



## **GENERAL GOVERNMENT SERVICES COMMITTEE AGENDA**

**Thursday, September 22, 2022 at 11:00 a.m.**

**By video conference** – The meeting will be live streamed on YouTube at the following link:  
<https://www.youtube.com/channel/UCCx9vXkywflJr0LUVkKnYWQ>

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### Land Acknowledgement Statement

*We would like to begin by respectfully acknowledging that Dufferin County resides within the traditional territory and ancestral lands of the Tionontati (Petun), Attawandaron (Neutral), Haudenosaunee (Six Nations), and Anishinaabe peoples.*

*We also acknowledge that various municipalities within the County of Dufferin reside within the treaty lands named under the Haldimand Deed of 1784 and two of the Williams Treaties of 1818: Treaty 18: the Nottawasaga Purchase, and Treaty 19: The Ajetance Treaty.*

*These traditional territories upon which we live and learn, are steeped in rich Indigenous history and traditions. It is with this statement that we declare to honour and respect the past and present connection of Indigenous peoples with this land, its waterways and resources.*

### Roll Call

### Declarations of Pecuniary Interest by Members

### **PUBLIC QUESTION PERIOD**

To submit your request to ask a question, please contact us at [info@dufferincounty.ca](mailto:info@dufferincounty.ca) or 519-941-2816 x2500 prior to 4:30 p.m. on September 21, 2022.

### **REPORTS**

1. GENERAL GOVERNMENT SERVICES – September 22, 2022 – ITEM #1  
Comprehensive Emergency Management Program By-law

A report from the Manager – Preparedness, 911 & Corporate Projects, dated September 22, 2022, to present a revised Emergency Management Program By-law for Council's consideration.

**Recommendation:**

**THAT the report of the Manager – Preparedness and 911, dated September 22, 2022, with respect to a Comprehensive Emergency Management Program By-law, be received;**

**AND THAT the attached By-law be adopted;**

**AND THAT by-law 2021-39 be repealed.**

2. GENERAL GOVERNMENT SERVICES – September 22, 2022 – ITEM #2  
Workforce Planning and Service Optimization Strategy -Remote Work Policy

A report from the Director of People and Equity, dated September 22, 2022, to provide a brief overview and recommend approval of the proposed Remote Work Policy.

**Recommendation:**

**THAT the report of the Director of People & Equity, dated September 22, 2022, with respect to the Remote Work Policy, be received;**

**AND THAT the Remote Work Policy #2-4-18 be approved.**

3. GENERAL GOVERNMENT SERVICES – September 22, 2022 – ITEM #3  
Electronic Monitoring Policy

A report from the Director of People and Equity, dated September 22, 2022, to provide a brief overview and request to approve the Electronic Monitoring Policy.

**Recommendation:**

**THAT the report of the Director of People & Equity, dated September 22, 2022, with respect to the Electronic Monitoring Policy, be received;**

**AND THAT the Electronic Monitoring Policy #2-4-19 be approved.**

## **DISCUSSION**

### 4. GENERAL GOVERNMENT SERVICES – September 22, 2022 – ITEM #4 Food For Thought Grant Allocation

A discussion regarding the Food For Thought Grant allocation amount, as requested at the September 8, 2022 Council meeting.

## **Next Meeting**

To be confirmed

## REPORT TO COMMITTEE

**To:** Chair Creelman and Members of the General Government Services Committee

**From:** Steve Murphy, Manager – Preparedness, 911 and Corporate Projects

**Date:** September 22, 2022

**Subject:** **Comprehensive Emergency Management Program By-law**

### In Support of Strategic Priorities:

**Good Governance (GG)** - ensure transparency, clear communication, prudent financial management

**Sustainable Environment and Infrastructure (SEI)**- protect assets both in the natural and built environment

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### Purpose

The purpose of this report is to present a revised Emergency Management Program By-law for Council's consideration.

### Background & Discussion

The Emergency Management and Civil Protection Act and its associated regulations mandate that various components of a municipality's emergency management program be adopted by by-law. To ensure annual compliance and to help effectively manage these requirements the attached comprehensive by-law and appendices were drafted for Council's consideration.

### Financial Impact

There is no financial impact arising from this report.



**Recommendation**

**THAT the report of the Manager – Preparedness and 911, dated September 22, 2022, with respect to a Comprehensive Emergency Management Program By-law, be received;**

**AND THAT the attached By-law be adopted;**

**AND THAT by-law 2021-39 be repealed.**

Respectfully submitted,

Steve Murphy  
Manager – Preparedness, 911 and Corporate Projects

Reviewed by: Sonya Pritchard, Chief Administrative Officer

Attachments: By-Law 2022-xx Emergency Management Plan  
Dufferin County Emergency Response Plan

# CORPORATION OF THE COUNTY OF DUFFERIN

## BY-LAW 2022-##

### **A BY-LAW TO ADOPT AN EMERGENCY MANAGEMENT PROGRAM AND EMERGENCY RESPONSE PLAN AND TO MEET OTHER REQUIREMENTS UNDER THE *EMERGENCY MANAGEMENT AND CIVIL PROTECTION ACT* (EMERGENCY MANAGEMENT BY-LAW)**

**WHEREAS** under the *Emergency Management and Civil Protection Act*, R.S.O. 1990, c. E.9 and (the “Act”) Ontario Regulation 380/04 (the “Reg”) every municipality in the Province of Ontario is required to:

- Develop and implement an emergency management program, which shall consist of:
  - an emergency plan;
  - training programs and exercises for employees of the municipality and other persons with respect to the provision of necessary services and the procedures to be followed in emergency response and recovery activities;
  - public education on risks to public safety and on public preparedness for emergencies; and
  - any other elements required by the standards for emergency management set under the Act or by Emergency Management Ontario;
- Designate an employee of the municipality or a member of the council as its emergency management program coordinator;
- Establish an emergency management program committee;
- Establish an emergency control group;
- Establish an emergency operations centre to be used by the municipal emergency control group in an emergency; and
- Designate an employee of the municipality as its emergency information officer;

**AND WHEREAS** it is prudent that the emergency management program developed under the Act be in accordance with international best practices, including the five core components of emergency management; prevention, mitigation, preparedness, response and recovery;

**AND WHEREAS** the purpose of such a program is to help protect public safety, public health, the environment, critical infrastructure and property during an emergency and to promote economic stability and a disaster resilient community;

**NOW THEREFORE** the Council of the County of Dufferin hereby enacts as follows:

#### **Emergency Management Program**

1. An Emergency Management Program for the municipality will be developed and reviewed annually by the Emergency Management Program Committee

consistent with and in accordance with the Act and Regulation(s) and international best practices, including the five components of emergency management, namely: prevention, mitigation, preparedness, response and recovery, and such program shall include:

- a. training programs and exercises for employees of the municipality and other persons with respect to the provision of necessary services and the procedures to be followed in emergency response and recovery activities;
  - b. public education on risks to public safety and on public preparedness for emergencies; and
  - c. any other elements required by the standards for emergency management set under the Act or by Emergency Management Ontario.
2. The Emergency Management Program shall be consistent with the objectives of protecting public safety, public health, the environment, critical infrastructure and property, and to promote economic stability and a disaster-resilient community.

### **Emergency Response Plan**

3. The Emergency Response Plan, which has been developed in accordance with the requirements of the Act and Regulation(s) and international best practices, and which is attached hereto as Schedule A is hereby adopted (the “Plan”).
4. The Plan shall be reviewed annually by the CEMC and the municipality’s Emergency Management Program Committee. The CEMC is authorized to make such administrative changes to the Plan as appropriate to keep the Plan current, such as ancillary plans to address emerging risks, personnel changes, organizational and contact information updates. Any significant revision to the body of the Plan shall be presented to Council for approval.
5. When an emergency exists but has not yet been declared to exist, municipal employees and/or the Emergency Control Group may take such action under the Plan as may be required to protect the health, safety and welfare of the inhabitants of the municipality, property, the environment, and/or the local economy.

### **Community Emergency Management Coordinator**

6. The Community Emergency Management Coordinator (CEMC) for the County of Dufferin, is hereby appointed as the municipality’s primary CEMC. The CEMC shall be responsible for the emergency management program for the municipality including the requirements of the CEMC detailed in the emergency plan, maintenance of the Plan, training, exercises, public education and such other duties and responsibilities as outlined in the Act and Regulation(s).
7. To ensure continuity within the Emergency Management Program, an alternate CEMC will be appointed and is authorized to fulfill the requirements of the CEMC

in the emergency plan and perform such other duties and responsibilities as outlined in this by-law, the Act and Regulation(s).

### **Emergency Management Program Committee**

8. The persons from time to time holding the following positions in the municipality, or their designates, shall be members of the Emergency Management Program Committee:
  - a. Chief Administrative Officer (CAO)
  - b. CEMC and Alternates CEMCs
  - c. Director of Public Works;
  - d. Director of Community Services;
  - e. Director of Corporate Services
  - f. Director of Development and Tourism
  - g. Director of People and Equity;
  - h. Manager of Finance
  - i. County Clerk
9. The CEMC is hereby appointed as chair of the Emergency Management Program Committee.
10. The Emergency Management Program Committee shall meet annually and shall advise Council on the development and implementation of the municipality's Emergency Management Program and shall review the program annually.

### **Municipal Emergency Control Group**

11. The persons from time to time holding the following positions in the municipality, or their designates, shall be members of the Municipal Emergency Control Group (MECG):
  - a. Chief Administrative Officer (CAO)
  - b. CEMC and Alternates CEMCs
  - c. Director of Public Works;
  - d. Director of Community Services;
  - e. Director of Corporate Services
  - f. Director of Development and Tourism
  - g. Director of People and Equity;
  - h. Manager of Finance
  - i. County Clerk
  - j. Chief Paramedic

### **Emergency Operations Centre**

12. A primary and an alternate Emergency Operations Centre have been established for use by the MECG in an emergency and with the appropriate technological and telecommunications systems to ensure effective communication in an

emergency. The locations of the Emergency Operations Centres are identified in an annex to the Plan.

13. A Virtual EOC platform may be used by the MEEG to coordinate the response to an impending or occurring event at the discretion of the CAO.
14. Members of the MEEG will be equipped with the appropriate technological and telecommunications systems to ensure effective communications when working remotely.

### **Emergency Information Officer**

15. The County Clerk, is hereby appointed as the Emergency Information Officer for the municipality to act as the primary media and public contact for the municipality in an emergency.

### **Administration**

16. The Plan shall be made available to the public on the municipality's website as well as at the Administration Office, 30 Centre Street, Orangeville, ON for inspection and copying during regular business hours.
17. The Plan, or any amendments to the Plan, shall be submitted to the Chief, Emergency Management Ontario identified in the Act.
18. By-laws #####-## are hereby repealed.

READ a first, second and third time and finally passed this 13<sup>h</sup> day of October, 2022.

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Wade Mills, Warden



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Michelle Dunne, Clerk

2021

# EMERGENCY RESPONSE PLAN



This document is approved for public distribution.



## ATTENTION!

**If you have been notified of an emergency situation but have not read this plan:**

### **Follow the immediate actions below:**

If you were alerted and placed on **STAND-BY**, your services may be required soon. Ensure that you have everything you will need to function in your role and ensure that you are well rested and fit for duty.

If you were **ACTIVATED** you should immediately make your way to the location that you were given when notified. Ensure that you have the required items to meet the demands of your position.

If you are ***not able to respond***, please notify the caller or the Community Emergency Management Coordinator so that an alternate can be arranged.

### ***Important Contacts***

**CEMC:** \_\_\_\_\_

**CAO:** \_\_\_\_\_

**Head of Council:** \_\_\_\_\_

**Other:** \_\_\_\_\_

**Other:** \_\_\_\_\_

**Other:** \_\_\_\_\_

**Full contact details are included in Annex 001**



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# 1 INTRODUCTION

The ***Emergency Management and Civil Protection Act, RSO 1990*** (EMCPA) defines an emergency as:

*"a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or health risk, an accident or an act whether intentional or otherwise."*

## 1.1 Community Risk Profile

The community risk profile<sup>1</sup> details community vulnerabilities and capacities as determined through a Hazard Identification and Risk Assessment process.

### 1.1.1 Identified Risks for the County of Dufferin and Member Municipalities

The Hazard Identification and Risk Assessment (HIRA)<sup>2</sup> process identified the following situations as the potential risks to all or part of Dufferin County.

- Cyber Attack
- Dam Failures
- Drought
- Explosions and Fires
- Extreme Cold
- Extreme Heat
- Flooding
- Forest Fires
- Hazardous Materials Spills
- High Winds
- Ice Storms
- Pandemics
- Power Outages
- Severe Summer Storms
- Severe Winter Storms
- Tornadoes
- Transportation Accidents

# 2 PURPOSE

The County of Dufferin and each of the Member Municipalities herein referred to as the 'Municipality', have developed this emergency response plan (ERP)<sup>3</sup> in accordance with the *EMCPA, RSO 1990, Ontario Regulation 380/04 and local by-laws*.

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<sup>1</sup> In developing its emergency management program, every municipality shall identify and assess the various hazards and risks to public safety that could give rise to emergencies and identify the facilities and other elements of the infrastructure that are at risk of being affected by emergencies. *EMCPA R.S.O. 1990, c.3, s.5.1(2)*

<sup>2</sup> A structured process for identifying those hazards which exist within a selected area and defining their causes and characteristics.

<sup>3</sup> A plan developed and maintained to direct an organization's external response to an emergency.

This emergency response plan has been prepared to facilitate a controlled and coordinated response to any type of emergency occurring within or affecting the Municipality<sup>4</sup>.

This ERP is an important component of an integrated emergency management program, which works within the parameters outlined by the Emergency Management Doctrine for Ontario.

The aim of this plan is to provide key officials, agencies and the municipal departments with an overview of their collective and individual responsibilities in an emergency.

This plan also makes provisions for the extraordinary arrangements and measures that may have to be taken to safeguard the health, safety, welfare and property of the inhabitants of the Municipality.

In order to protect residents, businesses, visitors and the economic well-being of the Municipality a coordinated emergency response by a number of agencies under the direction of the Emergency Control Group (ECG)<sup>5</sup> may be required.

The arrangements and procedures in this emergency response plan are distinct from the normal, day-to-day operations carried out by emergency services.

This ERP does not provide direction for site specific health and safety issues such as fire alarms, workplace violence, etc.

The annexes to this ERP contain essential and supporting information, which is confidential, and they shall be maintained separate from this document.

## **2.1 Authority**

The ***Emergency Management and Civil Protection Act, R.S.O. 1990, Chapter E.9, Ontario Regulation 380/04*** and local by-laws provide the legal authority for this emergency response plan<sup>6</sup>.

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<sup>4</sup> "Municipality" means a geographic area whose inhabitants are incorporated (Municipal Act).

<sup>5</sup> A group composed of senior staff and employees of an organization, and others that may be involved in directing that organization's response to an emergency including, the implementation of its emergency response plans and procedures.

<sup>6</sup> *Every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan. 2002, c.14, s 5(1).*

*The council of a county may with the consent of the councils of the municipalities situated within the county co-ordinate and assist in the formulation of their emergency plans under subsection (1). R.S.O. 1990, c. E.9, s. 3 (3).*



The ***Municipal Act, 2001, S.O. 2001, c. 25*** details the specific powers of municipalities.

### **2.1.1 Action Prior to a Declaration of Emergency**

When a situation or an impending situation that constitutes a danger of major proportions exists but has not yet been declared to exist, employees of the Municipality may take such action(s) under this emergency response plan as may be required to protect the health, safety, welfare of people, as well as any property and the environment within the Municipality. The subordinate plans, attached as annexes to this document, may also be implemented, in whole, or in part in the absence of a formal declaration of emergency.

Details for activating the Emergency Control Group and declaring an emergency can be found in this plan.

## **2.2 Application and Scope**

This ERP applies to the County of Dufferin and each of the eight (8) member municipalities located therein.

This plan supersedes and replaces all previous plans for emergency response enacted by the County of Dufferin, the Township of Amaranth, Township of East Garafraxa, Town of Grand Valley, Township of Melancthon, Town of Mono, Township of Mulmur, Town of Orangeville and the Town of Shelburne.

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*The head of council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and*

*No action or other proceeding lies or shall be instituted against a member of council, an employee of a municipality, an employee of a local services board, an employee of a district social services administration board, a minister of the Crown, a public servant or any other individual acting pursuant to this Act or an order made under this Act for any act done in good faith in the exercise or performance or the intended exercise or performance of any power or duty under this Act or an order under this Act or for neglect or default in the good faith exercise or performance of such a power or duty. 2006, c.13, s.1(6); 2006, c.35,*

*Sched.C, s.32 (6).are not contrary to law to implement the emergency plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area. R.S.O. 1990, c. E.9, s.4 (1).*

## **2.3 Coordination of Program by the County of Dufferin**

The County of Dufferin will coordinate the legislated components of the emergency management program<sup>7</sup> for each of the member municipalities through a shared services agreement.

## **2.4 Community Emergency Management Coordinator (CEMC)**

The Community Emergency Management Coordinator for the County of Dufferin may be appointed as the primary CEMC for each member municipality<sup>8</sup>. In the absence of the primary CEMC the municipality shall appoint an alternate CEMC to assume all responsibilities outlined in this plan<sup>9</sup>.

The CEMC will monitor potential and impending threats<sup>10</sup> that may impact the health, safety or economic stability across Dufferin County.

The Community Emergency Management Coordinator acts as an advisor to the Senior Municipal Official, municipalities, departments, groups and agencies on matters of emergency response and recovery by:

- ☐ Providing expertise regarding the implementation of the emergency response plan.
- ☐ Fulfilling any role within the EOC as needed.
- ☐ Providing guidance, direction and/or assistance to any emergency or support personnel at the Emergency Operations Centre, and/or incident sites.
- ☐ Assisting the Incident Commander as needed.
- ☐ Coordinating post-emergency debriefings.

