



ONTARIO WATER / WASTEWATER AGENCY RESPONSE NETWORK (OnWARN)

“Utilities Helping Utilities”

**Ontario Municipal Water Association Webinar
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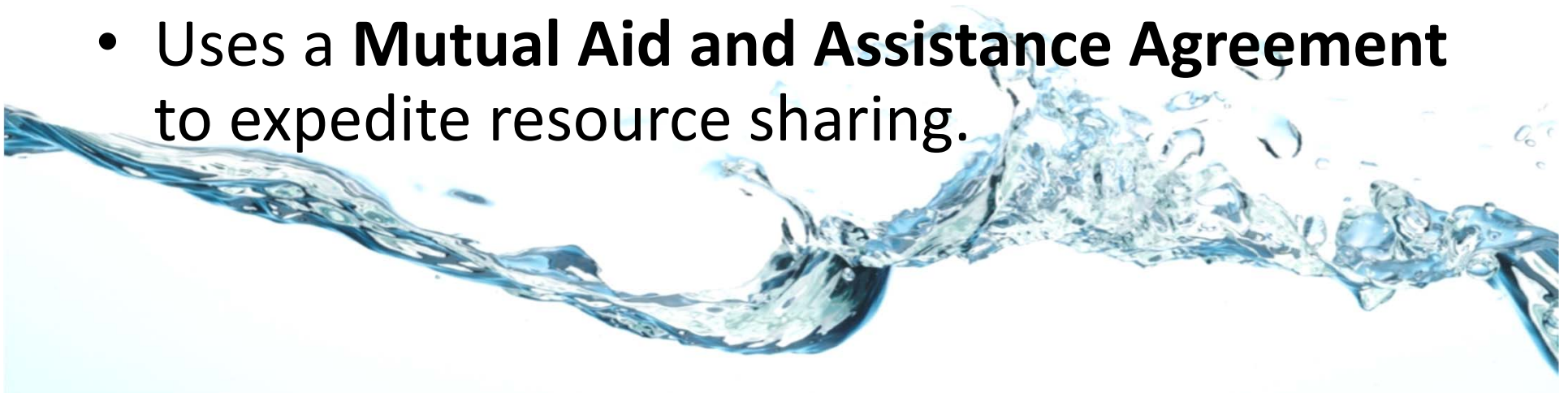
Vice-Chair, OnWARN



What is a WARN?



- A network of utilities helping other utilities to respond to and recover from emergencies and incidents.
- Matches water / wastewater utility resources to specific needs during an emergency to aid in locating emergency equipment and trained personnel.
- Uses a **Mutual Aid and Assistance Agreement** to expedite resource sharing.



What is a WARN?



- Participation is voluntary and there is no obligation to respond.
- AWWA and EPA support the development of WARN in the USA by providing resources (see www.nationalWARN.org)
- Municipalities and partners in Ontario are working to further expand OnWARN.



OnWARN Partners



OnWARN also endorsed by, and collaborates with Ontario partners:



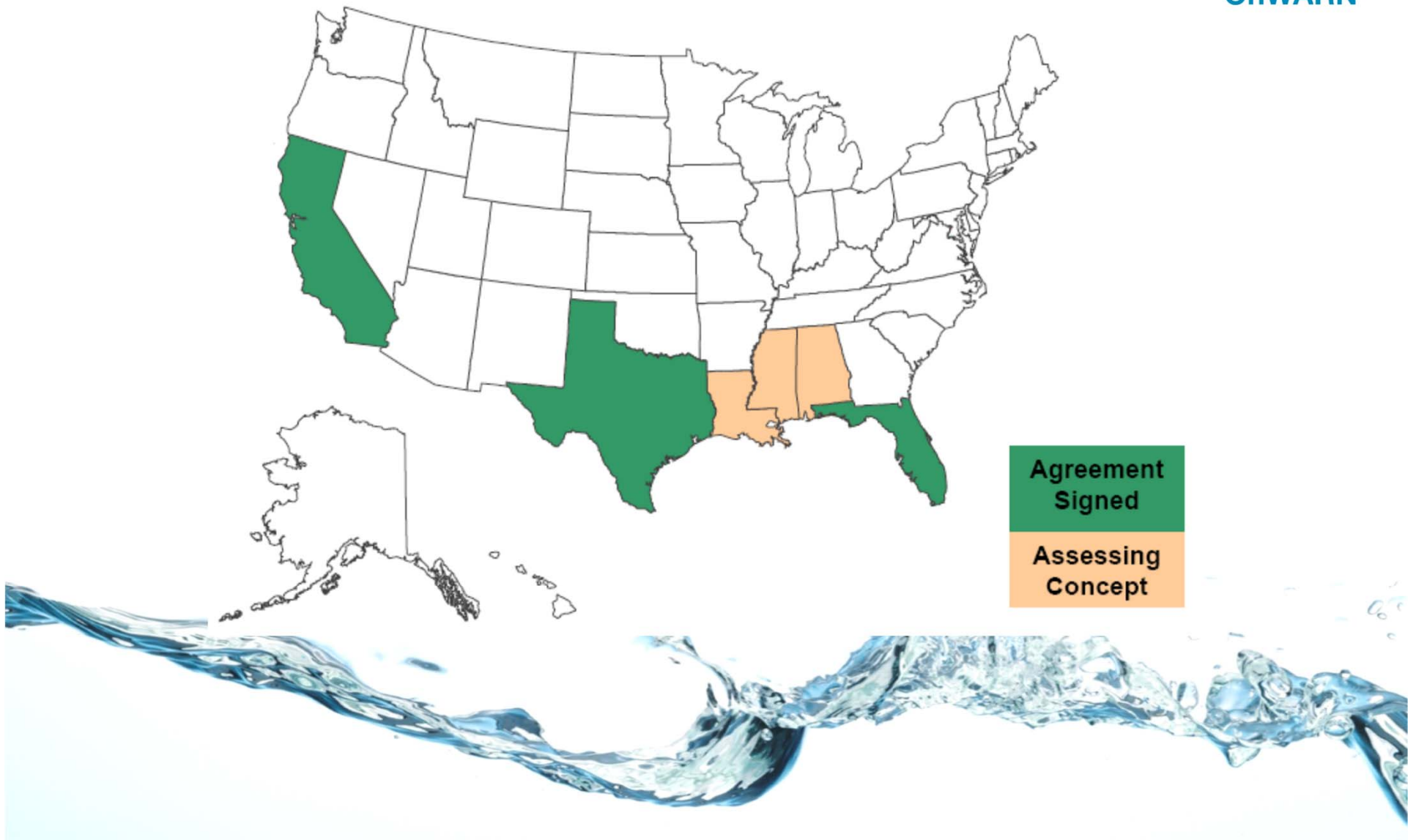
Why is WARN Important?



