



Local Authority Emergency Operations Centre Operational Guidelines

Prepared by: Mid Island Emergency Coordinators & Managers

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Acknowledgement:

This document was developed by the Mid Island Emergency Coordinators and Managers (MIECM).

It is understood that an effective emergency plan is a 'living' document and as such there will be a need for revision and updating on a continuing basis. This document is designed to be the foundation for local authorities in the event of a disaster. Local Authorities should insert their individual documents to complete their plan (i.e. insert local applicable bylaw, authorities, jurisdictional boundaries and specific agency plans such as the communication plan).

This document is offered to other local authorities with the proviso that you obtain MIECM permission prior to incorporating any part into your community's emergency plan.

The plan is available on CD or flash drive for a nominal fee.

For information regarding this plan, please contact your local MIECM representative or the Cowichan Valley Regional District Public Safety Division at:

Phone: (250) 746-2560 or 1-800-665-3955

Fax: (250) 746-2563

Email: ep@cvrld.bc.ca

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Local Authority Emergency Plan and Emergency Operations Centre Operational Guidelines

***Serving residents within the City of Duncan,
District of North Cowichan, Town of Ladysmith,
Town of Lake Cowichan, and Cowichan Valley
Regional District Electoral Areas A, B, C, D, E, F,
G, H & I and coordinating emergency
management with First Nations as requested***



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**Local
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LOCAL AUTHORITY INFORMATION

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AUTHORITY

Emergency powers are vested by the following:

1. Local Government Act, Revised Statutes of BC, 1996, Chapter 323
2. Emergency Program Act, Revised Statutes of BC, 1996, Chapter 111
3. Emergency Program Management Regulation, BC Regulation 477/94
4. Local Authority Emergency Management Regulation, BC Regulation 380/95
5. Indian Act, Section 81(a)
6. CVRD Bylaw No. 1909 – Emergency Programs (Emergency Program Act) Extended Service Bylaw, 1999.
7. CVRD Bylaw No. 1831 – Emergency Program Management Bylaw, 1997
8. Cowichan Tribes Resolution No. 3003 (dated March 21, 1995)
9. Penelakut Tribe Resolution (dated December 2, 2002)
10. Halalt First Nation Resolution No. 64529-07-06 (dated July 29, 2015)
11. Malahat First Nation File Reference No. Emergency Response Plan (dated August 10, 2015)
12. Emergency Management Agreement – CVRD, City of Duncan, Corporation of the District of North Cowichan, Town of Ladysmith and Town of Lake Cowichan (2017)
13. Emergency Management Agreement – CVRD and Stz'uminus First Nation (2014)

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Bylaw 1909



COWICHAN VALLEY REGIONAL DISTRICT

BYLAW NO. 1909

A Bylaw to establish and operate the extended service of Emergency Programs (Emergency Program Act) For the Municipalities and Electoral Areas of the Cowichan Valley Regional District.

WHEREAS the Lieutenant Governor-in-Council by BC Regulation 155/93 has granted the Cowichan Valley Regional District authority to provide an Emergency Program as an extended service under the Emergency Program Act;

AND WHEREAS the Board considers it necessary to establish an Emergency Program to plan, organize, establish and operate salvage, precautionary, and safety measures, controls, facilities and services of all kinds vital and necessary for the public welfare for meeting, preventing, reducing and overcoming the effects of civil disaster in and for all of the Municipalities and Electoral Areas of the Regional District;

AND WHEREAS the participating area includes all of the Municipalities and Electoral Areas of the Regional District and the service can be established without borrowing;

AND WHEREAS the Board deems it appropriate to establish Emergency Programs in and for all of the Municipalities and Electoral Areas of the Regional District;

AND WHEREAS under Section 807 of the Municipal Act, the Regional Board of the Cowichan Valley Regional District has waived the assent requirement of Sections 810 and 811;

AND WHEREAS consent has been given on behalf of the electors by each of the Municipal Councils and each of the Electoral Area Directors, consenting in writing to the adoption of this bylaw;

NOW THEREFORE the Board of Directors of the Cowichan Valley Regional District, in open meeting assembled, enacts as follows:

CITATION

1. This Bylaw may be cited for all purposes as, "**CVRD Bylaw No. 1909 - Emergency Programs (Emergency Program Act) Extended Service Bylaw, 1999.**"

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LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

CVRD Bylaw No. 1909

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SERVICE

2. There is hereby established pursuant to Section 800(2)(a) of the Municipal Act, the extended service of Emergency Programs in and for the participating members; such service to be known as "Emergency Programs (Emergency Programs Act) Service".

