



Notes

Debrief – Flood 2019

June 20, 2019 at 9:00 a.m.

City of Clarence-Rockland Council Chambers
415 Lemay Street, Clarence Creek, Ontario

1. What can we do better? We would like to hear from each of you, so please bring your comments.

Overall, the members thought the EOC worked well. Members liked the images from the drone and agreed it was a huge help.

Some felt there should only be one person per group to attend the EOC meetings. That person can then share the information with his or her group and it would avoid duplication. The EMS explained they were given a leadership role and explained it should not be their role to coordinate.

Members agreed an information centre would have been useful. There would be a need to rethink the shelter. The municipality has a responsibility to have a safe place for affected residents, however, perhaps there isn't a need for someone to be on site for 24 hours.

The Communications team would need to start earlier to get on top of social media. It was suggested to share pictures of practices all year long to show the municipality is ready in case of an emergency and to have the ability to do Facebook live without relying on community partners.

Some felt 5 health organizations was too much. It was difficult to decide who would take on the leadership role. There were some good things done in 2017 that was not repeated in 2019. There is a need for more movement of critical stress management and a whole way of interacting. The HGH will be scheduling internal meetings at the hospital with the partners, including United Way.

Client services received a lot of calls. There is uncertainty around what happens after the resident registered for Team Rubicon and when are the sandbags being collected from the roads.

211 reported 77 calls were received and 4000 views on their website. They also agreed only one group or person should provide/coordinate the information to 211 instead of from the municipality, EMS, HGH, and from some volunteers.

2. Setup and Location of EOC

Everyone liked the location and said it worked well. The new Rockland fire station will have an EOC room. Once it is completed, members will be invited to visit the layout.

3. Discussion about Volunteers

Ottawa registered their volunteers, however in Clarence-Rockland, we do not have the manpower, therefore different options are being looked into.

Brian Wilson said he would look at training some firefighters on how to efficiently build sandbag walls. They would then be able to train the volunteers.

More communication with the volunteers would probably help with the toxicity and low moral.

4. Traffic Control

Mapping the flow of sandbagging traffic at the JML to share with the volunteers, especially with the machinery involved.

There is a need to identify resources, equipment, and when to call on partners. A follow-up meeting will be scheduled.

5. Communications

There was more support for Julie. The extra people were able to help with the fact checking, and searching the internet for information and press releases from other municipalities.

It was suggested to have all emergency information on the municipality website and for it to become a constant source. It can include links to the River Regulation Board, video on how to properly build a sandbag wall, status of the emergency, etc.

6. Timing of Wellness Checks

Need to coordinate more on the follow up door to door visits.

Should only be the crisis team and EMS.

There is a need to create a team with UCPR and have a written plan in advance of an emergency

Five items to follow up:

1. Communication with all municipalities of UCPR
2. Wellness Checks
3. Shelter – alternate ways
4. Invite members to the EOC to the opening of the new EOC for a progress meeting.
5. Volunteers