

**Service Agreement
Between
Community Information Centre of Ottawa/211 Eastern Region
and
the City of Clarence-Rockland**

1. Introduction

This Service Agreement between the City of Clarence-Rockland and the Community Information Centre of Ottawa/ 211 Eastern Region (CICO/211 Eastern Region) aims to address the assistance the 211 can provide to the City of Clarence-Rockland and its residents in before, during, and after an emergency incident. Regardless of the existence of this Service Agreement, CICO expects to receive incident-related calls from the public, making it important to ensure the best possible communication protocols are in place.

2. 211

The three-digit phone number 211 was approved for information and referral purposes by the CRTC in 2001. 211 is a free number helping people find the services they need quickly and easily. CICO, a non-profit organization located in Ottawa, is the 211 Ontario Regional Service Partner for Eastern Ontario and includes in its catchment the Counties of Stormont Dundas Glengarry, Prescott Russell, Leeds and Grenville, Lennox & Addington, Frontenac, Hastings and Prince Edward, Lanark, Renfrew including individual municipalities within those counties.

CICO and its 211 Ontario Regional Service Partners answer thousands of calls every day about social, health, community and related government services. A caller could be anyone: an individual, a service provider, a refugee, a business owner, a government employee or even an elected official. The 211 public inquiry line is supported by a searchable database of 56,000 services which can be found online at www.211ontario.ca. Ontario Regional Service Partners also regularly prepare reports for planners about trends and needs using information gathered from providing the service.

The 211 information and referral service is standards-driven. 211 Service Providers are accredited by the Alliance of Information and Referral Systems (AIRS). The 211's goal is to be the first and best place for Ontarians to find, and connect with human services. In the event of an incident, the 211 public information line is available for use as a complement to the community's existing communication capacities.

3. Everyday Information and Referral Services

Everyday information and referral services are provided 24/7 by Regional Service Partners and continue in the event of an emergency incident. They include:

Public Inquiry

- Information and Referral Specialists assess the needs of callers (or members of the public getting in touch using channels other than the phone) evaluate and indicate appropriate resources including organizations capable of meeting the identified needs, as well as redirecting callers to alternative resources when services are unavailable to them
- 24/7, confidential and multilingual phone (including TTY) and email service
- Specially trained staff equipped to serve vulnerable populations, provide advocacy and follow-up support
- Specially trained staff equipped to handle crisis intervention scenarios and create safety plans for endangered callers
- Protocols with 911, crisis and distress lines, and volunteer centres
- Monitor conventional and social media and posting facts or notices to encourage residents to call 211

Online Databases

- Continually update comprehensive databases of human services across Ontario
- Province-wide database accessible online at 211Ontario.ca
- Annually update pre-disaster portal for database of organizations providing services during a disaster

Needs and Trends Reporting

- Collect non-identifying details about calls, TTY, social media and email exchanges and tracks needs, unmet needs, trends and service gaps
- Support community planning and advocacy organizations

4. Requests for Assistance

(a) The City of Clarence-Rockland may request assistance from the CICO/ 211 Eastern Region in anticipation of, or upon either a declared or non-declared emergency

(b) The request for assistance could be made by the CAO or designate to the most senior staff person at CICO/ 211 Eastern Region or designate by following the notification procedures as outlined in the Appendix.

(c) The initial request for assistance may be made verbally, however an emailed request would follow as soon as reasonably practicable and would be responded to, so that both parties have a record of the request.

(d) CICO/ 211 Eastern Region will be provided with any additional information requested and as required to determine the existence of the emergency incident and to assess type, scope, nature and amount (if known) of assistance to be provided.

(e) The parties may by mutual agreement verbally amend the assistance to be provided and confirm the revised agreement in writing as soon as reasonably practicable.

(f) CICO/ 211 Eastern Region may work with other 211 Regional Service Partners to provide the requested assistance.

(g) Where a municipal customer service department exists, CICO/ 211 Eastern Region may back up and support the customer service department.

5. 211 Services Provided during Emergency Response and Recovery

Public Inquiry

- a) Connect callers to critical resources by assessing their needs, identifying appropriate resources and linking them to needed services
- b) Provide a central access point for information about volunteering and donations
- c) Monitor conventional and social media for rumour control

Online Databases

- (a) Deploy and continually update a disaster record with information and services that emerge throughout the response and recovery periods
- (b) Make the disaster record available to other organizations in the community
- (c) Maintain a continual information exchange with the Emergency Information Officer or designate to ensure only authoritative and verified information is disseminated
- (d) Collect customized details about people who want to volunteer and donations of goods as a result of an incident; and make information available in real-time to emergency management personnel
- (e) Support case management for vulnerable populations with dissemination procedures

Needs and Trends Reporting

- a) Collect demographic information about callers, types of referrals, access to services, service availability and unmet needs
- b) Produce timely reports to the community
- c) Produce after-action reports with aggregated data and key learnings to support community planning activities
- d) Participate in de-briefing meetings.

6. Information Flow (Procedures)

- (a) The City of Clarence-Rockland through its Emergency Information Officer, Liaison Officer or their delegate will determine procedures to keep CICO / 211 Eastern Region informed with current, accurate information about services and assistance for the public, as well as press releases and updates on new and changing services including escalation and de-escalation of the emergency incident.
- (b) CICO/ 211 Eastern Region will determine procedures to keep the Emergency

Information Officer, Liaison Officer or their delegate up to date on relevant service needs and service gaps identified through the 211 public inquiry service, as well as provide customized reports that may be required.

7. Limitations

(a) CICO/ 211 Eastern Region retains the right to refuse certain requests outside of its mandate in its sole discretion.

(b) No liability shall arise against CICO/ 211 Eastern Region if it fails for any reason to respond to a request for assistance made under this agreement or withdraws the provision of assistance.

Agreed to and signed this _____ day of _____, 2019

City of Clarence-Rockland: _____

Community Information Centre of Ottawa/ 211 Eastern Region:

Executive Director