

# EMERGENCY RESPONSE SERVICES AGREEMENT

This Agreement is made as of November 9<sup>th</sup>, 2020 between:

**THE CORPORATION OF THE CITY OF CORNWALL, ONTARIO**

As Consolidated Municipal Service Manager  
(Providing Social Services to the City of Cornwall, Stormont, Dundas and Glengarry)  
 (“Municipality”)

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 Municipality 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. The Municipality wishes to retain the CRC to support Level 1, (levels as defined herein), or personal emergency events within its jurisdiction to support relief and recovery of individuals and families impacted by smaller scale events.
- C. In accordance with the Act, in the case of a Level 2, and in some cases a Level 3 event, the Municipality 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 Municipality wishes to retain the CRC to support its preparedness, response, and recovery in the case of a disruptive event of this magnitude.
- D. In accordance with the Act, 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 Municipality remains responsible for its citizenry and related preparedness and response efforts. In furtherance of this, the Municipality wishes to retain the CRC to support its preparedness, response, and recovery in the case of a disruptive event of this magnitude.
- E. In addition to providing the emergency response and recovery services as set out above, at the request of the Municipality 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.

- F. Finally, the Municipality 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 Municipality and the CRCS commit to working together to support affected populations within the authority of the Municipality 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 Municipality 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 the Municipality’s and 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 with 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 Municipality for service delivery, as per Whereas B, C and D above, which the Municipality 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 Municipality of the City of Cornwall and the United Counties of Stormont, Dundas and Glengarry.
- 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 Municipality, 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

Schedule “F” – Expense Breakdown

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 Municipality 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 Municipality, 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<sup>st</sup>, 2021 and shall expire on December 31<sup>st</sup>, 2025 unless terminated earlier in accordance with the provisions of this Agreement (the “**Term**”).
- 3.2 The Municipality 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 Municipality 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 under this Agreement will be registered as Public Safety Lifeline volunteers and 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 City-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 Municipality for Level 1 & 2 if retained pursuant to the Notification Protocol, and mutually agreed between the Parties, and the CRC will bill in accordance with the reporting schedule as set out in Schedule ‘B’ and in accordance with eligible costing set out in Schedule ‘C’.
- c) The CRC will support the provision of the Services as set out in Schedule ‘A’ on behalf of the Municipality for Level 3 if retained pursuant to the Notification Protocol, and mutually agreed between the Parties, and the CRC will bill in

accordance the reporting schedule as set out in Schedule 'B' and in accordance with eligible costing set out in Schedule 'C'. 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 Municipality.

- 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 Municipality, 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 Municipality 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 Municipality (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 Municipality, and will keep the Municipality 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) 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.
- b) 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.
- c) CRC shall endeavour to keep the Municipality informed and to coordinate with the Municipality with respect to any anticipated or actual limitations on its provision of Services.
- d) 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 MUNICIPALITY

### 5.1 Preparedness.

- a) To ensure an efficient and robust emergency response, the Municipality 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 Municipality will invite CRC to participate, as appropriate, in Municipality-led exercises, activities and/or meetings focusing on emergency preparedness.
- c) The Municipality 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 Municipality 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 Municipality may call on the assistance of CRC pursuant to this Agreement in the event of an Emergency.
- b) Where the Municipality calls on CRC pursuant to the above subparagraph, the Municipality 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 Municipality believes an Emergency is or may be imminent, the Municipality 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 Municipality 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 Municipality 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 Municipality 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 Municipality agrees to make an annual contribution to CRC of \$8,500 the first three years of the agreement and \$9,500 for the remaining two that the agreement is in effect. 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.** In addition to the annual contribution, CRC will seek reimbursement from the Municipality 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 The City shall provide the CRC with the Financial Reimbursement on the basis set out in Schedule ‘C’
- 7.4 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 Municipality, CRC Personnel), arising from the acts or omissions of such Party in connection with this Agreement, both coverage's to a limit of at least Ten Million Dollars (\$10,000,000.00) per Disaster, or such lesser amount as is approved by the Society. The policy will include CRCS as an Additional Insured and will contain a Cross Liability and Severability of interest clause. Certificates of insurance will be delivered promptly to the CRCS, on request, throughout the Term of this Agreement.