## **2.5 24/7 Notification of Incidents**

Given the unpredictable nature of emergencies and the likelihood of an 'after-hours' request for assistance a 24/7 On-Call protocol has been established.

The On-Call protocol can be activated for any member municipality by contacting the 24/7 telephone number listed in the Emergency Contact List.

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<sup>7</sup> A risk-based program consisting of prescribed elements that may include prevention, mitigation, preparedness, response and recovery activities.

<sup>8</sup> In accordance with County of Dufferin By-Law 2004-60.

<sup>9</sup> Every municipality shall designate an employee of the municipality or a member of the council as its emergency management program co-ordinator. O. Reg. 380/04, s. 10 (1).

The emergency management program coordinator shall complete the training that is required by the Chief, Office of the Fire Marshal and Emergency Management. O. Reg. 380/04, s. 10 (2).

<sup>10</sup> A person, thing or event that has the potential to cause harm or damage.

## **2.6 Notification of Senior Municipal Official**

In the event of a real or potential emergency requiring the notification of an ECG, any member of the affected ECG or the Incident Commander<sup>11</sup> may initiate the activation procedure by notifying the appropriate Senior Municipal Official (see Emergency Contact List).

In the event of an imminent or occurring emergency the Senior Municipal Official<sup>12</sup> shall be notified if the incident commander determines that one of the following criteria is present;

- Any incident requiring evacuation of, or excluding access to residential or institutional settings.
- Any incident that is extraordinary or distinct from normal, day-to-day operations carried out by emergency and/or municipal services.

In the event that the CEMC has not been notified of an incident the Senior Municipal Official will notify the CEMC.

## **2.7 Plan Testing, Maintenance and Review**

### **2.7.1 Annual testing**

This ERP will be tested for effectiveness through emergency exercises<sup>13</sup> on an annual basis.

### **2.7.2 Annual Review**

This plan will be reviewed annually for accuracy by the Emergency Management Program Committee<sup>14</sup> and will be revised as required.

## **2.8 Additional Emergency Response Plans and Procedures**

Each municipality, service, agency, department and division involved or identified in this ERP is encouraged to develop their own emergency operating plans and/or procedures. Such plans and/or procedures must not conflict with this ERP.

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<sup>11</sup> The entity/individual responsible for all incident activities, including the development of strategies and tactics and the ordering and release of resources. The IC has overall authority for conducting incident operations and is responsible for the management of all incident operations.

<sup>12</sup> The municipal employee with overall responsibility for all municipal functions.

<sup>13</sup> A simulated emergency in which players carry out actions, functions, and responsibilities that would be expected of them in a real emergency. Exercises can be used to validate plans and procedures, and to practice prevention, mitigation, preparedness, response, and recovery capabilities.

<sup>14</sup> A management team that oversees the development, implementation and maintenance of an organization's emergency management program.

The training of staff in these additional plans and procedures is the responsibility of the municipality, service, agency, department or division.

## **2.9 Approval of Amendments by Council**

Amendments to the plan require formal Council approval from all member municipalities and the Council for the County of Dufferin.

Formal Council approval is not required for the following:

- Changes, additions or revisions to the annexes
- Editorial changes (i.e. editorial changes to text, section numbering, references, or changes to references to provincial statutes)
- Additions or deletions of contact information.

## **2.10 Flexibility**

The safety and well-being of the community are the priority during any emergency response, therefore deviations from the emergency response plan and annexes may be necessary to address specific threats. During the course of the implementation of this plan the members of the ECG(s) may exercise flexibility.

### **3 EMERGENCY CONTROL GROUP (ECG)**

The Emergency Control Group<sup>15</sup> is responsible for initiating, coordinating and implementing the emergency response plan through the use of the Incident Management System. The Emergency Control Group, at both the lower and upper tier, is responsible for the following:

- ☐ Coordinate municipal operations prior to, during and after the emergency;
- ☐ Prioritize municipal operations;
- ☐ Support the response to the incident(s).

#### **3.1 Activating the Municipal Emergency Control Group (MECG)**

The MECG will be activated<sup>16</sup> under the following conditions:

- ☐ A member of the ECG requests activation;
- ☐ When there is a significant risk to the health, safety or well-being to members of the community.
- ☐ When municipal facilities and/or critical infrastructure are threatened or an extraordinary demand is placed on municipal resources, or;
- ☐ When an emergency situation is anticipated to impact or is occurring within the municipality.

#### **3.2 Activating the County Emergency Control Group (CECG)**

The CECG will be activated under the following conditions:

- ☐ A member of the County ECG requests activation;
- ☐ When one or more member municipalities request assistance with coordination, planning, resource management, etc.
- ☐ When County facilities and/or critical infrastructure are threatened or an extraordinary demand is placed on County resources, or;
- ☐ When an emergency situation requires resources that are specific to the County's sphere of jurisdiction<sup>17</sup> as detailed in the Municipal Act or which are assigned to the upper-tier under any other current statute.

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<sup>15</sup> 12. (1) Every municipality shall have a municipal emergency control group. O. Reg. 380/04, s. 12 (1).

<sup>16</sup> Decisions and actions taken to implement a plan, a procedure or to open an emergency operations centre.

<sup>17</sup> 11 (1) A lower-tier municipality and an upper-tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public, subject to the rules set out in subsection (4). 2006, c. 32, Sched. A, s. 8.

### 3.3 Emergency Control Group (ECG) Membership

The composition of each ECG<sup>18</sup> is detailed in a table below.

In the Municipality where the Head of Council is also serving as the Warden or Deputy Warden for the County of Dufferin, and the Warden is required to attend the County EOC, the Deputy Mayor will assume the role of Head of Council for the municipality.

Any other officials, experts or representatives from the public or private sector<sup>19</sup> as deemed necessary by the ECG may be appointed to the group on an as needed basis.

The ECG may not require the participation of everyone listed however all members shall be notified and advised of developments and progress.

#### 3.3.1 ECG Composition by Municipality

Amaranth	East Garafraxa	Grand Valley
<ul style="list-style-type: none"><li>• CAO/Clerk</li><li>• CEMC</li><li>• Director - Public Works</li></ul>	<ul style="list-style-type: none"><li>• CAO/Clerk</li><li>• CEMC</li><li>• Director - Public Works</li></ul>	<ul style="list-style-type: none"><li>• CAO/Clerk</li><li>• CEMC</li><li>• Deputy Clerk</li><li>• Fire Chief</li><li>• OPP Inspector</li></ul>
Melancthon	Mono	Mulmur
<ul style="list-style-type: none"><li>• CAO/Clerk</li><li>• CEMC</li><li>• Director - Public Works</li></ul>	<ul style="list-style-type: none"><li>• CAO/Clerk</li><li>• CEMC</li><li>• Director - Public Works</li></ul>	<ul style="list-style-type: none"><li>• CAO/Clerk</li><li>• CEMC</li><li>• Director - Public Works</li><li>• Fire Chief</li><li>• OPP Inspector</li></ul>
Orangeville	Shelburne	Dufferin
<ul style="list-style-type: none"><li>• CAO</li><li>• CEMC</li><li>• GM – Corporate Services</li><li>• GM – Community Services</li><li>• GM – Infrastructure Services</li><li>• Fire Chief</li></ul>	<ul style="list-style-type: none"><li>• CAO/Clerk</li><li>• CEMC</li><li>• Director - Public Works</li></ul>	<ul style="list-style-type: none"><li>• CAO</li><li>• CEMC</li><li>• Director – Corporate Svcs</li><li>• Director – Community Svcs</li><li>• Director – Public Works</li><li>• Director – Development</li><li>• Administrator – Dufferin Oaks</li><li>• Chief, Paramedic Svcs</li><li>• Manager, Human Resources</li></ul>

<sup>18</sup> (2) The emergency control group shall be composed of, (a) such officials or employees of the municipality as may be appointed by the council; and

(b) such members of council as may be appointed by the council. O. Reg. 380/04, s. 12 (2).

<sup>19</sup> (8) The group may at any time seek the advice and assistance of the following:

1. Officials or employees of any level of government who are involved in emergency management.
2. Representatives of organizations outside government who are involved in emergency management.
3. Persons representing industries that may be involved in emergency management. O. Reg. 380/04, s. 12 (8).

### **3.3.2 ECG Alternates**

Each member of the ECG shall have one or more designated alternates who will be trained and authorized to fulfill the primary member's role.

### **3.4 Activation Procedure**

In the event of an imminent or occurring emergency requiring the activation of an ECG, at either the municipal or county level, any member of the affected ECG or the Incident Commander may initiate the activation procedure by notifying the Senior Municipal Official or designated alternate.

When ECG activation is required:

- Incident Commander will immediately contact the Senior Municipal Official of the affected municipality.
- The Senior Municipal Official will contact the Community Emergency Management Coordinator to initiate the emergency notification procedures.

When two or more municipalities are affected, the County of Dufferin's ECG may be activated and shall include the Senior Municipal Official, or a designate, for the affected municipalities.

### **3.5 Emergency Control Group Notification**

When activating the Emergency Control Group it is important to ensure all members are contacted even if they are not required to attend the Emergency Operations Centre<sup>20</sup>.

All emergency contact information is located in the Emergency Contact List.

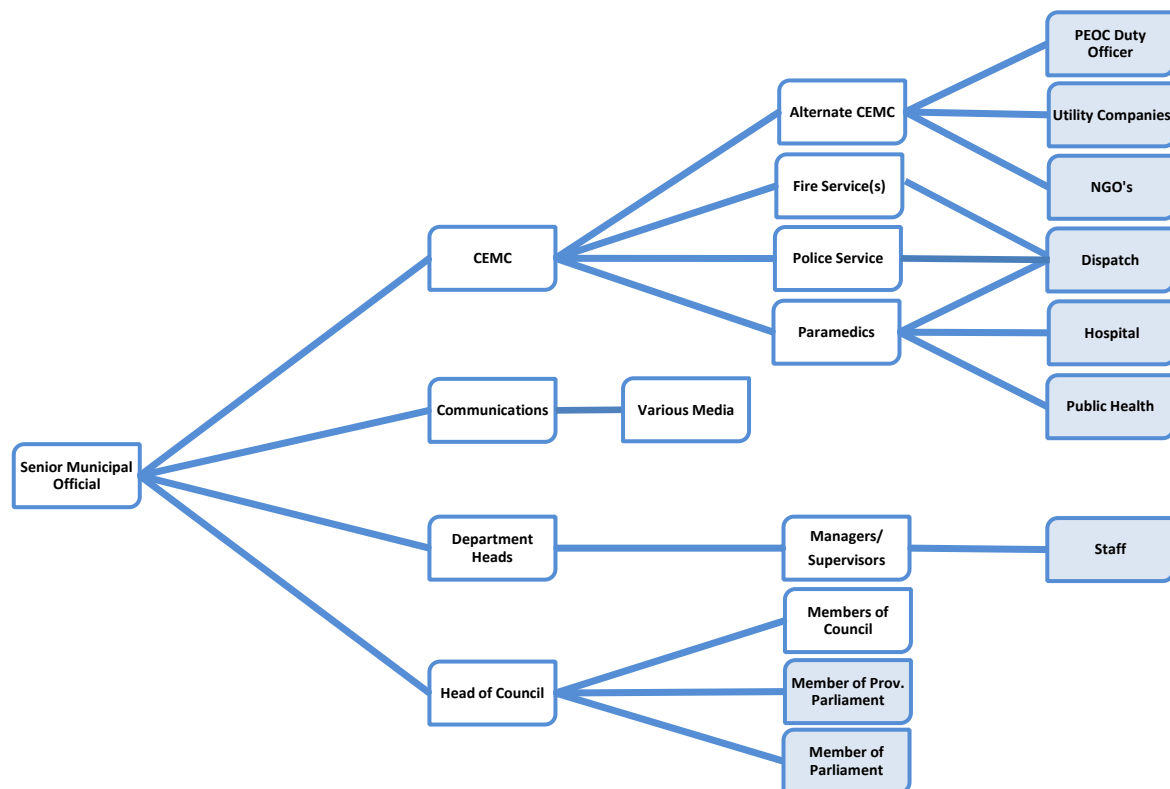
1. Direct contact by voice or in-person is the preferred notification method. SMS, email or other messaging technology may be used if direct contact is not possible.
2. Make every effort to notify the primary contact person before contacting the alternate(s).
3. Do not allow the notification process to cease if a person cannot be contacted, make their notifications in their absence.
4. Confirm that those members you contact know whom they must contact and what is expected of them.

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<sup>20</sup> A designated and appropriately equipped facility where officials from an organization(s) assemble to manage the response to an emergency or disaster.

### 3.6 Notification Roadmap

Initial awareness of an incident may occur at any level within the municipality. For this reason it is reasonable to expect that a person may have to make notifications up and down the contact list.



**Note:** Shaded contacts are only notified if required.

### 3.7 Emergency Control Group (ECG) Authority

In the event of an emergency or impending emergency, whether declared<sup>21</sup> or not, the ECG is authorized to:

- Initiate, coordinate, direct and otherwise bring about the implementation of this emergency response plan and undertake such other activities as they consider necessary to address the emergency

<sup>21</sup> A signed declaration made in writing by the Head of Council or the Premier of Ontario in accordance with the Emergency Management and Civil Protection Act.



- Expend funds for the purpose of responding to and recovering from the emergency, including obtaining and distributing emergency materials, equipment and supplies, notwithstanding the requirements of any by-law governing the commitment of funds and the payment of accounts.
- Obtain volunteer support from public agencies and other persons as considered necessary and to indemnify such agencies, their personnel and other persons engaged in response efforts which have been authorized and are consistent with the emergency response plan, from liability for any acts or omissions resulting from any actions taken pursuant to this emergency response plan.

### **3.8 Delegation of Authority**

#### **3.8.1 Head of Council – County of Dufferin**

In the absence of the Head of Council the Chair of the General Government Services Committee will assume the responsibilities of the Head of Council under this plan.

Should both the Head of Council for the County of Dufferin and their designated alternate be absent or unavailable during an emergency the most recent past Head of Council, who is still serving on council, will assume the responsibilities of the Head of Council until such time as the current Head of Council or alternate can assume the role.

#### **3.8.2 Head of Council – Member Municipality**

In the absence of the Head of Council, the Deputy Mayor or designated alternate will assume the responsibilities of the Head of Council under this plan.

Should both the Mayor and the designated alternate of a municipality be absent or unavailable, and where the council has not adopted a succession plan by by-law, the council will appoint an interim Head of Council until such time as the current Head of Council or alternate can assume the role.

### **3.9 Declaration of an Emergency**

The Head of Council, or designate, of the Municipality has the legislative authority<sup>22</sup> to declare an emergency to exist in all or any part of the municipality. The declaration of an emergency permits for the taking of such action and making of such orders as is necessary to implement the emergency response plan and to protect the health, safety, welfare and

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<sup>22</sup> *The head of council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area. R.S.O. 1990, c. E.9, s. 4 (1).*

property of inhabitants in the emergency area. Such actions and orders shall not be contrary to law.

The ***Municipal Act, 2001, S.O. 2001, c. 25*** provides the legislative authority and spheres of jurisdiction for municipal actions and orders<sup>23</sup>.

**Note:** *"In the absence of an emergency declaration municipal staff may take any necessary actions to protect the lives, health, safety, and property of the inhabitants of the Municipality."*

The Head of Council may consider several factors whether an emergency declaration is warranted including but not limited to:

### **General and Continuity of Government**

- ☐ Is it an extraordinary event requiring extraordinary measures?
- ☐ Does it pose a danger of major proportions to life or property?
- ☐ Does it pose a threat to the provision of essential services (e.g. energy, potable water, and sewage treatment/containment or medical care)?
- ☐ Does it threaten social order and the ability to govern?
- ☐ Is it attracting significant media and/or public interest?
- ☐ Has there been a declaration of emergency by another level of government?

### **Legal**

- ☐ Could legal action be taken against municipal employees or councillors related to their actions during the current crisis?
- ☐ Are volunteers assisting?

### **Operational**

- ☐ Does it require a response that exceeds, or threatens to exceed the capabilities of the municipality?
- ☐ Does it strain the municipal response capability, thereby further endangering life and property outside areas directly affected by the current crisis?
- ☐ Are additional personnel and resources required to maintain the continuity of operations?
- ☐ Could it require assistance from the provincial or federal government (e.g. military equipment)?
- ☐ Does it involve a structural collapse?
- ☐ Is it a complex chemical, biological, radiological, or nuclear (CBRN) incident?
- ☐ Could it require the evacuation and/or sheltering of people or animals?

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<sup>23</sup> **11** (1) A lower-tier municipality and an upper-tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public, subject to the rules set out in subsection (4). 2006, c. 32, Sched. A, s. 8.

- ☐ Could you receive evacuees from another community?

### **Economic and Financial**

- ☐ Does it pose a disruption to routine transportation, rerouting large numbers of people and vehicles?
- ☐ Could it have a long term impact on the economic viability/sustainability resulting in unemployment, or lack of restorative measures necessary to re-establish commercial activity?
- ☐ Is it possible that the municipality may take legal action against a specific person, corporation, or other party that caused the emergency to occur?

A positive response to one or more of these factors may warrant a declaration of emergency.

Upon declaration of an emergency, the ECG will complete the appropriate Declaration of an Emergency form, and ensure that the following are notified:

- ☐ The public
- ☐ All members of Council
- ☐ All Heads of Council within Dufferin County
- ☐ Provincial Emergency Operations Centre
- ☐ All contiguous municipalities
- ☐ Local Member of the Provincial Parliament (MPP)
- ☐ Local Member of Parliament (MP)

### 3.10 Delegation of Council Authority

During a declared emergency the Council of the municipality shall be deemed to have delegated its authority to the Head of Council.

The authority delegated to the Head of Council shall be utilized in accordance with the following criteria;

- Facilitates a rapid response to the situation
- Alleviates harm or damage
- Exercising the delegated authority is a reasonable alternative to other measures that might be implemented
- The delegated authority only applies to the necessary areas/functions of the municipality
- The delegated authority is in effect for 30 days or until the emergency declaration is terminated, whichever comes first.
- Council may extend the delegated authority for up to 30 additional days as often as is required.

