



SMDHU

2016 Burl's Creek Operational Plan



BACKGROUND

Mass gathering events require collaboration and coordination internally within the Health Unit as well as with external stakeholders. For Burls Creek Event Grounds planning purposes, Simcoe Muskoka District Health Unit is engaged with Municipality, Burls Creek, emergency first responders (Police, Fire, and Paramedics), Provincial agencies (AGCO).

Two events are planned for the 2016 calendar year. They include:

- **Wayhome Music and Arts Festival, July 21st – July 24th Approximate Attendees, 35,000 daily**
- **Boots and Hearts Music Festival, August 3rd -7th Approximate Attendees, 40,000 daily**

Public Health Implications associated with mass gatherings and the Burl's Creek event venue in particular include:

- Potential for activation of the municipal EOC during Burl's Creek events, resulting in MOH/alternate representation.
- Inspection and enforcement activities (e.g. food/water safety, tobacco control)
- Health Promotion messaging, including, but not limited to:
 - Preventing illness (infection prevention and control measures including hand washing)
 - Extreme heat/storms (health precautions and emergency response)
 - Road/pedestrian safety
 - Surveillance and outbreak management
 - Zoonotic and vector borne disease control (protection against mosquito bites)
 - Sun safety/shade (protection against sun exposure)
 - Injury prevention and substance abuse including harm reduction strategies
 - Tobacco-Free Living

INTRODUCTION

PURPOSE

This plan focuses on *consequence management components of public health response where public health mandates apply and identifies mitigation and response strategies* related to possible impacts that could potentially extend to participants and/or visitors at Burls Creek Event Grounds for the Wayhome and Boots and Hearts Music Festivals. This document is to serve as a comprehensive guide for localized response measures and preparedness strategies.

The plan details the mandated inspection and investigation activities, emergency management and communication structures as well as health promotion strategies and activities. This plan further identifies redeployment strategies to ensure the continuity of our time critical services and support human resource requirements to implement related preparedness and response activities identified in the concept of operations section of this plan.

Mitigation and response activities outlined within this plan are based on planning assumptions. Identified roles and responsibilities may be modified depending on human resource availability and outcomes from budgeting discussions.

The overall goals of this plan are:

- To enhance public health services to prevent or mitigate potential impacts from the Music and Arts Festivals.
- To coordinate public health services with other health-sector and community-response partners.
- To identify key public health response functions based on prioritized risks and clarify responsibilities and capabilities of public health during planning, response and recovery.
- To ensure continuity of time-critical public health services to residents within impacted areas, including the five critical public health functions:
 - Population health assessment (reporting on the burden of illness in a community).
 - Surveillance (detecting and monitoring cases and indicators of disease and illness).
 - Disease and injury prevention (developing strategies to reduce the risk for injury).
 - Health promotion (educating the public about steps they can take to stay healthy).
 - Health protection (identifying and managing environmental hazards that pose risks to public health such as safe drinking water and food supplies and smoke-free environments).
- To ensure sufficient surge capacity to cope with anticipated demands and coordination with other key community-response partners and the ad hoc health system/health planning.
- To ensure the health system can respond to any extraordinary events that may occur throughout the duration of the event.
- To identify communications and emergency management systems, along with supportive tools to assist with coordination of public health services during the events.

PLANNING

PUBLIC HEALTH PLANNING ASSUMPTIONS

- Food/water safety demands will increase: temporary increase in population, heightened demand for food and water consultations and assessments leading up to the event and throughout each festival.
 - Increased inspection and monitoring of current temporary water supply
 - Review of Food Safety Special Occasion Event Applications and assessment of infrastructure to support temporary food premise sites
- Demands associated with increased demand for temporary accommodation – camp site.

- There will be a need to maintain and possibly expand routine practices; e.g. health-hazard complaints investigations.
- Health messaging for visitors unfamiliar with the region can help mitigate the occurrence of preventable injury/illness and thus demand on more acute care: e.g. extreme heat and hydration, zoonotic and vector-borne risks, hand washing and infection control, and personal safety.
- Tobacco control (including use of e-cigarettes regulated under evolving Electronic Cigarettes Act) remains a significant compliance factor due to event attendance numbers combined with a young attendee demographic. Tobacco-free advocacy and denormalization will remain a challenge including sponsorship attempts by the tobacco industry. Smoke-free environments as legislated by the Smoke-Free Ontario Act protect workers and the public from the harmful effects of tobacco smoke.
- Enhanced infectious diseases surveillance will be needed and rapid responses required.
 - Demand for surveillance data before, during and after the event.
 - Need to enhance capacity for syndromic surveillance in order to rapidly identify any emerging outbreaks consequence management will need to be coordinated,
 - Effective communication and reporting systems.

KEY PUBLIC HEALTH PLANNING PRIORITIES

Planning Priorities	
Operational Areas	Related Activities
Environmental Health Investigations and Enforcement	Food Related Hazards Water Related Hazards Tobacco Enforcement
Health Hazard Investigations and Weather Related Assessments	Health Hazard Identification and Assessment <ul style="list-style-type: none"> •Hazardous materials •Solid Waste Management •CBRNE Extreme Weather Monitoring
Vector borne Disease Risk Assessment & Surveillance	Vector-borne Disease awareness Vector risk assessment and monitoring
Infection Control, Disease Investigation and Surveillance	Outbreak and Infection Control

Surveillance	<p>Environmental – Public Health Information Management Systems (PHIMS)</p> <p>Weather Related/Environmental Surveillance</p> <p>Communicable and Non-Communicable Diseases – Acute Care Enhanced Surveillance (ACES)</p> <p>Public Inquiry Information Lines (Health Connection)</p>
Safety, Health Promotion and Communication	<p>Alcohol and Substance Misuse, Injury Related Events Harm Reduction Strategies</p> <p>Sexual Health</p> <p>Drug and Alcohol Related Harms</p> <p>Sun Safety</p> <p>Tobacco Education</p> <p>Vector Borne disease prevention</p> <p>Infection Control & illness prevention</p> <p>Food and water safety</p>
Incident Management Systems & Infrastructure	<p>IMS/EOC Activations (Command and Control Centers)</p> <p>On-Site Unified Command</p> <p>Communication Systems & Planning Cycles</p>
Logistics	<p>Technological/Critical Infrastructure Failures</p> <p>Health and Safety</p>

CONCEPT OF OPERATIONS

ACTIVATION OF LOCAL PLANS/EMERGENCY OPERATION CENTRES

It is anticipated that during both festivals, the Township of Oro Medonte **will not** activate their EOC's unless an unanticipated emergency occurs. However, localized community-based planning partners will be present on site to manage incident (event) response and to coordinate services. Inter-agency coordination will be managed utilizing the Incident Management Structure (IMS) through the establishment of a unified command.

