



# 2025 Ice Storm Emergency Actions

April 9, 2025

## Significant Weather Event – Friday, March 28, 2025



In response to Environment Canada warnings for freezing rain and anticipated ice accretion and potential damages across much of Southern Ontario, the Township of Oro-Medonte declared a Significant Weather Event under [O. Reg 239/02](#) effective **March 28, 2025**, at **4:30 pm** until further notice.

Pre-emptive operational and emergency plans were activated, and communication of the impending event were shared through the Township's communication channels.

Precipitation commenced in the evening of March 28, 2025

## Saturday, March 29 – Sunday, March 30, 2025



**March 29, 2025** - Precipitation continued building in intensity. As temperatures dropped, ice accretion continued to build throughout the night. Power outages began mid-day in several areas across the Township and continued to escalate throughout the night as ice accumulated on trees and powerlines.

**March 30, 2025** – Majority of Township out of power. Downed trees and power lines blocking many of the 700 km of Township roads impacting residential properties and businesses. Telecommunications negatively impacted. This compounded through the morning and relief later in day as temperatures rise.

## Declaration of Emergency – Sunday, March 30, 2025



Mayor Greenlaw, in consultation with the Township's Emergency Management Team declared a State of Emergency under the *Emergency Management and Civil Protection Act* due to the widespread damage associated with downed trees and powerlines.

The declaration allows the Township to access additional resources and streamline emergency response efforts to protect the health and safety of our residents.

The Township initiated its emergency management plan and Control Group to co-ordinate the Township's Emergency Response.

The City of Orillia and several neighbouring Municipalities also declared a State of Emergency. The County of Simcoe and Provincial resources were enacted to coordinate a regional emergency response.

## Provincial Impact and Hydro



- Hydro One has reported this event as the worst storm Ontario has seen since 1998 with extensive damage across the Province
- Over 1,000,000 people without power
- Prioritized response across the Province
- Prioritized response – focused on critical infrastructure, number of people and main lines followed by smaller areas
- Emergency Operations Centre coordinated with Hydro One
- Primary communication through Hydro One outage map, mobile app and website
- Declaration of Municipal Emergency does not prioritize Hydro One's response
- Hydro One scaled up 24-hour restoration response with additional mutual aid from utility providers within Ontario and outside of the province

## Local Impact (Residents and Businesses)



- Prolonged loss of power presented issues with provision of water, home heating, food spoilage, and flooding which was compounded by impacts on roadways, continued inclement weather, and telecommunication, as well as changing hydro restoration timelines.
- Size of Township geographically and scale of impacts presented logistical challenges for door to door supports.
- Many residents and businesses face losses with damage to property.
- Significant damage to and from trees resulting in need for restoration work to properties, much of which is excluded from most insurance policies
- Given the prolonged outages and interruptions, many residents were not able to access communications .