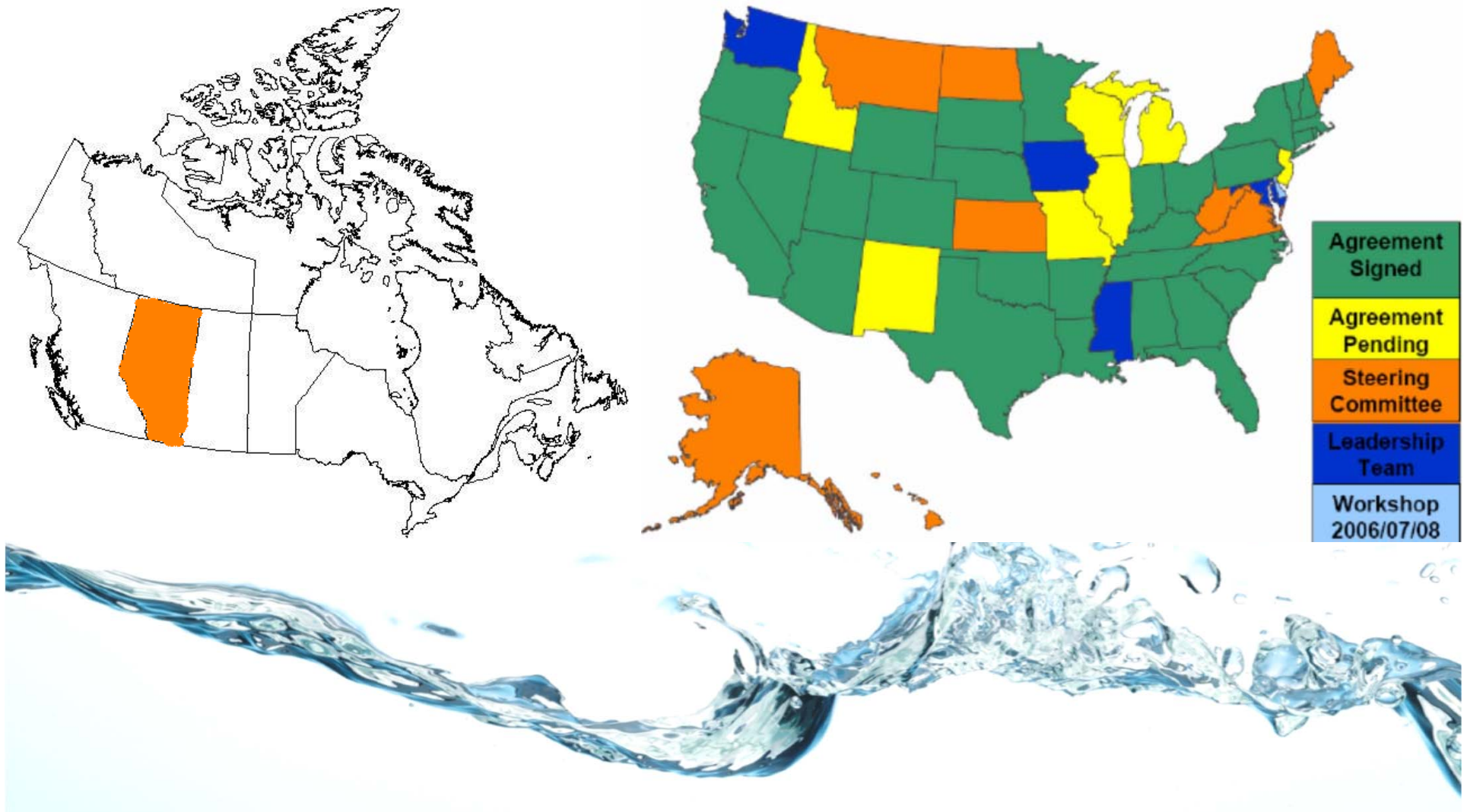
- Pre-establishes agreement / protocols to access resources knowledgeable in water and wastewater systems
- Forum for establishing / maintaining emergency and critical contacts
- Facilitates training and testing
- Does not require declaration of emergency



