

Emergency Social Services Plan

Michelle Johnston, Project Manager
Cathy Cousins, Director, Homelessness Services
Community Services
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Plan Update: Scope

These Plans outline the response the Region shall provide to meet the essential needs of people during and following an emergency until they may re-establish themselves.

The role of the CSD is to plan, lead, coordinate and manage the delivery of ESS to those affected by a small or large scale incident in Niagara.

The delivery of ESS is provided through partnerships with first responders, local area municipalities, non-governmental organizations (NGOs), other Regional departments and community partners.

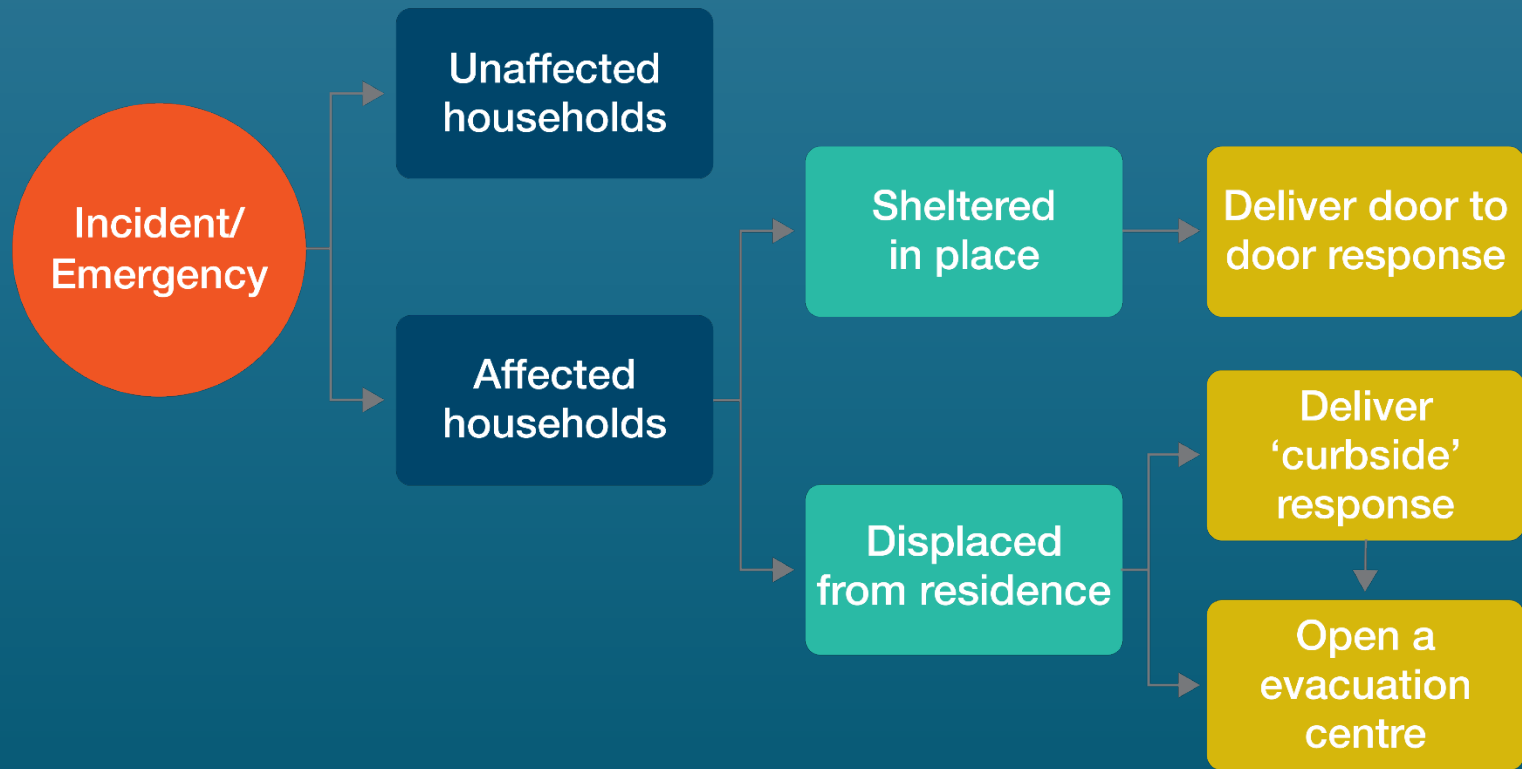
Past ESS Responses in Niagara Region

- **2004: Safe Third Country Agreement**
 - During the month of December, 791 people crossed the Peace Bridge seeking asylum in Canada
 - Opening of old Sunset Haven as an Evacuation Centre
- **2006: Fort Erie and Port Colborne White October**
- **2010: Port Colborne Diesel Spill in the Canal**
- **2010/11: Trilogy of Fires**
 - December 10: 64 unit building
 - December 15: 114 unit building
 - January 15: 130 unit building
- **2017: Downtown Grimsby Fire**
- **2019: Flooding and Power Outages in Port Colborne, Fort Erie and Wainfleet**
- **2020: COVID-19**