**Note:** An emergency declaration is not deemed to be terminated when the delegation of authority expires or is withdrawn by Council.

### 3.11 Role of Elected Council Members

Council members will not be present in the EOC but will be expected and encouraged to liaise with their constituents and relay any concerns or pertinent information to the Head of Council. The Head of Council will liaise directly with the Senior Municipal Official.

### 3.12 Termination of an Emergency

A municipal emergency may be terminated at any time.<sup>24</sup> When terminating an emergency, the Head of Council will complete the appropriate Termination of Declared Emergency form, and will ensure the following are notified:

- ☐ The public
- ☐ All members of Council
- ☐ All Heads of Council within Dufferin County
- ☐ Provincial Emergency Operations Centre
- ☐ All contiguous municipalities
- ☐ Local Member of the Provincial Parliament (MPP)
- ☐ Local Member of Parliament (MP)

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<sup>24</sup> The head of council or the council of a municipality may at any time declare that an emergency has terminated. R.S.O. 1990, c. E.9, s. 4 (2).

The Premier of Ontario may at any time declare that an emergency has terminated. R.S.O. 1990, c. E.9, s. 4 (4).

### 3.13 After-Action Report

Within 60 days of the termination of an emergency, the Senior Municipal Official shall present a staff report to the municipal council providing:

- The justification for having exercised the delegated authority
- An outline of the actions taken
- Recommendations of lessons learned arising from the emergency

### 3.14 Public Health Emergencies

The local public health authority is the lead agency during a public health emergency in Dufferin County. The primary responsibilities of the Medical Officer of Health and the health authority are:

- ☐ Immediately notify the Senior Municipal Official or the Community Emergency Management Coordinator of any public health emergencies
- ☐ Act as Incident Commander or as part of a Unified Command<sup>25</sup> structure, in response to a human health emergency
- ☐ Activate the Public Health Response Plan as required
- ☐ Work with the Emergency Information Officer<sup>26</sup> to prepare information/instructions for dissemination to the media pertaining to public health risk reduction.
- ☐ Consult on the safe disposal of biohazardous and/or other dangerous material that may affect public health
- ☐ Coordinate vaccine management and implement mass immunization plan, as required
- ☐ Advise the ECG on potability of water supplies and sanitation facilities, as required
- ☐ Liaise with the Ministry of Health and Long-Term Care - Public Health Division
- ☐ Consult with the coroner on temporary morgue facilities as required
- ☐ Coordinate local community medical resources (family health teams, hospitals, etc.) in response to the emergency
- ☐ Fulfill legislative mandate of the Medical Officer of Health as outlined in provincial legislation
- ☐ Provide direction on any matters which may adversely affect public health
- ☐ Coordinate on preventing human health risks in evacuation centres/shelters including areas of food preparation, infection prevention and control, water quality, and sanitation
- ☐ Maintain records of all actions taken
- ☐ Participate in post-emergency debriefings

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<sup>25</sup> A structure that brings together the major organizations involved in the incident in order to coordinate an effective response, while at the same time allowing each to carry out their own jurisdictional, legal, and functional responsibilities.

<sup>26</sup> An individual responsible for acting as the primary public and media contact for emergency information requirements.

### **3.14.1 Municipal Support to Public Health**

At the request of the Medical Officer of Health or an authorized representative the municipality will endeavor to provide all reasonable resources in support of a response to a public health risk.

### **3.14.2 Public Health Emergency Declaration**

The legislated authority to declare any type of emergency in a municipality belongs to the Head of Council. In the event of a public health related emergency the Medical Officer of Health may request that Head of Council declare an emergency to assist in mitigating the effects of such emergency.

### **3.14.3 Public Health Orders**

The *Health Protection and Prevention Act* grants the Medical Officer of Health or a public health inspector the authority to issue written orders<sup>27</sup> to decrease or eliminate hazards to the public's health.

An order issued under this section by the Medical Officer of Health or a public health inspector may include<sup>28</sup>, but is not limited to,

- ☐ requiring the vacating of premises;
- ☐ requiring the closure of premises or a specific part of the premises;
- ☐ requiring the placarding of premises;
- ☐ requiring the correction of conditions, on or about premises specified in the order;
- ☐ requiring the removal of anything that the order states is a health hazard;
- ☐ requiring the cleaning and/or disinfecting, of the premises or the thing;
- ☐ requiring the destruction of a thing;

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<sup>27</sup> **13 (1)** A medical officer of health or a public health inspector, in the circumstances mentioned in subsection (2), by a written order may require a person to take or to refrain from taking any action that is specified in the order in respect of a health hazard. R.S.O. 1990, c. H.7, s. 13 (1).

(2) A medical officer of health or a public health inspector may make an order under this section where he or she is of the opinion, upon reasonable and probable grounds,

(a) that a health hazard exists in the health unit served by him or her; and

(b) that the requirements specified in the order are necessary in order to decrease the effect of or to eliminate the health hazard. R.S.O. 1990, c. H.7, s. 13 (2).

<sup>28</sup> R.S.O. 1990, c. H.7, s. 13 (4).

- ☐ prohibiting or regulating the manufacturing, processing, preparation, storage, handling, display, transportation, sale, offering for sale or distribution of any food or thing;
- ☐ prohibiting or regulating the use of any premises or thing.

#### **3.14.4 Communicable Disease Order**

A medical officer of health has the authority<sup>29</sup> under the *Health Protection and Promotion Act* to require a person, or a class of persons, to take or to refrain from taking actions when a communicable disease exists, may exist or when there is an immediate risk of an outbreak of a communicable disease outbreak within their jurisdiction. An order under this section may include, but is not limited to,

- ☐ Closure of a premises or a specific part of the premises;
- ☐ placarding of premises to give notice of an order;
- ☐ requiring any person that may have a communicable disease to isolate and remain in isolation from other persons;
- ☐ requiring the cleaning and/or disinfecting of a premises or thing;
- ☐ requiring the destruction of a thing;
- ☐ requiring a person, or persons, to submit to an examination by a physician;
- ☐ requiring a person, or persons, to place themselves under the care of a physician;
- ☐ requiring a person, or persons, to conduct themselves in such a manner as not to expose another person to infection.

#### **3.14.5 No Requirement for Emergency Declaration**

The authority of the Medical Officer of Health is not contingent on a municipal declaration of emergency.

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<sup>29</sup> 22 (1) A medical officer of health, in the circumstances mentioned in subsection (2), by a written order may require a person to take or to refrain from taking any action that is specified in the order in respect of a communicable disease. R.S.O. 1990, c. H.7, s. 22 (1).

## 4 MUTUAL ASSISTANCE

### 4.1 Background

When a municipality's own resources are overwhelmed or at risk of being overwhelmed, the municipality may choose to request assistance from one or more other Municipalities.

There is no requirement to declare an emergency before a request can be made for assistance however, the requesting and/or assisting municipalities can do so should they believe it to be necessary.

Mutual Aid Agreements as well as Mutual Assistance Agreements ensure that the additional resources required to effectively manage an emergency are available from another municipality or agency.

#### **Mutual Aid Agreements – Fire Services**

The request to execute the County of Dufferin Fire Mutual Aid Plan<sup>30</sup> will be the responsibility of the Senior Official - Fire Services or the County Fire Coordinator and is separate from this plan.

#### **Mutual Assistance Agreements – Close Municipalities**

The County of Dufferin maintains agreements similar to this with several nearby municipalities. Currently Mutual Assistance Agreements<sup>31</sup> exist between Dufferin County and:

- Bruce County;
- Simcoe County;
- Wellington County, and;
- The Town of Caledon.

### 4.2 Objectives

This plan will ensure that a process for requesting and providing assistance within Dufferin County exists. Such assistance may include services, personnel, equipment and materials. These agreements enable municipalities, in advance of an emergency, to set the terms and conditions of the assistance which may be requested or provided.

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<sup>30</sup> An agreement developed between two or more emergency services to render aid to the parties of the agreement. These types of agreements can include private sector emergency services when appropriate.

<sup>31</sup> An agreement developed between two or more jurisdictions to render assistance to the parties of the agreement. Jurisdictions covered with these types of agreements could include neighbouring, cities, regions, provinces or nations.



### **4.3 Purpose**

A mutual assistance agreement ensures that municipalities requesting and providing assistance are not hampered by negotiating terms and conditions at the time of an emergency and may request, offer or receive assistance according to the predetermined and mutually agreed to arrangements.

### **4.4 Activation**

Requests for mutual assistance shall be made by the Senior Municipal Official of the requesting municipality to the Senior Municipal Official of the assisting municipality.

### **4.5 Notifications**

When the Senior Municipal Official or his/her designate activate this agreement the following personnel will be notified:

- ☐ Community Emergency Management Coordinator
- ☐ Emergency Control Group
- ☐ Head of Council

Contact information for the above personnel can be found in the Emergency Contact List.

### **4.6 Procedure - Requesting Assistance**

Upon determining that the need for mutual assistance exists the Senior Municipal Official will:

- ☐ Contact those municipalities that are party to this agreement and which may have the resources required to request assistance.
- ☐ Within three (3) days provide the details of the request in writing to any assisting municipality. See Appendix A below.
- ☐ Liaise with assisting municipality often.

### **4.7 Providing Assistance**

Upon receiving a request from a municipality that is a party to this agreement the Senior Municipal Official of the assisting municipality will:

- ☐ Determine the capacity to provide the requested assistance
- ☐ Approve or deny the request
- ☐ If assistance is to be provided, direct staff to provide the requested assistance
- ☐ Liaise with the requesting municipality often

## **4.8 Mutual Assistance within the County of Dufferin**

Any member municipality may request assistance from the County at any time by contacting the CEMC who will consult with the County's Senior Municipal Official. A request for assistance from the County shall not be deemed a request that the County assume authority or control of the emergency; the County's role will be one of support and assistance.

The County of Dufferin is not empowered to direct the activities of a local municipality in responding to an emergency, without the consent of the municipality(s) involved.

### **4.8.1 Forms of Assistance**

The member municipalities and the County of Dufferin agree that in an emergency, any party to this ERP may request assistance in the form of personnel, services, equipment, or material from the other parties.

### **4.8.2 Requesting Assistance**

The request for assistance shall be made by the Senior Municipal Official (SMO) of the requesting municipality to the SMO of the assisting municipality. The municipality may make the initial request for assistance verbally, however, any request for assistance shall be confirmed in writing by the requesting municipality within three (3) days of the initial request.

### **4.8.3 Scope of Assistance Required**

Each request, where possible, shall set out the specific personnel, services, equipment or material that is requested, and which the assisting municipality is able to provide. The assisting municipality may request such reasonable additional information as it considers necessary to confirm the nature of the emergency and to assess the type, scope, nature and amount of assistance to be provided.

### **4.8.4 No Obligation to Provide Assistance**

Nothing in this ERP shall require or obligate or be construed to require or obligate a municipality to provide assistance. Each municipality shall retain the right to refuse the request to provide assistance, and the right to offer options to the assistance that has been requested.

### **4.8.5 No Liability**

No liability shall arise against the assisting municipality if it fails, for any reason whatsoever, to respond to a request for assistance made under this plan.

#### **4.8.6 Limitations on Scope of Assistance**

When assistance has been offered or provided by the assisting municipality, the Assisting Municipality is not obligated to provide any additional assistance or to do anything or take any action beyond that which is specifically agreed to in the request for assistance

#### **4.8.7 Withdrawal of Assistance**

Nothing in this ERP shall prevent the assisting municipality, in its sole discretion, from withdrawing any or all assistance provided to the Assisted Municipality. Any withdrawal of assistance by the Assisting Municipality shall be made only upon at least forty-eight (48) hours' notice to the Assisted Municipality, unless the Assisting Municipality is responding to an actual or pending Emergency within its own geographical boundaries, in which case it may withdraw assistance from the Assisted Municipality without notice.

#### **4.8.8 Termination of Assistance Request**

The Assisted Municipality may determine in its sole discretion that its requirement for assistance has ceased and shall notify the Assisting Municipality of this in writing.

## **5 Costs Associated with Mutual Assistance within the County of Dufferin**

### **5.1 Reimbursement for Direct and Indirect Costs**

The municipalities agree that any and all *direct and indirect* costs for assistance are to be paid by the assisted municipality. The assisted municipality shall be responsible to pay for any and all actual costs incurred by the assisting municipality in providing the assistance. Such costs shall include: all wages, salaries, overtime, shift premium, and similar charges and expenses incurred in providing the assistance including those wages, salaries, overtime and shift premium charges incurred resulting from staffing requirements in its home jurisdiction during the period of the assistance, providing all such costs are reasonable for the circumstances.

### **5.2 Exclusion for Benefit Costs**

Reimbursable costs shall not include the assisting municipality's cost of employment benefits which includes, for the purposes of this plan, Canada Pension Plan, Employment Insurance, OMERS (or equivalent) contributions, and/or contributions made to life insurance, health, dental, and/or disability plans or policies.

### **5.3 Reimbursement for Operating Costs**

The assisted municipality may also be responsible for all actual operating costs for all personnel, services, equipment, machinery or material furnished, including, but not limited to, costs of fuel, repairs, parts and any and all other items directly attributable to the operation of equipment and machinery, services and material furnished as assistance to the assisted municipality under this ERP. The assisted municipality shall be responsible for the cost of replacing equipment or material furnished by the assisting municipality if damaged beyond reasonable repair.

### **5.4 Municipality Not Relieved of Financial or Legislated Responsibility**

The assisted municipality shall not be deemed to be relieved of any financial or legislated obligations should the County of Dufferin provide assistance during an emergency.

## 5.5 Request for Mutual Assistance

I, \_\_\_\_\_, Chief Administrative Officer/Designated Official of The REQUESTING MUNICIPALITY, duly authorized to do so by the Council of The REQUESTING MUNICIPALITY, do hereby request of The ASSISTING MUNICIPALITY, to provide assistance in the form of:

\_\_\_ PERSONNEL

\_\_\_ SERVICES

\_\_\_ EQUIPMENT

\_\_\_ MATERIAL

AS IS MORE PARTICULARLY SET OUT IN DETAIL AS FOLLOWS:

The above confirms the assistance verbally requested on \_\_\_\_\_, and which assistance The ASSISTING MUNICIPALITY has agreed to provide.

Dated at \_\_\_\_\_ this \_\_\_ day of \_\_\_\_\_, 20\_\_\_,

\_\_\_\_\_

NAME

Chief Administrative Officer

The REQUESTING MUNICIPALITY

## 6 EMERGENCY ALERTING



The Alert Ready emergency alerting system is used by authorized officials when there is, an imminent threat to life;

- ☐ a serious threat to public health,
- ☐ a serious threat to community safety or security;
- ☐ or substantial damage to property.

Emergency alert messages will contain the following information;

- ☐ A description of the threat
- ☐ Alert area boundaries
- ☐ Actions the public should take to protect themselves
- ☐ Expiry date and time;
- ☐ Details on how recipients can receive additional information.

### 6.1 Actions Upon Receiving an Emergency Alert

When an emergency alert is received it is important to act immediately.

- ☐ Stop what you are doing, when it is safe to do so, and read the emergency alert.

The alert will include the information you need and guidance for the general public to take. This could include but is not limited to: limiting unnecessary travel, evacuating a specified area, seeking shelter, etc.

#### 6.1.1 Emergency Alerts While Driving

It is important to act safely, especially if the emergency alert is received while operating a vehicle. If you are driving, it is important to remain calm and pull over at your earliest opportunity to view the emergency alert.

#### 6.1.2 Emergency Alerts and Municipal Officials

When an emergency alert is received municipal officials should,

- ☐ ensure their safety and the well-being of their family;

- assess the impact of the emergency and determine if they are able to respond if asked to do so;
- notify their immediate supervisor and/or manager by SMS or email of their situation, availability and any required supports.

Supervisors and managers will,

- compile a list of staff that are available to report for work;
- determine what support staff may require to assist them in reporting for work;
- prepare to adjust regular scheduling to accommodate the community response effort;
- provide an update to the department head on the status of their division.

Additionally, members of the Emergency Control Group will;

- report their situation, availability and any required supports to the senior municipal official.

If the communications network has been impacted and it is not possible to communicate please refer to the 'communications outage' plan.

## **7 EVACUATION & SHELTER-IN-PLACE DIRECTIVES**

### **7.1 Evacuation Directive**

Evacuations may take place prior to, during, or after an incident has occurred. An evacuation may encompass any part of the municipality issuing the evacuation directive.

It may be necessary to carry out an evacuation while a threat is impacting the community. With an evacuation of this type any delay may have a significant impact on public safety.

### **7.2 Shelter-in-Place Directive**

In certain circumstances and when the present location affords adequate protection against the threat, emergency officials may direct people to shelter-in-place.

While the primary goal of any response action is to save lives, the ability to evacuate people quickly and efficiently should be weighed against the risks of remaining in place.

### **7.3 Notifying the Public of Directive**

When it is necessary to direct an evacuation or shelter-in-place the Incident Commander will determine the most appropriate manner of notifying those affected. Such notification may include, but is not necessarily limited to the following,

- door-to-door visit by uniformed personnel;
- telephone notifications;
- issuance of an Alert Ready emergency alert.



## 8 PARTNERS AND RESOURCES

### 8.1 Federal Resources

All federal resources, military equipment, aircraft, services, and activation of emergency plans and procedures must be requested via the Provincial Emergency Operations Centre.

### 8.2 Provincial Resources

Communities requiring assistance can contact the Provincial Emergency Operations Centre (PEOC)<sup>32</sup> at any time for advice related to managing emergencies.

Requests to the Province of Ontario can be made at any time without any loss of control or authority. Any request for assistance can be initiated through the Provincial Emergency Operations Centre (PEOC).

