles of the International Red Cross and Red Crescent movement, attached hereto as Schedule “E”.

- 17.5 **Relationship of the Parties.** The relationship of CRC to the County in performing the Services under this Agreement is that of independent entities, and nothing in this Agreement is to be construed as creating an agency, partnership or joint venture relationship between CRC and the County.
- 17.6 **Assignment.** This Agreement shall be binding upon and enure to the benefit of the Parties and their respective successors and permitted assigns. CRC may, in its discretion, subcontract the performance of Services, which shall not affect CRC's responsibility for the performance of its obligations under this Agreement.
- 17.7 **Dispute Resolution.** The Parties shall make reasonable efforts to settle by negotiation, with or without the assistance of a mediator, any dispute that arises as a result of any claim or controversy in connection this Agreement.
- 17.8 **No Waiver.** No waiver by any Party of any breach by the other Party of any of its obligations hereunder shall be a waiver of any subsequent breach of the same or any other obligation, nor shall any forbearance in seeking a remedy for any breach be a waiver of any rights and remedies with respect to such or any subsequent breach.
- 17.9 **Severance.** Any provision of this Agreement which is, or becomes, illegal, invalid or unenforceable shall be severed to the extent of such illegality, invalidity or unenforceability and shall not affect or impair the remaining provisions.
- 17.10 **Time is of the Essence.** Time shall be of the essence in all provisions of this Agreement.
- 17.11 **Counterparts.** This Agreement may be executed in any number of counterparts, each of which shall be deemed an original and all of which together shall be deemed to be one and the same instrument.
- 17.12 **Governing Law.** This Agreement shall be interpreted in accordance with, and governed by, the laws of the province where the County is located and the federal laws of Canada applicable therein, excluding conflict of law provisions.

**IN WITNESS WHEREOF** each of CRC and the County have caused this Agreement to be signed and delivered by its duly authorized representative:

For the Canadian Red Cross Society:

For the Corporation of the County of Bruce:

*Original signed by*

*Original signed by*

Name: Tatjana Radovanovic  
Position: Director of Regional Operations

Name: Donna Van Wyck  
Position: Clerk

*Original signed by*

Name: Janice Jackson  
Position: Warden

## **SCHEDULE “A”**

### **DESCRIPTION OF SERVICES**

#### **DESCRIPTION OF PROVISION OF PROVINCIAL EMERGENCY SUPPORT SERVICES FOR A LEVEL 2 RESPONSE.**

CRC will provide the Services in response to Emergencies where the County has activated CRC per the notification protocol.

The provision of Services will be coordinated with government, insurance and other voluntary sector organizations to avoid duplication. The appropriate method of service delivery for the requested Services will be determined by CRC and the County in coordination.

- ☐ Registration
- ☐ Reception and Information
- ☐ Family Reunification
- ☐ Lodging
- ☐ Food
- ☐ Clothing
- ☐ Personal Services

Further emergency response services may be provided subject to discussion and mutual agreement.

In the absence of activation, CRC may provide emergency response services in its own discretion, separate from this Agreement. In any provision of emergency assistance, CRC will endeavour to coordinate and communicate with the County, avoid duplication, and maximize the efficiency and effectiveness of aid.

### **EMERGENCY RESPONSE SERVICES**

The following Services may be provided, at the request of the County, in response to an Emergency. The specific Services and the means of service provision will depend on the nature and scale of the Emergency, and will be determined by CRC, in consultation with the County when appropriate and when circumstances permit.

#### **Registration**

Registration aims to facilitate family reunification, communication with Emergency-Affected Persons and the fast and accurate provision of direct assistance. Information collected via registration will be shared with the County pursuant and subject to the terms of this Agreement. Provision of Registration will be provided using CRC forms and/or electronic management registration system and/or other tools or systems as required.

Service delivery may include:

- In-person, Paper Based or digital Registration: Registration of individuals by CRC field personnel using CRC forms and/or electronic management registration system and/or other tools or systems as required.

### **Reception and Information**

Reception refers to providing a place for people impacted by an emergency to go, where they can receive information and Services, and to managing access to and from the facility. Information refers to providing individuals with information about Services and other assistance available to them, whether from CRC or other agencies, and information about the emergency situation.

Service delivery may include:

- Referral: Referring clients to other organizations or government programs that can assist them.
- Stand-alone Service: Providing Reception and Information as a stand-alone service within a government-led reception centre or shelter.
- Reception Centre: Establishing, staffing, and/or managing a reception centre at an Emergency Site.
- Call Centre: Establishing a call centre to provide information.
- Outreach: Conducting direct outreach to provide information.

### **Family Reunification**

Family Reunification assists in reuniting families by collecting information and answering inquiries regarding the condition and whereabouts of missing persons.

Service delivery may include:

- Phone: Providing access or means to access phone service.

Persons may request that their information not be shared with others, including through Family Reunification (Restricted Files), for example due to concerns about abusive relationships. Such requests will be respected.