SMDHU EOC OPERATIONS AND COMMAND STRUCTURE

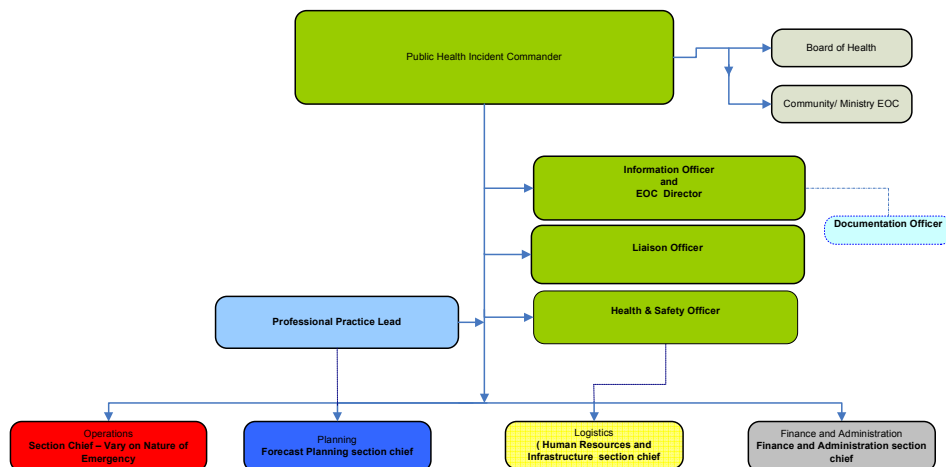
INCIDENT MANAGEMENT SYSTEM (IMS)

The Incident Management System permits emergency response organizations to work together effectively to manage multi-jurisdictional incidents while improving communication, coordination of resources and facilitates cooperation and coordination between agencies.

The IMS structure has been adopted by Emergency Management Ontario as an operational framework for emergency management for the Government of Ontario. The MOHLTC along with other provincial agencies will use this model for its EOC at the Emergency Management Branch. This structure is built around five functions: command, operation, planning, logistics and finance/administration.

Other organizations provincially and locally have adopted the IMS model to increase the effectiveness and interoperability of emergency management. Authority under IMS is based on a top-down approach, originating from the Emergency Control Group. The four functional departments of the organizational structure (Planning, Operations, Logistics and Finance & Administration) can be activated.

The command function determines the flow of decision making and communications in the emergency setting through formal orders and directives. Command also has the overall authority to control and direct emergency resources. During the Pan Am games a full activation of all functions will not occur unless there is an emergency or incident that impacts the games in our region.



The Simcoe Muskoka District Health Unit will not formally activate its EOC and IMS Committee during Wayhome and Boots and Hearts unless an incident or emergency evolves that requires a comprehensive response. However, the internal planning leads will meet once daily for situational reports and to prepare for and implement the SMDHU Burls Creek Event Grounds Response plan.

The partial activation will ensure a systematic and coordinated public health response through

- Operationalization of the Plan and implementation of activities.
- Provision of logistical support to field responders Redeployment staff as required.
- Maintenance of Service area and other agency services.
- Maintenance of a communication strategy (staff, public and partners).

ON-SITE UNIFIED COMMAND AND IMS STRUCTURE

During the routine operation of both Wayhome and Boots and Hearts, an on-site scaled down IMS will be utilized. This will consist of a Unified Command comprised of Consequence Management Lead Representatives from Paramedics, SMDHU, Simcoe County Paramedics, Medical Management, Police, and Fire.

On-site Unified Command Meetings will take place twice daily. On-site response efforts will be coordinated utilizing an IMS model. The command post will serve as a central coordination point for field operations. It will be established as a home base for field operations for the duration of the event. This command post will assist with the provision of supplies and resources, coordination with community response partners and the facilitation of communication. SMDHU will utilize Simcoe County Paramedics accommodations for daily use and coordination.

REPORTING & COMMUNICATION SYSTEMS

An important component of public health communications planning is the establishment of a coordinated and integrated communications approach with key partners. A communications framework has been established to provide a general overview of public health communications during both events at Burls Creek. The SMDHU will be implementing a "communication cycle" and [Figure 1: Operations Communication Flow Chart](#) for both Wayhome and Boots and Hearts timeframe. The purpose of the cycle is to ensure effective information sharing between front-line service providers, agencies, and the health unit.

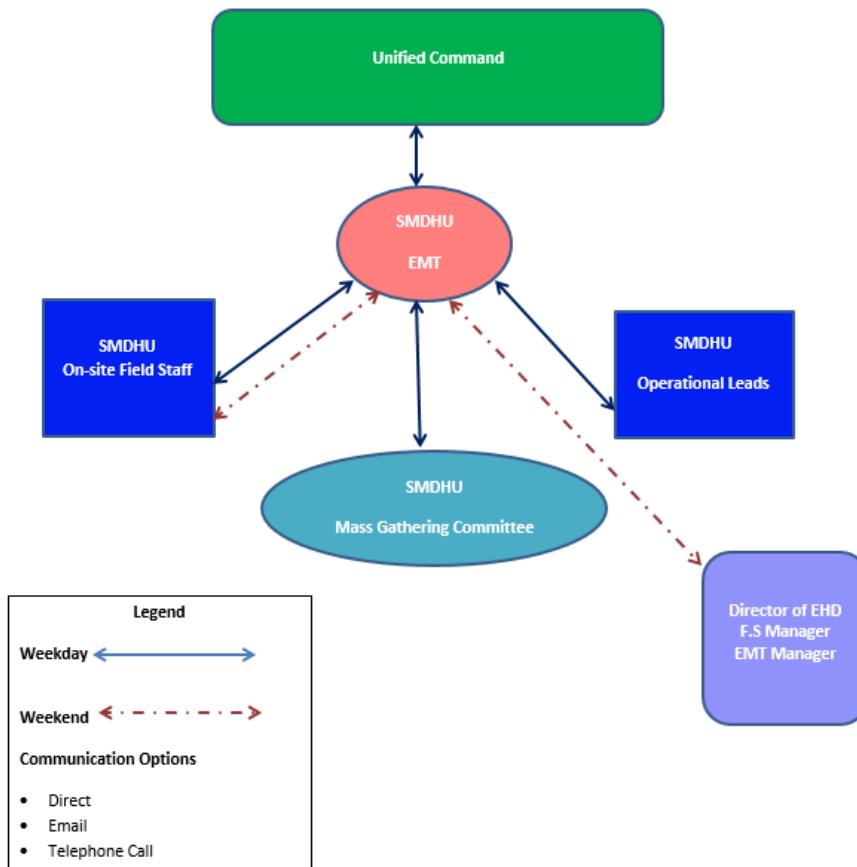
The concept of having a unified communication cycle ensures that relevant, consistent and timely information is shared among all stakeholders. Burls Creek Event Grounds Communication Cycle identifies the types of telecommunication systems and emergency management structures being utilized by the health unit during the events.

Local communication systems will be activated to facilitate communication with municipalities, community response partners, and the health-sector and lead event management organizations. A communication cycle will be used to link in with internal and external partners during the events. Communication systems may include participation at on-site coordination meetings, teleconferencing, and email and telephone communications.

