

Procedures for 211 Regional Service Providers to Respond to Community Emergency

Site: No Physical Location

Record #: CWD0076 **Last Modified:** 08 Jul 2015 **Last Full Update:** 19 May 2015 **Update Schedule:** 19 May 2016

Record Owner: CWD **Date Created:** 19 May 2015 **Date Deleted:** N/A **Last Email:** N/A

Primary Data Management Fields

Agency-Site-Service	Topic
Memos and Bulletins	
I&R Comments	Follow the steps below when first hearing/receiving information about a local emergency situation.
Agency Information	
Parent Agency Name	General Topics and Information
Parent Agency Record #	ZZZ00001
Legal Status	(99) Unknown / No Service
Description and Service Details	
Description (Service)	<p>Procedures for 211 Regional Service Providers to Respond to a Community Emergency</p> <p>Step 1: Collect Information</p> <p>a) Complete the 211 Emergency Activation - Required Information Form</p> <p>b) If the information is not from municipal staff or emergency services personnel e.g. from the public, authenticate, or ask colleague in own organization or other 211 provider to authenticate the information from the caller from authoritative online or live sources (e.g. using municipal contact information if a protocol exists, or municipal or utility service provider website)</p> <p>c) Inform a manager.</p> <p>Step 2: Determine Impact within Organization and across 211 system in Ontario</p> <p>a) Manager determines impact on staff welfare - consider BCP (Business Continuity Plan)</p> <p>b) Manager determines potential call volume depending on nature of event and need for assistance</p> <p>c) Manager makes decisions that arise from this information including requesting support from one or more other 211 regions if required</p> <p>Step 3: Communicate Information to Those who Need to Know</p> <p>Send email with completed "211 Emergency Activation - Required Information Form" to:</p> <p>a) The designated person or their delegate within your organization according to your organization procedure. View Community Connection's emergency contact list here.</p> <p>b) The 211RSP in the region(s) in which the event is occurring. [Depending upon urgency, a manager should determine whether or not to contact people in the middle of the night.] To contact 211 providers use Contact Information for 211RSPs re Disaster Notification, text or call including mobile numbers. Follow the agreed upon priority order until a contact is made. View the 211 RSP contact list, here</p> <p>c) Ensure overnight and French language services have current information</p> <p>d) Inform all other 211RSPs for information purposes based on the scale of the emergency</p> <p>Step 4: Organize and Expand Information</p> <p>a) Assign Resource Specialist if available, (or if not available an Information Specialist or another Regional Service Provider) to create a first CIOC database record about the event using information from the authoritatively validated information from the "211 Emergency Activation - Required Information Form"</p> <p>b) Gather details and additional relevant information from other online sources (Twitter, Facebook) and media and monitor event information.</p> <p>c) If required the Resource Specialist will create an Emergency Event portal and a CIOC record about the portal.</p> <p>Step 5: Track Calls</p> <p>a) Use agreed upon disaster tracking tool. (This is important for caller safety, to demonstrate the role 211 contributed, and for reporting purposes.)</p> <p>Step 6: After the Emergency</p> <p>a) Debrief the event and learning from it. (Use Debrief Event Template for Emergencies and Exercises)</p> <p>b) Prepare report, circulate report for comment if there were multiple stakeholders, and finalize.</p>

Areas Served	Ontario
Languages	English
Site Information	
Located In Community	Collingwood
Additional Service Sites - Staff View	No Physical Location
Taxonomy and Classification	
Taxonomy	Emergency Preparedness and Response Planning
Publications	211NOTWEB ; CENTRALEAST ; CWD-CCINTERNAL ; DISASTER ; O211-4-CENTEAST
Distribution	AIRSEXPOR-T-O211-
Other Details	
Shared With	FindHelp (211 Ontario)
Secondary Data Management Fields	
Record Type	(S) Subject
Created By	CWDSO
Date Modified (Taxonomy)	19 May 2015
Modified By (Main Record)	CWDSO
Modified By (Taxonomy)	CWDSO
Updated By	CWDSO
Block Update Emails	No
Statistics	
Record Views (Public)	7 (as of 30 Jul 2015)
Record Views (Login)	34 (as of 30 Jul 2015)
Record Views (Total)	41 (as of 30 Jul 2015)