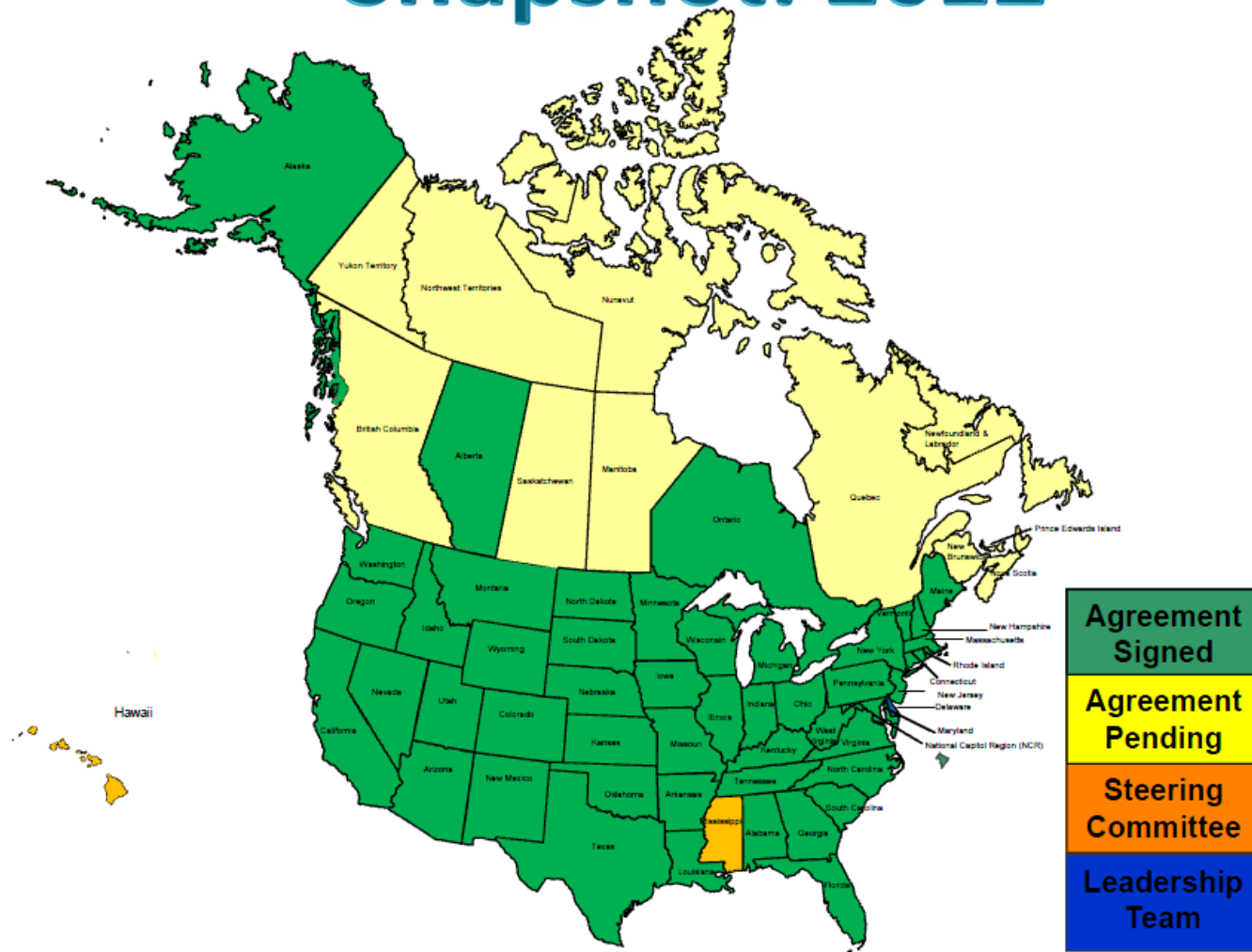
Snapshot: 2006



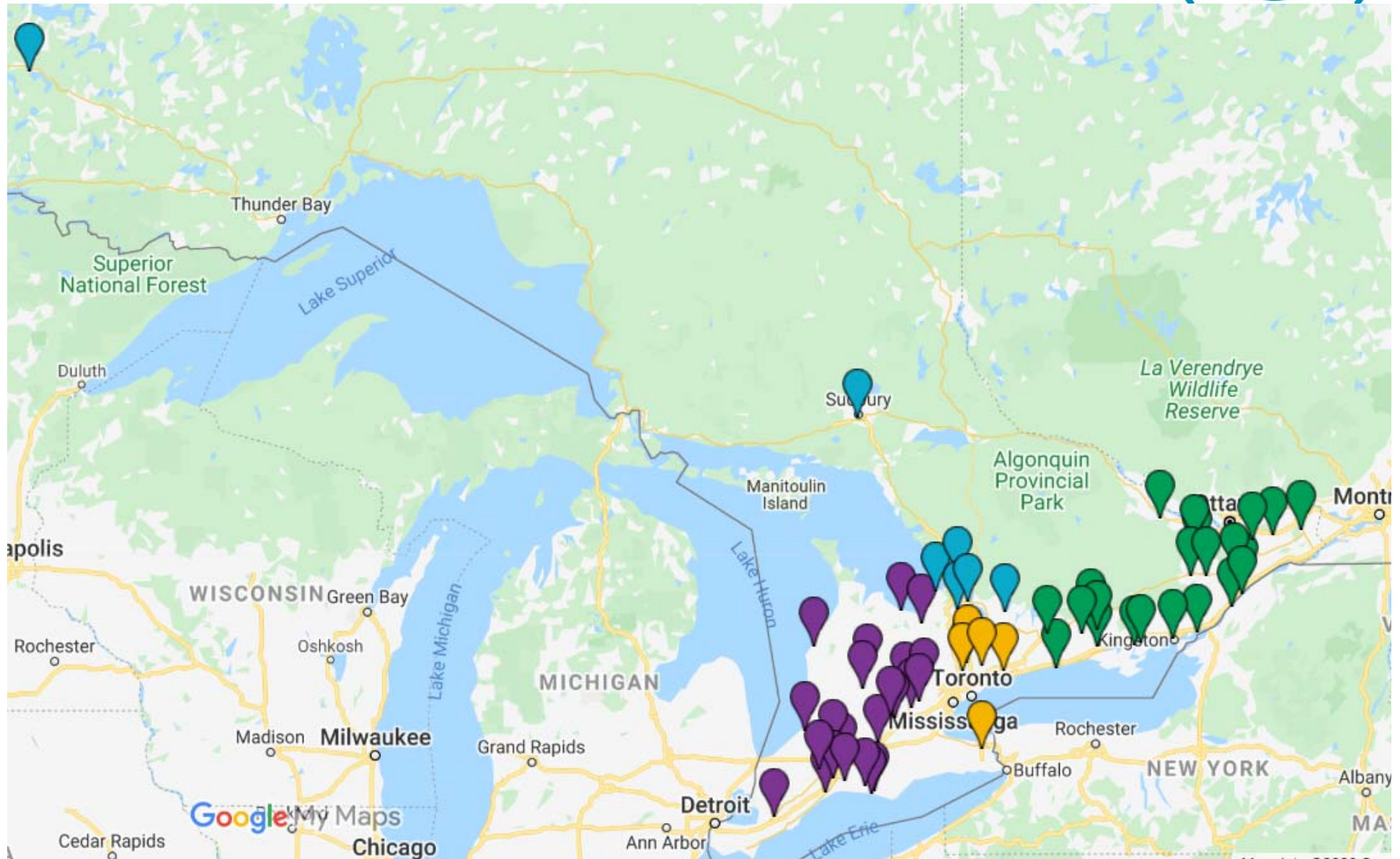
Snapshot: 2008



Snapshot: 2012



Snapshot: OnWARN April 2020



Member list: OnWARN April 2020



Aurora (Town of)		
Bayham (Municipality)	Guelph/Eramosa (Township)	
Blue Mountains (Town of)	Kawartha Lakes (City)	
Brockville (City)	Kincardine (Municipality)	
Carleton Place (Town of)	King (Township)	Oxford (County)
Casselman (Village)	Kingston (Utilities Kingston)	Perth (Municipality of the Town of)
Centre Wellington (Township of)	Kitchener (City)	Peterborough Utilities Services Inc
Chatham-Kent Public Utilities Commission	Lake Huron Primary Water Supply System	Prescott (Town of)
Clearview (Township of)	Lakefront Utilities Services Inc.	Quinte West (City)
Deseronto (Town of)	London (City)	Renfrew (Town of)
Dryden (City of)	Malahide (Township)	Russell Public Utilities (Township)
Durham (Regional Municipality)	Marmora and Lake (Municipality)	Severn (Township)
Dutton Dunwich (Municipality)	Midland (Town)	Smiths Falls (Town)
East Gwillimbury (Town of)	Minto (Town)	Southgate (Township)(Dundalk Drinking Water & Wastewater Services)
Edwardsburgh/Cardinal (Township)	Mississippi Mills (Town)	Southwold (Municipality)
Elgin Area Primary Water Supply System	Muskoka (District of)	St. Thomas (City)
Erin (Town of)	Niagara (Regional Municipality)	Stirling-Rawdon (Township)
Gananoque Public Utilities	North Glengary (Township)	Strathroy-Caradoc (Municipality)
Greater Napanee (Town of)	North Grenville (Municipality)	Trent Hills (Municipality)
Greater Sudbury (City)	North Perth (Municipality)	Waterloo (City)
Guelph (City)	Oro-Medonte (Township)	Whitchurch-Stouffville (Town of)

Benefits of WARN



- No cost to join, and significant economic benefit.
- Increases emergency preparedness.
- Collective response capacity.
- Single agreement to access resources across the province.



Benefits of WARN



- Expedites deployment of assistance and resources.
- Assists in response to events which impact large areas when response from adjacent and nearby utilities may not be possible.
- Responder indemnification and reimbursement.