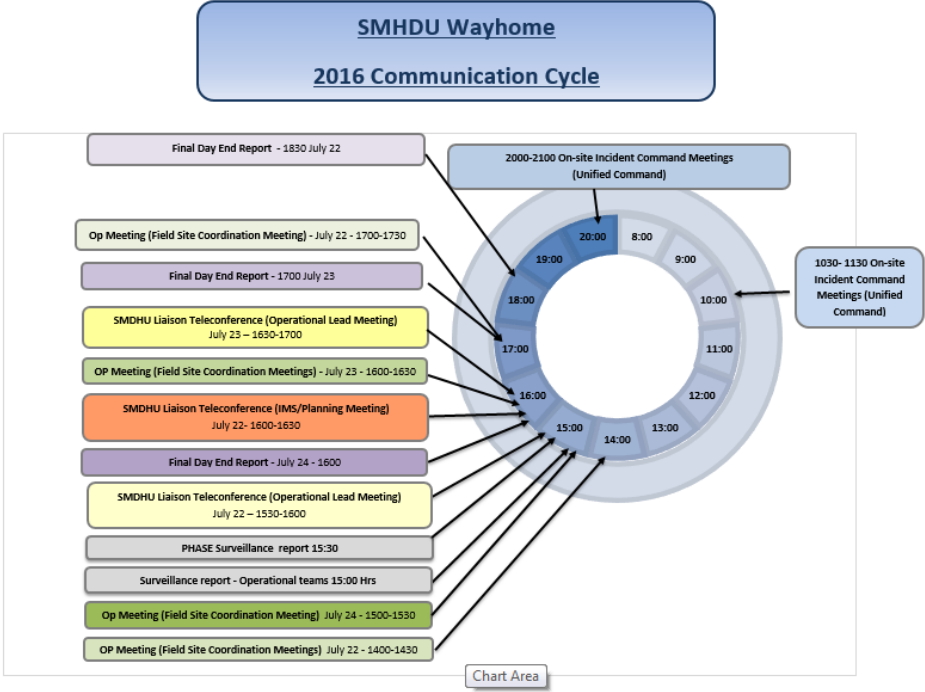
For SMDHU staff on-site during the event, an internal communication strategy, along with a summary of relevant on-site contact information, will be available for staff. [\(See Appendix 2: Communication System and Contact Directory\)](#) This document outlines the process of communicating with other SMDHU staff in office and on-site as well as with external partners and stakeholders.

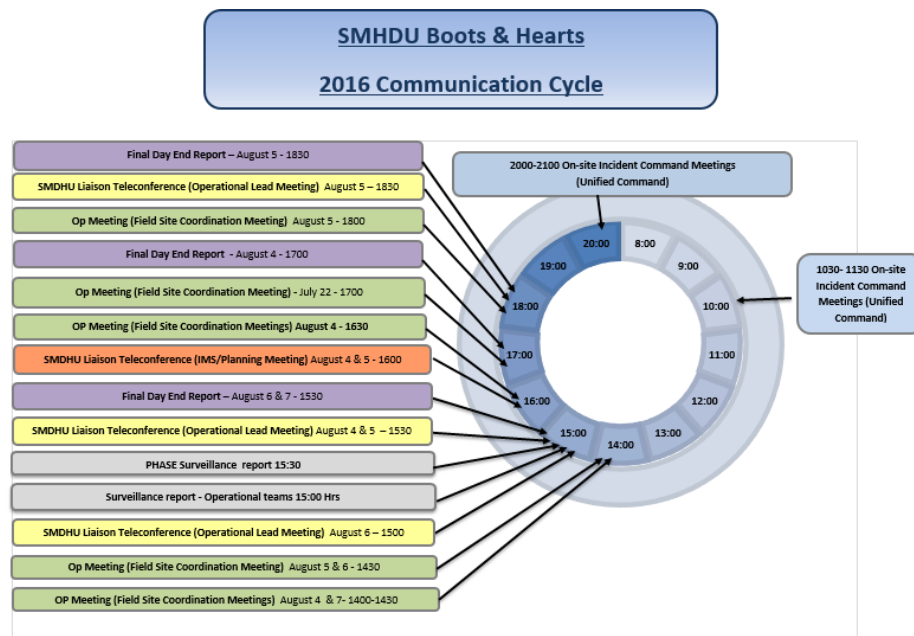
FIGURE 1 FLOW CHART

Operations Communication Flow-Chart



COMMUNICATION CYCLE





ACCESSIBILITY, TRANSPORTATION AND HEALTH & SAFETY CONSIDERATIONS

Parking on site will be available for staff in the emergency services/command area parking lot on the east side of line 8, labeled Gate H. Access will be granted to vehicles tagged with Emergency Service hang tags. Staff will report to Crew tent, attached to Medical tent in the Medical/ Command area. Staff will be asked to show SMDHU identification and Provincial Offences Officer ID up foot entry into each gate. SMDHU EMT will be sharing use of Simcoe County Paramedic Trailer located within the Medical/Command area. (See [Appendix 1A and 1B](#) for details)

Civil Unrest is a concern for municipalities and planning partners. Demonstration activities are often implemented due to controversial laws or government policies. There is the potential for disagreements between special interest groups over particular issues or causes.

The maintenance of public order is the responsibility of the police as a part of their mandated duty under the Police Services Act.

Should protest activity impact our operations on site at Burl's Creek it is essential that health unit staff understand how to respond. [Appendix 11 Dealing with Civil Disruption](#) identifies some general steps to take should staff at encounter protest demonstrations.

Civil disturbances are rare. The likelihood of being confronted or having to deal with protestors during the events at Burl's Creek is probably very small. However, we should be prepared to do so in the safest possible manner.

SMDHU RESPONSE STRATEGIES

The SMDHU Concept of Operations portion of this plan identifies mitigation and response strategies for Wayhome and Boots & Hearts are outlined below.

Communications

A Health Promotion and Communications Plan has been developed to help protect and promote health and prevent disease and injuries for residents, staff and ticket holders during the events at Burls Creek through health promotion and illness prevention communications and activities. Details are outlined in [Appendix 3: SMDHU Communications Plan](#). The plan was initiated by the Health Promotion & Communications Team in collaboration with relevant internal Mass Gathering working group, public health issue program managers and directors for key message and activity development.

The primary communications strategy utilizes web-based and social media channels to provide relevant public health messaging and includes one health promotion activity to achieve the following objectives.

- To provide target audiences with information about key public health issues relevant to their health and safety during both events.
- To provide awareness of public health services.
 - To work with external partners to ensure collaborative and effective communications as opportunities arise.

The plan will be implemented prior and throughout the duration of each event at Burls Creek. In the event of a public health emergency, further activities will be planned and implemented using the principles of risk communications and incident response.

Environmental

To address potential environmental hazards for the events at Burls Creek Mass Gathering working group has created various strategies to mitigate the risks to the staff and ticket holders during the events. See details outlined in [Figure 2 - SMDHU Concept of Operations Plan](#)

Food Safety - In order to reduce the risk of foodborne illness, heighten surveillance and compliance Monitoring (focusing on food storage food sources, handling & service), approval of temporary Food Vendors and Event Permits, and food safety education were established. Site inspections of vendors on site will be done to ensure compliance before and during the event. Complaints and reports of suspected food borne illnesses will be dealt with on demand and within the scope of practice outlined in the Ontario Public Health Standards. ([Appendix 4A: Food Vendor Site Map](#) and [4B: Food Vendor List](#))

Water Safety - Strategies employed for water safety includes the assessment and monitoring of the temporary water system at Burls Creek. Details pertaining to the system on site are outline in [Appendix 5A – Drinking Water Summary](#) and [5B Water Inspection Form](#). Furthermore consultations related to Safe Sewage & Grey Water Disposal were conducted to ensure proper handling and disposal, see [Appendix 5C – Liquid Waste Removal Assessment](#)

Health Hazards - Heat - Due to the potential persistence of heat over a prolonged period of time and the need for specific interventions such as hydration and; public education on self-protection, incident specific strategies are necessary to mitigate the effects of heat. SMDHU has a notification system in the event communications to external partners is required. [See Appendix 10: SMDHU Heat Notification and Response Plan](#) for more details. Weekly surveillance reports for heat will be made available through the SMDHU PHASE team to inform heat response within the Health Unit. Solid Waste Management - Our Health Hazards team is working with Burls Creek's to ensure manageable solid waste disposal. A detailed report outlining frequency of removal can be found in [Appendix 6 – Solid Waste Management](#)

Tobacco Education and Enforcement (Including Electronic Cigarettes) - In order to reduce and control tobacco use, Tobacco-Free Living Program staff will coordinate activities with the agency's Emergency

Management Program at all relevant stages including planning, meetings with partners, education at BCEG and inspections. Tobacco-free policy which exceeds the *Smoke-Free Ontario Act* (SFOA) will be advocated for when appropriate. Tobacco enforcement staff will provide support to BCEG organizers as coordinated by the Emergency Management Program. This support will include:

- Attendance at identified planning meetings to offer comment on SFOA and *Electronic Cigarettes Act* (ECA) compliance plan;
- Attendance at site meetings to provide SFOA and ECA signage and assess compliance;
- Risk-based inspections at events to assess for compliance with the SFOA and ECA.