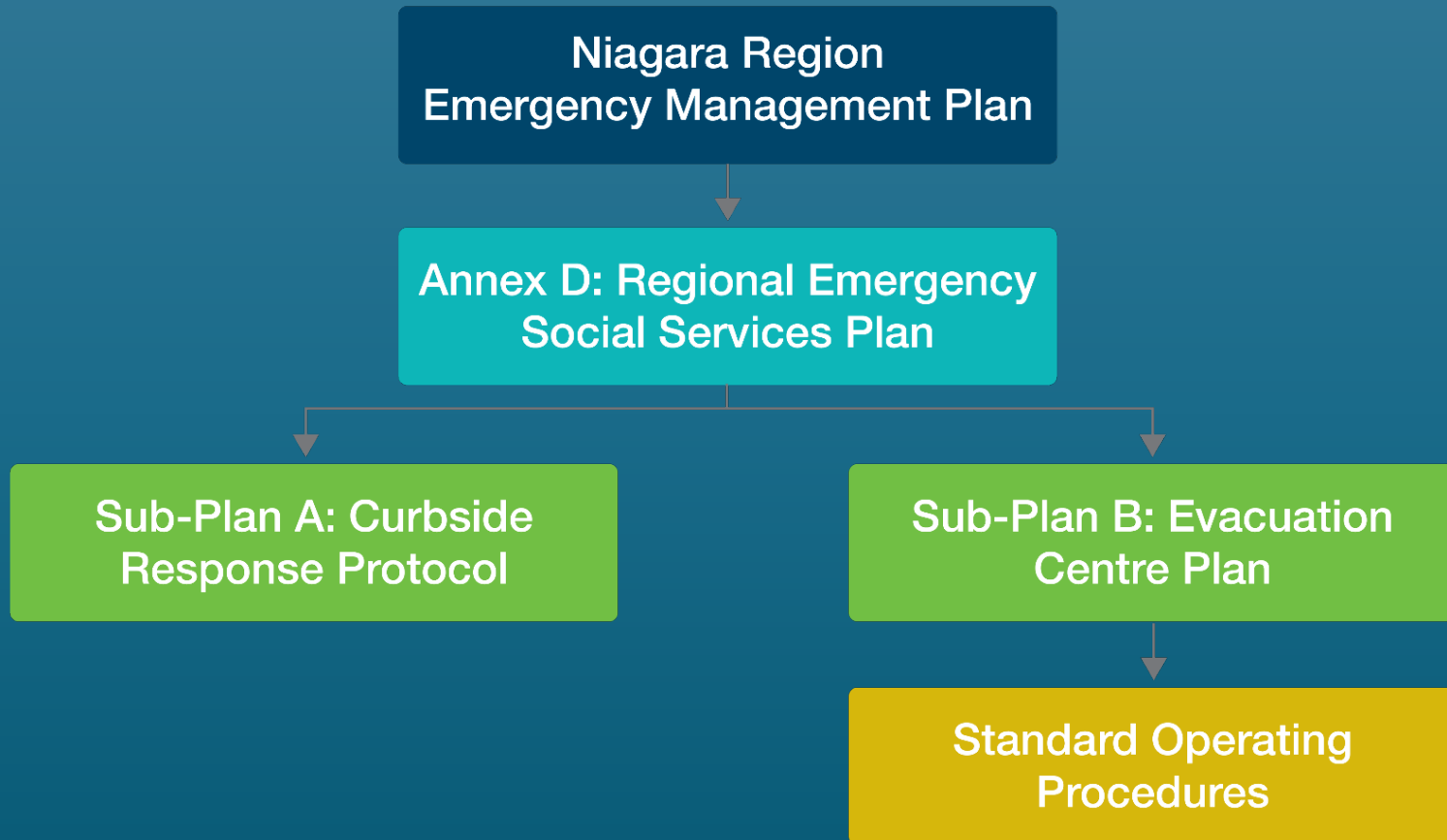
Emergency Social Services

Standard Services	Specialized Services
Reception and Information	First Aid
Registration and Inquiry / Family Reunification	Psychosocial Support
Food	Financial Assessment
Clothing	Culturally-Specific and Language Services
Lodging	Vulnerable People and Unattended Children
Personal Services	Public Health
	Animal Care
	Recreation

Plan Update: Types of ESS Responses



Plan Update: Structure



ESS Community Partners

Standard Services

Organization	Service Type
Canadian Red Cross	<ul style="list-style-type: none">- Reception and Information- Registration & Inquiry- Family Reunification- Lodging- Personal Services- Food- Clothing
Salvation Army St. Catharines Branch	<ul style="list-style-type: none">- Food- Clothing

ESS Community Partners

Specialized Services

Organization	Service Type
St. John Ambulance Niagara Region Branch Niagara Falls Branch	- First Aid
Victim Services Niagara	- Psychosocial Support

ESS Community Partners

Specialized Services

Organization	Service Type
<p>INCommunities</p>	<p>- Interpreter Services</p>
<p>Local SPCA and Humane Societies</p> <p>Niagara SPCA & Humane Society [Serving Lincoln, Niagara Falls, Niagara-on-the-Lake, Pelham, Port Colborne, Wainfleet, Welland, West Lincoln]</p> <p>Lincoln County Humane Society [Serving Grimsby, St. Catharines, Thorold]</p> <p>Fort Erie SPCA [Serving Fort Erie]</p>	<p>- Animal Care</p>

CSD ESS Team Composition

- 41 staff
 - Social Assistance & Employment Opportunities
 - Children's Services
 - Seniors Services
 - Homelessness Services & Community Engagement
 - Niagara Regional Housing
 - Niagara Region Mental Health

CSD ESS Team Service Expectations

- **Acknowledge + respond to call-out as soon as possible**
- **Deploy within two (2) hours**
 - Once contacted and provided with emergency information, ESS Team members are asked to deploy within two (2) hours of notification to the assigned location of the emergency Evacuation Centre.
- **Be prepared**
 - ESS Team members are responsible to have access to appropriate equipment (e.g. personal go-bags, Regional mobile device if appropriate, etc.)
- **Use appropriate reporting lines**
 - ESS Team members staffing an Evacuation Centre will take instruction from the Evacuation Centre Liaison (a Regional employee) and the Site Manager (a Canadian Red Cross employee).

Capacity & Training

- Ongoing monitoring of staffing complement and composition on the ESS team, and offer additional training sessions to sustain the team
- Canadian Red Cross training specific to CSD ESS Team (e.g. go-bag essentials)
- Training offered to all team members on shelter operations
 - **Day 1 – technical in-class work**
 - **Day 2 – hands-on simulation exercise**

Questions ?