## Public Works/Operations



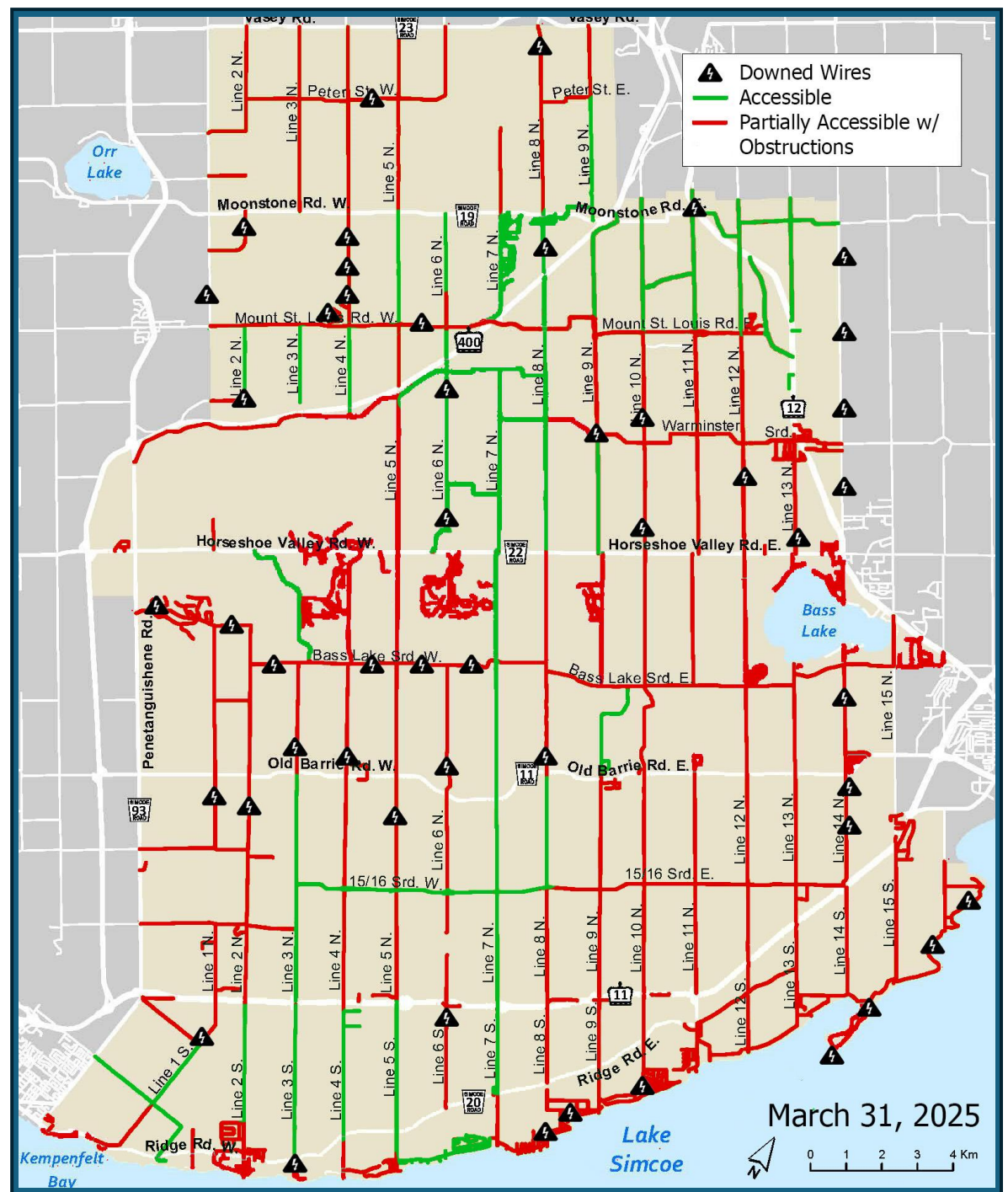
- Mutual aid enacted Sunday, March 30th. Additional crews and equipment were sent from the Towns of Bradford West Gwillimbury, New Tecumseth, Wasaga Beach and Midland.
- Additional contracted services were also engaged.
- Crews working around the clock.
- Initial objective to open roadways focusing on arterial (concession roads first) for emergency purposes.
- Operations crews require Hydro One to address poles/wires before roads could be opened.
- Some localized flooding experienced following heavy rains but was minimal due to Operations focus on addressing priority drainage infrastructure over the past several years.



# Monday, March 31st - Status of Roadway



**Note:** Maps are generalized to depict restrictions which were in variable conditions from 1 lane restriction to full closure.