### 8.3 Ministry of Solicitor General

#### 8.3.1 Provincial Emergency Operations Centre (PEOC)

If an emergency is declared, OFMEM may deploy a Field Officer to the local Emergency Operations Centre to assist the community. The Field Officer will be the link between the municipality and the province for both provincial, and if necessary, federal resources.

#### 8.3.2 Specialized OFMEM Resources

On behalf of the Province, the Office of the Fire Marshal and Emergency Management (OFMEM) oversees, administers and supports OFMEM Memorandums of Understanding (MOUs) with nine municipal fire services. These MOUs enable trained responders to be deployed throughout Ontario as needed in support of local responders dealing with large scale natural or man-made emergencies that exceed local capacity, when an emergency is declared.

##### 8.3.2.1 *Chemical, Biological, Radiological, Nuclear, Explosives (CBRNE)*

The OFMEMs CBRNE resources include the following;

- Three specialized expert (technician) Level 3 Chemical / Biological / Radiological / Nuclear/Explosive (CBRNE) Response Teams (established in Toronto, Windsor and Ottawa)

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<sup>32</sup> A fully equipped facility maintained by Emergency Management Ontario (EMO) that can be activated in response to, or in anticipation of, emergencies. The PEOC is staffed with appropriate representatives from ministries that have been delegated responsibilities for those emergencies as well as EMO staff. It serves as an initial point-of-contact for the affected municipality and federal interests.

- Six operational support Level 2 teams (Peterborough, Cornwall, Sault Ste. Marie, Thunder Bay, North Bay, and Cambridge/Waterloo/Kitchener)

### **8.3.2.2 Heavy Urban Search and Rescue (HUSAR)**

The OFMEMs HUSAR resources are based in Toronto and can be deployed anywhere in Ontario.

#### **Activation of Provincial CBRN or HUSAR Resources**

The municipality requiring the assistance of a CBRNE or HUSAR team **DOES NOT** have to, or be in the process of, declaring an emergency pursuant to the Emergency Management Act, R.S.O. 1990, c. E-9.

All requests for assistance from a CBRNE or HUSAR team will be received and coordinated through the Provincial Emergency Operations Centre (PEOC).

- Should an emergency occur, that in the opinion of the county fire coordinator or his/her designate, cannot be addressed through the resources of the local fire department, the mutual aid system or contracted service providers, he/she may contact the PEOC to request the response of a CBRNE or HUSAR team.
- The decision to activate one or more of the teams as part of the provincial response to an emergency will be approved by the appropriate Ministry of Community Safety and Correctional Services representative through the PEOC.
- The PEOC, in conjunction with the Office of the Fire Marshal will be responsible for overall coordination and direction of the response, and the PEOC will be responsible for coordinating any necessary funding to support the activation of a CBRNE or HUSAR team.
- Local personnel will be in overall command of the emergency situation and will be responsible for coordination of local resources and those of the responding fire department(s).
- The individual activities of a CBRNE or HUSAR team will be under the command of the officer-in-charge of the CBRNE or HUSAR team.
- The CBRNE response teams are not intended to fight fires involving hazardous materials. When fire departments respond to hazardous material fires, the normal method of activating mutual aid is to be followed for additional fire suppression assistance.
- The CBRNE or HUSAR team will not respond outside its home municipality as part of the memorandum of understanding unless deployed by the PEOC.

## **8.4 Ministry of Health**

### **8.4.1 Emergency Medical Assistance Team (EMAT)**

The EMAT is a mobile medical field unit that can be deployed anywhere in Ontario with road access within 24 hours. The EMAT can set-up a 56 bed unit that provides a staging and triage base, and has the capability to treat 20 acute care patients and 36 intermediate care patients. In addition, the EMAT can provide :

- ☐ Patient isolation in the case of an infectious diseases outbreak;
- ☐ Medical support and decontamination in the case of a chemical, biological or radiological incident;
- ☐ Case management and triage of patients in a mass casualty situation.

#### **8.4.1.1 Conditions for EMAT Deployment**

***All of the following elements must be present prior to EMAT deployment***

- ☐ Emergency is focused on a severe respiratory illness or, mass casualty incident or requires medical care for victims of chemical, biological, radiological, nuclear or explosive (CBRNE) incidents.
- ☐ Code Orange invoked by hospital
- ☐ Municipal emergency response plan implemented
- ☐ Efforts to transfer patients out of hospital/region have been, or will rapidly become, inadequate
- ☐ Resolution of emergency is predicted to be greater than six hours plus EMAT response and travel time.

#### **8.4.1.2 Activation of Emergency Medical Assistance Team**

Activation of EMAT can be arranged through:

- ☐ Headwaters Health Care Centre's Emergency Operations Centre;
- ☐ Community Emergency Management Coordinator or his/her designate.

## **8.5 Ministry of the Environment, Conservation and Parks**

### **8.5.1 Spills Action Centre (SAC)**

The Ministry of the Environment (MOE) serves primarily as a regulatory agency. The Spills Action Centre, staffed on a 24-hour basis, receives and records province-wide reports of spills and coordinates appropriate responses.

Spills are defined<sup>33</sup> as the uncontrolled release of a hazardous chemical, either as a solid, liquid or a gas.

Spills must be reported<sup>34</sup> immediately to the Ministry of the Environment and to the municipality when they cause or are likely to cause any of the following:

- ☐ Impairment to the quality of the natural environment – air, water, or land
- ☐ Injury or damage to property or animal life
- ☐ Adverse health effects
- ☐ Risk to safety
- ☐ Making property, plant, or animal life unfit for use
- ☐ Loss of enjoyment of normal use of property
- ☐ Interference with the normal conduct of business

The Spills Action Centre has access to extensive chemical database systems and often provides clean up advice over the phone. Depending on the nature and impact of an incident, the Spills Action Centre can activate various levels of ministry response. If there is a spill or other environmental emergency

## **8.6 Ministry of Municipal Affairs and Housing**

### **8.6.1 Disaster Recovery Assistance for Ontarians**

Disaster Recovery Assistance for Ontarians is designed to provide financial assistance to home and business owners in the aftermath of a natural disaster that causes costly, widespread damage to eligible private property.

The Minister of Municipal Affairs and Housing may activate the program for areas affected by natural disasters. Applicants within an area for which the program has been activated can apply to be reimbursed for basic, necessary costs related to the disaster.

### **8.6.2 Municipal Disaster Recovery Assistance**

The Municipal Disaster Recovery Assistance program helps municipalities that have incurred extraordinary costs because of a natural disaster.

Eligible expenses may include capital costs to repair public infrastructure or property to pre-disaster condition, and operating costs over and above regular budgets that are necessary to protect public health, safety or access to essential services.

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<sup>33</sup> Ministry of Energy, Northern Development and Mines, 2018.

<sup>34</sup> O.Reg. 675/98 Classification and Exemption of Spills and Reporting of Discharges

Costs are not eligible if they are covered by insurance or if they would have been incurred anyway had the natural disaster not occurred.

#### **8.6.2.1 Program activation and delivery**

The Minister of Municipal Affairs and Housing makes the decision to activate the program based on evidence demonstrating that the event meets the eligibility criteria for Municipal Disaster Recovery Assistance. The minister considers both the cause and extent of damage, along with the initial claim and supporting documentation provided by the municipality.

If the program is activated, the province and municipality enter into a grant agreement. All payments under the grant agreement are based on eligible costs actually incurred by the municipality as a result of the natural disaster.

#### **8.6.2.2 Eligibility Requirements**

In order to be eligible for the program, a municipality must have:

- ❑ Experienced a sudden, unexpected and extraordinary natural disaster.
- ❑ Incurred costs over and above regular budgets that can be demonstrably linked to the disaster. These costs must equal at least three per cent of the municipality's Own Purpose Taxation levy.
- ❑ Passed a resolution of council and submitted an initial Municipal Disaster Recovery Assistance claim (with supporting documentation) within 120 calendar days of the date of the onset of the disaster.

### **8.7 Conservation Authorities**

The **Conservation Authorities Act, R.S.O. 1990, c. 27** assigns local conservation authorities the responsibility of coordinating flood control<sup>35</sup> within their area of jurisdiction and providing warnings to municipalities and the public.

The following Conservation Authorities have jurisdiction for a portion of Dufferin County and each has a current flood plan:

- Credit Valley Conservation
- Grand River Conservation Authority

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<sup>35</sup> 21 (1) For the purposes of accomplishing its objects, an authority has power,  
(j) to control the flow of surface waters in order to prevent floods or pollution or to reduce the adverse effects thereof; R.S.O. 1990, c. C.27

- Saugeen Valley Conservation Authority
- Nottawasaga Valley Conservation Authority
- Toronto Region Conservation Authority

## **8.8 Public and Separate School Boards**

The school boards within the County of Dufferin are responsible for the care of the school population, all school buildings and facilities, and school buses in accordance with their own emergency response plans.

## **8.9 Partners Engaged in Emergency Response (PEERs)**

### **8.9.1 Salvation Army**

The Salvation Army, under the direction of the Senior Official – Community Services, will be responsible for the provision of qualified personnel to assist Community Services staff in their mandate to deliver clothing, food and personal services.

The Salvation Army also manages a transitional housing unit on behalf of the County of Dufferin which may be utilized for emergency housing.

### **8.9.2 Canadian Red Cross**

Should an emergency shelter need to be set up to receive and shelter evacuees it will operate under the authority of the Senior Official – Community Services and staffed by the Canadian Red Cross. The Canadian Red Cross will be responsible for:

- Registering evacuees
- Handling inquiries about evacuees
- Personal needs
- Food and Beverage services
- Clothing services
- Temporary lodging

### **8.9.3 Area Lions Emergency Response Team (ALERT)**

All five Lions Clubs in Dufferin County have joined together to form the Dufferin Area Lions Emergency Response Team (***Dufferin ALERT***).

Upon receipt of a request for assistance from the Community Emergency Management Coordinator, the Dufferin ALERT Team is prepared to provide support and assistance in the event of an emergency within the County, in accordance with the Dufferin ALERT Team Emergency Management Plan and subject to the availability of members to respond.

### **8.9.4 Ontario Society for the Prevention of Cruelty to Animals (OSPCA)**

The OSPCA, with the assistance of the Municipal Animal Control Officers, will be responsible for the following:

- Assist with the operation of temporary animal shelters
- Be prepared to evacuate and relocate animals under the care of the Humane Society should their facilities be located within the area to be evacuated

#### **8.9.5 Mennonite Disaster Services (MDS)**

MDS is the organized response to the needs of "neighbors" in time of disaster. MDS endeavors to give time, talents, and energies to help relieve suffering caused by disasters.

MDS focuses on helping the most vulnerable: the elderly, people with disabilities, single parents, the unemployed, the uninsured and the underinsured.

#### **8.9.6 Dufferin Emergency Search and Rescue (DESAR)**

DESAR is a group of certified volunteer ground search and rescue specialists based in Dufferin County. All searchers are certified by the Ontario Search and Rescue Volunteer Association and the Ontario Provincial Police.

#### **8.9.7 St. John Ambulance**

St. John Ambulance plays a vital role in the critical areas of emergency preparedness and response across Canada. When a natural or human disaster strikes, St. John Ambulance volunteers are there with advanced first aid and life-saving skills, experience and leadership.

The type of services provided by St. John Ambulance during a major emergency or disaster may vary. SJA provides care in the form of:

- health care and first aid services in reception centers casualty care at the scene of the event
- assisting with transportation of ill, injured, infirm to reception or medical facilities evacuation
- elder and child care

Emergency Response Teams also participate in:

- disaster / emergency drills
- disaster scenarios
- disaster or civil emergencies

St. John Ambulance Emergency Preparedness and Disaster Response Teams strengthen the capacity of disaster response and preparedness capabilities through an integrated approach within our communities.

## 9 LIST OF CONFIDENTIAL ANNEXES

The annexes to this plan contain specific details about vulnerabilities<sup>36</sup>, resources<sup>37</sup> and response procedures and are strictly confidential.

### 9.1 Emergency Operations Centre Procedures

- Emergency Operations
- Activity Log
- Emergency Contact List
- Emergency Information
- Emergency Support Services
- Donations Management
- Volunteer Management
- Recovery Operations
- Testing, Amendments, Distribution List

### 9.2 Agricultural Emergencies

- Farm Animal Disease
- Food Contamination
- Plant Disease/Infestation

### 9.3 Environmental Emergencies

- Drought/Low Water
- Earthquake
- Erosion
- Extreme Cold
- Winter Weather
- Extreme Heat

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<sup>36</sup> **13** A head may refuse to disclose a record whose disclosure could reasonably be expected to seriously threaten the safety or health of an individual. R.S.O. 1990, c. M.56, s. 13; 2002, c. 18, Sched. K, s. 20.

<sup>37</sup> **10** (1) A head shall refuse to disclose a record that reveals a trade secret or scientific, technical, commercial, financial or labour relations information, supplied in confidence implicitly or explicitly, if the disclosure could reasonably be expected to,

- (a) prejudice significantly the competitive position or interfere significantly with the contractual or other negotiations of a person, group of persons, or organization;
- (b) result in similar information no longer being supplied to the institution where it is in the public interest that similar information continue to be so supplied;
- (c) result in undue loss or gain to any person, group, committee or financial institution or agency; or
- (d) reveal information supplied to or the report of a conciliation officer, mediator, labour relations officer or other person appointed to resolve a labour relations dispute. R.S.O. 1990, c. M.56, s. 10 (1); 2002, c. 18, Sched. K, s. 18; 2017, c. 8, Sched. 20, s. 2.



- Flooding
- Wildland Fire

#### **9.4 Extraterrestrial Emergencies**

- Space Object Crash
- Space Weather

#### **9.5 Hazardous Materials Emergencies**

- Spills in Transit
- Spills at Fixed Site

#### **9.6 Human Health Emergencies**

- Water Quality
- Infectious Disease
- Substance Use/Overdose

#### **9.7 Public Safety Emergencies**

- Terrorism
- Mass Gatherings
- Active Attacker
- CBRNE
- Civil Disorder
- Cyber Attack
- Electromagnetic Pulse
- Geopolitical Incidents
- Sabotage

#### **9.8 Structural Failure Emergencies**

- Dam Failure
- Fire/Explosion
- Mine Emergency
- Structural Collapse

#### **9.9 Supply and Distribution Emergencies**

- Communications Outage
- Power Outage
- Food Shortage

- Medical Supply Shortage
- Fuel Shortage

### **9.10 Transportation Emergencies**

- Aviation Crash
- Transit Crash
- Highway Crash

### **9.11 Recovery**

- Damage Assessment
- Restoring Key Services
- Critical Infrastructure
- Debris Management
- Disaster Recovery Assistance for Ontarians
- Municipal Disaster Recovery Assistance Program

Members of the public may access this document online or by visiting any municipal office located within the County of Dufferin.

**Accessible format available on request**

Questions or comments pertaining to this Emergency Response Plan or the County of Dufferin and Member Municipalities Emergency Management Program should be directed to;

Steve Murphy  
Community Emergency Management Coordinator  
Email: [smurphy@dufferincounty.ca](mailto:smurphy@dufferincounty.ca)  
Phone: 519-941-2816 Ext #2401

## Schedule B

### Appointments:

#### **Community Emergency Management Coordinator**

Steven Murphy is hereby appointed as the municipality's primary CEMC. The CEMC shall be responsible for the emergency management program for the municipality including the requirements of the CEMC detailed in the emergency plan, maintenance of the Plan, training, exercises, public education and such other duties and responsibilities as outlined in the Act and Regulation(s).

#### **Alternate Community Emergency Management Coordinator**

Brenna Thompson is hereby appointed as an alternate CEMC for the County of Dufferin and is authorized to fulfill the requirements of the CEMC in the emergency plan and perform such other duties and responsibilities as outlined in this by-law, the Act and Regulation(s).



## REPORT TO COMMITTEE

**To:** Chair Creelman and Members of the General Government Services Committee

**From:** Rohan Thompson, Director of People & Equity

**Meeting Date:** September 22, 2022

**Subject:** **Workforce Planning and Service Optimization Strategy - Remote Work Policy**

### **In Support of Strategic Plan Priorities and Objectives:**

**Good Governance** – ensure transparency, clear communication, prudent financial management

**Inclusive & Supportive Community** – support efforts to address current & future needs for a livable community

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### **Purpose**

The purpose of this report is to provide a brief overview and recommend approval of the proposed Remote Work Policy.

### **Background & Discussion**

The Workforce Planning and Service Optimization Strategy adopted in July of 2021 outlines a number of actions intended to move the County to a post-COVID state that optimizes service delivery, puts people first and builds a workforce strategy that retains and attracts talented employees. One component of the Workforce Planning objective is to build a hybrid/flexible work model by conducting a review of all job descriptions to ensure they match current requirements and to identify them as on-site, hybrid or mostly remote (based on service delivery and access to tools and equipment). This process was completed last year. The next step requires formalizing a policy that clearly details the expectations around remote/hybrid work.

The County of Dufferin recognizes the potential benefits that remote working arrangements can bring to both the employee and the organization. The COVID 19 Pandemic has forced all sectors to rethink and be innovative in the ways work gets completed. There are many drivers that are forcing employers to provide remote work as an option, but the two biggest drivers are safety and employee expectations. The County is committed to supporting remote work opportunities that promote employee well-being and engagement and advance the ability for employees to work productively to achieve strategic goals and objectives.

Well-managed remote working arrangements can help the County respond to challenges and opportunities presented by the changing landscape of the workforce and aid in supporting a work environment that encourages flexibility and balance. The Remote Work Policy is intended to enable and support the development of such well-managed remote working arrangements and outlines the eligibility requirements and steps required to engage in a Remote Work Agreement.

The ultimate decision regarding whether an individual will be permitted to work remotely requires management approval as well as adherence to applicable legislation, regulations, common law, and collective agreements with labour unions (where applicable). The policy is not intended to override or supersede any of the foregoing. This policy does not alter or replace the terms of an existing employment agreement.