At an enactment date to come into effect in 2016 or later the ECA will prohibit the use of electronic cigarettes in all locations where the use of tobacco is prohibited. ECA signage will identify these prohibited areas. These ECA provisions are to be enacted at date to be determined in 2016 or later. Tobacco enforcement staff will assist with education and enforcement related to the ECA as applicable as well as the following SFOA requirements:

- An outdoor area operated as a patio by a food vendor shall be smoke-free. Smoking is prohibited on patios where food and drink is served including outdoor areas where seating and/or tables are provided for patrons to consume their meal or beverage. Failure to post provincial smoke-free signs on the patio or allow a person to smoke or hold lighted tobacco on the patio is a violation of the law with fines commencing at \$305.00.
- All work places (including work vehicles) and public places are required to have provincial smoke-free signs posted at entrances, exits and washrooms. This applies to buildings, tents, portable toilets and any other indoor area to which the public has access and/or is a workplace.
- Cigarettes and other tobacco products cannot be sold without regulatory compliance with the SFOA and the Tobacco Tax Act (TTA) as enforced by health unit tobacco enforcement and the Ministry of Finance. Failure to post provincial signs related to retailing tobacco as required by the SFOA, or comply with tax and retail requirements as required by the TTA, are serious offences under provincial law including the offence of selling tobacco to a minor.
- It is against the law to promote or display tobacco brands and tobacco products in Ontario in most circumstances and at places of entertainment including Burl's Creek.

When required to attend, tobacco enforcement staff will attend live events only working in pairs. The team will comply with all On-Site Unified Command requirements including attendance requirements and reporting. When feasible, tobacco enforcement will coordinate with PHIs, AGCO liquor inspectors, local law enforcement, event security staff and bylaw enforcement. In the event of compliance issues with the SFOA or ECA, tobacco enforcement staff will attend the Unified Command command post and confirm enforcement steps with the health unit IMS lead. Tobacco-Free Living Program management will not be on-call for events. In the event of compliance issues with the SFOA or ECA and tobacco enforcement staff are not present, the health unit IMS lead will document the issue and follow-up with Tobacco-Free Living Program management within 24 hours by email. Emergency management coordinators have provided compliance monitoring criteria for SFOA (and ECA as applicable) to PHIs and to the AGCO.

Surveillance

A monitoring and surveillance protocol has been developed by the SMDHU Surveillance team. The main surveillance data sources include the use of two syndromic surveillance systems - the Emergency Department Surveillance System (EDSS) and EDSS' successor - the Acute Care Enhanced Surveillance (ACES) system, iPHIS for reportable diseases, community/HC partners calls into SMDHU CD team and Health Connection as well as the Public Health Information Management System (PHIMS) for environmental health surveillance.

Burl's Creek Event Grounds, for each concert, has hired Odyssey Medical to manage medical practices onsite such as triage and treatment of patients that require care. An onsite medical clinic will be onsite to provide medical accommodations that will provide medical practice. An on-call physician is also available. Simcoe County Paramedics will be solely responsible for transporting patients to the local hospital. A reporting structure for Odyssey Medical and Paramedics is developed in order to notify SMDHU staff onsite. ([Appendix 7A: Flowchart](#) and [7B: Reporting Process](#)) If it is identified that a report should be made to

the health unit, a Communicable Disease Intake report ([Appendix 7C](#)), provided to the paramedics and Odyssey, will be forwarded to the CD team for further investigation.

Surveillance reports will be produced daily from July 22 to Aug 7, 2016. Members of the Population Health Assessment, Surveillance and Evaluation (PHASE) Team are responsible for surveillance, data analysis, interpretation, reporting and dissemination.

A surveillance protocol ([Appendix 8: SMDHU Surveillance Protocol](#)) along with a surveillance report template ([Appendix 9: Surveillance Report Template](#)) has been mirrored from the PanAm Games to support the operationalization of the surveillance strategy for Burls Creek. These documents outline report production processes as well as all surveillance indicators.

Infectious Disease/Outbreak Management

The existing infrastructure and reporting mechanisms with respect to the prevention and management of infectious diseases of public health importance will be utilized throughout the events and Burls Creek in response to infectious Disease and Outbreak Management.

Sexual Health, Injury Prevention and Substance Misuse

Medical Management identifies the opportunity to prevent injury by supporting any strategies including; the buddy system, chill zone, sun safety, sexual health, harm reduction, alcohol misuse and tobacco control.

Although best efforts will be put forward to ensure that drugs and related paraphernalia are not permitted onto the event grounds through screening programs, we acknowledge that some will make their way through the event gates. In order to ensure public safety Odyssey medical, with supports from Public Health, will implement a sharp disposal plan that outlines:

- Secure disposal containers throughout the grounds, with a plan for monitoring and emptying them
- Provide staff training and have protective equipment available if needles are found around the grounds i.e. tongs, puncture resistant gloves, portable containers
- Have a plan in place for when attendees (staff and participants) may be stuck with a needle

SCHEDULING AND PROGRAM ACTIVITIES

The identification and prioritization of potential public health hazards within our communities can also assist with ensuring consistent delivery of service within the Health Unit. Activities carried out to address these hazards will have an impact on the agency's capability to deliver other routine activities.

Our agency has developed a staff redeployment plan to ensure that employees are protected and to minimize program and service disruptions. We continue to work toward the assurance for the provision of essential services, including telecommunications and financial and public program delivery services.

FIGURE 2 – CONCEPT OF OPERATIONS

Concept of Operations Plan – Wayhome Festival				
Date	Time	Staff	Program	Activities

Pre-Event				
2 days prior to event (days not to be prescribed)	Times will not be prescribed	Routine: FTE Steve B	Water Safety	Consult drinking water system operator Temporary water system inspections Water sample collection
Event				
Thursday July 21	Times will not be prescribed	Routine: FTE: Steve B	Water Safety	Temporary water system inspections Water sample collection
Friday July 22	Shift 9:30am-5:30pm On site: 10:00am-5:00pm Lunch: 1pm <i>All food vendors have to be set up by 11am</i>	Routine: FTE Rob Townes Kayla LaCroix Cheryl Walt Nicole Devine Ty Le Record retention by EMC daily	Food Safety	Food vendor inspections – Initial focus on campgrounds first. PHIs to go as a team of 2 Do not inspect BARS!! Complaints investigations Enteric investigations Grey Water Set up
	If needed	Steve B	Water Safety	Follow-up as necessary
	Shift 9:30am-1:30pm On site 10:00am-1:00pm	Routine: FTE Alex Paiement Martin Kuhn	Tobacco Control	SFOA Compliance Assessments 2.5 hours AM Monitoring signage compliance and tobacco retailer compliance (4 possible tobacco retailers onsite)
Saturday July 23	Shift 11:30am-4:30pm On-site: 12pm-4pm Break: 2pm	Routine: FTE Rob Townes Cheryl Walt Nicole Devine Record retention by EMC daily	Food Safety	Food vendor inspections – (investigations and remaining inspections of high risk premises would take priority) <ul style="list-style-type: none"> Remaining food vendors re-inspections of premises identified on July 22nd Complaints investigations Enteric

