2017 CLARENCE-ROCKLAND FLOOD
CITY OF CLARENCE-ROCKLAND

- POPULATION: 25,000
- SIZE: 300 KM²
- OFFICIALLY BILINGUAL
- LOWER-TIER MUNICIPALITY – PART OF UNITED COUNTIES OF PRESCOTT AND RUSSELL
CONSERVATION AUTHORITIES

RIDEAU VALLEY CA

SOUTH NATION CA
STREETS OR CANALS?
OTTAWA RIVER HISTORIC LEVELS

HIGHEST DAILY RECORDED WATER LEVEL

• 1976 – 44.74M (146.78’)
• 1979 – 44.12M (144.75’)
• 1981 – 44.25M (145.18’)
• 1983 – 44.00M (144.36’)
• 2017 – 45.20M (148.29’)

Source: Ottawa River Regulation Planning Board Website – Ottawa River @ Gatineau
DECLARATION OF EMERGENCY

• MAY 4TH, 2017

• DECLARATION OF EMERGENCY MADE PURSUANT TO EMCPA

• CEMC ON VACATION – RECALLED

• RATIONALE:
  • LET’S GET AHEAD OF THIS
  • ACCESS TO RESOURCES
  • PRIORITY STATUS
EOC - OPENED

- EOC OPENED – INITIAL SITE TOO SMALL
- MOVED TO COUNCIL CHAMBERS
- ESTABLISHED IN FULL ON DAY 2
- STAFFED 0700-2300H
- OPERATING PERIODS 0800-0800H
EMERGENCY SITE MANAGEMENT (ESM) OR INCIDENT COMMAND SYSTEM (ICS)

- Existing ERP based on ESM
- Changed mid-stream to ICS
- ICS forms introduced during activation
- On-the-spot training provided to section chiefs
EVACUATION ORDERS

• VOLUNTARY VS. MANDATORY?
• ENFORCED? HOW? WHO?
• EMERGENCY SOCIAL SERVICES?
  • SHELTER
  • HOTELS
COMMUNICATIONS STRATEGY

- SOCIAL MEDIA
  - POSTING
  - MONITORING
- TRADITIONAL MEDIA
  - SCRUMS
  - PRESS RELEASES
- IN-PERSON VISITS
  - BEARER OF BAD NEWS
- DOOR-TO-DOOR FLYERS
- TOWN HALL MEETINGS
- COUNCIL LIAISON
EMERGENT VOLUNTEER GROUPS

- DIFFICULT DECISIONS
- LIABILITY
- POLITICAL HOT POTATO
- SAFETY
- COORDINATION
- SUPERVISION
VIP VISITS (PREMIER, MPP, MP)

- SECURITY CHALLENGES
- POLITICAL MOTIVATIONS
- PHOTO OPPORTUNITIES
WELLS INUNDATED – WATER??

- WITHIN EOC STRUCTURE – PUBLIC HEALTH RAISES CONCERN ABOUT SUBMERGED WELL-HEADS
- LOGISTICS SOURCES WATER – HOW MUCH?
- SPHERE STANDARDS – 15 L / P.P. / DAY
TRAFFIC CONTROL

- SOME SITES ALONG BUSY ROADS
- LOOKY LOO’S
- OPP COORDINATED THROUGH EOC
  - REG. MEMBERS
  - AUXILIARIES
- ALSO CONCERNS RE: BOAT TRAFFIC ON RIVER
SANDBAGS – LOGISTICS CHALLENGE

- STARTED WITH 70,000 IN STOCK
- CONSUMED AT 20,000 PER DAY
- AIR CARGO FOR RUSH ORDER FROM WINNIPEG
- TOTAL DEPLOYED 120,000
- 500,000 NOW IN STOCK (ON CONSIGNMENT)
MAYOR – MEDIA RELATIONS

- MAYOR ACCEPTED ALL MEDIA REQUESTS
- BRIEFED SEVERAL TIMES PER DAY, AND SAT IN EOC
- TOWN HALL MEETINGS
- FEEDBACK PROVIDED INTO EOC FOR TASKINGS
HEALTH & WELFARE CONCERNS

- Residents unwilling to leave their homes – needing medical attention
- Fixed clinic established
- Roaming paramedic/nurse/mental health teams
WATER LEVELS

• ESTABLISHED LOCAL WATER LEVEL MEASUREMENT POINTS

• GRAPHED ONTO PLOT PAPER WITHIN EOC

• TRACKED PEAK, AND RECEDE
DEBRIS MANAGEMENT

• PLAN DEVELOPED ON THE FLY

• 1ST STEP – IDENTIFY A NEED FOR A PLAN

• 2ND STEP – SOMEONE MUST HAVE ONE??

• 3RD STEP – WHO? HOW? WHERE?

• ROLODEX

• FRIENDS & FAMILY

• RELATIONSHIPS
TERMINATION OF DECLARATION AND DE-ESCALATION

- 3 TOWN HALL MEETINGS THROUGHOUT
- FACEBOOK LIVE
- DEVELOPMENT OF INFO SHEETS
- CONTRACTED SERVICES
# Financial Flood Relief Programs

<table>
<thead>
<tr>
<th>Financial Flood Relief Programs</th>
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<tbody>
<tr>
<td><strong>DRAO</strong></td>
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<tr>
<td>• Permanent Residents</td>
</tr>
<tr>
<td>(Not Cottages)</td>
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<tr>
<td><strong>NGOS</strong></td>
</tr>
<tr>
<td>• Red Cross</td>
</tr>
<tr>
<td>• Salvation Army</td>
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<tr>
<td><strong>Emergent Groups</strong></td>
</tr>
<tr>
<td>• How Much Info?</td>
</tr>
<tr>
<td><strong>MDRA</strong></td>
</tr>
<tr>
<td>• Min. Requirements</td>
</tr>
<tr>
<td>• Process</td>
</tr>
<tr>
<td><strong>Budget?</strong></td>
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<tr>
<td><strong>Cost Tracking</strong></td>
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<tr>
<td>• Hours Worked?</td>
</tr>
</tbody>
</table>
## MUNICIPAL DISASTER RELIEF ASSISTANCE

### Summary

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flood Expenses</td>
<td>$749,000</td>
</tr>
<tr>
<td>Eligible Expenses</td>
<td>$748,500</td>
</tr>
<tr>
<td>75% of first 3%</td>
<td>$391,000</td>
</tr>
<tr>
<td>95% of remainder</td>
<td>$216,000</td>
</tr>
<tr>
<td>Total recovered</td>
<td>$607,000</td>
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</tbody>
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POST-FLOOD BBQ FOR RESIDENTS AND VOLUNTEERS

• WELL ATTENDED
• INFORMATION AVAILABLE
• SPEECHES
UPDATE THE ERP

- NEW EMERGENCY MANAGEMENT PROGRAM BYLAW – DONE 2018
- NEW EMERGENCY RESPONSE PLAN – DONE 2018
- ICS TRAINING FOR ALL SENIOR AND KEY STAFF – DONE 2018
QUESTIONS?