The policy is intended to promote fairness, due process and well-being for all employees while recognizing and addressing the many considerations that must be made in administering remote working arrangements. Managers are encouraged to establish remote work arrangements in consultation with their employees and in accordance with this policy wherever it is operationally feasible to do so.

### **Financial, Staffing, Legal, or IT Considerations**

There are no additional financial, legal or IT considerations with this policy. This policy supports and formalizes existing practices.

### **Recommendation**

**THAT the report of the Director of People & Equity, dated September 22, 2022, with respect to the Remote Work Policy, be received;**

**AND THAT the Remote Work Policy #2-4-18 be approved.**

Respectfully Submitted By:

Rohan Thompson, MSW/RSW  
Director of People & Equity

Attachments: Remote Work Policy  
Remote Work Agreement 2022  
Remote Workspace Safety Checklist  
Working From Home Toolkit 2022

<b>SECTION</b>	ADMINISTRATION AND CORPORATE SERVICES	<b>POLICY NUMBER</b>	2-4-18
<b>SUB-SECTION</b>	Personnel	<b>EFFECTIVE DATE</b>	
<b>SUBJECT</b>	Remote Work Policy	<b>DATE REVISED</b>	
<b>AUTHORITY</b>			

## PURPOSE

The County of Dufferin (hereafter referred to as “the County”) recognizes the potential benefits that remote working arrangements can bring to both the employee and the organization. The County is committed to supporting remote work opportunities that promote employee well-being and engagement and advance the ability for employees to work productively to achieve strategic goals and objectives.

Well-managed remote working arrangements can help the County respond to challenges and opportunities presented by the changing landscape of the workforce and aide in supporting a work environment that encourages flexibility and balance. The Remote Work Policy is intended to enable and support the development of such well-managed remote working arrangements and outlines the eligibility requirements and steps required to engage in a Remote Work Agreement.

The ultimate decision regarding whether an individual will be permitted to work remotely requires management approval as well as adherence to applicable legislation, regulations, common law, and collective agreements with labour unions (where applicable). The policy is not intended to override or supersede any of the foregoing. This policy does not alter or replace the terms of an existing employment agreement.

The policy is intended to promote fairness, due process and well-being for all employees while recognizing and addressing the many considerations that must be made in administering remote working arrangements. Managers are encouraged to establish remote work arrangements in consultation with their employees and in accordance with this policy wherever it is operationally feasible to do so.

## SCOPE

This policy applies to all County employees. Due to service delivery needs and the nature of work, remote work cannot be implemented for all services and/or positions. Some areas will



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have greater opportunity to facilitate remote work and as such, there will be variation across the County on the ability to adopt this policy.

## DEFINITIONS

### Designated Workspace Location

The remote location in which the employee will establish a suitable, dedicated workspace.

### County Work Location

The County building(s) or site(s) in which the employee is assigned and attends work.

### Management

The manager or supervisor to whom the employee reports. This may include any or all of the following: Supervisor, Manager, Director, or Chief Administrative Officer.

### Remote Work Agreement

An agreement that is required to be completed for all positions that work remotely, regardless of frequency.

### Mostly Remote

On an exception basis, positions may be designated as Mostly Remote and are eligible to work remotely with scheduled time in the office or in the community for meetings and training.

### Hybrid

Positions designated as Hybrid are eligible to work remotely with regular scheduled time in the office as determined by their department and/or division to ensure continued quality service and progress toward achieving County goals and objectives.

### Office Based

Positions designated as Office Based provide frequent front facing service and/or require specific resources or equipment only available onsite to complete work.

## PROCEDURES

The County will assign specific jobs as appropriate for remote work. This is incorporated into the job description and designated as "Mostly Remote" or "Hybrid". These designations are subject to change based on the service delivery expectations of both the department and organization as a whole and will be re-evaluated periodically.

Eligibility to work remotely will depend on the nature of the employee's position, availability of electronic resources and the overall feasibility of a remote work arrangement. Management shall have the sole and exclusive right to approve, modify or rescind a Remote

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Work Agreement, however, the County will not unreasonably withhold approval for Remote Work Agreements.

An existing Remote Work Agreement may be re-evaluated, modified, or rescinded at the discretion of management. In the event the County determines it is necessary to terminate an existing Remote Work Agreement, the County will provide the employee with an explanation as to why the Remote Work Agreement is being terminated and will provide as much advance notice as possible in the circumstances. Denial or termination of an existing Remote Work Agreement will not necessarily preclude future Remote Work Agreements.

At times, employees who work remotely will need to attend their assigned County work location. This would include days where an employee comes into the office to check in with leadership, assist internal or external customers, attend team meetings and training, or perform activities that are not possible to perform away from the office. Employees who work remotely will be required to use on site space as assigned which may include hotel space or shared space.

The remote working arrangement is considered an alternative way of working to meet the goals and objectives of the County. While remote working arrangements may advance a commitment to employee well-being and engagement, it is not considered an entitlement and must be supported by the employee's manager.

## **RESPONSIBILITIES**

### **Employee Responsibilities**

- Ensure all eligibility requirements are met in accordance with the policy.
- Ensure the designated remote workplace meets the standards of the policy.
- Maintain regular and meaningful communication with manager, supervisor, colleagues and clients. Responsible to bring forward any concerns or issue they may be experiencing.
- Demonstrate their ability to be self-motivated, well-organized and self-disciplined in their approach to work.
- Ensure availability and service delivery is seamless to all other parties (internal and external).
- Agree to be flexible with their time and adjust their work hours or remote work days as needed to meet business and/or operational emergencies, demands and requirements.
- Ensure appropriate connections by phone, email and internet to required systems.
- Foster engagement by keeping video cameras on during meetings.
- Ensure the remote workstation meets safety and ergonomic standards.
- Ensure that any materials of a sensitive manner are properly protected according to the requirements of the County.

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- Record and account for worked time accordingly.
- Understand that the remote work arrangement may be discontinued at any time if the requirements of the department or County change, such that remote work no longer meets service needs.
- Understand that failure to abide by the remote work procedure, or associated work rules determined by the manager, may result in discipline up to and including dismissal.

### **Manager (or Designate) Responsibilities**

- Ensure all eligibility requirements are met in accordance with the policy.
- Ensure the designated remote workplace meets the standards of the policy by having the completed and signed Remote Workspace Safety Checklist.
- Review and consider each eligible Remote Work Agreement presented.
- Ensure employee completes the Remote Work Agreement and the Remote Workspace Safety Checklist initially or as otherwise required.
- Provide a copy of the Remote Work Agreement/Remote Workspace Safety Checklist to People and Equity for the employee's file.
- Ensure that the employee demonstrates that their remote work site meets the standards of the organization for safety.
- Monitor productivity and maintain communication with the employee.
- Determine an appropriate schedule (in consultation with the employee whenever possible) that meets the service levels of the department and supports the job duties of the position.
- Make sure employees are properly trained to work remotely including, but not limited to, use of technology, health and safety, privacy expectations and records compliance.
- In conjunction with People and Equity, monitor physical and mental health of the employee to ensure their environment remains safe, productive, and supportive of the well-being of the employee.
- Follow established Health and Safety protocols if the employee reports a workplace accident or incident.
- Provide reasonable notice when an employee is required to attend a work function on site or at another location.
- Provide reasonable notice if a change is required to the employee's remote working arrangement and communicate the reasons.
- Keep in regular contact with employee and ensure employees who are working remotely are well connected with the work of the team. Managers should have regular virtual group chats or meetings with their team to facilitate team communication and avoid individual isolation.
- Promptly follow up on performance issues that may be related to remote work.
- Ensure review of remote work agreements as necessary.

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- In conjunction with People and Equity, ensure that staff are compliant with related legislation in all jurisdictions such as the Employment Standards Act, Workplace Safety and Insurance Act, and the Occupational Health and Safety Act

### **People and Equity Responsibilities**

- Provide advice and guidance on the implementation of this policy.
- Assist managers in resolving remote work issues and concerns.
- Review and update the policy and procedures as necessary and ensure its application is compliant with relevant legislation.
- Maintain records, such as the Remote Work Agreement and Remote Workspace Safety Checklist in the employee's file
- Provide Health and Safety with an updated list of employees with a Remote Work Agreement on file.

### **Health and Safety Responsibilities**

- Provide health and safety-related advice and training where required on the implementation of this policy
- Review and recommend provisions for safe remote work – including physical and equipment requirements.
- Assist with conducting assessments related to remote working situations that may impact the ability of the employee to safely perform their job, or that may put others at risk.
- Support the process of [incident reporting](#).
- Develop, update, and make available related health and safety policies and training that supports remote work.

### **Eligibility Considerations**

Not all jobs may be suitable for a remote work arrangement. The ability to participate will vary between departments, work units within a department, or within jobs within a work unit, depending on the nature of the work. If established, a remote work arrangement does not serve as a precedent for a future arrangement within the workplace.

When considering which types of jobs can be considered for a remote working arrangement, the following guidelines are provided to guide the management review and approval process:

#### **A. Basic Eligibility Requirements**

1. The work habits, skills and abilities of employees may impact the decision to approve or deny a remote work arrangement. Employees that are considered for remote work arrangements must be able to work independently, be self-

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starters, demonstrate commitment to work time and be able to continually meet the productivity requirements of their position.

2. The success of a remote work arrangement lies in it being mutually beneficial for the organization and the employee. For a remote work arrangement to be successful, participants must be fully accountable for the quality and quantity of their work.
3. New employees or existing employees who start a new role with the County may be required to work onsite during their orientation period before becoming eligible for remote work.
4. Completing work remotely is both operationally feasible and cost neutral – there will be no increased labour costs and no significantly increased unapproved operational or capital costs (excluding Information Technology (IT) equipment costs) because of the arrangement.
5. The employee will follow all existing County policies, procedures, and practices, and abide by the terms and conditions of this procedure. This includes, but is not limited to, the use of applicable information technology, maintenance of a safe and healthy remote workstation, the reasonable protection of confidential information as stated in the [Privacy Protection Policy](#) and all other expectations identified in this procedure and the accompanying Remote Work Agreement.
6. The alternative workspace set up/environment must be suitable. It is not the expectation that an employee's alternative work site fully replicates an on-site office set-up. Employees who have specific ergonomic needs may not be eligible for an alternative workspace and may be required to work onsite to ensure a safe ergonomic set-up of their workspace.
7. No approval request will contradict the collective agreements, if applicable.

#### **B. Job Characteristics**

1. Jobs that entail working independently, at least some of the time.
2. The resources that an employee needs to do his/her job must be secured and available electronically.
3. Jobs with a high level of autonomy and minimal requirements for face-to-face interactions.
4. Jobs that can be done off-site without disruption to the flows of work and communication.
5. Jobs that are specifically contracted or developed to be executed remotely.
6. Jobs that can be performed at the remote working location in a similar manner as if it were being performed at a County work location.
7. The needs of internal and external customers can be satisfied without adverse impact to the organization or community.

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It should be noted that during periods of extraordinary circumstances, such as a pandemic or other emergency, the Employer may request or require that employees work remotely for a temporary period of time, even for jobs that might not otherwise be suited for remote work in accordance with this section. Such arrangements will be in accordance with an emergency response plan, with a reasonable attempt by management to follow this procedure where possible.

## **Application and Approval**

### **a) Approval Process**

- i) Employees who can work remotely are required to communicate with their supervisor and maintain an agreed upon work plan and deliverables. Permission to work remotely on an ongoing basis must be pre-approved by the employee's Manager and a Remote Work Agreement must be established. Any employee working one or more days per week remotely on a continuous and regular basis will seek approval through this procedure.

### **b) Remote Work Agreement**

- i) The Remote Work Agreement (see Appendix A) is a document signed by the employee, their manager, and their director, that states the conditions for that employee. While the Remote Work Policy is more general in nature, the Remote Work Agreement provides more specifics. For example, the Remote Work Agreement establishes the specific schedule for an employee. Each Remote Work Agreement is unique to a specific job and employee.
- ii) Each employee who establishes a remote work arrangement is required to sign a Remote Work Agreement which stipulates the terms of the arrangement and that the arrangement as entered into is done so voluntarily. There are no exemptions from this requirement, unless determined necessary as part of an emergency response plan.
- iii) All employees who request a Remote Work Agreement are required to acknowledge that the establishment of a Remote Work Agreement does not create a contractual right to any ongoing or future remote work arrangement and that the County may, acting reasonably, alter, modify, or cancel an agreement.

### **c) Duration, Review and Evaluation**

- i) The agreement will be reviewed at least every 12 months by management and the employee to determine if it is operationally feasible to continue with the arrangement and what changes may be required.

<b>SUBJECT</b>	Remote Work Policy	<b>POLICY NUMBER</b>	2-4-18
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## **Maintaining a Safe Designated Workspace Location**

All employees who are approved to work remotely will be required to complete a Remote Workspace Safety Checklist (see Appendix B) prior to commencing remote work which must be submitted to their manager. Employees who are approved for a remote work arrangement must designate a safe workspace location within the remote work location and are responsible for:

1. Ensuring internet and phone service that is of appropriate quality to ensure proper functioning of video and/or conference calls. The use of video cameras is strongly encouraged during meetings.
2. Ensuring an ergonomically correct workspace set up. Employees are required to familiarize themselves with proper office ergonomics, including furniture and computer set up, lighting and temperature control, and other ergonomic tools that may be necessary. Employees will be required to review the [Working from Home Toolkit](#) when preparing their remote workstation. Employees are encouraged to contact a Health and Safety Advisor if they have any questions regarding remote workspace safety or ergonomics.
3. Maintaining a clean and clutter free workspace, free of tripping hazards and any other conditions that may cause harm to the employee or the employee's workplace equipment.
4. Ensuring organizational materials taken home are kept in the designated workspace and are not accessible to others.
5. Ensuring availability to attend on site meetings as scheduled and/or needed.
6. Notifying their manager of any temporary, permanent or semi-permanent change to the designated workspace location.
7. Periodically inspecting the workspace for hazards as guided by the Working from Home Toolkit.
8. Providing photographs of the designated workspace location, if requested, to satisfy the manager that the workspace is appropriate. Consultation may occur with a Health and Safety Advisor or a member of the Multi-site Joint Health and Safety Committee (MJHSC).

The County's liability for job-related incidents will continue to exist during the approved work schedule and in the employee's designated workspace location since the remote workspace will be considered an extension of the County's workspace. In the event of a work-related injury in the designated workspace location, employees' must immediately report the incident in accordance with the [Incident Reporting](#) Procedure.

The County assumes no liability for injuries occurring in the employee's designated workspace location outside the agreed upon work schedule nor is County liable for loss, destruction, or injury that may occur in or to the employee's home. This includes family members, visitors, or others that may become injured within or around the employee's home.

<b>SUBJECT</b>	Remote Work Policy	<b>POLICY NUMBER</b>	2-4-18
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Costs associated with preparing a designed workspace location and conducting business in the workplace are the responsibility of the employee. This includes any adjustments to homeowners' insurance or coverage, or increases to home utility or internet related costs.

### **Out of Province/Country Remote Working**

It is the County's expectation that our employees perform their work within Ontario. In instances where an employee requests remote working arrangements that are outside of the province, for limited durations of time, the employee must be aware of conditions that guide and/or restrict out of province working, such as, but not limited to:

- Jurisdictional taxation requirements, WSIB coverage issues, and health care coverage issues related to working out of province.

Employee requests for out of province or out of country work situations must be made in writing to your direct supervisor and department Director and will be fully investigated and understood by the County prior to approval. Information Technology Services will be consulted on all out of province and out of country work requests. If approved, approval of the request will be provided in writing. The County is under no obligation to approve remote work requests for out of province or out of country work requests.

Bargaining unit work is not eligible for work outside of the province or country.

### **Work Schedules and Hours of Work**

Compensation, benefits, work status and work responsibilities will not change due to participation in a remote work arrangement and the amount of time the employee is expected to work per day or pay period will not change because of participation. Employees must be aware that:

1. Remote work hours may be different from the County's business hours, which are generally 8:30 am to 4:30 pm however, the employee and manager must agree on the designated hours of work. A regular schedule, including specific days and hours, must be established by the employee and approved by their manager. Changes to the agreed upon schedule must be approved in advance by the employee's manager.
2. The expectation remains that the employee continues to work five days per week or the same number of days per week as they would normally be scheduled as this arrangement is not intended to create a compressed work week arrangement or include weekends, unless these are regularly scheduled days of work.
3. Employees must be available through all County-provided channels including but not limited to email, telephone, messaging, cell phones, etc. during the scheduled hours as



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indicated on the remote work agreement, with the exception of scheduled lunch periods and breaks, to ensure timely responses in accordance with the [County's Customer Service Policy](#).

4. Employees are expected to be flexible with their time and adjust their work hours or remote workdays, as required to meet business and/or operational emergencies, demands and requirements, including team meetings and events. If a meeting requires an employee's attendance in the workplace on a day that is not typically a day they are in the office, it would not be acceptable to decline the meeting with the rationale that it is not a normal day in the office.
5. Employees working 7 or more hours per day are expected to adhere to the meal and break requirements which include a one (1) hour unpaid lunch and two (2) 15 minute paid breaks as per Article 10 of the Non-Union Personnel Policy or as per the terms of their relevant Collective Agreement provisions and in accordance with the [Employment Standards Act \(ESA\)](#).
6. Overtime hours must be pre-approved by the manager/supervisor.
7. Recording and tracking of absences and hours worked is the responsibility of the remote worker.
8. Managers may require an employee to return to the County's office on a regularly scheduled remote workday should work situations warrant such an action. If an employee is frequently asked to return to the office during regularly scheduled remote workdays, the supervisor may re-evaluate the compatibility of the employee's suitability for remote work and with appropriate notice to the employee, terminate the remote work arrangement.
9. Employees working at their remote work location may be required to report to their assigned County work location due to business reasons or operational requirements at their manager or supervisors' discretion and on short notice. Employees will not be compensated for mileage for commuting to their County work location or their remote workspace location. This is exclusive of any call-in procedures or policies.