				investigations
	If needed	Routine: FTE Alex Paiement	Tobacco Control	Spot checks to proceed only if compliance issues reported to Operational Lead (M.Kuhn) by PHI's and liquor inspectors.
	If needed	Steve B	Water Safety	Follow-up as necessary
Sunday July 24	If needed: On-site:12pm-3pm	Routine: FTE Standby PHIs in case required. Rob Townes & Nicole Devine Will determine by Friday pm if they will be required. Record retention by EMC daily	Food Safety	Food vendor inspections / Demand calls
	If needed	Steve B	Water Safety	Follow-up as necessary
	If needed	Routine: FTE Alex Paiement	Tobacco Control	Spot checks to proceed only if compliance issues reported to Operational Lead (M.Kuhn) by PHI's and liquor inspectors.
Friday July 22	Shift: 9am-7pm On site: 9:30am-6:30pm	FTE: Shannon	IMS	Arrival – check in with EMT (Shannon) 10:30am - Unified Command Meeting 1pm LUNCH 2:00pm Operational Meeting On site Field Staff 3:00pm – Report email to Surveillance 3:30pm – PHASE Surveillance Reports 3:30pm – Operational Lead Meeting 4:00pm – IMS/Planning Meeting 5:00pm – Operational meeting On site Field staff

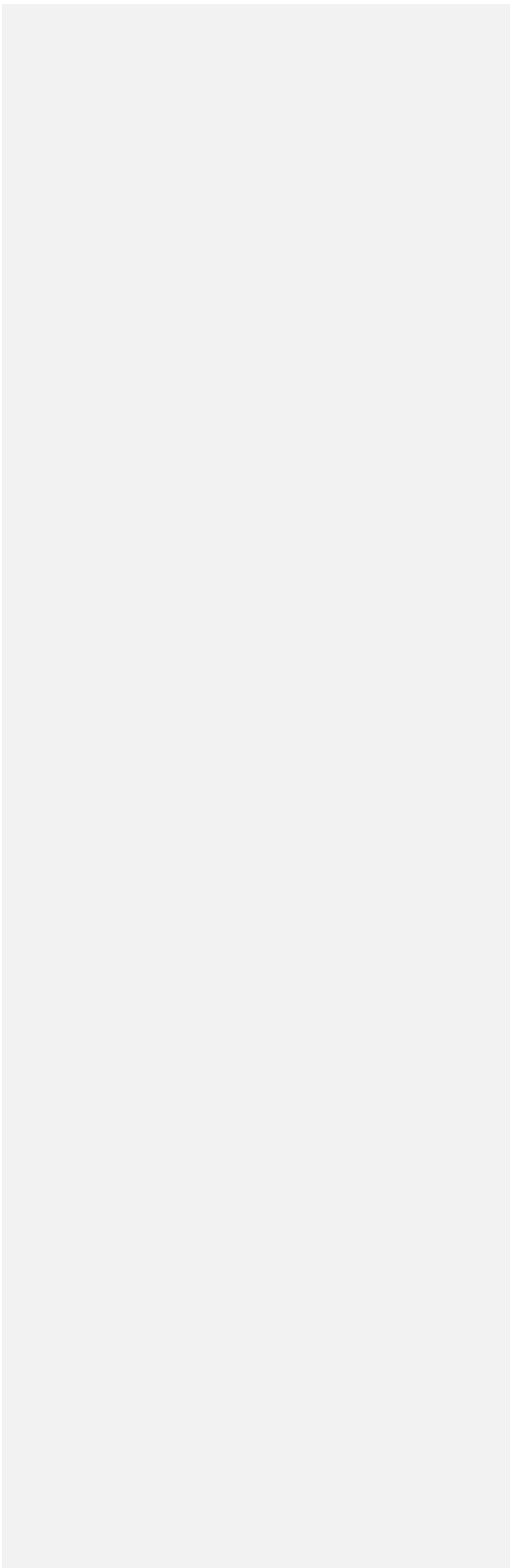
				5:30pm – Final Day End Report 8pm – Unified Command Meeting via Paramedics
Saturday July 23	Shift: 9am-6pm On site: 9:30am-5:30pm	FTE: Shannon	IMS	Arrival – check in with EMT (Shannon) 10:30am - Unified Command Meeting Lunch 1pm 4:00pm – Operational Meeting On site Field staff 4:30pm – Operational Lead Meeting 5pm - Final Day End Report 8pm – Unified Command Meeting via paramedics
Sunday July 24	If needed On site 12:00pm-3:00pm	Shannon	IMS	Arrival – check in with EMT (Shannon) 10:30am - Unified Command Meeting 3pm – Operational Meeting On site Field 4:00pm - Final Day End Report 8:30pm – Unified Command Meeting via Paramedics
	July 19-26	EHD: Shernette Clark CD: Georgia McIntyre MOH: Dr. Arra/Dr.Simon	On-Call Response	
July 21-Aug 12	Twice per week		Surveillance	Database Monitoring/Report Generation: Daily Data Monitoring and Report (ACES) PHIMS (WISDOM) - Environmental Surveillance

Concept of Operations Plan – Boots & Hearts Festival				
Date	Time	Staff	Program	Activities
Pre-Event				
2 days prior to event (days not to be prescribed)	Times will not be prescribed	Routine: FTE Grant	Water Safety	Consult drinking water system operator Temporary water system inspections Water sample collection
Event				
Thursday August 4	Shift 9:30am-5:30pm On site: 10:00am-5:00pm Lunch: 1pm <i>All food vendors have to be set up by 11am</i>	Routine: FTE Rob Townes Megan McDuff Megan McCabe Grant Lafontaine Record retention by EMC daily	Food Safety	Food vendor inspections – Initial focus on campgrounds first. PHIs to go as a team of 2 Do not inspect BARS!! Complaints investigations Enteric investigations Grey Water Set up
	If needed	Grant Lafontaine	Water Safety	Follow-up as necessary
Friday Aug 5	Shift: 12pm-7pm On site: 12:30pm-630pm Lunch: 2:30pm	Routine: FTE Megan McDuff Kayla LaCroix Rob Townes Ty Le Record retention by EMC daily	Food Safety	Food vendor inspections – Do not inspect BARS!! Complaints investigations Enteric investigations Grey Water Set up
	As needed	Routine: FTE Grant Lafontaine	Water Safety	Follow-up as needed
	Shift 9:30am-1:30pm On site 10:00am-1:00pm	Routine: FTE Alex Paiement Martin Kuhn	Tobacco Control	SFOA Compliance Assessments 2.5 hours AM Monitoring signage compliance and tobacco retailer compliance (4 possible tobacco retailers onsite)