Obligation of members



- Keep resource list up-to-date.
- Keep resources in ready-state.
- Respond when able. No obligation to respond.
- Requesting member provides support to responding members.
- Requesting member responsible for reasonable costs.



Examples



- CalWARN:
 - Northridge Earthquake, 1994
 - El Nino Storms, 1998
 - Sonora Fires, 2001
 - Southern California Fires, 2007
- FlaWARN:
 - Hurricanes Katrina, Wilma and Rita, 2005
 - Tornados, 2007
 - Hurricane Irma, 2017
- OrWARN:
 - Detroit Blizzard, 2008



Examples



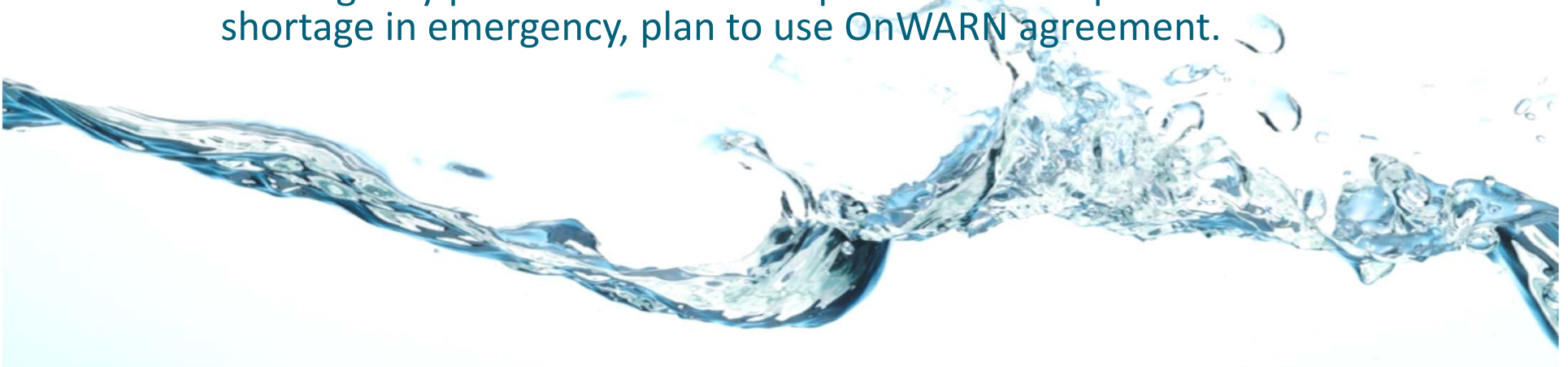
- TxWARN:
 - Rain Storms and Hurricane Humberto, 2007
 - Hurricanes Dolly and Ike, 2008
 - Hurricane Harvey, 2017
- CoWARN:
 - Salmonella outbreak, City of Alamosa 2008
- TnWARN, InWARN and KyWARN:
 - Ice Storm, 2009



OnWARN Examples



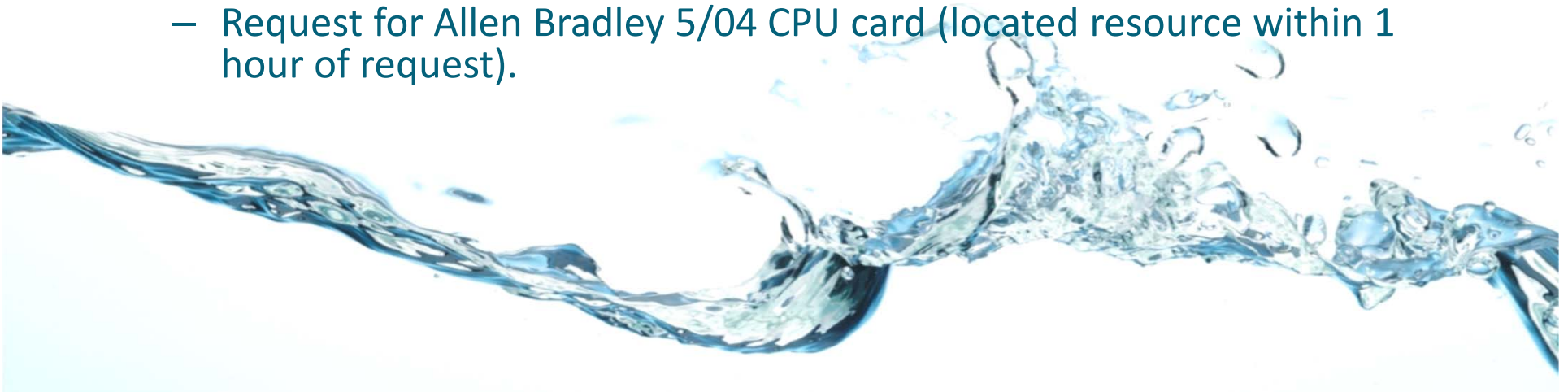
- Extensive Ontario flooding (Apr. 2013)
 - Request to identify who has portable wastewater pumps (aka trash pumps) available to assist in flooded areas, if requested.
- Guelph (Dec. 2013)
 - Request for information: list of contractors who could assist with a 20"-diameter ductile iron watermain break and 20' deep excavation.
- Durham Region (Mar. 2014)
 - Request for portable odour masking units (aka foggers or misters) for tank take-down or digester clean-outs.
- Centre Wellington / Erin (Aug. 2014)
 - Contingency plan between municipalities in anticipation of staff-shortage in emergency, plan to use OnWARN agreement.