### **Information Technology and Security**

Employees will be provided with the appropriate remote access to County systems and standard equipment as determined necessary to complete their work remotely. The County reserves the right to make determinations as to appropriate equipment, subject to change at any time. Equipment supplied by the organization will be maintained by the organization.

Other desired items such as larger monitors, printers, etc. will not be provided at the County's expense. Remote work arrangements are not intended to replicate two offices and expenses. Should employees require specialized equipment to perform their duties, they can return to the office for use as required.

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Equipment and software supplied by the County is for the exclusive purpose of conducting County business. Equipment and software is not provided nor intended for personal use or conducting any other business. Employees working remotely are expected to continue to follow all Information Technology policies such as [Email Acceptable Use](#), [I.T. Acceptable Use](#) and [Remote Access](#).

Employees must agree to take appropriate action to protect County property from theft, damage or misuse and must comply with any required maintenance. Upon termination of the Remote Work Agreement or, at the request of the County, all equipment is to be returned within 14 days. The County will take the necessary steps to track the issuance and locations of its devices.

Employees must immediately notify their direct supervisor/manager and, if appropriate, IT, of any technical issues with hardware, software, internet access or County systems that prevent the employee from performing the full extent of their duties. IT will only provide remote support and will not attend the employee's designated remote workspace location.

It is the responsibility of the employee to take all precautions necessary to secure all business-related information and to prevent unauthorized access when working outside the County office to ensure the integrity and confidentiality of information. Steps to take to secure information include, but are not limited to, use of locked file cabinets or desks; regular password maintenance; privacy from any household members during confidential business meetings and any other steps appropriate for the job and the environment.

### **Performance Expectations and Accountability**

Regardless of work location, employees remain responsible to complete their work and meet all performance expectations. Employees must continue to perform their work as assigned and report on progress as required or requested by their manager or supervisor, when working remotely. During County working hours, employees are expected to be performing County work.

Managers are expected to establish requirements for accessibility and communication during work hours with employees reporting to them. Employees must also report any problem encountered at their remote work location that prevents them from performing their work at that location.

Employees working remotely are required to meet with clients, vendors, or other County staff members using communication technology. If in-person contact is required, employees must meet at a County work location. No business meetings shall occur in an employee's remote work location.

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## **Office Furniture, Equipment, Supplies and Expenses**

Costs for furniture necessary to work remotely, such as chairs, desks, filing cabinets, etc. are the responsibility of the employee and will not be reimbursed by the County.

Employees are not eligible to claim any expenses from the County incurred from working remotely. For example, the employee would be responsible for expenses relating to the maintenance of remote workspace furniture and any equipment not provided by the County.

Employees may access necessary office supplies required to perform their duties (e.g., paper, pens, etc.) from their usual County work site. Any supplies or other expenses not specifically covered in this procedure will be dealt with on a case-by-case basis between the employee and supervisor/manager. Employees must seek prior approval before making any work-related purchase and are required to follow the internal procedures established by the County regarding reimbursement for work-related expenses.

Work-related travel costs will be applied in accordance with the corporate Expense Policy.

## **Taxes**

It will be the employee's responsibility to determine any tax implications of maintaining a workspace location in their home. The County will not provide tax guidance, nor will the County assume any additional tax liabilities. Employees are encouraged to consult with a qualified tax professional to discuss tax implications.

If requested, the issuance of a T2200 (Declaration of Conditions of Employment) or any other tax forms related to remote work arrangements will be provided in accordance with the requirements of the Canada Revenue Agency (CRA). Requests for T2200 should be directed to your manager.

## **Emergency Operations**

If an emergency or closure of a County facility excuses employees working at a County work site from working and does not affect an employee working remotely, the employee working remotely is not excused from working. For example, if the W. M. Edelbrock Centre is closed due to extreme weather conditions, employees working remotely are still required to perform their duties. Failure to report for work without first being excused may result in loss of pay for the time the employee was away from work.

Employees must notify their immediate supervisor in the event of an emergency. In a case where an emergency such as a power failure or internet outage prevents work at the remote

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workplace, the employee may be excused from working or if prolonged, may be required to report to the County Work Site as instructed by the supervisor/manager.

### **Dependent Care**

Remote working is not intended to be a substitute for dependent care. Remote workers will not be available during scheduled working hours to provide dependent care. As when working from the office, employees working remotely are responsible for devoting their full attention to their work during business hours. If a dependent is sick or requires attention, other arrangements for care that do not interfere with the employee's ability to perform their duties must be made. Alternatively, employees may utilize available time banks.

### **Accommodations**

The County's [Accommodation Policy](#) should be followed by managers with advice and support from People and Equity, as appropriate, to meet the needs of employees with pre-existing approved accommodations and to address any new accommodation requests by employees, in relation to any proposed or implemented remote work arrangement.

### **Revision History**

People and Equity will review and evaluate this policy as needed, but at least on an annual basis, and depending on the result of the review this policy may be amended or modified to meet the business needs of the County and to ensure a safe and productive work environment for all employees.

### **APPENDICES**

Appendix A - [Remote Work Agreement](#)

Appendix B - [Remote Workspace Safety Checklist](#)

Appendix C - [Working From Home Toolkit](#)

### **RELATED RESOURCES**

[Accessibility for Ontarians with Disabilities Act](#)

[Ontario Human Rights Code](#)

[Occupational Health & Safety Act](#)

## REMOTE WORK AGREEMENT

(Appendix A of Remote Work Policy)

This Remote Work Agreement must be completed for any employee who is working remotely. This agreement is subject to ongoing review and may be amended or discontinued at any time with advanced notice. All obligations, responsibilities, and terms and conditions of employment with the County of Dufferin remained unchanged, except those obligations and responsibilities specifically addressed in this agreement.

Please complete the applicable sections below and provide signatures. Completed agreements must be forwarded to the People and Equity department.

EMPLOYEE INFORMATION							
Employee Name				Department			
Division				Job Title			
Supervisor Name				<div style="text-align: right;">Remote Work Status</div> <div> <span style="margin-right: 40px;">Mostly Remote</span> <span>Hybrid</span> </div>			
REMOTE WORK SCHEDULE							
	SUN	MON	TUE	WED	THUR	FRI	SAT
Start Time							
Eating Period							
End Time							
Remote Days							
Variable Remote Days		Remote workdays may change week to week and are approved in advance by the supervisor.					
ADDITIONAL COMMENTS REGARDING REMOTE WORK SCHEDULE							
Optional: Please use the space below to enter any additional details regarding the remote work schedule. For example, alternating block schedules (e.g., in one week, off for two), partial remote days, and any other arrangements and/or restrictions that will be in place. (e.g., must be in office at least two days per week).							
AGREEMENT DATES AND CONTACT INFORMATION							
Remote work effective date:				Remote work end date:			
				Indefinite			
Designated remote workspace location: (full address)				Onsite work location (if applicable):			
Remote Work Phone Number:				Alternative Number:			

**Maintaining a Safe Workspace Location**

- I agree to complete the [Remote Workspace Safety Checklist](#) and return the completed form to my manager/supervisor.
- I agree to maintain a safe, secure, and ergonomic work environment.
- I agree to report work-related injuries to my manager/supervisor immediately or at the earliest reasonable opportunity.
- I agree to hold the County of Dufferin harmless for injury to others at the designated remote workspace.
- I will immediately notify my manager/supervisor should my remote workspace location change on a temporary, permanent or semi-permanent basis.

**Equipment / Information Security**

- I understand that I am responsible for providing space, telephone, networking and/or internet capabilities with appropriate speed at my remote workspace location and that no reimbursement for these or related expenses will be paid for by the County.
- I agree to protect County-owned equipment, records and materials from unauthorized or accidental access, use, modification, destruction or disclosure.
- I agree to report to my manager/supervisor any incidents of loss, damage, or unauthorized access at the earliest reasonable opportunity.
- I agree to report to my manager/supervisor any technical issues with hardware, software, internet access or County systems that prevent me from performing the full extent of my duties.
- I understand that equipment and software supplied by the County is for the exclusive purpose of conducting County business and shall not be used for personal or other business.
- I understand that all equipment, records, and materials provided by the County shall remain the property of the County.
- I agree to return County owned equipment, records, and materials within 14 days of the request.

**Expectations**

- I agree to be responsible for completion of my work and meeting all performance expectations.
- I agree to be available during the scheduled work hours as indicated on this Remote Work Agreement, through channels including but not limited to email, telephone, messaging, cell phones, etc.
- I understand that all in-person meetings with clients, vendors or other County staff must occur at a County of Dufferin work location and can not be held at my remote workspace location.

**Other**

- I understand that I am responsible for tax implications, if any, of the Remote Work Agreement.
- I understand that remote work is not a substitution for dependent care.
- I understand that the Remote Work Agreement may be changed, modified or discontinued at any time with advanced notice.

**Acknowledgement**

I have read and understand this Agreement and the [Remote Work Policy](#) and will comply with them.

**SIGNATURES**

---

Employee Name (Print)

---

Signature

---

Date

---

Supervisor Name (Print)

---

Signature

---

Date

---

Department Head

---

Signature

---

Date



## HEALTH & SAFETY REFERENCE MANUAL

<b>SECTION</b>	SAFE WORK PROCEDURES	<b>POLICY NUMBER</b>	HS 6.14
<b>AUTHORITY</b>	Senior Management	<b>EFFECTIVE DATE</b>	TBD
<b>REVIEWED</b>		<b>REVIEWED BY</b>	HS Advisors, JHSC, SMT
<b>SUBJECT</b>	Remote Workspace Safety Checklist		

### Instructions

**Employee:** Must complete checklist and submit to supervisor

**Manager:** Signs and retains copy of checklist

### Employee Information

<b>Employee Name</b>		<b>Signature</b>
<b>Remote Workplace Location</b> (City/Town)		<b>Date Inspected</b>
<b>Identify Space Type</b>		
Home Office	Spare Room	Other/Details:
Basement Room	Common Room	
<b>Reviewed WFH Toolkit?</b>		
<b>Manager Signature</b>		<b>Employee Department</b>

<b>SUBJECT</b>	Remote Workspace Safety Checklist	<b>POLICY NUMBER</b>	HS 6.14
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### **Workspace Conditions**

<b>Considerations</b>	<b>Response</b>	<b>Comments</b>
Floors <ul style="list-style-type: none"> <li>• Free of slip, trip, and fall hazards</li> <li>• Free of loose tiles, torn/ripped carpet, protrusions</li> </ul>	Yes/No	
Workspace <ul style="list-style-type: none"> <li>• Are you able to enter your workspace and have enough space to move around?</li> </ul>	Yes/No	
Stairs <ul style="list-style-type: none"> <li>• Handrail installed and in good condition</li> <li>• Clear and unobstructed</li> </ul>	Yes/No	
Exits <ul style="list-style-type: none"> <li>• Clear and unobstructed</li> <li>• Outside landings, walkways clean</li> </ul>	Yes/No	
Lighting <ul style="list-style-type: none"> <li>• Walking/working areas adequately illuminated</li> </ul>	Yes/No	
Ergonomics <ul style="list-style-type: none"> <li>• Employee knows and uses ergonomic principles at their workstation as outlined in the Work from Home (WFH) Toolkit</li> </ul>	Yes/No	
Equipment/Furnishings <ul style="list-style-type: none"> <li>• In safe operating condition</li> </ul>	Yes/No	
Security <ul style="list-style-type: none"> <li>• Is there space to store documents and/or take confidential phone calls?</li> </ul>	Yes/No	



<b>SUBJECT</b>	Remote Workspace Safety Checklist	<b>POLICY NUMBER</b>	HS 6.14
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### **Electrical**

<b>Considerations</b>	<b>Response</b>	<b>Comments</b>
Power cords in good condition	Yes/No	
Power cords used safely	Yes/No	
Adequate number of receptacles (No overloaded outlets)	Yes/No	
Receptacle plates in good condition (not broken, no evidence of shorting)	Yes/No	
Power bars and surge protectors plugged directly into wall receptacles (not into each other)	Yes/No	

### **Personal Safety**

<b>Considerations</b>	<b>Response</b>	<b>Comments</b>
Do you feel safe working remotely?	Yes/No	
Are there any issues that the County should be made aware of with regards to your safety while working remotely?	Yes/No	

<b>SUBJECT</b>	Remote Workspace Safety Checklist	<b>POLICY NUMBER</b>	HS 6.14
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### **Emergency Procedures and Equipment**

<b>Considerations</b>	<b>Response</b>	<b>Comments</b>
Working smoke alarm(s)?	Yes/No	
Working carbon monoxide detector?	Yes/No	
Evacuation plan established	Yes/No	
First aid supplies adequate?	Yes/No	
Emergency contact numbers posted near telephone or in cellphone?	Yes/No	
Fire extinguisher	Yes/No	

### **Additional Comments?**

# WORKING FROM HOME TOOLKIT



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# INTRODUCTION

## Why a Working from Home Toolkit?

This Work-from-Home (WFH) toolkit is designed to be a central resource in helping you create a safe home workspace following the County's decision to make working from home a regular practice for many positions.

The information included in this toolkit is a compilation of best practices and techniques suggested by reputable resources. Despite this, the toolkit may not discuss all scenarios you may experience. Please do not hesitate to reach out to the Health and Safety Advisors and People and Equity team if you require further support.

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## Remote Work Policy

Though the [Policy](#) applies to all County employees, not all jobs may be suitable for a remote work arrangement. Speak with your manager about how WFH arrangements will apply to you.

Please do not hesitate to speak with your Manager or the People and Equity team if you have any questions or concerns about your WFH agreement.

.....

## FYI: COVID-19 in the Workplace

As provincial restrictions lessen and the Ontario workforce returns to in office settings, many County of Dufferin departments are utilizing a hybrid model to increase our on-site staff presence and maintain working from home. However, not all departments within the County of Dufferin are able to utilize this model. Please keep in mind that the County of Dufferin encourages employees who are feeling ill to stay home and recover before returning to the office. To keep your fellow workers healthy, work from home when able if you are experiencing symptoms. If unable to work from home, please stay home if you are experiencing any symptoms.

# HAZARD PREVENTION

The WFH environment is not much different from the office environment, and is imperative that you take every precaution to ensure the safety of yourself and others around you.

After completing the required [Remote Workspace Safety Checklist](#), the following list outlines some hazards around the house you can continue to monitor:

- ☐ Is the furniture in good repair and safe to use? Check for sharp edges, missing pieces, and poor ergonomics.
- ☐ Is your workstation properly set up for your body? Check for crowding, restricted movement, and feelings of discomfort after working for a short period.
- ☐ Is your desk tidy? Check that drawers can close properly, materials and office accessories are properly stored.
- ☐ Are shelves securely fastened to the wall? Check that large or heavy objects are on lower shelves.
- ☐ Are floors clear of loose materials or debris, obstructions, and slippery spots (spills or leaks)?
- ☐ Are your stairways clear of obstructions, well-lit, with handrails present?
- ☐ Are power cords tidy and organized? Check that cords do not create trip hazards.
- ☐ Are cords in good repair? Check for fraying and loose connections.
- ☐ Are your spaces well-lit? Check for glare from overhead lights and windows.
- ☐ Is the temperature comfortable?
- ☐ Is the air quality good? Check for weird smells or dampness
- ☐ Are there distractions that will take your focus away from the task at hand?
- ☐ Do you have an emergency plan in place?



# INCIDENT REPORTING

When working from home, the County of Dufferin considers your home to be your workplace, and has the same responsibility for employee's safety under the *Occupational Health and Safety Act*, and *Workplace Safety and Insurance Act*.

Though you may not be in the office, there can still be exposure to the aforementioned hazards, and you may be involved in an incident. Should you be involved in an incident at home, immediately notify your supervisor, the Health and Safety team ([healthandsafety@dufferincounty.ca](mailto:healthandsafety@dufferincounty.ca)), and People & Equity team ([hr@dufferincounty.ca](mailto:hr@dufferincounty.ca)). They will guide you through the process of filing an incident report form, and any other programs as applicable.