SERVICE AREA AND PARTICIPATING AREAS

3. The service area boundaries for the Emergency Programs Service shall be coterminous with the boundaries of the Cowichan Valley Regional District.
4. Participating areas shall be the City of Duncan, the District of North Cowichan, the Town of Ladysmith, the Town of Lake Cowichan, and Electoral Areas A - Mill Bay/Malahat, B - Shawnigan Lake, C - Cobble Hill, D - Cowichan Bay, E - Cowichan Station/Sahtlam/Glenora, F - Cowichan Lake South/Skutz Falls, G - Saltair/Gulf Islands, H - North Oyster/ Diamond, and I - Youbou/Meade Creek.

COST RECOVERY AND APPORTIONMENT OF COSTS

5. The costs of providing the service established under Section 2 shall be recovered by requisition of money to be collected by a property value tax on the net taxable value of land and improvements within the participating areas.
6. This bylaw makes no provision for borrowing for capital expenditures.

REPEAL

7. "CVRD Bylaw No. 1628 - Emergency Programs (Emergency Program Act) Extended Service Bylaw No. 6, 1994", is hereby repealed.

READ A FIRST TIME this 13th day of October, 1999.

READ A SECOND TIME this 13th day of October, 1999.

READ A THIRD TIME this 23rd day of February, 2000.

I hereby certify this to be a true and correct copy of Bylaw No. 1909 as given Third Reading on the 23rd day of February, 2000.


Secretary

February 25, 2000
Date

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CVRD Bylaw No. 1909

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APPROVED BY THE INSPECTOR OF MUNICIPALITIES UNDER SECTION 813(9)
OF THE MUNICIPAL ACT this 31st day of March, 2000.

ADOPTED this 12th day of April, 2000.



Chairperson



Secretary

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Bylaw 1831

COWICHAN VALLEY REGIONAL DISTRICT

BYLAW NO. 1831

A Bylaw to provide a comprehensive management program for the Cowichan Valley Regional District Emergency Program for the electoral areas of the Cowichan Valley Regional District.

WHEREAS the Cowichan Valley Regional District has by Bylaw No. 1628, "CVRD - Emergency Programs (Emergency Program Act) Extended Service Bylaw No. 6, 1994", established the Cowichan Valley Regional District Emergency Program;

AND WHEREAS the Cowichan Valley Regional District Board wishes to provide a comprehensive management program to prepare for, respond to and recover from emergencies and disasters as an extended service for Electoral Area "A" Mill Bay/Malahat, "B" Shawnigan Lake, "C" Cobble Hill, "D" Cowichan Bay, "E" Cowichan Station/Sahtlam/Glenora, "F" Cowichan Lake South/Skutz Falls, "G" Saltair/Gulf Islands, "H" North Oyster/Diamond and "I" Youbou/Meade Creek;

NOW THEREFORE, the Board of the Cowichan Valley Regional District in open meeting assembled enacts as follows:

CITATION

- 1.1 This Bylaw shall be cited as "**CVRD Bylaw No. 1831 - Emergency Program Management Bylaw, 1997**".