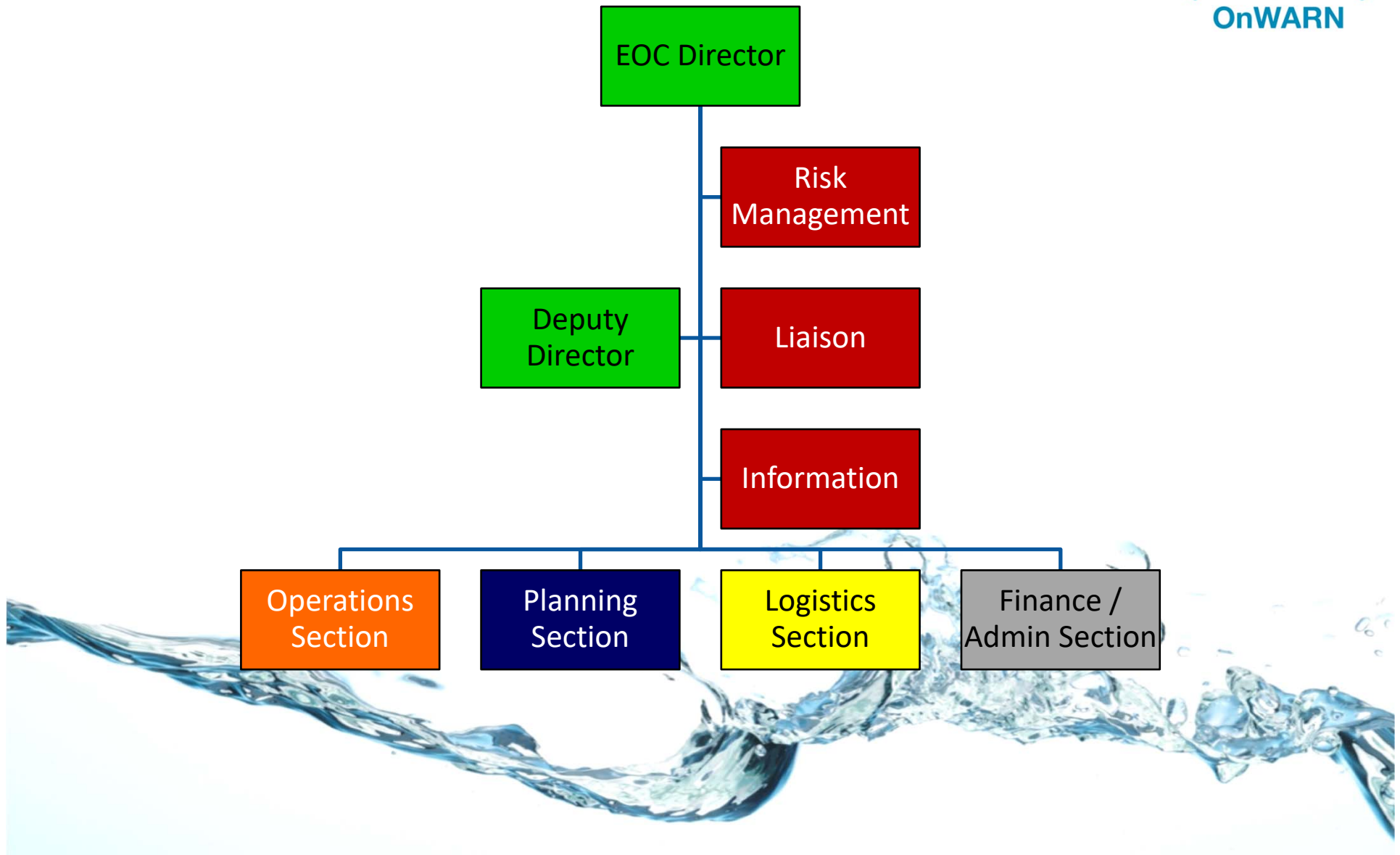
OnWARN Examples



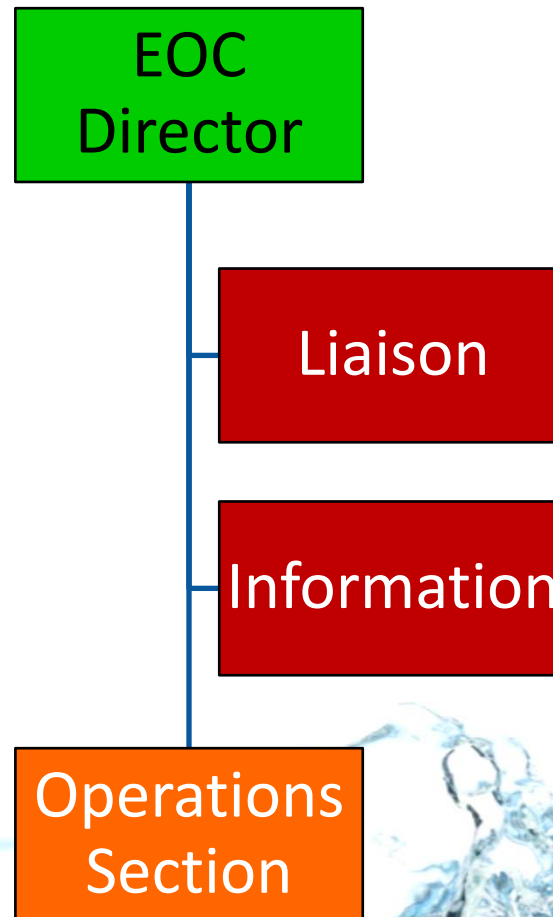
- London (Sep. 2014)
 - Request for replacement of a 36" gate valve that failed closed (or near closed).
- Greater Sudbury (Feb. 2015)
 - Request for DBH electrical thawing or another certified thawing unit to address large influx of frozen water services.
- Smiths Falls (Oct. 2016)
 - Request for Bristol Babcock communication cards (existing cards failed at the wastewater treatment plant with no replacements in stock).
- Peterborough (Apr. 2017)
 - Request for Allen Bradley 5/04 CPU card (located resource within 1 hour of request).