## Dufferin County and Municipal Incident/Injury Report To be completed immediately after incident

Please Print

Last Name		First Name		Initials		Sex	Employee No.																												
Department			Division		Job Title																														
Date and Hour of Incident/Injury YY MM DD		Time		Date and Hour Reported to Employer YY MM DD		Time																													
				Type of Employment																															
Incident Reported to Whom			Location of Incident/Injury																																
Supervisor's Name			Witness Names (Attach Witness Statement(s))																																
Supervisor's Employee #																																			
<b>Description of Incident:</b> State the sequence of events leading to the incident; where it occurred; what the person was doing; the size, weight and type of equipment or materials involved; etc. More Description on Page 2? <input type="checkbox"/>																																			
Near Miss <input type="checkbox"/>	No Injury (Incident) <input type="checkbox"/>	Injury <input type="checkbox"/> First Aid <input type="checkbox"/> Health Care <input type="checkbox"/> Lost time <input type="checkbox"/> Critical		WSIB Form 7 Completed <input type="checkbox"/> Yes <input type="checkbox"/> No		Functional Abilities Form? <input type="checkbox"/> Yes <input type="checkbox"/> No																													
<b>Incident Type</b> <input type="checkbox"/> Overall Exertion/Strain <input type="checkbox"/> Contact By/With <input type="checkbox"/> Struck By/With/Against <input type="checkbox"/> Caught In/On/Between <input type="checkbox"/> Exposure To <input type="checkbox"/> Slip/Fall <input type="checkbox"/> Violence <input type="checkbox"/> Other (Specify):		<b>Injury Type</b> <input type="checkbox"/> Burn <input type="checkbox"/> Cut <input type="checkbox"/> Inhalation <input type="checkbox"/> Strain <input type="checkbox"/> Bruise <input type="checkbox"/> Twist <input type="checkbox"/> Crush <input type="checkbox"/> Scrape <input type="checkbox"/> Scratch <input type="checkbox"/> Break <input type="checkbox"/> Electric Shock <input type="checkbox"/> Other (Specify):		<b>Part of the Body Injured</b> <table border="0"> <tr> <td><input type="checkbox"/> Head</td> <td><input type="checkbox"/> Lower Back</td> <td><input type="checkbox"/> Hand</td> <td><input type="checkbox"/> Ankle</td> </tr> <tr> <td><input type="checkbox"/> Face</td> <td><input type="checkbox"/> Chest</td> <td><input type="checkbox"/> Finger(s)</td> <td><input type="checkbox"/> Foot</td> </tr> <tr> <td><input type="checkbox"/> Eye(s)</td> <td><input type="checkbox"/> Abdomen</td> <td><input type="checkbox"/> Hip</td> <td><input type="checkbox"/> Toe(s)</td> </tr> <tr> <td><input type="checkbox"/> Neck</td> <td><input type="checkbox"/> Upper Arm</td> <td><input type="checkbox"/> Thigh</td> <td><input type="checkbox"/> Internal Injuries</td> </tr> <tr> <td><input type="checkbox"/> Shoulder</td> <td><input type="checkbox"/> Elbow</td> <td><input type="checkbox"/> Upper Leg</td> <td><input type="checkbox"/> Other (specify):</td> </tr> <tr> <td><input type="checkbox"/> Upper Back</td> <td><input type="checkbox"/> Lower Arm</td> <td><input type="checkbox"/> Knee</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Middle Back</td> <td><input type="checkbox"/> Wrist</td> <td><input type="checkbox"/> Lower Leg</td> <td></td> </tr> </table>				<input type="checkbox"/> Head	<input type="checkbox"/> Lower Back	<input type="checkbox"/> Hand	<input type="checkbox"/> Ankle	<input type="checkbox"/> Face	<input type="checkbox"/> Chest	<input type="checkbox"/> Finger(s)	<input type="checkbox"/> Foot	<input type="checkbox"/> Eye(s)	<input type="checkbox"/> Abdomen	<input type="checkbox"/> Hip	<input type="checkbox"/> Toe(s)	<input type="checkbox"/> Neck	<input type="checkbox"/> Upper Arm	<input type="checkbox"/> Thigh	<input type="checkbox"/> Internal Injuries	<input type="checkbox"/> Shoulder	<input type="checkbox"/> Elbow	<input type="checkbox"/> Upper Leg	<input type="checkbox"/> Other (specify):	<input type="checkbox"/> Upper Back	<input type="checkbox"/> Lower Arm	<input type="checkbox"/> Knee		<input type="checkbox"/> Middle Back	<input type="checkbox"/> Wrist	<input type="checkbox"/> Lower Leg	
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Remember, even when working from home you may experience violence, harassment, or discrimination. Please refer to our [Respect in the Workplace Policy](#) for more information and to report any instances of violence, harassment or discrimination you experience in the course of your work for the County of Dufferin.



# ERGONOMICS - WORKSTATION SET-UP

Having a workstation tailored to your body will reduce the likelihood of musculoskeletal disorders (MSDs) and simultaneously allow you to feel more comfortable while working. The following guidelines should help set your workstation comfortably, but if you have any questions, concerns, or limitations, please reach out to Health and Safety.

## WORK SURFACE

- Adjust your work surface so your elbows are at the same height as the keyboard, keeping your shoulders relaxed

## SCREEN

- Align the monitor directly in front of you, an arm's length away
- Align the top of the screen with your eye height

## CHAIR POSITION

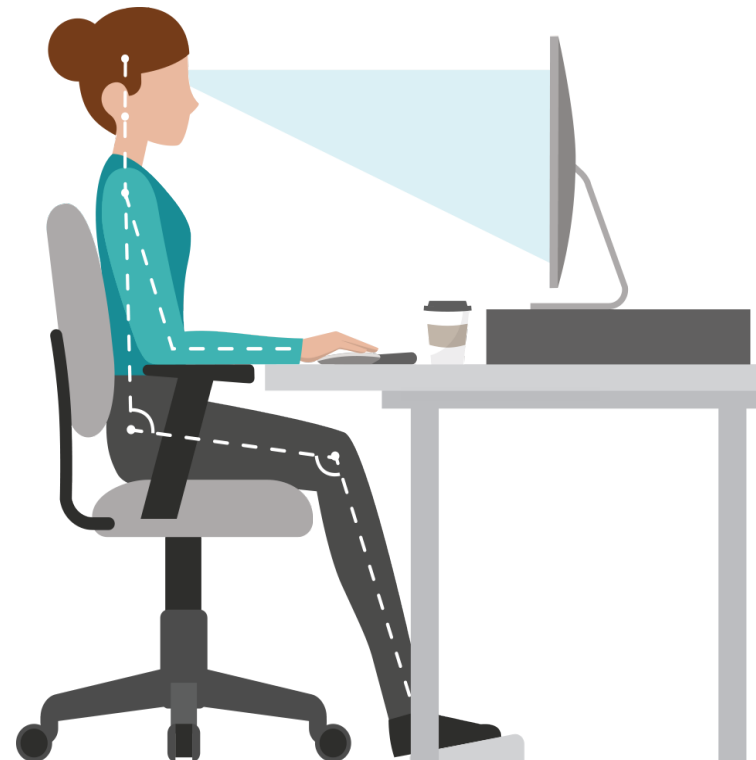
- Adjust chair back to position lumbar support into the lower curve of your back.
- Adjust chair back tilt to slightly greater than 90°
- Adjust chair height so feet are flat on the floor, or use a foot rest
- Adjust arm rests so that arms are level with the height of the work surface

## HAND POSITION

- If wrist rests are present, use them during rest periods between keyboarding tasks
- Do not rest wrists while keyboarding
- Avoid extreme wrist postures

## LIGHTING AND GLARE

- Reduce, eliminate or diffuse overhead lighting that is reflected on your screen
- Adjust brightness, contrast, and monitor tilt





# WORKSTATION TIPS AND TRICKS

## WORK ORGANIZATION

Even the most comfortable posture should be changed periodically:

- Use chair adjustments frequently to vary your posture
- Take short working breaks every hour to avoid prolonged static postures (alternate work at the computer with non-computer tasks)
- Swivel your chair to face your next task instead of twisting your body
- Implement the stretches outlined on the following pages

## SCREEN

- Do not place your monitor on any surface where there is a risk of it falling
- If your monitor is not adjustable, consider placing it on a secure, supportive riser
- Ensure risers have a large enough base to maintain stability; are strong enough to support whatever you are planning to place on top of it; and are firm enough to eliminate the risk of things tipping off of it.
- Some examples of secure, supportive risers you might find around the house could include: a phone book, a package of paper, a block of wood, etc.

## WORK SURFACE

- If your work surface is not adjustable, adjust the chair height if possible so your elbows are level with the keyboard
- If you adjust the chair height, you may need a foot rest (some options include a footstool or one of the risers listed above)

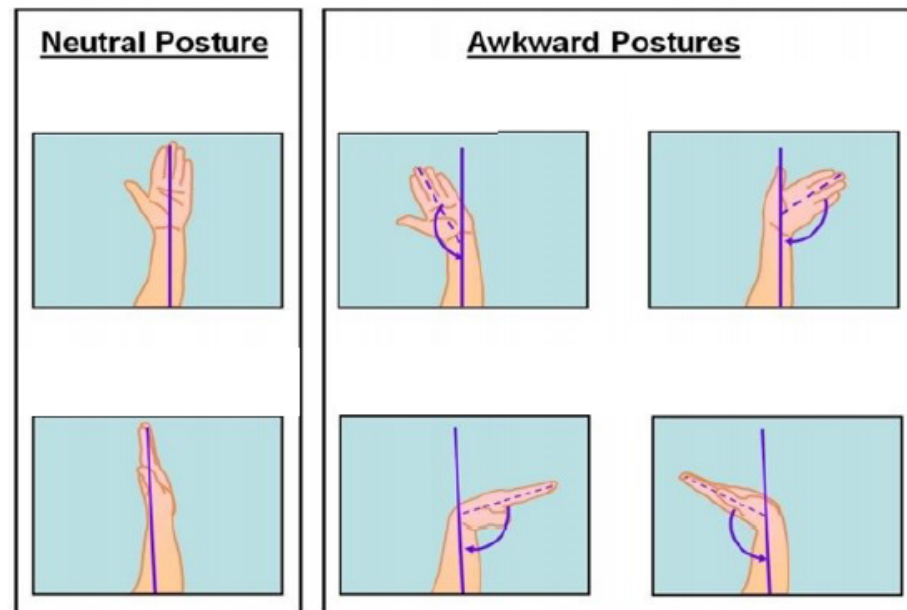
## LAPTOP CONSIDERATIONS

- If you have a separate keyboard and mouse, consider setting the laptop on a secure riser to elevate the screen height
- Keep the separate keyboard and mouse on your work surface at the same height as your elbows
- Do not place your laptop on any surface where there is a risk it may fall

# POSTURE TIPS AND TRICKS

## STRIVE FOR NEUTRAL POSTURES

- Neutral is when the body's joints are working near the middle of their normal range of motion
- Keep shoulders relaxed
- Set workstations so you can look straight ahead
- Refer to the image below regarding neutral hand/wrist postures
- Avoid awkward postures such as reaching, twisting, bending, and hunched shoulders
- Avoid prolonged static postures - change positions and move regularly



## EYES

Prolonged screen use can cause a condition called Computer Vision Syndrome which may result in eye strain and fatigue, headaches, blurry or double vision, dry eyes, and neck pain. Follow the "Rule of 20's": **Every 20 minutes, take 20 seconds to refocus your eyes on something that is 20 feet away.** You may also consider using eye drops if you notice dryness, and make sure you use the right glasses, if applicable.

# STRETCHES FOR DESK WORKERS

During work, it is recommended that a stretch break is taken for five to ten minutes for each hour spent at a workstation. This can be done by breaking up work tasks, changing body positions, performing stretches, checking breathing, and refocusing on distant objects.

Stretching should never hurt. A gentle pull is okay, but stretching to the point of pain is not beneficial. Hold each stretch below for 20-30 seconds unless otherwise indicated.

**Hands:** Spread fingers wide apart and hold for 3-5 seconds, then form fists for 3-5 seconds. Repeat 5-10 times.

**Wrists:** Bend your wrists down until you feel a stretch and hold for 3-5 seconds. Then extend your wrists back and hold the gentle stretch for 3-5 seconds. Repeat 5-10 times.



**Neck:** Drop your head slowly to the left, trying to touch your left ear to your left shoulder. Repeat on the right side. Slowly drop your chin to your chest, turn your head all the way to the left, then turn all the way to the right.

**Shoulders:** Slowly roll your shoulders backward five times in a circular motion. Next, roll your shoulders forwards.

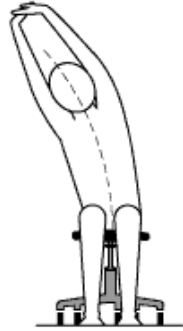
**Upper Back:** Interlock your fingers and straighten arms out in front of your chest, palms facing away from you. Press out to feel the stretch between your shoulder blades.



**Chest:** Place your hands behind your head and squeeze your shoulder blades together.



**Back/Side:** Interlace your fingers and lift your arms over your head, keeping the elbows straight. Press arms back as far as you can. To stretch your sides, slowly lean to the left and then to the right.



**Back Curl:** Grasp your shin. Lift the leg off the floor. Bend forward (curling your back), and reach your nose to your knee. Repeat with other leg.



**Ankle:** Hold one foot off the floor with your leg straight. Alternately flex and extend your ankle (point toes up and then down). Repeat with other leg.



**Standing Stretch:** When standing, keep knees slightly bent. Place your hands on your lower back and gently push your hands forward while leaning back slightly.



**Hip:** Sit with one leg across the other. Place your arm or elbow on the outside of the crossed leg. Gently apply pressure, while looking the opposite way. Repeat with the other leg.



Adapted from: Office Ergonomics Safety Guide, by CCOHS.

# PHYSICAL AND MENTAL HEALTH AND WELLBEING

## REGULAR EXERCISE

It is common for individuals working from home to have a more sedentary lifestyle as everything in their home is close and they don't need to take nearly as many steps to accomplish a task as they might when working in the office.

Schedule regular exercise into your daily routine. It can be as simple as going for walks at lunch or before dinner, joining weekly virtual yoga classes, participating in recreational sports, going for a bike ride, taking the dog for a walk, or even playing at the park with your kids.



## HEALTHY DIET

It's easy to get stuck in a rut when you spend more time at home, either cooking the same things or ordering take out more often.

Make sure you get all your calories and nutrients by eating a variety of foods. Select different fruits or vegetables each week in a variety of colours. Eat a variety of protein sources and look to some you may have never tried before. If you are on a restricted food diet, make sure you speak with a registered dietitian or your health care provider to make sure you are getting the energy and nutrients you need for optimal health.

## GET ENOUGH SLEEP

Poor sleep often leads to poor work.

To help get good sleep at night, stick to a routine of going to bed and waking up at the same time each day, avoid caffeine late in the day, turn off your electronics an hour before going to bed, and optimize your bedroom environment for rest and relaxation by maintaining a comfortable temperature, reducing light and noise, and keeping your work out of the bedroom.



## WELLNESS RESOURCES

If you are struggling it is okay to reach out for help.

You are encouraged to talk to your managers or supervisors (or HR if that is more comfortable) if you are looking for more support.

.....

Homewood Health is an easy-to-navigate resource with various styles of assistance to choose from: videos, articles or access to one-on-one counselling.

"Sign-up took 1 minute! No need for an employee ID or confirmation code. You just need to enter your information, create a password and choose the "County of Dufferin" as the employer. Any member of your family can also create their own individual log-in."



### Homewood Health

Our Employee and Family Assistance Program is here for you 24/7/365 and will help get you the tools, resources, or support you're looking for. It's available to ALL employees and their families at 1-800-663-1142 or [www.homeweb.ca](http://www.homeweb.ca).



### Sun Life & Lumino Health

Full time employees have access to further practitioner supports through our [Sun Life](#) benefits. Be sure to consult with your benefit booklet for coverage details or use the My Sun Life app. Lumino Health is offered through Sun Life so that employees can access practitioners remotely. Alternatively, you can contact People and Equity for more information.



### Vacation

It is important to ensure that we are taking a break away from work to rest, recharge and spend time on things outside of work that we love. Taking time away from work helps to ensure our wellness over the long run.

# COMMUNITY SUPPORTS FOR MENTAL HEALTH



## OTHER COMMUNITY SUPPORTS



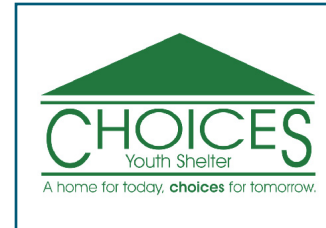
### Family Transition Place (Orangeville)

offers emergency shelter, transportation and safety planning for women and children. In addition, they provide counselling and host community initiatives such as youth education programs, community awareness and outreach programs.



### Caledon \ Dufferin Victim Services

supports victims of crime, abuse, and tragedy – enabling the continuum of recovery through rapid response, informed referrals and community partnerships. Whether you require safety, financial assistance, counselling, or even longer term support they can help connect you with the programs and services that match your needs.



### Choices Youth Shelter

is a not for profit agency that provides a plethora of services to homeless youth in Dufferin County and surrounding areas. Their mission is to be a safe and supportive resource within Dufferin County that offers homeless youth, 16 to 24 years of age, an alternative to living on the street and supports their transition to a more productive and brighter future.



### Plan for Resilience (Workplace Edition)

This resource can help improve your ability to bounce back after a potential health, personal, or work crisis. It will help you identify effective strategies and resources to draw on when needed.





# CYBERSECURITY

Cybersecurity is everyone's responsibility. It is a team effort at Dufferin County to make sure that our data and assets are as secure as possible by ensuring that we are following best practices. The fact that so many County staff are now working remotely has increased our exposure to cyber threats which makes this more important than ever before.

Here are some great cyber tips that you can use:

- Be sure to participate in Cyber security awareness training
- Visit the Dufferin County [Cyber Safety SharePoint](#) site on a regular basis for current cyber related news and alerts
- Being vigilant of which websites you access and files being downloaded, notifying the IT Service Desk (itservicedesk@dufferincounty.ca) of any suspicious activity (such as emails from addresses you do not recognize) or if you are unsure of any tech-related items

Additional Website resources:

- Government of Canada's [Get Cyber Safe](#)
- Microsoft's Learn – [Cyber Security learning modules](#)
- Government of United States - [Cyber Security Tips](#)

## Electronic Monitoring

The *Working for Workers Act 2022* amends the *Employment Standards Act 2000*, introducing section 41.1.1. titled "written policy on electronic monitoring". The Policy will be in place by October 11, 2022, and distributed to all employees at that time.

According to the *Act*, the policy is required to be in place for all employees and will include whether the employer electronically monitors employees, a description of how and in what circumstances the employer may electronically monitor employees, as well as the purposes for what the information obtained through electronic monitoring may be used by the employer.

# DISCONNECTING FROM WORK

The term “disconnecting from work” is defined in the *Employment Standards Act* to mean not engaging in work-related communications, including emails, telephone calls, video calls or sending or reviewing other messages, to be free from the performance of work. The list of work-related communications is inclusive, and not exhaustive, other types of work-related communications could also fall under this definition.

The policy has been established to support employee wellness and ensure that employees have the right to disconnect from their work outside their regularly scheduled hours, as set out in their employee agreement and/or applicable collective agreement. An employee’s time outside working hours is meant for employees to recharge and spend time as they wish, and should not be used to complete work-related tasks.

In the ordinary course of business there will be situations when it is necessary to contact colleagues outside of an employee’s normal working hours, including but not limited to:

- Checking availability for scheduling;
- To fill in on short notice for a colleague who has called in and is unavailable for work;
- Where unforeseeable circumstances may arise;
- Where an emergency may arise;
- Where employees voluntarily wish to communicate with one another for work-related purposes outside of their normal working hours; or
- Other business or operational reasons that require contact outside of an employee’s normal working hours.