INTERPRETATION

- 2.1 In this Bylaw:
- a) "Board" means the municipal directors and electoral area directors of the corporation of the Cowichan Valley Regional District;
 - b) "Chairperson" means that person elected by the board as chairperson;
 - c) "declaration of a state of local emergency" means a declaration of the regional district board or the chairperson that an emergency exists or is imminent in the regional district;
 - d) "disaster" means a calamity that:
 - (i) is caused by accident, fire, explosion or technical failure or by the forces of nature, and

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CVRD BYLAW NO. 1831

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- (ii) has resulted in serious harm to the health, safety or welfare of people, or in widespread damage to property;
 - e) "emergency" means a present or imminent event that:
 - (i) is caused by accident, fire, explosion or technical failure or by the forces of nature, and;
 - (ii) requires prompt coordination of action or special regulation of persons or property, to protect the health, safety or welfare of people or to limit damage to property;
 - f) "Emergency Program Coordinator" means that person appointed under section 3.2;
 - g) "Emergency Planning Committee(s)" means the committee(s) comprised of the Protective Services Committee, Emergency Program Coordinator and such other persons or agencies appointed or invited to participate, as required;
 - h) "Protective Services Committee" means those elected officials appointed by the CVRD Board to the Protective Services Committee.
- 2.2 This bylaw shall be construed in accordance with the Emergency Program Act, RSBC Chapter 111 and all Regulations made thereunder. In this bylaw, "Act" means the Emergency Program Act.

ADMINISTRATION

- 3.1 The Protective Services Committee is responsible for the ongoing operation of the Emergency Program.
- 3.2 The Board shall appoint an Emergency Program Coordinator to facilitate emergency preparedness, response and recovery measures. The Emergency Program Coordinator shall report to the CVRD Board via the Protective Services Committee.
- 3.3 The Emergency Planning Committee(s) is responsible for the development and maintenance of the Emergency Plan and Program and may be required to provide response and recovery activities upon activation of the Emergency Plan.

EMERGENCY PLAN IMPLEMENTATION

- 4.1 The Board, or the Chairperson, or the Emergency Program Coordinator may, whether or not a state of local emergency has been declared, cause the Cowichan Valley Regional District Emergency Plan to be implemented.

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STATE OF LOCAL EMERGENCY

- 5.1 The Board by bylaw or resolution, or the Chairperson by order, may declare a state of local emergency when the extraordinary power or authority enabled by Section 12 of the Act is required to effectively deal with an emergency or disaster in all or any part of the electoral area(s).
- 5.2 Upon a declaration of a state of local emergency being made, the Board or Chairperson shall:
- a) forward a copy of the declaration to the Minister, and
 - b) cause the details of the declaration to be published by a means of communication that the Board or Chairperson considers most likely to make the contents of the declaration known to the majority of the population of the affected area.
- 5.3 After a declaration of a state of local emergency is made under Section 5.1 in respect of all or any part of the electoral area(s), and for the duration of the state of emergency, the Board or Chairperson may do any or all acts considered necessary and implement procedures that the Board or Chairperson considers necessary to prevent, respond to or alleviate the effects of an emergency or a disaster, including any or all of the following:
- a) acquire or use any real or personal property considered necessary to prevent, respond to or alleviate the effects of an emergency or disaster;
 - b) authorize or require any person to render assistance of a type that the person is qualified to provide or that otherwise is or may be required to prevent, respond to or alleviate the effects of an emergency or disaster;
 - c) control or prohibit travel to or from any portion of the electoral participating area;
 - d) provide for the restoration of essential facilities and the distribution of essential supplies and provide, maintain and coordinate emergency medical, welfare and other essential services in the electoral participating area;
 - e) cause the evacuation of persons and the removal of livestock, animals and personal property from the participating electoral area that is or may be affected by an emergency or a disaster and make arrangements for the adequate care and protection of those persons, livestock, animals and personal property;
 - f) authorize the entry into any building or on any land, without warrant, by any person in the course of implementing an emergency plan or program or if otherwise considered by the Board or Chairperson to be necessary or appropriate in order to prevent, respond to or alleviate the effects of an emergency or disaster;