- 9.2 Each policy of insurance must be endorsed to provide thirty (30) days' notice to CRCS in the event of cancellation by the insurer. Additionally, the Municipality must provide the CRCS with thirty (30) days written notice of its intention to cancel or not renew the policy
- 9.3 The CRCS 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 employee and volunteers in respect of loss by or injury to third parties, including Municipality staff and volunteers, arising from those acts or omissions in the course of this Agreement, to a limit of at least Ten Million Dollars (\$10,000,000.00) per Disaster, or such lesser amount as is approved by the Municipality. The policy will include the Municipality as an Additional Insured and will contain a Cross Liability and Severability of interest clause Certificates of insurance will be delivered promptly to the Municipality from time to time, on request, throughout the Term of this Agreement.
- 9.4 Each policy of insurance must be endorsed to provide thirty (30) days' notice to the Municipality in the event of cancellation by the insurer. Additionally, the CRCS must provide the Municipality with thirty (30) days written notice of its intention to cancel or not renew the policy.

## 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 Municipality 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:**

Tanya Elliott  
Vice President, Ontario  
Canadian Red Cross  
5700 Cancross Court  
Mississauga, Ontario L5R 3E9

**City:**

City of Cornwall  
Meena Mullur  
Social & Housing Services Department  
340 Pitt St.  
Cornwall, Ontario K6H 6P6

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 Municipality 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. If requested, the CRC can provide an export of the anonymized records.
- 15.2 **With Regard to Level 1, and Level 2 Response and Records of Emergency-Affected Persons.** 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. After the conclusion of the Emergency, CRC shall, if requested in writing, deliver to the Municipality all records of all Emergency-

Affected Persons to whom Services were provided. CRC shall endeavor to share the records with the Municipality on a routine basis from the outset of the operation.

## **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 Municipality 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 Municipality.
- 17.6 **Assignment.** This Agreement shall be binding upon and inure 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 Municipality is located and the federal laws of Canada applicable therein, excluding conflict of law provisions.

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

**For the CRC:**

\_\_\_\_\_

**For the Municipality:**

\_\_\_\_\_  
Bernadette Clement, Mayor

**For the CRC:**

\_\_\_\_\_

\_\_\_\_\_  
Manon Levesque, Clerk

**For the CRC:**

\_\_\_\_\_

## **SCHEDULE “A”**

### **DESCRIPTION OF SERVICES**

#### **DESCRIPTION OF PROVISION OF PROVINCIAL EMERGENCY SUPPORT SERVICES FOR LEVEL 1 & 2 RESPONSE.**

CRC will provide the Services in response to Emergencies and in accordance with Notification Protocol outlined in Schedule ‘D’.

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 Municipality in coordination.

Registration  
Reception and Information  
Family Reunification  
Lodging  
Food  
Clothing  
Transportation  
Personal Services

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

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

#### **EMERGENCY RESPONSE SERVICES**

The following Services may be provided, at the request of the Municipality, 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 Municipality 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 Municipality pursuant and subject to the terms of this Agreement. Provision of Registration will be provided using CRC tools and systems and/or other tools or systems as required.

Service delivery may include:

- In-person, Paper Based or digital Registration

## **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 eyeglasses, 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 Municipality 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 Municipality, 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 Municipality, 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

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 Municipality 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 Municipality 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 1 & 2 RESPONSE**

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

<b>Report</b>	<b>Content</b>	<b>Timing</b>	<b>City Response (payment)</b>
<b>Emergency Responses</b>			
Quarterly Report	A report on Services in Connection with Level 1 and Level 2 Emergency Responses	Four times per year for each year of the agreement OR within 60 days following the end of the quarter, with the exception of March which should be within 45 days following the end of the quarter.	Within 30 days of receipt
Response Report	Narrative and statistical report on services provided to emergency-affected persons for Level 2+ response.	Within 90 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 1 and 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 REIMBURSEALBE COSTS**

#### **PREPAREDNESS SERVICES**

In order that the CRC may make the necessary arrangements to enable it to discharge its responsibilities under this Agreement. The Municipality agrees to make an annual contribution to the CRCS, or the length of the Agreement as follows:

- 2021: \$8,500
- 2022: \$8,500
- 2023: \$8,500
- 2024: \$9,500
- 2025: \$9,500

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.

#### **PROVISION OF PROVINCIAL EMERGENCY SUPPORT SERVICES FOR LEVEL 1 & 2 RESPONSE**

Expenses incurred for the provision of assistance in the case of Level 1 and Level 2 response shall provide payment for services rendered plus an additional administrative cost of 15% through the Cornwall Social and Housing Services as invoiced at the commencement of each quarter.