Nothing in [the Policy](#) precludes the County or other employees of the County from contacting colleagues outside of what may be considered normal working hours or standard business hours, subject to any right or entitlement the receiving colleague or employee may have under their employment agreement, applicable collective agreement and/or their minimum statutory entitlements under the ESA.

# EMERGENCY PREPAREDNESS

Being prepared for an emergency is invaluable, especially when working from home. Ontario municipalities are required to conduct an analysis of hazards and risks. The results of the analysis are to be made available to the public and are usually found on the municipality's emergency management website.

Research the Hazard Identification & Risk Assessment (HIRA), sometimes called a Community Risk Profile, for the municipality where your remote workplace is. Make note of the identified risks and prepare yourself accordingly.

Some identified risks for your area may include:

- Earthquakes
- Extreme temperatures
- Floods
- Tornadoes
- Severe Storms
- Threats to Life (Bombs, Nuclear emergencies)
- Power outages
- Chemical releases
- Wildfires



Special Considerations may be needed for any individuals with disabilities or special medical needs, and any pets (some emergency shelters may only welcome service animals following an emergency). Think of your neighbours and reach out to any who may need help in an emergency.

The [Remote Workplace Emergency Information Plan](#) guides you through preparing your communication and evacuation plans.

For additional preparedness information and resources, visit the government of Canada's Get Prepared site at <https://www.getprepared.gc.ca/index-en.aspx>

# EMERGENCY ALERTS

Alert Ready in Ontario is part of a national service designed to deliver critical emergency alert messages to Canadians in both official languages. Alert Ready is a Broadcast Intrusive alerting system that can target specific geographic areas.

Broadcast Intrusive (BI) alerts are distributed on radio, TV, and compatible wireless devices to ensure that people have information they need in emergencies. BI alerts will interrupt all/any TV and radio programs being broadcast at the time. Those who have a compatible wireless device and who are in the area of concern will receive the alert on their device, even if it is set on silent.

To learn more about Alert Ready visit their website <https://www.alertready.ca/>

## WHAT TO DO WHEN YOU RECEIVE AN ALERT

- ☐ Stop what you're doing
- ☐ Listen to and/or read the alert details
- ☐ Follow the instructions provided in the alert
- ☐ When it is safe to do so contact your supervisor and let them know if you are impacted



The most important thing is to seek credible sources of information so you can make informed decisions during a disaster.

# COMMUNICATIONS OUTAGES

Communications may be interrupted by a wide variety of hazards which may cause outages. In rare circumstances these outages may be widespread and/or long-lasting. When this occurs take the following steps:

## **1. Determine the scope of the outage**

- Is it internal and only impacting your remote workplace?
- Is it a regional outage impacting all or part of your community?
- Is it a widespread outage affecting multiple communities?
- Are your secondary communications (i.e., landline, mobile phone, text messaging, email, instant messaging) also impacted?

## **2. Establish the best communications network you can with the resources you have available.**

## **3. If the outage is related to an electrical system failure you will want to conserve the battery on your devices. To extend the charge on your mobile device do the following:**

- |                          |                                     |
|--------------------------|-------------------------------------|
| • Turn off vibration     | • Dim the screen                    |
| • Close unnecessary apps | • Disable unnecessary notifications |
| • Deactivate Bluetooth   | • Protect from heat and cold        |
| • Turn off Wi-Fi         | • Decrease screen time-out delay    |
| • Turn off GPS tracking  | • Use SMS rather than voice calling |

## **4. If communications isn't restored by the next business day, and unless instructed otherwise by emergency officials or your employer, plan on reporting to the Edelbrock Centre for your shift.**

# EVACUATION

Emergency officials will inform you if you need to evacuate an area. Have your [emergency kit](#) accessible and ready to go without delay. Follow the evacuation instructions provided; if your community has established an Emergency Reception Centre, go there first. Even if you have somewhere else to go, they will want to know your name and contact details so first responders know that you are safe and accounted for.

In some cases, officials may ask you to shut off one or more of the utilities servicing your remote workplace. Familiarize yourself with the electrical, gas, and water systems before emergency strikes so you can prevent or mitigate serious damage. Check out the [Emergency Preparedness Handout](#) for more information.

When it is safe to do so, notify your supervisor of your circumstances and intentions. If you will be displaced for more than a few hours, your supervisor will work with you to arrange alternate work plans or ensure workspace is available in the office.

# SHELTER-IN-PLACE

In some emergencies, officials may determine it is safest to stay inside. This is called sheltering-in-place, and it is common when air quality is poor (hazardous material spill or toxic release) or the threat exists in the environment. You may be asked to find a space inside the home away from windows and doors. You should pre-identify which rooms are suitable to shelter-in-place. You may be asked to make sure doors and windows are secured and/or sealed, and exterior lights are turned on. You should bring pets in from outside if it is safe to do so. Be sure you have the following on hand:

- Plastic sheets and duct tape for sealing cracks around windows and doors
- AM/FM radio for receiving updates from emergency officials
- Fully charged phone
- Your emergency kits

## ADDITIONAL TIPS

Set time and boundaries with your work schedule. This means that you should not be accessing emails or responding to phone calls or texts unless in an emergency during your time away from work. The Right to Disconnect policy outlines this.

Maximize your breaks and head outside! Try your best to use your break time effectively and disconnect

Be sure to know when to say 'no' and not overwhelm yourself

Separate your workspace from your private space if you can

Reach out to your peers for help or if you just want to chat

Create routines in order to prepare and set blocks for work and your time outside work

Keep moving, changing positions during the work day, exercise regularly, and maintain a healthy diet with as much fresh produce as able

Keep looking to improve yourself, look at some training courses, webinars, and work-promoted resources, and most of all...

Enjoy your time at home! Take advantage and do things you would otherwise be unable to at the office.

# VIRTUAL HEALTH & SAFETY BOARD

The Virtual Health & Safety Board, available on SharePoint, allows you to access general Health and Safety resources, documents, forms and training material. Visit the Health and Safety newsfeed regularly to stay up to date on Health and Safety initiatives and notices throughout the County of Dufferin.

## TRAINING

- Safety Talks
- Training Resources

## COVID-19

- Communications
- COVID-19 Resources
- COVID-19 Safety Talks
- COVID-19 Policy
- Employee Toolkit

## POLICIES & DOCUMENTS

- Policies
- Health & Safety Manual
- SDS Information

## FORMS & RESOURCES

- H&S Board Postings
- Forms
- MLITSD Activity
- H&S Resources

## LEGISLATION

- Acts
- Regulations
- Resources

## JHSC / H&S Rep.

- Members
- Minutes
- Inspections





## REPORT TO COMMITTEE

**To:** Chair Creelman and Members of the General Government Services Committee

**From:** Rohan Thompson, Director of People & Equity

**Meeting Date:** September 22, 2022

**Subject:** **Electronic Monitoring Policy**

**In Support of Strategic Plan Priorities and Objectives:**

**Good Governance** – ensure transparency, clear communication, prudent financial management

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### **Purpose**

The purpose of this report is to provide a brief overview and recommend approval of the Electronic Monitoring Policy.

### **Background & Discussion**

In the Province of Ontario, employers that employ 25 or more employees on January 1 of any year are required to have a written policy on the electronic monitoring of employees in place.

The policy must state whether or not the employer electronically monitors employees. If the employer does, the policy must include:

- a description of how and in what circumstances the employer may electronically monitor employees
- the purposes for which the information obtained through electronic monitoring may be used by the employer
- the date the policy was prepared
- the date any changes were made to the policy

An employer must, within the specified timeframes, provide a copy of the written policy to all of its employees and to all assignment employees who are assigned to perform work for that employer.

These requirements were added to the [Employment Standards Act, 2000](#) (ESA) on April 11, 2022. There is a special rule that applies in the first year of the requirement. Employers that employ 25 or more employees on **January 1, 2022** have until **October 11, 2022** to have a written policy on the electronic monitoring of employees in place.

The County of Dufferin is committed to maintaining a transparent workplace. Through this Electronic Monitoring Policy, the County will communicate its intent to monitor its employees, provide information about the categories of data collected, inform employees about how their data will be secured and used, and clarify privacy expectations when using the County's IT assets.

Electronic monitoring will only be used where reasonable and appropriate, and all personal information collected by the County will be used fairly and in compliance with relevant access and privacy laws in Ontario.

### **Financial, Staffing, Legal, or IT Considerations**

There are no additional financial, staffing or IT considerations with the approval and implementation of this policy. This policy is a summary of our existing electronic monitoring practices. This policy ensures that we are meeting our legislative responsibilities.

### **Recommendation**

**THAT the report of the Director of People & Equity, dated September 22, 2022, with respect to the Electronic Monitoring Policy, be received;**

**AND THAT the Electronic Monitoring Policy #2-4-19 be approved.**

Respectfully Submitted By:

Rohan Thompson, MSW/RSW  
Director of People & Equity

Attachment: Electronic Monitoring Policy

SECTION	ADMINISTRATION AND CORPORATE SERVICES	POLICY NUMBER	2-4-19
SUB-SECTION	Personnel	EFFECTIVE DATE	
SUBJECT	Electronic Monitoring	DATE REVISED	
AUTHORITY			

## PURPOSE

The County of Dufferin (the County) is committed to maintaining a transparent workplace. Through this Electronic Monitoring Policy, the County will communicate its intent to monitor its employees, provide information about the categories of data collected, inform employees about how their data will be secured and used, and clarify privacy expectations when using the County's IT assets.

Electronic monitoring is an essential part of ensuring compliance with County policies, maintaining a respectful workplace environment, and ensuring that IT assets that are owned and managed by the County are used safely and appropriately. By monitoring County assets, the County is protecting its' employees from liability and/or performance challenges caused by the improper or unauthorized use of the systems made available to facilitate the business of the County.

Electronic monitoring will only be used where reasonable and appropriate, and all personal information collected by the County will be used fairly and in compliance with relevant access and privacy laws in Ontario.

This Electronic Monitoring Policy (the "Policy") has been established as per the [Working for Workers Act 2022, Bill 88](#) and is meant to protect workers' privacy by requiring transparency from employers on how they track their employees' use of computers, cellphones, GPS and other electronic devices.

## SCOPE

This Policy applies to all County of Dufferin employees, as defined under the *Ontario Employment Standards Act, 2000* ("ESA"), whether they are working remotely, in the workplace, or are mobile.

This Policy also applies to Councillors, volunteers, interns and any other individual who may use the County's electronic resources.

<b>SUBJECT</b>	Electronic Monitoring	<b>POLICY NUMBER</b>	2-4-19
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This Policy should be read alongside the County's associated policies on [I.T. Acceptable Use](#), [Email Acceptable Use](#), [Mobile Device Acceptable Use](#), [Remote Access](#), [Open Data](#) and [Video Surveillance](#) and any relevant and applicable legislation, and any other policy that may become applicable and/or relevant.

## DEFINITIONS

Electronic Monitoring: The collection, storage, analysis, and reporting about employee activities by means of computer observation and supervision.

Computer Monitoring: The practice of collecting user activity data on County owned computers, networks, and other IT infrastructure. This data includes, but is not limited to, web browsing history, files downloaded, data input, network traffic, logons to corporate systems, interactions with data, peripheral device usage, and information about the employee's computer.

Video Surveillance: Surveillance by means of a camera that monitors or records visual images of activities on company-owned property.

GPS Tracking: Tracking of travel and speed when driving a vehicle and the ability to locate lost devices that have GPS capabilities.

Data Collection: The automated or manual processing of employee data. This includes the collection, use, and storage of employee data such as computer activity data and other forms of personal information.

Personal Use: An employee using company-owned devices, networks, and other assets for personal tasks such as non-work web browsing and sending personal emails.

Personal Information: Any data collected about an identifiable individual. This includes de-identified data that, when combined with other information, could identify the individual.

## ROLES AND RESPONSIBILITIES

All employees, members of Council and Dufferin County I.T. staff are responsible for safeguarding private and/or confidential data collected through electronic monitoring should it fall under their control whether intentionally or unintentionally.

<b>SUBJECT</b>	Electronic Monitoring	<b>POLICY NUMBER</b>	2-4-19
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## PROCEDURES

### **Types of Monitoring, Data Collected and Purpose**

#### Computer Monitoring

The County monitors the network and computer activity of employees to ensure that company-owned IT resources are used in accordance with our [IT Acceptable Use Policy](#) and to ensure compliance with other applicable policies, procedures and expectations.

Computer activity data may also be used to detect malicious or high-risk activities, monitor network performance, and prevent security incidents from occurring.

Data collected for operational, system, and information security purposes may include:

- Time stamps of computer startups, shutdowns, and sleep events
- Logins on computers and virtual machines
- Logs of peripheral devices used on a given endpoint, such as storage devices, wireless devices, communication ports, imaging devices and mobile phones
- File operations to portable storage devices
- Internet usage data including URL's/domains, pre-defined website content category, web page headers, search engine queries, bandwidth consumption and browsing time
- Application usage, including software downloads and time spent using each software
- Screenshots of activities on company owned workstations
- IP addresses and system information of client computers

To ensure the availability, confidentiality, and integrity of County information systems and the critical data within, the systems are actively and passively monitored under the oversight of our Information Technology team. Third party vendors will not have access to employee computer activity data unless it is explicitly provided by the County for the purpose of troubleshooting their software to deal with an operational issue. Behavioral user data is used with AI on some of our security solutions to detect anomalies to prevent zero-day information security attacks from occurring.

#### Video Surveillance

Video surveillance equipment is used on County owned premises to ensure that employees, patrons, and company-owned assets are kept secure from theft, vandalism, and other forms of misconduct. Should unlawful activity be discovered, the recordings captured by video surveillance equipment may be used by law enforcement and shared with third parties.

Video surveillance equipment will not be used in areas where employees have a reasonable expectation of privacy, such as bathrooms, changing rooms, and other private areas as per the County's Video Surveillance Policy and associated legislation. Where video surveillance equipment is used the equipment will be made clearly visible and there will be notices

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indicating the presence of the equipment. For more information please see the [Video Surveillance Policy](#).

Dashcam technology has been introduced in some County vehicles. Dashcams continuously record the view through the vehicles front windshield which provides first-hand evidence of events that occurred should there be an accident. These recordings may be used to help determine the cause of an accident, exonerate drivers, and assist in resolving insurance claims.

#### Email Monitoring

The County monitors the email activity of its employees to ensure that company-owned IT resources are used in accordance with our [Email Acceptable Use Policy](#), for operational, system, and information security purposes, and to ensure compliance with other applicable policies, procedures and expectations.

#### GPS Tracking

GPS technology has been introduced in all County vehicles for the purpose of improving efficiencies and tracking management of assets and resources.

GPS tracking technology may be used locate employees in the event of an emergency, to track stolen vehicles, to investigate and respond to complaints received by individuals in relation to incidents resulting in damage to third party property and to assist in resolving insurance claims.

GPS technology is also available through County owned cellular phones and other mobile devices (Find my iPhone) and may be used to track stolen devices.

#### Access Fobs

Access Control Fobs for County buildings may be monitored for safety and security reasons.

### **Expectation of Privacy and Personal Use of County owned Assets**

The County recognizes that its employees may occasionally use company systems and equipment for personal tasks during their normal course of business. This may include non-work web browsing, making personal phone calls, or sending emails from personal accounts.

Occasional personal use is permitted; however, the County reserves the right to monitor personal use of company assets to the same extent that it monitors business use. Employees must operate under the assumption that all activities that take place over company networks, systems and/or company assets is monitored and conduct themselves accordingly.

All personal use of company equipment and systems must abide by the County's [IT Acceptable Use Policy](#).

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## **Data Security and Privacy Measures**

The following data protection and privacy laws will be followed to ensure that electronic monitoring data, personal information, and other forms of sensitive data are protected and explicitly used for their intended purpose.

- [Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56 \('MFIPPA'\)](#)  
MFIPPA and associated regulations protect the privacy of individuals with respect to personal information about themselves that is held by municipal institutions and provide individuals with a right of access to that information.
- [Personal Health Information Protection Act, 2004, S.O. 2004, c. 3, Sched. A \('PHIPA'\)](#)  
PHIPA and the associated regulation establish rules for the collection, use, and disclosure of personal health information, provide individuals with a right to access their personal health information, and provide for independent review and resolution of complaints with respect to personal health information; and

The County recognizes that employee computer activity data and other data collected through workplace monitoring may be sensitive in nature. For this reason, any personal information that is collected through workplace monitoring will be treated as personally identifiable information (PII) and secured according to the standards set out in County's [Privacy Protection Policy](#).

In the event that personal information is disclosed or made available to an unauthorized third party the County will follow the incident response plan dictated by the [Privacy Protection Policy](#).

## **Retention of Data**

To ensure that all personal information is only kept for as long as it is necessary to do so, all data that is captured as a result of electronic monitoring will be kept in accordance with the County's [records retention schedule](#). Personal information will only be stored for a greater period of time under exceptional circumstances or as required by law.

The personal information collected through electronic monitoring shall only be used for the purpose for which it was collected.

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### **Access to Data**

Employee data is made available to a limited number of authorized representatives, or third parties associated with the County. All third parties that are provided with access to workplace monitoring data are subject to equivalent confidentiality and security requirements to ensure that employee data is not misused or disclosed without authorization.

Third party applications may also track and monitor employee actions while using the product. Privacy Impact Assessments are completed on new third-party applications to ensure compliance with the County's policies. The Clerks division will also review the privacy policies and terms of use for third party applications upon request.

In addition, all access to electronic monitoring data is restricted to an as-needed basis.

### **Posting, Notice and Retention**

The County shall make available a copy of this Policy to each employee within thirty (30) calendar days of implementation. Should any changes be made to the Policy after its implementation, the County shall make available a copy of the revised Policy within 30 days of the changes being made.

The County shall provide a copy of this Policy to all new employees within thirty (30) calendar days of the employee commencing employment with the County.

The County shall retain a copy of this and any revised version of this Policy for three (3) years after it ceases to be in effect.