### **Lodging**

This service aims to ensure that individuals are provided with safe, temporary lodging away from an area affected by an Emergency. It also seeks to support individuals' return to their homes.

Service delivery may include:

- Commercial Lodging: Coordinating commercial lodging (e.g. hotel, motel, etc.).
- Group Lodging/Congregate Shelter: Establishing, staffing, and/or managing a Group Lodging/Congregate Shelter facility.
- Billeting/ Friends and Family: Support individuals to stay with their family or friends who can offer accommodation.

### **Food**

This service aims to provide feeding for those who cannot feed themselves, or those without food or food preparation facilities, as well as for volunteers and other response workers. CRC tries to

ensure, to the best of its ability and in the circumstances, that food meets the nutrition needs of at-risk groups. Food should also respect the culture of the affected persons.

Service delivery may include:

- Commercial Feeding: Arranging for food via stores, groceries, and/or restaurants.
- Feeding Station: Coordination to establish Feeding Stations at Reception Centers or Group Lodging/Congregate Shelters.
- Cooperation with Partners: Coordinating food services via cooperation with partners.

## **Clothing**

Clothing service is designed to provide clothing to persons in need in an Emergency to prevent harm from exposure and to meet clothing needs until normal sources of supply become available.

Service delivery may include:

- Provision of Clothing: Coordinating clothing via agreements with commercial suppliers.
- Detergent/Laundry: Providing for detergent and laundry, to enable individuals to do their own laundry or for laundry to be cleaned by a third party.
- Cooperation with Partners: Arranging clothing distribution via cooperation with partners.

## **Transportation**

Emergencies may require or result in the evacuation of individuals from their homes, for short or long periods of time. Emergency-Affected Persons may lose access to their regular means of transport due to the Emergency, and may require assistance to pay for unplanned transport expenses. Transportation service aims to provide assistance to facilitate mobility for Emergency-Affected Persons.

Service delivery may include:

- Provision of Means: Providing means to either acquire fuel, bus, train or subway tickets or cab fare.
- Direct Provision: Providing transport through contracted companies, such as chartered buses.

## **Personal Services**

Personal services provide immediate personal assistance to people dealing with physical, social, or emotional problems created by or aggravated by an Emergency. This service also provides assistance to meet the functional requirements of clients such as children, dependent adults, and mobility-impaired adults.

Service delivery may include:

- Personal and Hygiene Products: Providing hygiene kits or the means to acquire hygiene products.
- Baby supplies: Providing the means to acquire baby supplies such as diapers and ointment.
- Prescriptions: Providing the means to renew necessary medical prescriptions.
- Special Mobility Aids: Providing means to acquire special mobility aids necessary for healthy living.



- Personal Services and Health Care: Providing the means to fulfill basic support and medical aid requirements, including to acquire eye glasses, hearing aids, or dentures or referral to professional health services.

### **DESCRIPTION OF PROVISION OF RED CROSS SERVICES FOR LEVEL 3, 4 & 5 RESPONSE.**

#### **Core Principles**

CRC operates in accordance with the Fundamental Principles. In addition, CRC recognizes that every action must be considered with a focus on the individual, family and community; that success is dependent on participation and community engagement in all aspects of work; and that every community is unique. Therefore, CRC will remain flexible to changing circumstances and responsive to new learning. CRC commits:

- to build and execute programs in collaboration with government actors and key stakeholders;
- that programs will recognize community capacity, assets and resilience, and will respect community priorities, culture and customs, acknowledging that people and communities are the decision makers for their recovery and rebuilding efforts;
- to hold itself accountable to both those CRC seeks to assist and those from whom the organization accepts resources;
- that programs will strive to not only meet basic needs but also reduce future vulnerabilities; and
- CRC will strive to not duplicate assistance and its programming is designed to avoid duplication

In order to meet these commitments, particularly around respecting community priorities, the Canadian Red Cross requires the flexibility to change the financial allocations and adjust the services offered under each project. In the event that there are insufficient funds to provide the programs and sub-programs requested, the commencement and/or continuation of service delivery may be contingent on additional funding being provided.

CRC can provide the following Services under this Agreement, upon request by the County and subject to the above considerations. These services are above and beyond the services that are provided in a Level 1 & 2 response and subject to mutual agreement of all parties:

- ☐ Registration
- ☐ Relief Support and Direct Financial Assistance
- ☐ Safety and Wellbeing
- ☐ Community Partnerships Program
- ☐ Support to Small Business
- ☐ Support to Re-Entry

- ☐ Support to Self Recovery
- ☐ Transitional Shelter/Lodging and Housing Repair and Reconstruction
- ☐ Capacity Building/Disaster Risk Reduction

Further services may be provided subject to discussion and mutual agreement.

## FULL LIST OF SERVICES

Generally, programs in the relief and early-recovery phases make use of volunteers, while programs in the recovery phase are delivered by Canadian Red Cross staff and through partnerships.