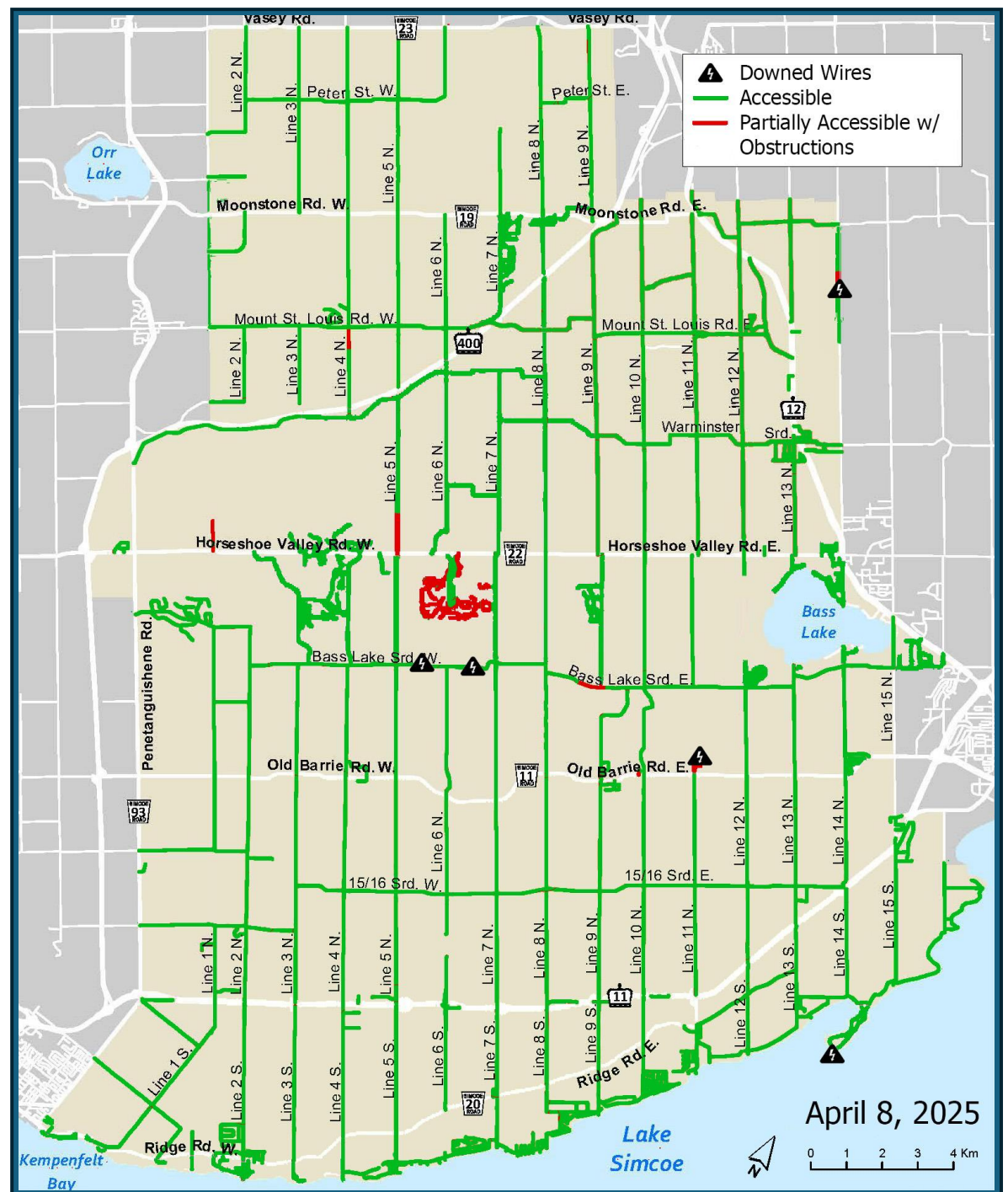






# Tuesday, April 8 - Status of Roadway

**\*Sugarbush area is partially accessible with a number of restrictions as Hydro One completes their restoration work. Once Hydro One has completed their work, Townships Operations team will focus clearing roadways.**



## Parks and Recreation



- Staff re-deployed to assist with prioritized road response and Warming Centre.
- Flooding in basements of several Township facilities.
- Arena was closed approximately 1 week early due to power outage.
- Parks, trails and most facilities remain closed due to prioritized staff re-deployment in recovery efforts.
- Programs on hold per the above.
- Current and short-term focus will be on community development/mobilization, and opening of parks and trails in prioritized manner. As status changes website and Township communication channels will be updated.

## Fire and Emergency Services



### Throughout the response OMFES has:

- Fire Chief serves as Community Emergency Management Coordinator
- Coordination of EOC / regional and provincial
- Responded to 154 storm related calls .
- Prepared and shared fire prevention / life safety messages.
- Attended 4 structural fires within the Municipality, 1 mutual aid response to Severn for a structure fire and 1 mutual aid response to Springwater for a tractor trailer fire.
- Volunteer firefighters committed approx. 1900 staff hours to handle the incidents.
- Fire crews performed door-to-door wellness checks in conjunction with search and rescue staff from EMO on residents in several of the hardest hit areas of the Township and known areas with vulnerable populations having canvassed all of Horseshoe Highlands, Hawkstone and Fergus Hill.
- Fire crews assisted with drone surveying of heavily damaged areas of the Township.

## County Response



The County of Simcoe CEMC was quick to activate the County EOC and call a meeting with the CEMC's from the affected areas to assess and receive a damage report.

The County of Simcoe provided direct support to CEMC's and immediate response regarding assistance was provided as required. Oro-Medonte had a County of Simcoe generator powering the north yard, utilized social services at our Warming Center and welcomed a forestry crew for debris removal. An arrangement for fuel was also created at the county yards on Orr Lake Rd. and Snow Valley Rd.

EMO responded to the area and brought additional services with them. Services utilized by our Municipality included search and rescue crews through OSARA, global medics who provided generator support for our Edgar tower issue and drone surveying.

