
CATEGORY: CORPORATE SERVICES

SUBCATEGORY: GENERAL

SUBJECT: Region Infrastructure Failure – Residential Financial Supports Policy

A. PURPOSE

This policy provides the framework within which staff are authorized to respond to incidents where a Regional Infrastructure Failure causes physical damage to a principal habitational dwelling which results in the displacement of residents from the dwelling.

B. SCOPE

This policy only applies in the following instance:

- a Regional Infrastructure Failure occurs,
- which causes direct physical damage to a principal habitational dwelling or to common elements of a complex housing a principal habitational dwelling, and
- as a result, a resident(s) is (are) unable to live in the dwelling (a "Displacement")-

This policy does not apply to:

- a Displacement of residents who have habitational (home or tenant) insurance covering a Displacement; or
- a displacement from commercial or industrial properties or buildings.

C. DEFINITIONS

"Regional Infrastructure Failure" means the instance of a sudden and isolated event where a Region of Peel Public Works system breaks down or does not operate as designed or intended, whether the expected level of service is achieved or not.

This policy may be applied when in the opinion of the Commissioner of Public Works (the "Commissioner"), circumstances have occurred which are within the scope of this policy.

D. POLICY

Deciding to invoke this Policy

In the event of a Regional Infrastructure Failure, Regional staff shall collect all relevant information to enable the Commissioner to decide whether this policy may be applied.

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Upon deciding that this policy may be applied the Public Works Commissioner is authorized in her or his sole discretion to decide to apply or not to apply the policy taking into account all of the circumstances then known to the Commissioner.

No admission or acknowledgment of liability

A decision to apply this policy and an application of this policy is not intended to be an admission on the part of the Region or of any person for whose acts or omissions the Region may in law be responsible, of fault or liability respecting the Region Infrastructure Failure or any consequence of such failure, and Regional staff shall not acknowledge or admit any such fault or liability. Any and all financial and other supports provided in accordance with this policy shall be provided on the express, written condition that the Region does not thereby admit or acknowledge any such liability or fault and that the support is provided on a without prejudice basis.

Disaster Relief Services agreement and Programs of the Region's Human Services Department

Upon a decision by the Commissioner to apply this policy the Region will employ the framework for the provision of support as set out in the Disaster Relief Services agreement between the Region and the Canadian Red Cross Society as that agreement may be revised or replaced from time to time and may engage with the Region's Human Services Department in the employment of such of that department's relevant support programs and facilities as the Commissioner and the Commissioner of Human Services may deem appropriate.

The Commissioner will upon deciding to apply this policy establish a funding source to pay for support services.

Time Limited Financial Supports

In applying this policy, supports under the Disaster Relief Services agreement will only be extended to a maximum of seven (7) days, or in the discretion of the Commissioner such longer time as may be required further to direction from Council.

Residents habitational (home or tenant) insurance

In order to receive supports under this policy a displaced resident must provide a declaration that there is no policy of habitational (home or tenant) insurance available under which they may make a claim based on the Displacement.

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By making a displaced resident ineligible to receive supports under this policy when they may claim under a policy of habitation (home or tenant) insurance, the Region undertakes no obligation regarding any future increases in a resident's habitation (home or tenant) insurance premium resulting from any claim made or from a Regional Infrastructure Failure.

Council Reporting

Council is to be informed of all instances in which a decision is made by the Commissioner to apply this Policy or where a Regional Infrastructure Failure results in a Displacement.

E. RESPONSIBILITIES

Where a Regional Infrastructure Failure has occurred, and a decision has been made by the Commissioner to apply this policy:

Department/Division having responsibility for the Region Infrastructure Failure

1. Will notify Regional Emergency Management team and inform them of the event
2. Will provide a report to the Commissioner summarizing the event and actions taken
3. Will notify management staff up to the Commissioner on what property damage is built into the contract if damage is caused by a contractor and provide potential recommendations on directing staff to contractor or Region for claims (done in conjunction with purchasing and Risk management)
4. Will engage communications to assist with inquiries from the media
5. Will provide an event summary report to Loss Management
6. Will provide an event summary report to the Councillor of issue in their ward

Regional Emergency Management team

1. Will notify Human Services of the event and request assistance
2. Will notify ELT of issue
3. Will issue periodic updates to ELT on issue
4. ELT will keep council up to date on issue

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Human Services

1. Will set up information centre
2. Will make decisions on whether to contract out assistance to a service provider like the Red Cross
3. Will liaise with residents to ensure the delivery of supports needed to meet basic needs
4. Will keep important data and financials on the response

Loss Management and Insurance Services

1. Will notify Region's insurance provider of the incident and Region's response
2. Will notify the Region's consultant, contractor or any other entity in contract with the Region, including their respective insurers, that may be liable for the damage resulting from the incident
3. Will work with all stakeholders, internal and external, through to the resolution of all claims

F. PROCEDURES

Staff will work with and provide guidance to the Disaster Relief Services provider in accordance with the standards contained within the Disaster Relief Services Agreement.

APPROVAL SOURCE:	Provided by issuer &/or Clerk's, Legislative Services
ORIGINAL DATE:	Provided by original issuer
LAST REVIEW DATE:	Provided by issuer
LAST UPDATE:	Provided by issuer
EFFECTIVE DATE:	Provided by issuer
RESPONSIBILITY:	Department/Division/Section - provided by issuer