When applicable, services will also be provided to support those who have evacuated outside of province.

### Client-Facing Emergency Response Services

Program Name	Relief During Evacuation	Support to Return Home and Recovery
Registration	X	
Relief Support and Direct Financial Assistance	X	X
Safety and Wellbeing	X	X
Community Partnerships Program	X	X
Support to Small Business	X	X
Support to Re-Entry		X
Support to Self Recovery		X
Transitional Shelter/Lodging and Housing Repair and Reconstruction		X
Capacity Building/Disaster Risk Reduction		X

<b>Registration</b>	
Phase(s):	Relief During Evacuation Only

Evacuations are chaotic, separating families and forcing people to flee their homes at short notice without adequate food, clothing or medications/personal supplies. Digital registration is the foundation of an effective and cost-efficient operation, revealing who has been affected and where they have evacuated to. CRC is able to provide the following services under this heading:

- Registration
  - Register households through a digital online registration portal, by phone through a contact centre, or in-person through community outreach
- Communication
  - Support two-way communication with the affected population through a contact centre, social media monitoring, and SMS and e-mail using Emergency-Affected Persons' contact information provided during registration
- Family Reunification
  - Support the reunification of families separated by the disaster, including inquiries about well-being
- Data Management
  - Manage the verification and eligibility assessment for registrants
  - Manage data quality to ensure non-duplication of records
  - Support the understanding of the human impact of the disaster through mapping and analytics of registrants, including current location and demographics, as well as using data collected through surveys of Emergency-Affected Persons and other sources as available

<b>Relief Support and Direct Financial Assistance</b>	
Phase(s):	Relief During Evacuation Only

Evacuations take a heavy financial toll on households as time goes on, especially for families with pre-existing vulnerabilities. When combined with Registration (Program 1 above), CRC is able to provide the following services and activities in the area of Relief Support and Direct Financial Assistance:

- Financial Assistance
  - Provide defined amounts of financial assistance to each affected household to assist with food, clothing, shelter and other basic needs once evacuees have been verified and confirmed to be eligible
  - Provide alternate arrangements for households unable to accept e-transfers
  - **Note:** CRC will provide additional supplementary financial assistance to vulnerable households deemed eligible on a case-by-case basis, funded from CRC monies
- Emergency Social Services Support with Local Authorities
  - CRC volunteers will provide support to evacuees within host communities, including at shelters and reception centres, in conjunction with local authorities to support the provision of Emergency Social Services, including food, clothing, lodging and personal services

<b>Safety and Wellbeing</b>	
Phase(s):	Relief During Evacuation Onwards

Emergencies create and exacerbate a range of issues impacting individual, family and community wellbeing, and such issues present themselves at different stages of the emergency continuum, from relief to recovery. Safety and Wellbeing (SWB) addresses the psychosocial needs of those affected and contributes to individual and community capacity and resiliency in the areas of mental health and psychosocial support (MHPSS).

In close collaboration with key stakeholders, including but not limited to the provincial and regional Health Authorities, Ministry of Health Disaster Psychosocial (DPS), CRC can support the following services and activities for Emergency-Affected Persons while they are displaced, at re-entry and continuing through longer-term recovery:

- Promotion of and Support for Networks Addressing Safety, Protection and Wellbeing
  - Support efforts and activities identified through the relevant Regional Health Authorities and Ministry of Health
  - Support community-based structures that provide hotlines, crisis lines or direct services
  - Support recognized training initiatives to build local capacity to support recovery efforts
  - Education campaigns and awareness-raising initiatives
- Support for Community Outreach
  - Support community outreach to facilitate emotional support and appropriate service referrals
- Support for Community Resilience Building
  - Partner with social profits, NGOs and government to address needs of special populations in different stages of the recovery process

<b>Community Partnerships Program</b>	
Phase(s):	Relief During Evacuation Onwards

Recognizing CRC's commitment to support community capacity, assets and resilience and reduce future vulnerabilities (as articulated in the Core Principles), a community grants program provides an opportunity for the community to identify projects, activities, and events supporting the recovery process. The Program is closely coordinated with key stakeholders to ensure that the views of government, community service providers, local residents and businesses are considered when approving projects. The program can support the following areas of assistance:

- Emergency Relief
  - Meeting the immediate needs of impacted populations through individual and community-based support
- Community Strengthening
  - Initiatives to that bring community together and promote networks of support and community connectedness
- Safety & Wellbeing
  - Services that address individual wellbeing and protection and strengthen formal and informal psychosocial support structures and networks

- Indigenous Programming
  - Support that meets the unique recovery needs and priorities of impacted Indigenous communities
- Disaster Risk Reduction
  - Support for small-scale, community-identified activities that would not be covered under Program 8 but which will supplement it by helping to mitigate and prepare for future fire and other emergencies