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

Where Services are activated by the Municipality, the CRC will seek reimbursement from the Municipality 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 12 percent against all direct costs incurred.

#### **Expenses Relating to Human Resources**

These are expenses relating to travel expenses, living expenses, the cost of housing volunteers and permanent or contract employees and overtime worked by permanent employees, and the remuneration paid to contract personnel hired to provide for the provision of assistance during the Emergency.

The per-diem rates for reimbursement for CRC personnel shall be provided to the Municipality annually. Current rates outlined in Schedule ‘F’

### **Loan of Permanent Personnel**

If it is agreed, at the request of the Municipality or pursuant to discussions with the CRC, that the mandate calls for the loan of a CRC employee to be assigned full-time to providing Disaster Services, CRC will charge the salary of that member of personnel at the scales in effect plus 22% to cover the CRS personnel's benefits. Overtime and holidays worked will also be charged.

### **Expenses Relating to Material Resources**

These expenses include the purchase of material for providing assistance during an Emergency, replacing material belonging to the CRC that is lost or damaged, rental of various material and charges for the use of cellular telephones and pagers, photocopiers, facsimiles, mobile radios, computer equipment, rental vehicles and gasoline, storage fees and other expenses.

They also include expenses relating to insurance for rental equipment and vehicles and the deductible in the event of loss or damage, usage fees (per kilometre) for vehicles belonging to the CRC, long distance charges relating to the emergency services and temporary equipment installation charges (telephone line, computer, facsimile, etc.).

Mileage rates for reimbursement for CRC personnel shall be provided to the Municipality annually. Current rates outlined in Schedule 'F'

### **Expenses Relating to Evaluation (Level 3, 4 and 5 Response Only)**

In the event of a Level 3, 4 or 5 Response that requires the activation of a Provincial or National CRC Disaster Response Team, CRC is required to commission an evaluation in order to maintain accountability. 5% of the total cost of the response, or \$10,000, whichever is greater, will be provided to facilitate an evaluation, including direct beneficiary evaluation, and a summary of the results of the evaluation will be shared with the Municipality.

### **Expenses for Direct Assistance to Emergency-Affected Persons**

CRC will charge for the expenses of direct assistance to Emergency-Affected Persons (shelter, food, clothing and general services) under its standards for relief assistance. Current rates outlined in Schedule 'F'

## **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 Level 1 Emergency (Virtual Personal Disaster Assistance) 1-800-850-5090**

**Provincial Duty Officer: 416-209-0432**

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

### **Municipality:**

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

To activate the Services for the Municipality or place CRC on Stand By, the Municipality, or their designate, 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 Municipality 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 Standby, the Municipality shall provide the following information, to the extent applicable and available:

- i. The nature and location of the Emergency;
- ii. the time the Emergency occurred;
- iii. the number of affected people (if known);
- iv. any current or possible evacuation, and the expected duration of the evacuation operation (if available);
- v. emergency services on scene;
- vi. the Services (per Schedule “A”) that are requested; and
- vii. the location of Emergency Sites or other locations where Services are needed or will be delivered;
- viii. any identified threats or hazards to the affected population or to CRC Personnel;
- ix. location of affected vulnerable populations, such as long-term care facilities or hospitals;
- x. any special instructions, limitations or risks; and

- xi. Municipality 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 may be required from the Municipality 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).

### **First Response Notification Protocol between Canadian Red Cross Society (CRC) and the City of Cornwall and the United Counties of Stormont Dundas and Glengarry Emergency Services (Fire, Police and EMS)**

---

**Protocol Name:** Red Cross Personal Disaster Assistance

**Policy Section:** Operational

**Applicable To:** Personal Disaster Assistance (Level 1)

---

#### **Protocol Overview**

This protocol provides Emergency Services with an overview of the services provided by CRCS as well as the mechanism for obtaining their services.

#### **2. Scope**

Emergency Services in the City of Cornwall and the United Counties of Stormont, Dundas and Glengarry will employ this protocol when faced with a Level 1, non-declared emergency which means an exceptional event of a similar nature to a higher level emergency, but which only affects the safety of a maximum of 25 people, with a response duration of no more than 72 hours.

#### **3. Purpose**

To provide Emergency Services with a notification protocol outlining how to activate the CRC.