Saturday Aug 6	Shift: 11:30am-3:30pm On site: 12pm-3pm	Routine: FTE Rob Townes Megan McDuff Kayla LaCroix Record retention by EMC daily	Food Safety	Food vendor inspections – (investigations and remaining inspections of high risk premises would take priority) <ul style="list-style-type: none"> Remaining food vendors re-inspections of premises identified on Aug 4 and 5th Complaints investigations Enteric investigations
	As needed	FTE: Grant Lafontaine	Water Safety	Follow-up as needed
	As needed	FTE: Alex Paiement	Tobacco Control	SFOA Compliance Assessments 2.5 hours AM Monitoring signage compliance and tobacco retailer compliance (4 possible tobacco retailers onsite)
Sunday Aug 7	If needed: On-site:12pm-3pm	Routine: FTE Standby PHIs in case required. Rob Townes, Kayla LaCroix and Megan McDuff. Will determine by Friday pm if they will be required. Record retention by EMC daily	Food Safety	Food vendor inspections / Demand calls
	As needed	FTE: Grant	Water Safety	Follow-up as needed
	As needed	FTE: Alex Paiement	Tobacco Control	SFOA Compliance Assessments 2.5 hours AM Monitoring signage compliance and tobacco retailer compliance

				(4 possible tobacco retailers onsite)
Thursday August 4	Shift: 9am-6pm On site: 9:30am-5:30pm	FTE: Shannon	IMS	Arrival – check in with EMT (Shannon) 10:30am - Unified Command Meeting 1:00pm LUNCH 2:00pm Operational Meeting On site Field Staff 3:00pm – Report email to Surveillance 3:30pm – PHASE Surveillance Reports 3:30pm – Operational Lead Meeting 4:00pm – IMS/Planning Meeting 4:30pm – Operational meeting On site Field staff 5pm – Final Day End Report 8pm – Unified Command Meeting
Friday August 5	Shift: 9:30am-7:00pm On site: 10:00am-6:30pm	FTE: Shannon	IMS	Arrival – check in with EMT (Shannon) 10am - Unified Command Meeting 2:30pm Operational Meeting On site Field Staff 3:00pm - lunch 3:00pm – Report email to Surveillance 3:30pm – PHASE Surveillance Reports 3:30pm – Operational Lead Meeting 4:00pm – IMS/Planning Meeting 6:00pm – Operational Meeting On site Field staff

				6:30pm – Operational Lead Meeting 6:30pm – Final Day End Report 8pm – Unified Command Meeting via Paramedics
Saturday August 6	Shift: 9:00am – 4:30pm On site: 9:30am – 4:00pm	FTE: Shannon	IMS	Arrival – check in with EMT (Shannon) 10:30am - Unified Command Meeting 2:30pm – Operational Meeting On site Field staff 3:00pm – Operational Lead Meeting 3:30pm - Day end Report 8pm – Unified Command Meeting (via Paramedics)
Sunday August 7	If needed On site 12:00pm – 3:00pm	Shannon	IMS	Arrival – check in with EMT (Shannon) 10:30am - Unified Command Meeting 2:00pm – Operational On site Field staff 3:30pm - Day end Report 8pm – Unified Command Meeting (via Paramedics)
	August 2-9	EHD: Grant Lafontaine CD: Blake Chauvin MOH: Dr. Arra/Dr. Lee	On-Call Response	
July 21-Aug 12	Twice per week		Surveillance	Database Monitoring/Report Generation: Daily Data Monitoring and Report (ACES) PHIMS (WISDOM) - Environmental Surveillance



APPENDICES

APPENDIX 1A – WAYHOME SITE MAP

[Site Map](#)

APPENDIX 1B – BOOTS AND HEARTS SITE MAP

[Site Map](#)

APPENDIX 2 – COMMUNICATION SYSTEM AND CONTACT DIRECTORY

Media Requests:

Please be advised that an inter-agency communications agreement has been established for on-site Media requests. Joint media messaging will be developed in consultation with all unified command members and a media spokesperson (likely OPP or Fire) will deliver messaging on behalf of the partners.

SMDHU direct requests (during business hours to the Health Unit office)

During business hours:

Dr. Gardner media spokesperson (Steve Rebellato back-up, Kelly second back-up)

Media requests come through Unified Command at Burl's Creek:

Shannon and/or Kelly assist with general Public Health Content, if necessary and designated Media Spokesperson take media lead

On-site requests for Public Health Emergencies:

Request roll-out MOH/HPS Director to attend site (only if there is a public health emergency/incident) - Kelly could potentially act as back up

On-Site Contact Information:

SMDHU ON-SITE STAFF			
Name	Role	Event	Cellphone
Shannon Kelly	EMC	Wayhome	705-321-5693
		Boots and Hearts	
Rob Townes	PHI	Wayhome	705-309-0853
		Boots and Hearts	

Kayla LaCroix	PHI	Wayhome Boots and Hearts	705-380-1927
Cheryl Walt	PHI	Wayhome	705-305-8471
Nicole Devine	PHI	Wayhome	705-380-1934
Ty Le	PHI	Wayhome Boots and Hearts	705-321-6194
Megan McCabe	PHI	Boots and Hearts	705-331-1643
Megan MacDuff	PHI	Boots and Hearts	705-205-2997
Grant Lafontaine	Water PHI	Boots and Hearts	705-321-8985
Steve Borgh	Water PHI	Wayhome	705-331-6403
Martin Kuhn	TEO Supervisor	Wayhome Boots and Hearts	705-321-9147
Alex Paiement	TEO	Wayhome Boots and Hearts	705-331-5491

SMDHU INTERNAL OFFICE			
<i>Name</i>	<i>Program</i>	<i>Phone extension</i>	<i>Cell Phone</i>
Teleconference		1-877-721-7520 x 8617 Passcode: 124578	
Steven Rebellato	--	7487	705-321-8217
Lori Holmes	Health Hazards/Vector borne Disease	7266	705-321-4030
Karen Kivilahti	Water	7565	705-321-1123
Christina Wieder	Food Safety	7411	705-279-5656
Tony Makrostergios	Food Safety	7560	705-321-8545
--	Rabies Line	8894	
Martin Kuhn	Tobacco	7248	705-321-9147

Kelly Magnusson	Emergency Management	7289	705-309-0876
Brenda Hadley	Health and Safety	7251	705-321-5508
CD referral Line	CD	8809	NA
EHD Health Connection	EHD	8811	NA
Health Connection Core	PFF	8813	NA
John Barbaro	Epidemiologist	7310	NA
After-Hours SMDHU On-Call	--	1-888-225-7851	NA

APPENDIX 3 – SMDHU COMMUNICATIONS PLAN

[Communications Plan](#)

APPENDIX 4A – FOOD VENDOR SITE MAP

[Food Vendor Site Map – Wayhome](#)

[Food Vendor Site Map – Boots & Hearts](#)

APPENDIX 4B – FOOD VENDOR LIST

The Coffee Barn	WayHome Music Festival
The Mighty Cob	WayHome Music Festival
Smoothie Solutions	WayHome Music Festival
Bubbles Ice Cream	WayHome Music Festival
Chipmonk's	WayHome Music Festival
Pita Pit	WayHome Music Festival
Sub and Sandwhich Factory	WayHome Music Festival
Wildwood Hospitality	WayHome Music Festival
Heirloom Food Truck	WayHome Music Festival
Bake Three Fifty	WayHome Music Festival
The Saucy Pierogi	WayHome Music Festival
The Upperhand o/a Icepops Toronto	WayHome Music Festival