<b>Support to Small Business</b>	
Phase(s):	Relief During Evacuation Onwards

Accelerating business and economic recovery is crucial to rebuilding local communities. This program aims to stimulate local economy by assisting small business owners and, in turn, boosting employment in fire-affected areas. The Program is closely coordinated with key stakeholders such as government Ministries, Community Futures and other economic development agencies. CRC can provide or support the following areas of assistance:

- Business Recovery Support
  - Support with registration for, key information about and referrals to available services, assistance and resources for small business owners affected by the disaster
- Emergency Assistance Payments
  - Work to provide financial assistance for small business owners, including farmers, guide outfitters and ranchers
- Other Services May Include:
  - Promote linkages through referrals to available business counselling, mentoring and support services;
  - Provide business counselling and mentoring services
  - Fund the replacement of livelihood tools and materials
  - Support events that directly support the business community
  - Make additional education and training opportunities available to small business owners

<b>Support to Re-Entry</b>	
Phase(s):	Support to Return Home and Recovery Only

Working in close collaboration with the authorities and the County, CRC is able to provide the following services to support re-entry:

- Assessment and Planning Support
  - Working in close coordination with the authorities and the County, assess evacuee needs and intentions with regards to re-entry, allowing for more effective planning and minimizing unnecessary expenditure
- Transportation
  - If/where required by the local authorities, CRC works in close coordination with the relevant authorities to arrange for transportation back to their community for evacuees without transportation
- Re-Entry Registration

- Manage staggered re-entry (e.g. street by street) through re-entry registration and validation
- Re-Entry Assistance
  - Provide re-entry cash support and clean up kits for evacuees returning home
- Referrals
  - Further develop the CRC's pre-existing referral network to provide clear and accessible information on a case by case basis and referral to other organizations best able to assist

<b>Support to Self-Recovery</b>	
Phase(s):	Support to Return Home and Recovery Onwards

Building on the support provided in Program 1 during the relief phase (Relief Support and Direct Financial Assistance), Support to Self-Recovery considers the unique needs of each individual household as they enter the early recovery phase, and promotes existing capacities and provides appropriate assistance to individuals and families to help them to rebuild and meet their needs.

Key activities may include:

- Case Management
  - Provide culturally sensitive case management to all evacuees to ensure a complete understanding of household needs and capacities, and support them through access to CRC services and other support networks
  - Provide outreach services to support the portion of the population who may be unable to access services directly
- Service Delivery
  - Provide registrants with direct assistance
  - Fund additional assistance for eligible households in line with CRC assistance guidelines. This may include financial assistance for basic needs including food, clothing, shelter and personal items.
- Referrals
  - Promote community connectedness through a comprehensive referral network for services and assistance

<b>Transitional Shelter/Lodging/Housing Repair and Reconstruction</b>	
Phase(s):	Transition/Early Recovery Onwards

In some recovery events housing is a core area of support. In close collaboration with the authorities, Indigenous Services Canada and other key stakeholders and in coordination with existing programs, CRC can provide the following shelter assistance for those planning to return home as well as those who are not able (or choose not) to return home. While the type of assistance provided is based on need and capacity, including lack of insurance or inadequate insurance coverage, it may include the following components:

- Assistance for Immediate Housing Needs
  - Provide assistance to support eligible households with housing and housing-associated costs, including but not limited to rent, mortgage payments, and temporary accommodations, depending on the particular household requirements
- Assistance based on Vulnerability

- Provide additional assistance for eligible households (depending on insurance status), including replacement of household contents and other support
- Housing Repair and Reconstruction
  - Provide assistance to support eligible households with housing repair and reconstruction costs, including but not limited to construction supplies, down payment and other rebuilding costs
- Other
  - Debris removal, outbuildings, building permits, and other transitional shelter support as required

<b>Capacity Building/Disaster Risk Reduction</b>	
Phase(s):	Support to Return Home and Recovery Onwards

Phase(s):	Support to Return Home and Recovery Onwards
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This program will work in close coordination with existing local and provincial government programs to ensure that Disaster Risk Reduction best practices are incorporated into the other streams of programming. The program will also designate specific resources to support capacity building at the household, community and regional level. Under this stream of programming, CRC can provide/support the following areas of assistance:

- Support to Building Local Capacity
  - Work in conjunction with local and regional authorities to augment the resources available for ‘fire or flood smart’ repairs and reconstruction, as most individuals will find that they have insufficient insurance coverage
  - Through community planning, identify key mitigation and preparedness priorities and support a range of activities to mitigate the impact of future emergencies
- Personal / Family / Community Preparedness Education
  - Coordinate with existing and planned preparedness activities led by local authorities and the County to provide supplementary preparedness education to households and communities in high-risk areas, including vulnerable communities, as requested

## SCHEDULE “B” REPORTING SCHEDULE

CRC will make reasonable efforts to provide the following reporting with respect to the Services. All reports shall be provided to the County contact person as per the Notification Protocol unless otherwise directed. Where payment is requested, reports will include invoices.

### PROVISION OF PROVINCIAL EMERGENCY SUPPORT SERVICES FOR LEVEL 2 RESPONSE

These provisions may be superseded by an emergency-specific agreement, where applicable.