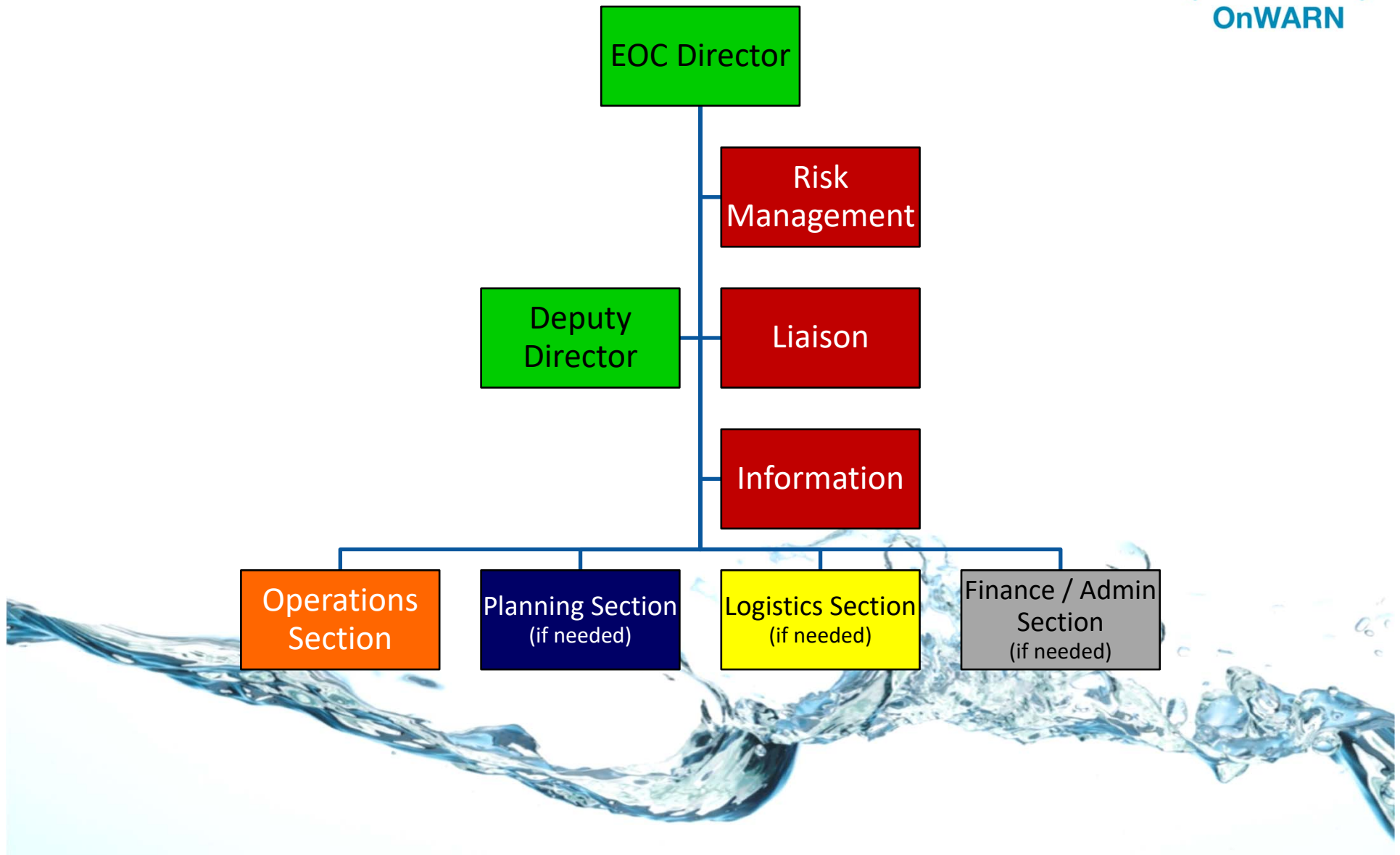
OnWARN Recommends IMS



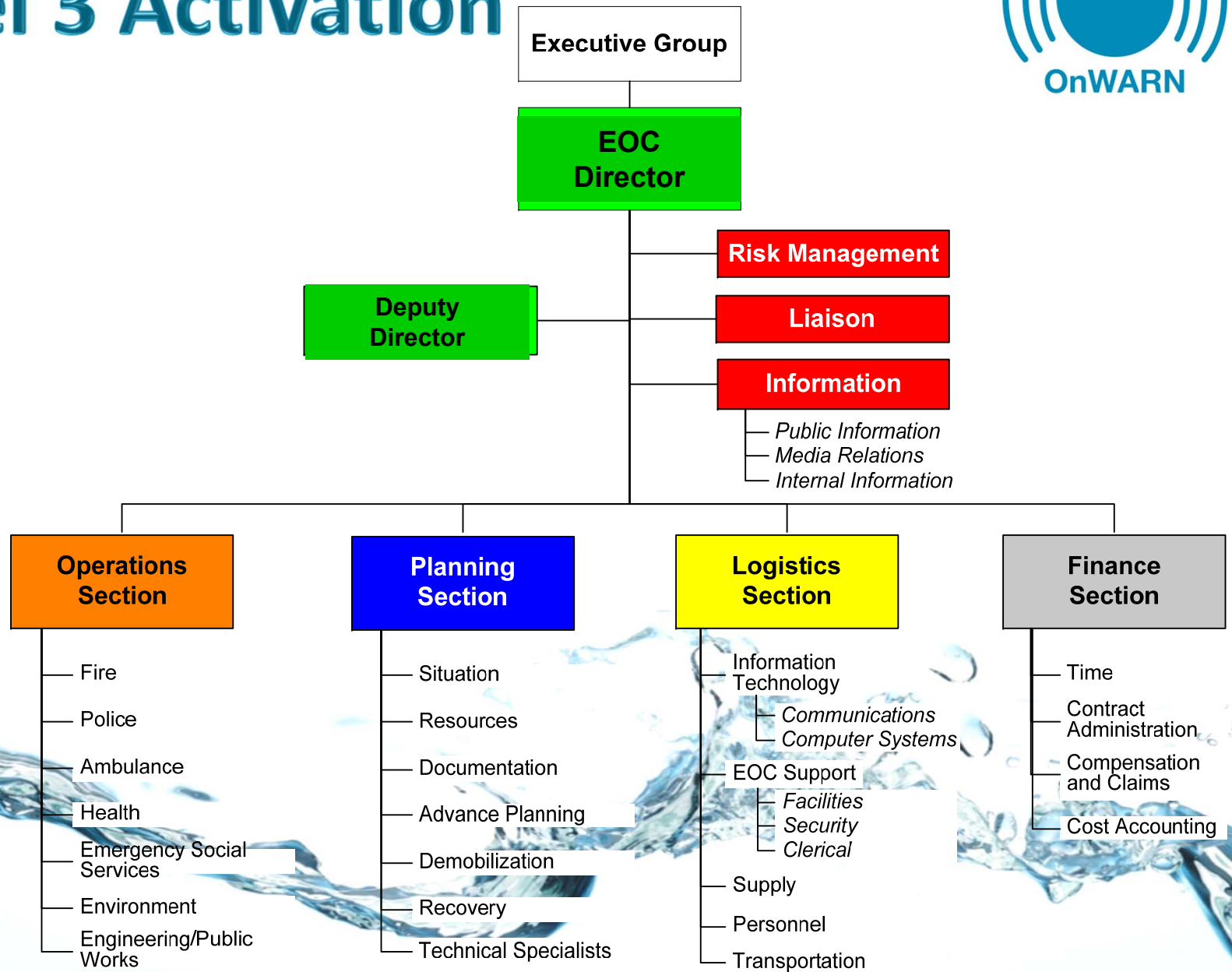
Level 1 Activation



Level 2 Activation



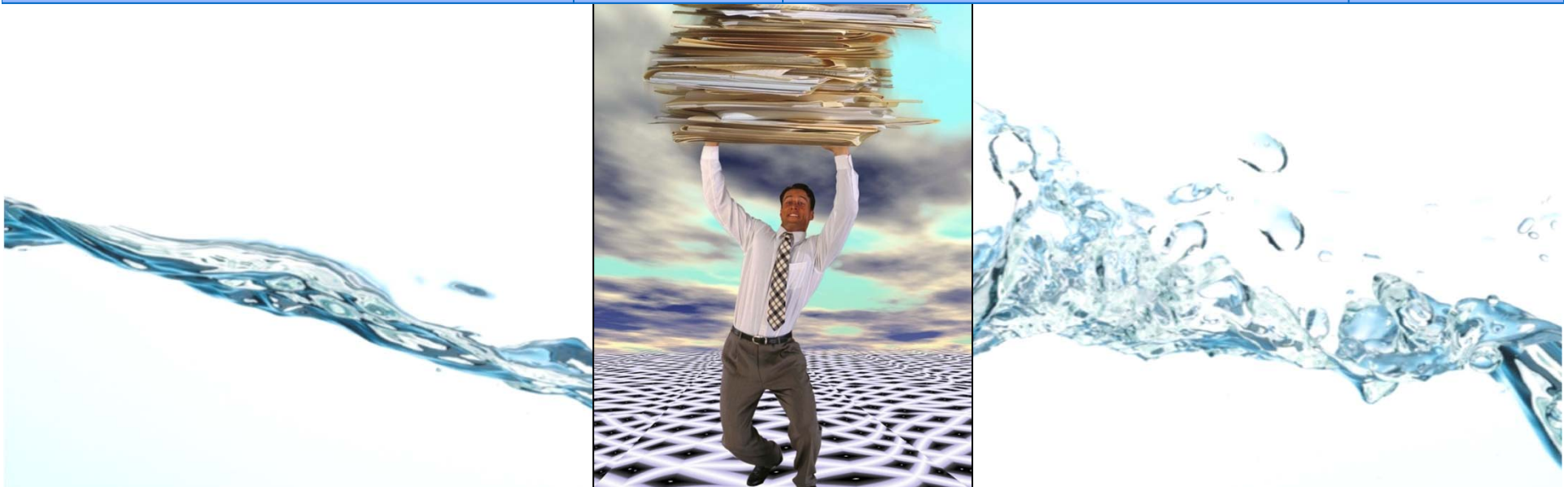
Level 3 Activation



Managing Information



Forms	EOC Group	Data Table / Display	EOC Group
Position Log	ALL	Event / Incident Display	PLAN
Incident Report	OPS	Resource Tracking Display	PLAN
Status Report	ALL	Resource Request Tracking Table	LOG
EOC Action Plan	PLAN	Media Enquiry Tracking Sheet	IO
Situation Report	PLAN	EOC Organizational Chart Display	ALL
Resource Request	OPS / LOG	Expenditure Tracking Report	FIN



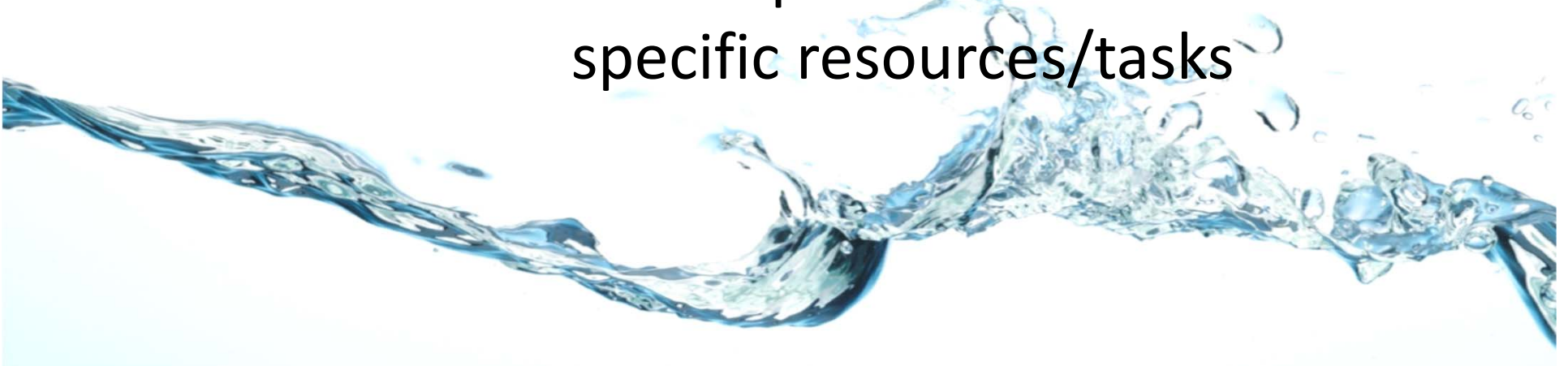
Where Does OnWARN Fit?



Emergency Response Plans:

- Operationally focused
- Issue/task specific
- Activity/sector specific

✓ Draw upon OnWARN for specific resources/tasks



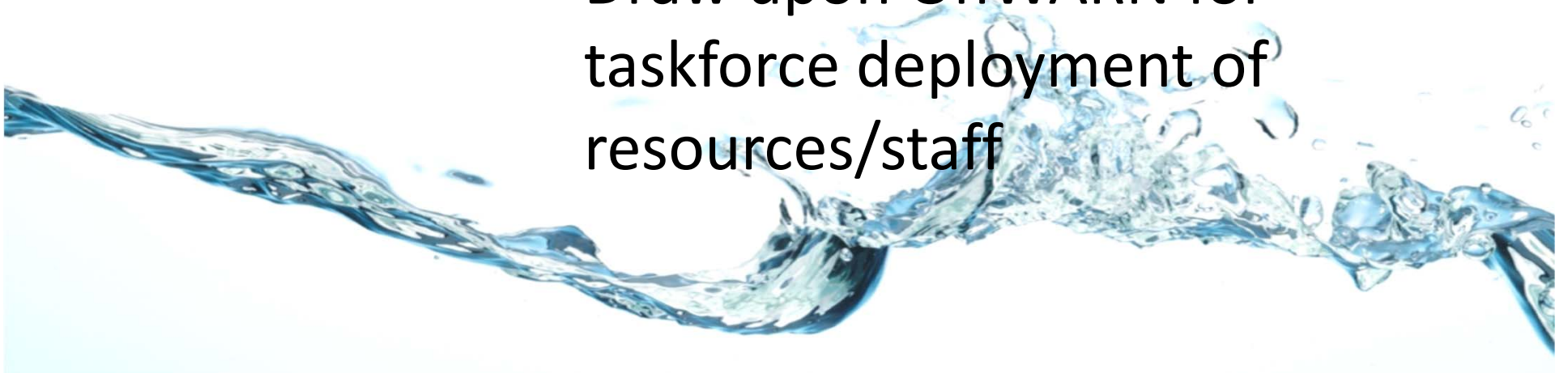
Where Does OnWARN Fit?



Incident Management System:

- Systemic scalable management
- Multiple resources and issues
- Multiple sectors

✓ Draw upon OnWARN for taskforce deployment of resources/staff



Where Does OnWARN Fit?



Example IMS:

Ontario IMS Doctrine

https://www.emergencymanagementontario.ca/english/emcommunity/ProvincialPrograms/IMS/Resources/IMS_Resources.html

National Incident Management System (FEMA)

<https://www.fema.gov/national-incident-management-system>



Where Does OnWARN Fit?



Emergency & Business Continuity Planning:

- Advanced preparedness & testing
- Resiliency and recovery focused
- ✓ Incorporate OnWARN into contingencies & tests



Where Does OnWARN Fit?



Example Emergency & Business Continuity:
Emergency & Continuity Management Program
(CSA Z1600)

<https://store.csagroup.org/>



Next Steps for OnWARN?



