Service Agreement
Between
Community Information Centre of Ottawa/211 Eastern Region
And
The City of Cornwall

1. Introduction

This Service Agreement between the City of Cornwall and the Community Information Centre of Ottawa/211 Eastern Region in relation to the assistance they can provide to the City of Cornwall and its residents in anticipation of, during and following an emergency incident. Regardless of the existence of a Service Agreement with the City of Cornwall, Community Information Centre of Ottawa/211 Eastern Region expects to receive incident related calls from the public making it important to ensure that the best possible communication protocols are in place.

2. Parties & Application

The parties to this Service Agreement are, and this service agreement applies to, the City of Cornwall and the Community Information Centre of Ottawa/211 Eastern Region.

3. 211

The three digit phone number 211 was approved for information and referral by the CRTC in 2001. 211 is a free number to call when a person needs services and does not know how to find them. Community Information Centre of Ottawa, a non-profit organization located in Ottawa, is the 211 Ontario Regional Service Partner for Eastern Ontario which includes the Counties of Stormont Dundas Glengarry as well as the City of Cornwall, the Counties of Prescott Russell, Leeds and Grenville, Lennox & Addington, Frontenac, County of Hastings and Prince Edward, County of Lanark and County of Renfrew as well as, all separated municipalities within those counties.

211 Ontario Regional Service Partners answer thousands of calls every day about social, health, community and related government services. Callers may be anyone: individuals, service providers, refugees, business owners, government employees or elected officials. The 211 public inquiry line is supported by an online database of 56,000 services which can be searched at www.211ontario.ca. Ontario Regional Service Partners regularly prepare reports for planners about trends and needs from information gathered from providing the service.

The 211 information and referral service is standards driven. Providers of 211 services are accredited by the Alliance of Information and Referral Systems (AIRS). The goal is for 211 to be the first and best place for everyone in Ontario to find, connect to and communicate with human services by phone and online. In the event of an incident, 211 services are available as a public information line and to complement the community’s existing capacity.
4. Everyday Information and Referral Services

Everyday information and referral services that are provided 24/7 by Regional Service Partners and continue in the event of an emergency incident include:

Public Inquiry Line

• Assessing the needs of callers, or public contact using channels other than the phone, evaluating and indicating appropriate resources including organizations capable of meeting the identified needs, and helping callers to whom services are unavailable by locating alternative resources and linking callers to them
• Providing a 24/7, confidential and multilingual phone service, including TTY and email
• Staff who are trained in serving vulnerable populations including providing advocacy and follow up support
• Staff who are trained in crisis intervention and creating safety plans for endangered callers
• Protocols with 911, crisis and distress lines, and volunteer centres
• Monitoring public and social media and posting facts or notices to call 211

Online Databases

• Continually updating comprehensive databases of human services across Ontario
• Province-wide database accessible online at 211Ontario.ca
• Annually updating pre-disaster database of organizations that provide services in times of disaster

Needs and Trends Reporting

• Collecting non-identifying details about calls, TTY, social media and email contact tracking needs and trends, unmet needs and services gaps
• Producing reports to support community planning and advocacy organizations

5. Requests for Assistance

(a) In anticipation of, or upon either a declared or non-declared emergency, the City of Cornwall may request assistance from Community Information Centre of Ottawa/211 Eastern Region.

(b) The request for assistance could be made by the CAO or designate to the most senior staff person at the Community Information Centre of Ottawa/211 Eastern Region or designate by following the notification procedures as outlined in the Appendix.

(c) The initial request for assistance may be made verbally, however an emailed request would follow as soon as reasonably practicable and would be responded to so that both parties have a record of the request.

(d) Community Information Centre of Ottawa/211 Eastern Region will be provided with any additional information requested and as required to determine the existence of the emergency incident and to assess type, scope, nature and amount (if known) of assistance to be provided.

(e) Community Information Centre of Ottawa will notify the City of Cornwall of additional costs to be incurred and compensated as soon as they become necessary or foreseeable.
(f) The parties may by mutual agreement verbally amend the assistance to be provided and confirm the revised agreement in writing as soon as reasonably practicable.

(g) Community Information Centre of Ottawa/ 211 Eastern Region may work with other 211 Regional Service Partners to provide the requested assistance.

(h) Where a municipal customer service department exists, Community Information Centre of Ottawa/ 211 Eastern Region may back up and support the customer service department.

6. 211 Services Provided during Emergency Response and Recovery

**Public Inquiry**

a) Connect callers to critical resources by assessing their needs, identifying appropriate resources and linking them to needed services

b) Provide a central access point for information about volunteering and donations

c) Monitor conventional and social media for rumour control

d) Provide potential in-person 211 service in reception or evacuation centres

**Online Databases**

(a) Deploy and continually update a disaster database with information and services that emerge throughout the response and recovery periods

(b) Make the disaster database available to other organizations in the community

(c) Maintain a continual information exchange with the Emergency Information Officer or designate to ensure only authoritative and verified information is disseminated

(d) Collect customized details about people who want to volunteer and donations of goods as a result of an incident; and make information available in real-time to emergency management personnel

(e) Support case management for vulnerable populations fan out procedures

**Needs and Trends Reporting**

a) Collect demographic information about callers, types of referrals, access to services, service availability and unmet needs

b) Produce timely reports to the community

c) Produce after-action reports with aggregated data and key learnings to support community planning activities

d) Participate in de-briefing meetings.

7. Information Flow (Procedures)

(a) The City of Cornwall through its Emergency Information Officer, Liaison Officer or their delegate will determine procedures to keep the Community Information Centre of Ottawa/211 Eastern Region informed with current, accurate information about services and assistance for the public, as well as press releases and updates on new and changing services including escalation and de-escalation of the emergency incident.

(b) Community Information Centre of Ottawa/211 Eastern Region will determine procedures to keep the Emergency Information Officer, Liaison Officer or their delegate up to date on
relevant service needs and service gaps identified through the 211 public inquiry service, as well as provide customized reports that may be required.

8. Limitations

(a) Community Information Centre of Ottawa/211 Eastern Region retains the right to refuse the request to provide assistance in its sole discretion.

(b) No liability shall arise against Community Information Centre of Ottawa/211 Eastern Region if it fails for any reason to respond to a request for assistance made under this agreement or withdraws the provision of assistance.

9. Costs

In the event of an emergency, direct or indirect costs may be incurred by the Community Information Centre of Ottawa/211 Eastern Region and if these costs are incurred, the City of Cornwall will reimburse these costs to the Community Information Centre of Ottawa/211 Eastern Region. Such costs may include wages, salaries, benefits, equipment and any fees associated with establishing public access points. Other fees may be applicable according to circumstances.

For this purpose, documentation and reporting procedures will be agreed on with the City of Cornwall as part of this agreement.

Agreed to and signed this ________________ day of ____________, 20XX

The City of Cornwall: _____________________  ______ __________________________

Community Information Centre of Ottawa/211 Eastern Region: _______________________________

Executive Director