Report	Content	Timing	County Response
<b>Preparedness</b>			
Annual Report	Narrative report on capacity development and preparedness activities (personnel, equipment, supply stocks, exercises); invoice for annual contribution.	April of each year	Within 30 days of receipt
<b>Emergency Responses (to be completed)</b>			
Response Report	Narrative and statistical report on services provided to emergency-affected persons for Level 2+ response.	Within 30 days following end of response operations.	Not required.

### PROVISION OF RED CROSS SERVICES FOR LEVEL 3, 4 & 5 RESPONSE.

Reporting to be either aligned to Level 2, or an event specific letter of agreement activating the terms set out herein, but clarifying the reporting requirements. This will largely depend on if there is funding from the Province, if there is a provincial specific agreement in place, or if the CRC is contributing public funds.



## **SCHEDULE “C” ELIGIBLE COSTING RULES**

### **RESPONSE LEVELS, ACTIVATION AND REIMBURSABLE COSTS**

#### **PROVISION OF RED CROSS SERVICES FOR LEVEL 2, 3, 4 & 5 RESPONSE.**

The CRC will incur all direct aid expenses in accordance with its eligible costing rules.

Where Services are activated by the County, the CRC will seek reimbursement from the County for all direct costs incurred in relation to the provision of the Services.

For greater clarity, the CRC shall be permitted to bill all direct costs incurred for the performance of the Services including, but not limited to, personnel, travel, sub-contractor and direct aid costs in accordance with its own policies and procedures.

The CRC shall also charge an overhead costing rate of 8 percent against all direct costs incurred.



## Disaster Response Individual and Family Assistance Standards (For Response Levels 1-2)

Service	Service Option	Max. Amounts	Standards for Providing Assistance
Food	<b>Groceries</b> First person in household Each additional person	Daily \$25 Weekly \$100 \$13 \$40	CRC will be able to provide means for a family to acquire groceries or eat restaurant meals on a daily/weekly basis. Groceries are provided when the family has cooking facilities.
	<b>Restaurant Meals</b> Breakfast Lunch Dinner	\$52 \$12 \$28	CRC will be able to provide restaurant meals per day or by meal as determined by the needs assessment. These values include a tip of 15%. Food may be provided up to 3 days. Extension of this service requires supervisor approval.
	<b>Infant Formula</b> (per infant)	\$13	CRC will be able to provide means to acquire infant formula for each infant of a family.
	<b>Non-Winter Clothing</b> Adult Child (under 12 years)	\$140 \$115	CRC will be able to provide means to acquire one set of non-winter clothing or one set of winter clothing (including coat and boots) per adult and child of a family.
	<b>Winter Clothing</b> Adult Child (under 12 years)	\$230 \$200	CRC distributes only new clothing. CRC can refer beneficiaries to community resources for additional clothing.
Clothing	<b>Laundry supplies</b> (per household) Adult Child (under 12 years)	\$30 \$140 \$115	CRC will be able to provide means to either wash clothes or utilize dry cleaning services. Laundry supplies include detergent, bleach and cleaning agents. Dry cleaning costs up to the limit of the allowance may be claimed in lieu of purchasing new clothes.
	<b>Commercial Lodging</b> Hotel/motel (per night) Campground	\$170 \$60	CRC will be able to provide means for staying in a hotel/motel per night for a family of four. In hotels/motels, an additional room may be provided if a family cannot be accommodated in one room. CRC will be able to provide means for staying in a campground if desired by the family. Lodging may be provided for up to 3 days. Extension of this service requires supervisory approval. Personal insurance should be used as the primary form of support. CRC will be able to provide towels/washtcloths for those staying in a shelter/friends & family.
Lodging	<b>Shelter/Friends and Family</b> Towels and washcloth (per person)	\$15	CRC will be able to provide towels/washtcloths for those staying in a shelter/friends & family.
	<b>Hygiene Kit</b>	per person	Personal hygiene kits are distributed whenever possible. If not available, provide the allocated dollars to purchase these items.
	<b>Hygiene products</b> Adult Child	\$13 \$5	CRC will be able to provide means to acquire a one-time purchase of hygiene products per adult and child.
	<b>Baby Products</b> (per each infant) Incontinent Aids (per person)	\$45 \$45	CRC will be able to provide means to acquire one-time purchase of baby products or incontinent aids. Additional requests require supervisory approval.
	<b>Blanket/Plush Toy</b>	per person	Blankets and plush toys are distributed when required.
Personal Services	<b>Prescriptions</b>	approval req'd	CRC will facilitate access to health care items. Based on the needs assessment, CRC may pay for <b>one refill</b> of essential medications and replacements or repair of eyeglasses, dentures and hearing aids when no other financial support is available. Supervisory approval is required for this assistance.
	<b>Medical Aids</b>	approval req'd	CRC will be able to provide means of transportation up to a maximum of \$75 per family when regular means of transportation has changed. CRC supports people who cannot stay at their home and require transportation from their home to another location.
Transportation	<b>Local Transportation</b> Taxi/bus fare/pass (per family)	\$75	CRC will be able to provide means of transportation up to a maximum of \$75 per family when regular means of transportation has changed. CRC supports people who cannot stay at their home and require transportation from their home to another location.
Other Service	Any additional services would be in accordance to Provincial/National DM direction as required.		

