



National Municipal ESS Network

January 5, 2010
11:30PST/2:30EST

Regrets: Terry (New Brunswick), Jackie Kloosterboer(Vancouver), Jo-Anne Stead (PHAC), Louise Geoffrion (Cdn Red Cross), Cathy Bulych (Saskatchewan)

On Call: **Wendy Hayko(York), Ron Fortier (Manitoba), Janine Aussem(ESSA), Elaine Smyer (Toronto), Steve LaRochelle(Kitchener-Waterloo), Kerry Evans (ESSA), John Webb (Nova Scotia), Sheila Brantnall (Calgary), Linda Bouchard(PHAC), Sue Ritchie (Peel), Pauline Hopley (Durham), Tracy Newton (Kingston),**

Agenda:

- Review December meeting minutes
- Learning Presentation (Vaughn Tornado response) – Wendy Hayko
- Executive Information Update
- National ESS Conference
- Business Arising from previous minutes
- Roundtable
- Other Business

Review of December Minutes

- Question about York – is York a DSAP? No, please update minutes to correct that.
- Question to Janine about Provincial ESS Training – did ESSA take this over? Last May ESSA used Gaming Funds to support training for one year. The funding was Provincial. However, ESSA no longer receives this funding so the Province will have to take this back over.
- Mass Casualties – change to Elaine not Ron

Learning Presentation (Vaughn Tornado response) – Wendy Hayko

- Recent tornado experience. The community was very resilient. Over 600 homes were damaged with 44 not fixable. Not one person was sheltered by ESS. 11 people came in and registered and then left. Throughout course of event they registered 300 people and served 100 families. Extended support: first aid, food, clothing, home repair, donated backpacks for kids, emergency financial assistance (3 people), transportation, and psychological referrals.
- Coordination with Red Cross and own GIS department.
- Worked well: local municipal, regional staff, Red Cross, SPCA, and St. Johns Ambulance. Insurance issues. One woman had a badly damaged home and was told by insurance company that she couldn't claim because her father had moved to a retirement facility. In the end, because payments had been kept up the policy was honoured. However many families are still having challenges. Though the news states people are still displaced, these people have not sought help from ESS.
- 3 areas were hit by the tornados, one of which is a large Italian community. GIS mapped languages with damage areas. In addition to Italian, 1/3 didn't speak English or Italian but Farsi and Urdu. This was a challenge. Land line based call in used for about ½ of the in-person and then translators were used. All



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pamphlets had a note: important information, please ask someone to translate and this message was in several languages.

- Community bbqs with hot meals provided by neighbours & salvation army also provided 3 days of food.
- The reception centre was manned with knowledgeable ESS volunteers who could provide referrals for financial assistance and childcare referrals. Most who requested financial assistance received dedicated assistance instead, i.e. transportation etc. and people were receiving direct donations, such as groceries. Red Cross also managed an in-kind donation system for goods and services and then distributed to those in need. Grocery store gift cards were also distributed. These were regionally paid for or from the appeal funds from Red Cross.
- Registration list: People were asked to register to note the types of response and they were continued to ask to register to provide assistance. The registrations were used: City of Vaughn used them through Red Cross to communicate with people, considered but didn't do a cross reference for needs. Few requests where people were bumped to the front of the line because many people did not require more than 1 service. Most people had individual coverage and did then not qualify for public funding. Ontario disaster relief program – funding for natural disasters only.
- What are people doing to prepare for the spring? A lot of the rebuilding has not begun yet. The public school has been completed but the individuals haven't begun due to the hang up with insurance problems. This area was middle to upper income area. There was a strong culture and self-reliant feel to this community as long as strong family ties in their surrounding areas.

Executive Information Update

- Steve LaRoche has changed positions and is no longer dealing with ESS. He is now the Emergency Manager for the City of Waterloo for at least the next year. Elaine and Steve will continue to co-chair the meetings. Steve will try to continue to stay in the ESS loop.

National ESS Conference

- Cathy Bulych (Saskatchewan) brought this up originally. If this idea met with interest the NMESSN can draft a letter to begin seeking funding for this project. If it looks like it would go ahead, then a committee would be formed with representatives from each area and the planning would commence. The group is supporting this idea and would like Janine to go ahead and draft this letter. Who would the letter go to? Chair of CESSD. Will this be a combined event with other groups? Yes for sure. Next CESSD conf call is January 21 so if a letter could reach them before that they may have the opportunity to discuss it at that time. ESSA will have this letter prepared by the end of the week.

Business Arising from previous minutes

- Janine has been creating a list of items discussed during past meetings including signage, mass casualties, and service animals etc. These will be on a side bar and maybe our learning points can focus on these or maybe they can be addressed at a National conference.

Roundtable

- **John Webb:** Not much to report. H1N1 has died down, phew. Huge storm surges causing damage to homes but that's it.
- **Elaine (Toronto):** G8 planning. Will happen during the time of extreme heat alert. Planning for families.



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- **Sue (PEEL):** Debrief and discuss will follow the event for G8 and will be in post-June
- **Sheila:** Arlene Baxendale left ESS in May and remained open all this time. Calgary emergency management just hired a replacement for a mid-January start. Sheila will contact them about joining NMESSN.

Other Business

- None

Next Conference Call: Tuesday, February 2, 2010
11:30PST/2:30EST