Grounded Coffee Co. Inc.	WayHome Music Festival
JP's Barbeque	WayHome Music Festival
Drake Hotel Properties	WayHome Music Festival
Music City Coffee Co.	WayHome Music Festival
Smoke's Poutinerie - 2340892 Ont. Inc.	WayHome Music Festival
Rancho Relaxo	WayHome Music Festival
Tropical Temptations	WayHome Music Festival
Curbalicious Inc.	WayHome Music Festival
Hank Daddy's Barbecue	WayHome Music Festival
Uncle Smoke	WayHome Music Festival
Speducci Mercatto	WayHome Music Festival
Heavenly Dreams Ice Cream	WayHome Music Festival
Pappas Greek	WayHome Music Festival
Pizza Pizza	WayHome Music Festival
The Ultimate Concession Trailer Ltd.	WayHome Music Festival
Buster's Sea Cove	WayHome Music Festival
Chimney Stax Baking Co.	WayHome Music Festival
Summer Time Lemonade Inc	WayHome Music Festival
Kungfu Dawg	WayHome Music Festival
The Food Dudes	WayHome Music Festival
Chevy's	WayHome Music Festival
Smoothe Operator	WayHome Music Festival
Mustache Burger	WayHome Music Festival
The Poutine Supreme	WayHome Music Festival
Cincity Mini Donuts/Lemon Heaven	WayHome Music Festival
Prince Edward Fries	WayHome Music Festival
Friends Diner	WayHome Music Festival
Station Cold Brew	WayHome Music Festival
Easy Freezye	WayHome Music Festival
Come And Get It	WayHome Music Festival
The Kind Kitchen	WayHome Music Festival
Unknown name	WayHome Music Festival
The Colossal Onion - Metcalf Food & Beverage Co.	WayHome Music Festival
The Mighty Cob	Boots & Hearts
Smoothie Solutions	Boots & Hearts
Double D's	Boots & Hearts
Apple Fritter Factory	Boots & Hearts
Bubbles Ice Cream	Boots & Hearts
Chipmonk's	Boots & Hearts
Pita Pit	Boots & Hearts
Cinity Mini Donuts/Lemon Heaven	Boots & Hearts
Sub and Sandwich Factory	Boots & Hearts
Wildwood Hospitality	Boots & Hearts

Madison County Food & Beverage Co. Ltd.	Boots & Hearts
Heirloom Food Truck	Boots & Hearts
Cha Cha Churros	Boots & Hearts
JP's Barbeque	Boots & Hearts
Smoke's Poutinerie - 2340892 Ont. Inc.	Boots & Hearts
Double D's	Boots & Hearts
Rancho Relaxo	Boots & Hearts
Frequent Fryers	Boots & Hearts
Philthy Pilly's Food Truck	Boots & Hearts
Hank Daddy's Barbecue	Boots & Hearts
Lone Star Texas Grill	Boots & Hearts
Uncle Smoke	Boots & Hearts
Heavenly Dreams Ice Cream	Boots & Hearts
Pappas Greek	Boots & Hearts
Pizza Pizza	Boots & Hearts
The Ultimate Concession Trailer Ltd.	Boots & Hearts
Summer Time Lemonade Inc	Boots & Hearts
Smoothe Operator	Boots & Hearts
Mustache Burger	Boots & Hearts
The Poutine Supreme	Boots & Hearts
Prince Edward Fries	Boots & Hearts
Friends Diner	Boots & Hearts
Easy Freezye	Boots & Hearts
Unknown vendor	Boots & Hearts
Chicken Tenders - Metcalf Food & Beverage Co.	Boots & Hearts
The Colossal Onion - Metcalf Food & Beverage Co.	Boots & Hearts

APPENDIX 5A – DRINKING WATER SUMMARY

Burl's Creek Event Grounds will be utilizing a series of temporary hauled water stations for their drinking water supply. Approximately 80 plastic water storage tanks will be in place throughout the grounds to provide potable water to food vendors, caterers and the campground areas. The tanks are constructed of food grade plastic and range in size from 1,100-9,000 gallons. In addition to the plastic tanks, two 6,500 gallon stainless steel tankers will be used to supply water to the West camping hub. The hoses and fittings for all tanks will be constructed of food grade material.

Black's Water Supply Inc. (Black's) is a water hauling company out of Bowmanville, ON. They are inspected by the Durham Region Health Department in accordance with the Drinking Water Haulage Guidance Document (2008), MOHLTC. Black's will be overseeing the setup of the temporary water stations and will also be supplying the potable water to these tanks. A total of six trucks will be

operating 12 hours per day to provide potable water throughout each event. Black's has also subcontracted the services of Rapid Water Supply out of Orillia to aide in the delivery of water. An agreement with the City of Barrie has been reached to obtain water from a municipal hydrant located off of Penetanguishene Road in Barrie with the majority of bulk hauled water will be obtained from the City Of Orillia municipal drinking water system.

Food vendors that arrive without a food grade hose may purchase or rent a food grade hose from the Black's. The special event coordinator and PHI should communicate to all food vendors that food grade hoses are required. All food vendors should also be provided with the contact information for a point person should they require a replacement hose and/or potable water replenishment.

Black's will replenish the tanks as needed and monitor chlorine residuals on a daily basis. A target of 2.0 mg/L free available chlorine (FAC) upon delivery of potable water was recommended to counteract the effects of heat and ultraviolet light on the chlorine residual within the plastic receiving tanks. NSF certified chlorine will be used to adjust residuals should the FAC fall below 0.2 mg/L. Any tank that falls below 0.05 mg/L shall be taken out of service and disinfected.

All tanks, fittings and hoses are to be cleaned and disinfected prior to use. Tanks must be maintained in a clean and sanitary condition at all times. All tanks are equipped with a locking lid to prevent tampering. Any tanks that are damaged or appear to have been tampered with will be removed from the area immediately. Replacement tanks that have been pre-disinfected will be available near-by should any tank require decommissioning.

In addition, two temporary water stations will be managed by Event Water Solutions. These water stations will be equipped with cartridge filtration, carbon filtration and ultraviolet light disinfection. Source water will be transported and supplied by Black's.

Commented [KK1]: Still need to confirm what event water solutions is doing.

Black's will also be supplying and selling Arctic Glacier Ice during the music festivals. Arctic Glacier is an approved manufacturer and distributor of ice. Ice will be made available for purchase and delivered to campsites upon request using an insulated vehicle.

APPENDIX 5B – TEMPORARY WATER INSPECTION REPORT FORM

TEMPORARY DRINKING WATER SYSTEM INSPECTION

Water Source and Bulk Containers

1. Obtains water from a supply that complies with the requirements of Ontario Regulation 169/03 (Ontario Drinking Water Standards)?
Municipal drinking water: _____
SDWS: _____
Failed to provide potable water from an approved source.

2. What is the total volume of the bulk container or water haulage vehicle? _____
3. Bulk container(s) are made from food grade material?
Yes
No – Failed to provide water containers made of food grade material.
4. Bulk container(s) made of UV stabilized material (if exposed to UV light)?
Yes
No – Failed to provide water containers made of UV stabilized material.
5. Are the fittings and hoses made of food grade material?
Yes
No – Failed to provide food grade fittings and hoses for water distribution.
6. Takes appropriate measures to protect the tank, equipment and connections from becoming contaminated during storage, filling, transportation and distribution of the drinking water.
Yes
No – Failed to take appropriate measures to protect the tank, equipment and connections from becoming contaminated.
7. Ensures that any article or piece of equipment that is used for the distribution of drinking water is:
i. of sound and tight construction;
ii. kept in good repair;
iii. made of surfaces that can be readily cleaned and sanitized (where drinking water comes in direct contact);
iv. are corrosion-resistant and non-toxic; and
v. free of cracks, crevices and open seams.