## **SCHEDULE “D”**

### **NOTIFICATION PROTOCOL**

The Parties designate the individuals identified below as their respective contacts in relation to the activation of Services or Stand By:

#### **CRC:**

##### **Duty Officer: 1-416-209-0432**

The CRC Duty Officer phone number provides 24/7 response capability and a single point of contact to the County, other partners, Emergency-Affected Persons, CRC personnel and the public.

#### **County:**

Carla Meili  
Income & Support Services Manager  
Human Services  
Corporation of the County of Bruce  
519-881-0431

Christine MacDonald  
Director  
Human Services  
Corporation of the County of Bruce  
519-881-0431

Either Party may change its designated contact by written notice to the other Party.

To activate the Services for the County or place CRC on Stand By, the County shall make a request to the CRC contact indicated above and shall provide information about the Emergency or anticipated Emergency as set out below to facilitate the deployment of appropriate personnel and resources (Notification).

In the absence of Notification, CRC shall not be obligated to provide Services; however, if CRC receives notice directly from an affected community or otherwise becomes aware of a situation which may warrant the deployment of Services, CRC may contact the County and seek approval for the activation of Services. Furthermore, this Agreement does not restrict the ability of CRC to provide aid on its own initiative and at its own expense, outside of this Agreement.

When requesting or approving the activation of Services, or when requesting that CRC go on Stand By, the County shall provide the following information, to the extent applicable and available:

- i. Compensation/billing information;
- ii. the nature and location of the Emergency;
- iii. the time the Emergency occurred;
- iv. the number of affected people (if known);
- v. any current or possible evacuation, and the expected duration of the evacuation operation;
- vi. emergency services on scene;
- vii. the Services (per Schedule “A”) that are requested; and

- viii. the location of Emergency Sites or other locations where Services are needed or will be delivered;
- ix. any identified threats or hazards to the affected population or to CRC Personnel;
- x. location of affected vulnerable populations, such as long-term care facilities or hospitals;
- xi. any special instructions, limitations or risks; and
- xii. County liaison officer name(s) and contact information (if different from the Notification contact listed in this Section).

In order to enable the CRC to determine the eligibility of disaster-affected people, specific datasets will be required from the County in order to ensure the efficient, equitable and transparent delivery of digital assistance services. This data may include:

- i. data on the boundaries of impacted areas and/or evacuation boundaries, including geospatial polygons where available;
- ii. point data and/or address information for impacted residences;
- iii. information regarding the status of essential services such as hydro, water, heat, etc. within the relevant areas; and
- iv. relevant statistics related to the population, demographics, or other sociologically significant indicators of an affected community.

Data sets shall be conveyed in a machine-readable format (e.g. as raw data, not as a PDF). Where the datasets contain personal information they shall be transferred using encryption or a secure file transfer protocol site (FTP).

