

Report to / Rapport au:

**Ottawa Public Library Board
Conseil d'administration de la Bibliothèque publique d'Ottawa**

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**Submitted by / Soumis par:
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File Number: OPLB-2017-0603

SUBJECT: Ottawa Public Library Emergency Plan

OBJET: Plan d'urgence de la Bibliothèque publique d'Ottawa

REPORT RECOMMENDATION

That the Ottawa Public Library Board receive this report for information.

RECOMMANDATION DU RAPPORT

Que le Conseil d'administration de la Bibliothèque publique d'Ottawa prenne connaissance de ce rapport à titre d'information.

BACKGROUND

In accordance with the Public Libraries Act, RSO 1990, c.P.44, the OPL Board has accountability for the full range of decisions affecting the organization, However, the Board has decided to use a policy or strategic model that focuses Trustee attention on strategic elements, while delegating general supervision and direction to the CEO. The OPL Board Policy OPLB-002 Delegation of Authority provides a framework regarding the range of decisions a CEO can make, including the provision for flexibility during special circumstances. Specifically, it states: "In cases of emergency or special

circumstances where it is necessary to act within or outside the normal mandate of the OPL, but such action is not strictly within the terms of the delegated authority, the CEO may take such action as necessary to rectify the situation and all such actions shall be reported immediately to the Chair and then to the Board.”

Subsequent to a city-wide emergency situation in 2014, OPL staff developed a comprehensive emergency program, and undertook a review of all operational policies, procedures, and guidelines with respect to emergency response. This included a complete revision of the branch / department-level Emergency Information Booklets and Quick Reference Guide, the implementation of a response protocol and escalation matrix, and the completion of a Business Impact Assessment. In 2016, OPL provided the Board with information regarding the Emergency Program, as well as a status update on the implementation of the various components.

To support the CEO in carrying out the responsibilities during an emergency situation, the OPL Emergency Plan (the Plan) (Document 1) was developed as a functional document providing an overview of the enhanced and coordinated level of planning and readiness required. It is a key overarching document that ensures OPL is equipped to prepare for, mitigate, and respond to, emergency situations, and assist employees in continuing to provide services with minimal interruptions during emergency response and recovery activities.

DISCUSSION

In an emergency situation, customers expect the OPL to provide accurate, timely, and coordinated information and guidance, as well as ensure the continued delivery of service as is reasonably possible or expected. The effectiveness with which OPL is able to contact and inform stakeholders, significantly impacts employee and public safety, as well as OPL’s reputation and the public’s confidence in the organization.

The Ottawa Public Library (OPL) Emergency Plan outlines the organization’s Emergency Operations and Incident Management Command Centre (EOIMCC) structure, and describes the goals, objectives, basic strategies, processes, and mechanisms by which the OPL mobilizes resources and conducts activities to guide and support emergency management efforts. The aim of the Plan is to provide the framework for any extraordinary arrangements and measures that may have to be

taken. The Plan is supported by series of subcomponents (e.g. policy, procedures, guidelines) detailing specifics with respect to response actions.

Recognizing that the OPL is an agency of the City of Ottawa (City) with shared services in many areas (e.g. facilities maintenance), this Plan supports, and is an integrated component of, the City's Emergency Plan. In the event of a City-wide emergency impacting OPL facilities and services, the Ottawa Public Library will follow the direction of the City.

The Plan's structure follows the Incident Management System (IMS), a standardized approach to emergency management encompassing personnel, facilities, equipment, procedures, and communications. The IMS structure is predicated on the understanding that in any and every incident there are certain management functions that must be carried out. As a result, during an emergency situation, OPL's organizational structure (especially at the management level) is temporarily replaced with the IMS Command Structure.

With the finalization of the Plan, OPL has essentially completed all components of the comprehensive emergency program.

CONSULTATION

The OPL Emergency Plan was developed in consultation with the City of Ottawa's Office of Emergency Management.

LEGAL IMPLICATIONS

There are no legal implications associated with this report.

RISK MANAGEMENT IMPLICATIONS

There are no risk management implications associated with this report. Risk management and mitigation is a consideration in all emergency program planning and activities.

FINANCIAL IMPLICATIONS

There are no financial implications associated with the receiving of this report. It should be noted that depending on the severity and intensity of an emergency situation, any expenditures associated with the emergency are recorded independently from normal operating expenses.

ACCESSIBILITY IMPACTS

There are no accessibility implications associated with this report.

TECHNOLOGY IMPLICATIONS

There are no technology impacts associated with the receiving of this report.

BOARD PRIORITIES

This report aligns with OPL Board Policy OPLB-002 Delegation of Authority.

SUPPORTING DOCUMENTATION

Document 1 OPL Emergency Plan, June 1, 2017

DISPOSITION

Upon receipt of this report by the OPL Board, staff will continue to carry-out the operational tasks associated with the OPL's Emergency Plan and all subcomponents, including annual reviews.