Yes
No – Failed to ensure that any article or piece of equipment that is used for the distribution of water is *(fill in appropriate details from the list)*.
8. Ensures that bulk containers have not been previously used to store any substance other than water and are cleaned and sanitized prior to storing or distributing potable water.
Yes
No – Failed to ensure bulk containers have not been previously used to store any substance other than water.
No – Failed to clean and sanitize bulk containers prior to storing or distributing potable water.
9. Ensures that bulk containers are clearly and appropriately labeled? (i.e. "Drinking Water" or "Potable Water")
Yes
No – Failed to clearly and appropriately label bulk containers used for potable water.

10. Ensures that surfaces with which drinking water comes in direct contact are cleaned and sanitized as often as is necessary to maintain them in a clean and sanitary condition.
- Yes
 - No – Failed to clean and sanitize surfaces that come into contact with potable water.
 - No – Failed to maintain surfaces that come into contact with potable water in a clean and sanitary condition.
11. Ensures that the inlets or openings of containers used for water storage and distribution are constructed and maintained in a manner that will prevent the entry of insects, rodents, or any foreign material that may contaminate the water.
- Yes
 - No – Failed to protect treated water from external contamination.

Treatment and Water Testing

12. Is filtration provided?
- Yes
 - No
13. a) Does this temporary drinking water system provide primary disinfection?
- Yes
 - No
- b) If yes, primary disinfection is provided through the use of?
- Ultraviolet Light
 - Chlorine
14. Have water samples been taken from the temporary system and tested for E.coli and Total coliforms?
- Yes
 - No – Failed to have water samples taken and tested for E.coli and Total coliforms.
15. Were *E. coli* bacteria present in any laboratory results from water samples?
- Yes – Document actions taken and direction provided.
 - No
16. Were *Total Coliform* bacteria present in any laboratory results from water?
- Yes – Document actions taken and direction provided.
 - No
17. Does the operator maintain an activity logbook of all maintenance and monitoring activities?
(e.g. FAC, test results, refill schedules)

Yes

No – Failed to maintain an activity logbook of all maintenance and monitoring activities.

18. a) Does the temporary system distribute water through pipes, hoses or other means?

Yes

No

b) If yes, is the distribution system protected? (e.g. within conduits, buried or otherwise protected)

Yes

No

c) Is this system required to provide secondary disinfection in the distribution system?

Yes

No

19. Does this drinking water system provide secondary treatment (if required)?

Yes

No – Failed to provide secondary treatment in distribution system.

20. What type of secondary treatment is provided?

Free chlorine residual
Ultraviolet Light (POU)

21. Is chlorine residual being monitored?

Yes
No - Failed to monitor chlorine residual.

22. Is chlorine residual being tested daily or more often as necessary?

Yes
No – Failed to test chlorine residual daily or more often as necessary.

23. Do the records indicate that the disinfection residual is sufficient to maintain secondary disinfection for this temporary drinking water system? (Minimum 0.05 mg/L – maximum 4.0 mg/L)

Yes
No – Failed to maintain secondary disinfection.

24. Did the inspector test for disinfection residual levels during this inspection?

Yes: _____
No

25. Is the system currently operating in a situation where there is an adverse water quality test result/adverse observation?

Yes, please describe: _____
No

26. Owner/operator is appropriately trained and/or knowledgeable for the complexity of this drinking water system?

Trained person
Operational Knowledge
Awareness of responsibilities
Limited awareness of responsibilities

APPENDIX 5C – LIQUID WASTE REMOVAL PROCESS

SMDHU is assessing greywater and sewage disposal for the Burl's Creek Event Grounds to ensure proper maintenance and disposal of liquid waste. The goal of this assessment is to reduce or eliminate potential health hazards associated with the collection and disposal of liquid waste.

SEWAGE

Camping Area:

Approximately 550 portable toilets will be placed throughout the campground areas. They will be located in banks of 20+ units each on designated services road in order to provide easy access to service vehicles. The banks of portable toilets will be located evenly throughout the camping areas. The campground toilets will be serviced twice a day or more often as required. Trucks will also be on-site throughout the day to ensure rapid response to issues that may arise.

Super Save Group will be offering pump out services for motorhomes and RVs. Contact information for this service will be provided in a handout to campers upon entrance to Burl's Creek.

Entertainment Area:

Approximately 525 portable toilets will be placed in the entertainment area. These portable toilets will be located in banks ranging from 40 - 175 units and fenced off from the surrounding area. These banks of toilets will be located on the perimeter of the entertainment area to provide easy access of service vehicles which will travel on designated service roads. These portable toilets will be serviced twice a day or more often as required. Trucks will also be on-site throughout the day to ensure rapid response to issues that may arise.

Maintenance, Collection and Disposal

When the portable toilets are serviced the waste will be pumped out. The unit is then cleaned and disinfected and toilet paper restocked. Fresh water and deodorizer is also added to the portable toilet to refresh the unit.

Super Save Group plans to have 12-20 portable toilet service trucks on-site to facilitate the pump out and cleaning of these units.

In addition to the approximately 1075 proposed portable toilet units, there will also be 64 wheelchair accessible units and 15 VIP washroom trailers.

Super Save Group has entered into an agreement with the Town of Collingwood to dispose of sewage waste at the Collingwood Waste Water Treatment Plant (WWTP). The waste will be screened and stored at Region of Huronia Environmental, and hauled in to Collingwood WWTP for treatment. Region of Huronia has provided 24 hour access during these events.

GREYWATER

For the areas requiring greywater collection and disposal (e.g. food vendors, caterers) there will be 300 gallon grey water tanks. Grey water tanks will be serviced twice per day or more often as required.

There will also be 85 hand wash stations located throughout the event grounds. Hand wash stations will be serviced regularly when the portable toilets are serviced or more often as required. Potable water for the hand wash stations provided by Black's Water Supply Inc.

Approximately 20 portable shower units will also be provided by Porta Kleen. The portable shower trailers are equipped with 1300 gallon onboard fresh water storage and 2600 gallon grey water storage. Potable water will be provided by Black's Water Supply Inc. and grey water collection/disposal service will be provided by Super Save Group. There will be 4 grey waste tankers on-site to assist in the pump out of shower trailers and grey water tanks.

APPENDIX 6 – SOLID WASTE MANAGEMENT PLAN

[Solid Waste Plan](#)

APPENDIX 7A – REPORTING FLOW CHART

APPENDIX 7B – REPORTING PROCESS

[Reporting Process](#)

APPENDIX 7C – CD INTAKE FORM

[CD Intake Form](#)

APPENDIX 8 – SMDHU SURVEILLANCE PROTOCOL

[Surveillance Protocol](#)

APPENDIX 9 – SURVEILLANCE REPORT TEMPLATE

[Surveillance Reporting Template](#)

APPENDIX 10 – SMDHU NOTIFICATION PLAN

[SMDHU Heat Notification and Response Plan](#)

[Heat Warning Notification Process](#)

[Extended Heat Warning Notification Process](#)

APPENDIX 11 - DEALING WITH CIVIL DISRUPTION

All staff should be aware of what to do and what not to do during a civil disturbance associated with the events at Burl's Creek.

Never confront an aggressive or potentially armed protestor; remove yourself as quickly as possible from the situation and go to a secure site or area.

Remember security and dealing with protestors is a police function. We will leave it up to the trained professionals. The ability to communicate and the safety of all staff come first.

To report unlawful activity that could be related to the Wayhome or Boots & Hearts, call **911**

Life threatening emergency or crime in progress call **911**