- OnWARN Steering Committee continues to work on adding OnWARN members across the province, especially in northern and central Ontario.
- Inter-provincial agreements (future)
- Inter-provincial / state agreements (future)



How to Joint OnWARN



1. Sign Mutual Aid & Assistance Agreement

www.onwarn.org

Reference Materials:

- ☐ Sample OnWARN Presentation
- ☐ Sample Council Report
- ☐ OnWARN Mutual Aid & Assistance Agreement
(signed in Counterparts)



How to Joint OnWARN



2. Complete & sign Member Emergency Contact Information Form

www.onwarn.org (Reference Materials)

- Member Contact Information
- Primary & Secondary Emergency Contacts
- Emergency Documents & Records Contact



How to Joint OnWARN



3. Submit signed Agreement and Contact Form to OnWARN

info@onwarn.org



Steering Committee Contacts:



Chair

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705.748.9301 ext.1258

Vice-Chair

Andrew Henry

ahenry@HuronElginWater.ca

519.930.3505 ext.1355

Visit: www.onwarn.org
E-mail: info@onwarn.org

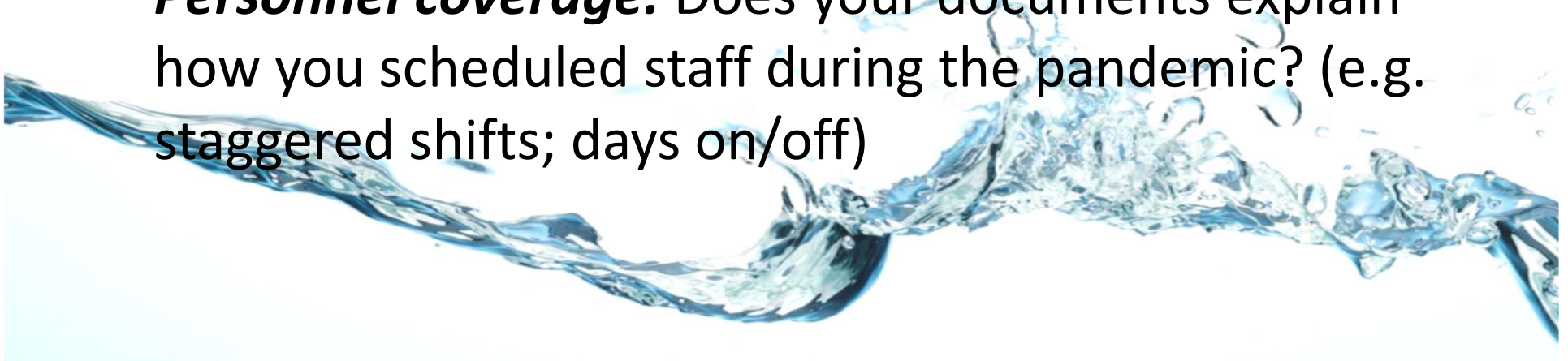


Thoughts on this Pandemic:



Operational Plan-related. Consider reviewing your:

- ***Risk assessment outcomes.*** Determine if your staff shortage experience (if any) is represented.
- ***Competency.*** Does your training programs cover training of temporary or redeployed staff? With what records?
- ***Personnel coverage.*** Does your documents explain how you scheduled staff during the pandemic? (e.g. staggered shifts; days on/off)

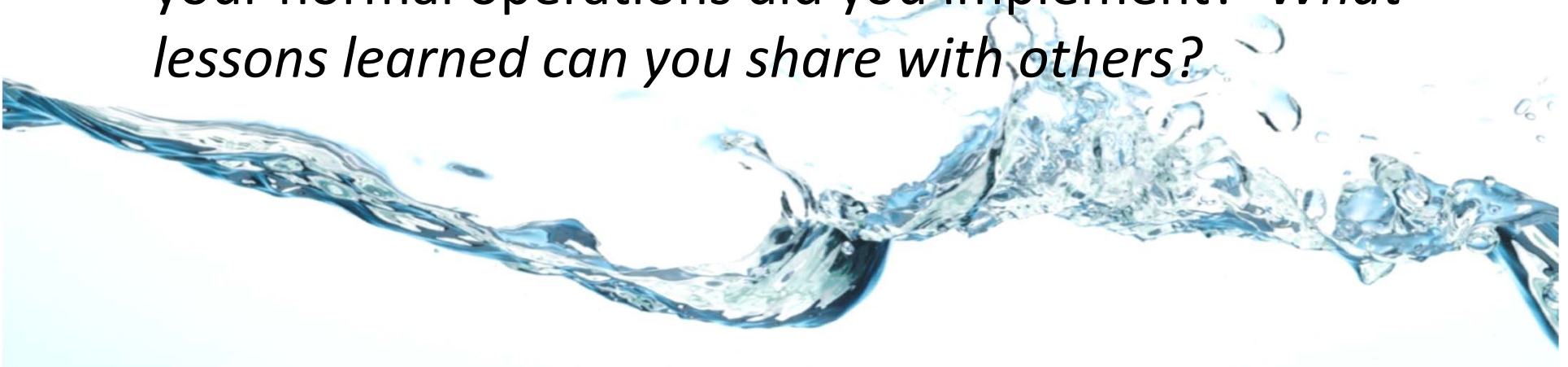


Thoughts on this Pandemic:



Operational Plan-related. Consider reviewing your:

- ***Essential supplies and services.*** Do you have all the information you needed to access essential supplies?
- ***Emergency preparedness.*** Are there any lessons learned from this pandemic that you can incorporate into your contingency plans? What adjustments to your normal operations did you implement? *What lessons learned can you share with others?*



Thoughts on this Pandemic:



Continual Improvement. Don't wait for the debrief.

Consider **starting** your debrief activities **NOW** and drawing feedback from various team members from all perspectives on a regular basis.

- What is going well?
- What is not going well?
- What are things we can do to make things better?
- Other lessons learned?



Thoughts on this Pandemic:



Response. Consider your circumstances:

- If a municipality called for help, do you have resources that could be deployed for a period? What capacity do you currently have?
- If you need assistance, would OnWARN be a tool you'd consider? Is OnWARN a resource that could be incorporated into your Emergency Operations Centre planning activities?



Additional Resources:



Emergency Management Ontario (Training Portal)

https://training.emergencymanagementontario.ca/TPOnline/TPOnline.dll/EMO_Home

Online Courses:

Code	Course	Duration
EM-125	Exercise Programs: Introduction	4 hrs
EM-135	Accessible Customer Service for Emergency Responders	4 hrs
IMS-100	Introduction to Incident Management System (self study)	4 hrs

Additional Resources:



Justice Institute of British Columbia (JIBC)

www.jibc.ca/programs-courses/schools-departments/school-public-safety/emergency-management-division

- Emergency Operations Centre
- Incident Command System
- Emergency Support Services
- Business Continuity



Additional Resources:



JIBC – Certificate in Emergency Management

<https://www.jibc.ca/programs-courses/schools-departments/school-public-safety/emergency-management-division/academic-programs/certificate-emergency-management>

- Accelerated training schedule (4 months)
- Full training schedule
- Four (4) additional courses to obtain Emergency Management Exercise Design certification