## Additional/External Resources



- Water sampling bottles from the MOH were made available for residents at our Administration Building.
- Food for the Warming Center was made available by Sharing place in Orillia and Barrie Chamber of Commerce
- Odyssey Medical provided blankets and staffing for our Warming Center in addition to their call taking and response services.
- The Hitch House provided potable water for residents
- Mutual Aid was provided to our Operations crews by the Towns of Bradford West Gwillimbury, Wasaga Beach, and New Tecumseth
- The Ministry of Natural Resources supplied forestry crews for debris removal and opening of roads

## Community Support – Warming Centre



- Warming Centre Set Up / shower facilities established through partnership with Horseshoe Resort Tuesday April 1, 2024.
- Partnership with the Sharing Place (Orillia), Barrie Chamber of Commerce for provision of food and beverages and blankets.
- Social / Medical Services – County of Simcoe social services and paramedic services supplemented by EMO resources and Odyssey Medical.
- Approximately 500 people accessed services.
- 50 food hampers and approximately 80 cases of water provided to families and individuals.
- Warming Centre was discontinued April 9, 2025, as most areas have had power restored.

## Community Support – 2-1-1/Odyssey Medical

April 2nd - 2-1-1 engaged to respond to questions from Oro-Medonte Residents using information from the Township's website

24/7 Storm Helpline established

April 3rd - Odyssey Medical engaged and ready to respond to requests for service forwarded by 2-1-1. Live Google Doc prepared with questions and answers for use by 2-1-1

April 3rd - Neighbours Helping Neighbours Program initiated with 2-1-1 and Odyssey Medical

Odyssey Medical provided :

- Transportation to designated Warming Centre
- Door-to-Door welfare checks
- Response Units with emergency supplies such as water, blankets, flashlights, non-perishable snacks.
- Experienced and trusted individuals with Mental Health or Crisis training to support existing warming, community or operations centres
- Connecting volunteers with those requesting services



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## Odyssey Medical

### Odyssey Medical Community Support

- General Assistance & Transportation - **11**
- Neighbours Helping Neighbours - **10**
- Door Knocks /Wellness Checks - **65**
- Call Taker Hours - **179**
- Outreach Responder Hours - **112**
- Administrative Hours - **487**
- Total Hours Supporting the Community **487**

### Requests for Services Overview

- Debris Removal
- Generator Repairs & Refills
- Tree Cutting & Removal
- Chainsaw Repairs
- Resident & Livestock
- Water and Food Needs
- Wellness Checks

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## Helpline Call Trends

**Residents seeking information**

**Residents feeling overwhelmed**

Residents trying to navigate the financial impact

Residents seeking commercial referrals



## Resident Impact That Matters

### Responded to a 55 y/o male resident with Autism feeling uneasy:

- Mental health intervention
- Defused family dynamic with concerned sibling
- Ensured devices were charged and food supplies were adequate

### Responded to a female resident (single mom) feeling anxious & worried:

- Household with 6 kids
- Provided food & fuel donation for generator
- Performed a series of follow-up checks until resident said she was back on her feet

### Responded to an elderly male resident overwhelmed with the state of his property:

- Mental health intervention
- Surveyed property damage to rule out immediate dangers
- Followed-up daily until resident stated he was feeling more settled

### Responded to a male farmer seeking help for livestock:

- Resident growing concerned for his small sized farm
- Resident cooperative in providing his own buckets, simply needed help to get them filled
- Doorstep delivery was provided by the helpline personnel

## Environmental Services / Municipal Water Systems



Environmental Services staff have provided uninterrupted essential services  
No relaxation of provincial requirements (water, wastewater, stormwater)

All municipal drinking water systems:

- Operated on secondary backup generator power from March 28- April 4. As of April 9, 2025 all power has been restored. Staff monitored generator activity, maintenance and repair multiple times daily until transitioned back to utility power at each site;
- No boil water advisories or adverse drinking water conditions encountered or reported;

Environmental Services staff worked 24 hours per day in shifts between March 29- April 4, addressing communications failures (communication tower faults and related SCADA impacts as a result of the storm) and the legislative requirement to physically attend each site every hour to manually monitor/record disinfection and system control . System communication was restored to all systems late afternoon April 4, fully reinstating SCADA (supervisory control and data acquisition).

Staff continue completing underground emergency utility locates in accordance with provincial legislation, including after hours locating service.