## **SCHEDULE “E”**

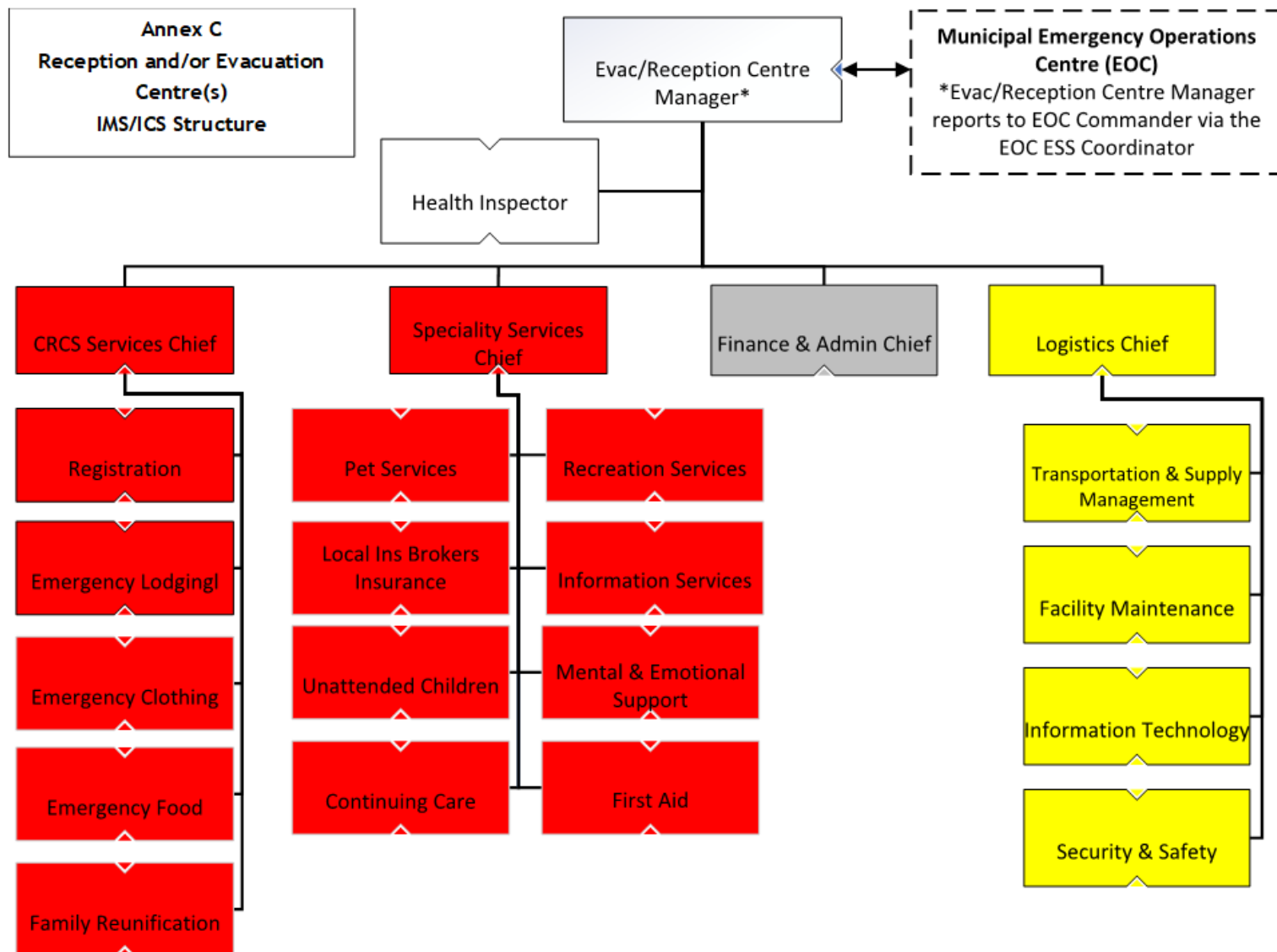
### **FUNDAMENTAL PRINCIPLES**

<b>Humanity</b>	The International Red Cross and Red Crescent Movement, borne of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.
<b>Impartiality</b>	The Movement makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.
<b>Neutrality</b>	In order to continue to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.
<b>Independence</b>	The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.
<b>Voluntary Service</b>	It is a volunteer relief movement not prompted in any manner by desire for gain.
<b>Unity</b>	There can be only one Red Cross or one Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.
<b>Universality</b>	The International Red Cross and Red Crescent Movement, in which all Societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.

**Annex B**  
**Approved Municipal Reception and/or Evacuation Centre(s)**

Evacuation Centre and Reception Centre:

Davidson Centre  
601 Durham St.  
Kincardine, Ontario  
N2Z 1L7



**Annex D**  
**Emergency Social Services - Delivery Agency Responsibilities**

The table below outlines specific roles and responsibilities of organizations identified in Annex C: Reception and/or Evacuation Centre(s) IMS/ICS Structure.

<b>Incident Management Section</b>  *per chart in Appendix C	<b>Service Component</b>	<b>Delivery Agency</b>	<b>Sourcing and Activating Agency</b>  LM = Local Municipality BC = Bruce County
<b>Evacuation/ Reception Centre Manager</b>	<b>On-Site Centre Management</b>  a) Responsible for managing the operations of the Reception and/or Evacuation Centre(s), reporting to Emergency Operations Centre (EOC).	BC	BC
<b>Health Inspector</b>	<b>Evacuee Health</b>  a) Infection Prevention and Control - Respond to infection prevention and control concerns.  b) Food, Water and Sanitation - Oversee food, water safety, and sanitation.	Grey Bruce Public Health	BC



<u>Operations</u> Canadian Red Cross	<b>Canadian Red Cross Services Chief</b>  a) Provide oversight and direction for all Operations - Canadian Red Cross positions.	Canadian Red Cross	BC
	<b>Registration</b>  a) In-person, Paper Based or digital Registration: Registration of individuals by CRC field personnel using CRC forms and/or electronic management registration system and/or other tools or systems as required.	Canadian Red Cross	BC
	<b>Emergency Lodging</b>  a) Commercial Lodging: Coordinating commercial lodging (e.g. hotel, motel, etc.).  b) Group Lodging/Congregate Shelter: Establishing, staffing, and/or managing a Group Lodging/Congregate Shelter facility.  c) Billeting/ Friends and Family: Support individuals to stay with their family or friends who can offer accommodation.	Canadian Red Cross	BC