#### **4. Activation of CRCS Services:**

- Call the Virtual PDA # 1-800-850-5090
- Identify the call back number
- CRC will return call to call back number
- Identify:
  - Location
  - Nature of the disaster (fire, flood, displacement of residents, etc...)
  - Anticipated and/or estimation of number of clients
  - Any identified threats or hazards to those affected or volunteer responders

#### 4.1 CRC Emergency Services:

- Needs Assessments
- Comfort/Hygiene Kits
- Registration & Inquiry/Family Reunification
- Lodging Assistance
- Clothing
- Feeding
- Referrals or Resources
- Reception and Information

#### 5. CRC will:

- Appoint one person to liaise with Emergency Service Official (Incident Commander), depending on the nature of the incident, or a designate on site. This appointee will be the first Red Cross Response Leader to report to the scene;
- Appoint one spokesperson to liaise with on-scene media representatives to speak on CRC role in the response only;
- Where reasonably possible, CRC will respond to the incident within two hours;
- Complete needs assessments for all clients to ascertain the level of CRC services required;
- Make referrals, with the consent of the clients, to the Victim Crisis Assistance Services for emotional support, as required;
- Standardize a coordinated referral system for clients;
- Within the provision of the CRC service, support Emergency Services in the delivery of services;
- Ensure, to the extent possible, that an appropriate number of Red Cross personnel respond and that they are properly equipped and trained to provide services;
- Provide Red Cross visibility and appropriate identification of the partnership when responding;
- Maintain detailed logs of the events and actions taken by the respective agency personnel, including name of all responders, during the response and retain documents for the appropriate length of time in accordance with any prevailing governing legislation;
- Maintain statistical information concerning the number of cases handled, referrals, distributed items and retain for the appropriate length of time; and
- Participate in and provide for the attendance of appropriate Red Cross personnel at Steering Committee meetings to review and address issues and concerns.

6. Emergency Services will:

- Permit Red Cross to educate Emergency Service staff on how they are able to assist in providing Red Cross Services only as it relates to Red Cross involvement;
- Appoint one liaison person to work with responding agencies to assist in coordination of Service; and
- Provide direction, through the Incident Commander or her/his designate, to on-scene Personnel who are at all times to act within the confines of Red Cross service limitations.

7. Other Services

Other City and/or Municipal Services will:

- In the event an incident falls under the responsibility of the City of Cornwall, Stormont, Dundas and/or Glengarry, the Social & Housing Services Department Manager (his or her authorized delegate) or the CEMC (his or her authorized delegate) shall activate the Red Cross as detailed above.
- Once activated, PDA team members shall defer to the authority of the Incident Commander from the City of Cornwall, Stormont, Dundas and Glengarry or his/her designate.

## **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.

**SCHEDULE “F”  
Expense Breakdown  
(updated breakdown to be provided to the Municipality annually)**

**Staff / volunteer per diem rates & mileage**

Breakfast	\$15.00
Lunch	\$20.00
Dinner	\$35.00
Incidentals	\$10.00
Mileage per KM rate	\$.45

**Disaster Response Individual and Family Assistance Standards**

<b>Service</b>	<b>Service Option</b>	<b>Max. Amounts</b>	<b>Standards</b>
<b>Food</b>	<b>Groceries</b> 1 <sup>st</sup> person Each additional person	\$100 \$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>	\$52	
	<b>Infant Formula</b>	\$13	
<b>Clothing</b>	<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	
	<b>Laundry Supplies</b> (per household) Dry-cleaning	\$30 \$140	CRC will be able to provide means to either wash clothes or utilize dry cleaning services. Dry cleaning costs up to the limit of the allowance may be claimed in lieu of purchasing new clothes
<b>Lodging</b>	<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.
	<b>Shelter/Friends and Family</b> Towel and washcloth (per person)	\$15	



			CRC will be able to provide towels/washcloths for those staying in a shelter/friends and family
<b>Personal Services</b>	<b>Hygiene kit</b> Adult Kid	\$13 \$5	Personal hygiene kits are distributed whenever possible. If not available, provide the allocated dollars to purchase these items.
	<b>Baby products</b> (per infant)	\$45	CRC will be able to provide means to acquire one-time purchase of baby products or incontinent aids.
	<b>Incontinent Aids</b> (per person)	\$45	
<b>Transportation</b>	<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