## Brush removal



- The Township understands the challenges of clean up efforts facing many residents.
- With the volume of downed trees/brush throughout Oro-Medonte, safety is a top priority.
- To conduct this large-scale clean-up as efficiently as possible, the Township needs to continue with its duties while minimizing interruptions.
- The Township is asking to please **not** push brush onto Township roads and shoulders – doing this significantly slows down Township storm clean-up operations
- The Township of Oro-Medonte crews and contractors **do not have the resources to provide curbside brush and debris pick-up/collection at this time.**
- With the majority of Township roads now open– the Township’s focus is on removal of roadside hazards from Municipal road allowances.

## Brush removal



- Similar to organics, recycling, and garbage collection, the **County of Simcoe is responsible for yard waste (brush, leaves, etc.) collection.**
- Effective **Monday April 7th**, the **County of Simcoe** deployed yard waste collection services prioritizing the most impacted areas of the region, including Oro-Medonte
- It is important to understand that from **April 7th - 25th only brush** will be accepted for **curbside County of Simcoe collection, not bagged leaf and yard waste, or bagged brush.**
- The County of Simcoe is also offering **free brush and debris drop-off at waste sites until May 31st.** Please check the County of Simcoe's website – [simcoe.ca/icestorm](https://simcoe.ca/icestorm) for timely and updated information.

## Municipal Disaster Relief Assistance

[Guidelines to apply for Municipal Disaster Recovery Assistance \(MDRA\) | ontario.ca](#)

- Province of Ontario program to help municipalities recover from extraordinary costs after a natural disaster.
- Administered through Ministry of Municipal Affairs and Housing.
- The Minister **has to** activate the program based on evidence showing that the event meets the eligibility criteria for Municipal Disaster Recovery Assistance.
- This program **does not** replace insurance, nor does it cover costs that would have been incurred anyway.

### Eligibility Requirements:

- experienced a sudden, unexpected and extraordinary natural disaster
- have costs over and above regular budgets (incremental costs) that can be clearly linked to the disaster and must be equal to or greater than 3% of the municipality's own taxation levy (approximately \$780,000)
- passed a resolution of council
- submitted an initial Municipal Disaster Recovery Assistance claim



## Municipal Disaster Relief Assistance



- Municipalities must track expenses and submit along with other required documentation to the Ministry within 120 days of the natural disaster (in the case of the 2025 Ice Storm – July 28<sup>th</sup>)
- The decision to activate is made upon receipt, review, evaluation and processing of the municipal submission. There is no guarantee that the program will be activated nor that all expenses submitted will be approved.
- If a municipality reaches the 3% minimum spending threshold with approved expenses and the Minister activates the program, reimbursement at a rate of 75% maybe provided for those approved costs up to the 3% level and at 95% for those approved costs over the 3% level.
- Township staff have met with Provincial staff on multiple occasions to better understand the program.
- The Township began tracking storm response expenses immediately and tracking is ongoing.

# Disaster Recovery Assistance for Ontarians



[Guidelines to apply for Disaster Recovery Assistance for Ontarians \(DRAO\) | ontario.ca](#)

- Province of Ontario Program to help people affected by natural disaster get back on their feet.
- Administered through Ministry of Municipal Affairs and Housing.
- Homeowners, residential tenants, small business owners, farmers and not-for-profit organization **maybe** able to apply to the Province for assistance.
- The Minister **has to** activate the program for a specific area for a specific period of time.
- This program **does not** replace insurance.
- A Natural Disaster must be sudden and unexpected and cause costly and widespread damage to eligible private property.
- Township staff have met with Provincial staff on multiple occasions to better understand the program and advocate for our residents, businesses and organizations.
- The Township is currently gathering information to advocate to the Province and the Minister that Oro-Medonte Township should be declared an activation area.



## Economic Development Response



Staff have outreached via email and phone to:

- our business community, farming & agricultural community, and non-profit community to better understand the challenges they are and have faced as a result of the storm;
  - our Economic Development partners at various levels of government seeking their support – immediate and into the future with programs and communication;
  - the local Community Futures Development Corporation (Orillia Area CDC) regarding possible programs and support both from them and possibly from their federal funding agency (FedDev);
  - our local Chamber of Commerce and Chambers of Commerce from neighbouring municipalities seeking support with communication and supplies for our warming centre.
- Our engagement with the business community is ongoing as we continue to advocate on their behalf with local, provincial and federal organizations and governments.

# Communications

## Township of Oro-Medonte Continues Under a Declared State of Emergency Under the Emergency Management and Civil Protection Act

My Township of Oro-Medonte - March 03, 2025

### Ice Storm Updates

Please review the ice storm updates in the accordion below.