	<p><b>Emergency Clothing</b></p> <p>a) Provision of Clothing: Coordinating clothing via agreements with commercial suppliers.</p> <p>b) Detergent/Laundry: Providing for detergent and laundry, to enable individuals to do their own laundry or for laundry to be cleaned by a third party.</p> <p>c) Cooperation with Partners: Arranging clothing distribution via cooperation with partners.</p>	Canadian Red Cross	BC
	<p><b>Emergency Food</b></p> <p>a) Commercial Feeding: Arranging for food via stores, groceries, and/or restaurants.</p> <p>b) Feeding Station: Coordination to establish Feeding Stations at Reception Centers or Group Lodging/Congregate Shelters.</p> <p>c) Cooperation with Partners: Coordinating food services via cooperation with partners.</p>	Canadian Red Cross	BC

	<b>Family Reunification</b>  a) Assist in reuniting families by collecting information and answering inquiries regarding the condition and whereabouts of missing persons.	Canadian Red Cross	BC
<u>Operations</u> Specialized Services	<b>Specialized Services Chief</b>  a) Provide oversight and direction for all Operations - Specialized Services positions.	BC	BC
	<b>Mental &amp; Emotional Support</b>  a) Provide access to mental & emotional support, practical assistance, and referrals to community resources for continued support.	Victim's Services	BC
	<b>Continuing Care</b>  a) Ontario Works/ODSP Support - connect existing clients impacted by an emergency to case management support.	BC	BC

	<p>b) Provide information for resources to access continued personal care to evacuees receiving ongoing medical support services.</p> <p>c) Assistive Devices - provide information for resources to replace assistive devices including scooters, walkers, wheelchairs, canes, eyeglasses, or dentures as needed.</p> <p>d) Prescriptions &amp; Health Aids - provide information for resources and/or facilitate access for replacement of medications and/or assistive devices (i.e., scooters, dentures, eyeglasses) by referral to a pharmacy, clinic, or doctor.</p> <p>e) Accommodate and/or provide information for resources related to cultural needs, interpretation/translation services, faith resources, and other cultural/religious needs.</p>		
	<p><b>Pet Services</b></p> <p>a) Provide for the health and welfare of domesticated animals, including sheltering, feeding, and immediate medical needs.</p>	LM	BC

	<b>First Aid</b>  a) Provide immediate basic first aid within the Centre.	St John's Ambulance	BC
	<b>Recreation Services</b>  a) Provide evacuees with access to physical or recreational programs at the Centre or other facilities.	LM	LM
	<b>Insurance</b>  a) Provide public and impacted individuals with education on the claims process and services, coordinate access to insurance adjustors when required.	Local Insurance Brokers	LM
	<b>Information Services</b>  a) Connect evacuee to other community-based services or provide/refer evacuee to applicable organizations or information sources needed for personal recovery.	LM	LM

	<b>Unattended Children</b>  a) Receive and provide initial temporary supervision of children that arrive at a Reception or Evacuation Centre without a parent or guardian.	LM	LM
<b><u>Finance &amp; Administration</u></b>	<b>Finance &amp; Administrative Chief</b>  a) Data tracking - Responsible for preparing and data reports for use by Manager or Emergency Operations Centre.  b) Cost Tracking - Responsible for tracking costs associated with operation of Centre.	LM	LM
<b><u>Logistics</u></b>	<b>Logistics Chief</b>  a) Provide oversight and direction for all Logistics Section positions.	LM	LM
	<b>Transportation &amp; Supply Management</b>  a) Provide for the transportation needs of evacuees including taxi vouchers.  b) Provide an immediate safe space (offsite)	LM	LM

	<p>to protect evacuees from hazards or adverse weather until establishment of a Reception and/or Evacuation Centre.</p> <p>c) Coordinate receipt and/or storage of materials on behalf of all Operational sections.</p>		
	<p><b>Facility Maintenance</b></p> <p>a) Responsible for opening, operation, and maintenance.</p>	LM	LM
	<p><b>Information Technology</b></p> <p>a) Responsible for managing the overall technical and telecommunications needs within the Centre.</p>	LM	LM
	<p><b>Security &amp; Safety</b></p> <p>a) Provide trained personnel to ensure the security of the facility, evacuees, and staff.</p> <p>b) Address Occupational Health &amp; Safety issues for workers, evacuee and ensure that fire code issues are addressed.</p>	LM	LM

Note: Emergency Operations Centre (EOC) Roles, Responsibilities, and Structures vary across municipalities and are outlined in the local Municipal Emergency Response Plan and Bruce County Emergency Response Plan.

Note: In coordination with the Red Cross, and activated through the PLAN Network via Victim's Services or individual outreach, local service providers such as YMCA Housing Services, YMCA Settlement Services, YMCA Community Initiatives, Salvation Army, United Way, Habitat for Humanity, and other such organizations are to be engaged to assist with service provision as appropriate. Community connections 2-1-1 will serve as an important resource to assist with determining locally available supports and services. The [Bruce & Grey Community Information](#) website may also serve as a resource for further information and supports.