Warning Centre, Brush Collection through the County of Simcoe, Neighbours Helping Neighbours, and Hydro One Update - April 8, 2025
Brush Collection Through the County of Simcoe - April 7, 2025 - 4:00 p.m.
Update Received from Hydro One - April 6, 2025
Update Received from Hydro One - April 4, 2025 - 9:00 p.m.
General Update - April 4, 2025 - 6:00 p.m.
24/7 Storm Helpline - April 3, 2025
Update Received from Hydro One - April 2, 2025 - 8:00 p.m.
Brush Collection Support Through the County of Simcoe - April 2, 2025 - 9:30 p.m.
Update Received from Hydro One - April 2, 2025 - 9:00 p.m.
General Update - April 2, 2025 - 2:00 p.m.
Warning Centre - April 1, 2025 - 7:30 p.m.
General Update - April 1, 2025 - 11:00 a.m.
Public Statement from Mayor Greenhalgh - March 31, 2025
Update - March 31, 2025 - 7:30 p.m.
Update - March 31, 2025 - 4:00 p.m.
Update - March 30, 2025 - 9:30 p.m.
State of Emergency - March 30, 2025

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### All Posts

Emergency Alert  
Media Release  
Notice of Public Hearing  
Public Notice  
Township News and Notice

### Contact Us

Township of Oro-Medonte  
Administration Centre  
1414 Line 7 South  
Oro-Medonte, ON L3L 2E0  
Phone: (705) 487-2174  
Fax: (705) 487-0133

### Storm Event Q&A

Warning Centre Update
Who is picking up brush that has fallen off my home or business?
Why can't I put brush and debris on the road for pick-up? And why won't the Township pick it up?
What is the Township doing to clean up the mess on roads?
Is there a number I can call for help, either for myself or for a neighbour?
I am a resident that can offer a helping hand to assist my fellow neighbours. How can I help?
I still don't have power - when is it coming back on?
The Township is under a State of Emergency - when was it declared and what does this mean?
How long is it going to take to clean up the mess and when will Township roads be fully open?
I am worried about my generator - how can I use it safely?
What Township services are impacted?
What can I do to safely clean-up my property?
Are Township permits required if I have damage to my property?
Should I hire a qualified professional to help with clean-up?
Has the Township looked into financial support to help cover Township costs associated with clean-up etc.?
Has the Township looked into financial support to help cover costs for residents with clean-up to their private properties and businesses?

- Throughout the duration of the emergency, the Township's website has served as the main source for timely, accurate, and up-to-date information following a repository approach.
- Timely updates are provided through all Township. communications methods as the Township's response changes and evolves, including information provided by Hydro One pertaining to power restoration.

## Communication Methods

- Township website
- Media partners(local and GTA based)
- Social media
- 24/7 Storm Helpline through 211
- Updates through e-mail newsletter to individuals who subscribe to the Council Highlights & Township Updates e-newsletter (4 updates sent to date)
- Public Statement
- Media Releases
- Sharing of Township information with Administrators of 3<sup>rd</sup> party community Facebook groups/pages for pushing out to groups

## Communications



### Media Interviews – Mayor Greenlaw

CTV Barrie – 4 (leading story on the 6PM news on April 7, 2025)

CP24 – 2 (live television)

CBC News – 1

CBC Ontario Morning – 1 (live radio)

CBC Here & Now – 1 (live radio)

Various articles written by Simcoe.com and Village media with information/direct quotes from Mayor Greenlaw

### Meetings regarding community support

April 2, 2025 – MPP Jill Dunlop (Minister Emergency Preparedness/response and MPP Doug Downey (Attorney General)

April 3, 2025 – David Lebeter CEO, Hydro One

April 4, 2025 – Hon. Doug Ford and Provincial Ministers

## Next Steps



- Continue to address hazards and clean-up of debris from roadways in prioritized manner.
- Continue recovery and opening of parks, trails and facilities.
- Expand Neighbours Helping Neighbours program and community engagement to assist residents requiring assistance.
- Work with the County of Simcoe to support residential brush and debris pick up.
- Council consideration of a motion to advocate for provincial support on behalf of impacted residents, businesses and organizations.
- Continue to review and advance application/cases for funding (Hydro One Grant and Municipal Disaster Relief Assistance Program) and advocate for upper tier financial assistance.
- Commence review of response for continuous improvement / emergency management
- Continue to provide updates to community through Township communication channels.