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- g) cause the demolition or removal of any trees, structures or crops if the demolition or removal is considered by the Board or Chairperson to be necessary or appropriate in order to prevent, respond to or alleviate the effects of an emergency or disaster;
 - h) construct works considered by the Board or Chairperson to be necessary or appropriate to prevent, respond to or alleviate the effects of any emergency or disaster;
 - i) procure, fix prices for or ration food, clothing, fuel, equipment, medical supplies or other essential supplies and the use of any property, services, resources or equipment within any part of the electoral area for the education of the local state of emergency; and
 - j) authorize the Emergency Program Coordinator to exercise, in any part of the electoral participating area(s) affected by a declaration of a local state of emergency, those specific powers enabled in Section 5.3 and assumed by the Board or Chairperson.
- 5.4 The Board or Chairperson must, when of the opinion that a state of local emergency no longer exists in the electoral area(s) for which a declaration of local state of emergency was made,
- a) cancel the declaration of a state of local emergency in relation to that part
 - i) by bylaw or resolution, if cancellation is effected by the Board, or
 - ii) by order, if the cancellation is effected by the Chairperson, and
 - b) promptly notify the Minister of the cancellation of the declaration of a state of local emergency.

EXEMPTION FROM CIVIL LIABILITY

- 6.1 No person, including without limitation, the Board, the Chairperson, member of the Emergency Planning Committee, employee of the Cowichan Valley Regional District, a volunteer and any other person appointed, authorized or requested to carry out measures relating to emergencies or disasters, is liable for any loss, cost, expense, damage or injury to persons or property pursuant to the Act, Section 18.

READ A FIRST TIME the 27th day of August, 1997


READ A SECOND TIME the 27th day of August, 1997

READ A THIRD TIME the 27th day of August, 1997

ADOPTED this, the 10th day of September, 1997



Chairperson



Secretary

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Penelakut Tribe Resolution

Minister of Northern Affairs and Indigenous Affairs
 Affaires indiennes et du Nord Canada

BAND COUNCIL RESOLUTION RÉSOLUTION DE CONSEIL DE BANDE

Chronological or # of Council _____
File reference to # of minutes of Council _____

NOTE: The name that our Band Council assigns to a resolution, convention or by-law must appear in the resolution requesting separation from Band Council.
 NOTE: Les noms des lois de notre conseil, convention ou règlement doivent apparaître dans les résolutions demandant une séparation de l'ensemble des bandes.

The Council of the Le conseil de	Capital account Compte capital
Date of duly convened meeting Date de l'Assemblée dûment convoquée	Revenue account Compte revenu
Penelakut Tribe	Province
0 2 1 2 0 2	BC

DO HEREBY RESOLVE:
 SECCIDE, PAR LES PRÉSENTES:

The Penelakut Band Chief and Council, in cooperation with the Cowichan Valley Emergency Program will develop and maintain an Emergency Plan and program providing for the health, safety and wellbeing of the residents of Kupar Island in accordance with Section 81(a) of the Indian Act.

The program will include the appointment of:

- e A Policy Group comprised of Chief and 2 Councilors
- e Emergency Coordination Centre Director (Band Manager and 2 alternates)
- e Liaison Officer(s) (suggest CHR, Community Health Nurse and/or Fire Chief) who will be responsible for working with the Regional District Emergency Program Coordinator on an ongoing basis in all aspects of preparedness response and recovery.

The Chief and Council will ensure that:

- e There is an island wide Public Awareness Program
- e Training is provided for all staff and residents adopting the BCERMS model and CVRD LERN Program (Neighborhood program)
- e Develop site specific plan integration within the Regional Emergency Plan document and provide input into changes and/or
- e Participate in Valley wide emergency training and exercises.

Chairperson _____
 (Councilor - Date of Res.)

 (Councilor - Date of Res.)

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 (Councilor - Date of Res.)

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 (Councilor - Date of Res.)

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Halalt First Nation Resolution No. 64529-07-06



Chronological No: 01

Band Council
RESOLUTION

The Council of:	Halalt First Nation	Halalt BCR No:	64529-07-06
Reserve:	IR2, Westholme, BC	At duly called Meeting:	July 29, 2015
INAC Region:	British Columbia / Yukon	Ref. Minute No.	July, 2015
INAC District:	WEST		

Suggested resolution:

The Halalt First Nation's Chief and Council, in cooperation with the Cowichan Valley Emergency Program will promote and maintain an Emergency Program providing for the health, safety and wellbeing of the residents of Halalt First Nation in accordance with Section 81(a) of the Indian Act.

The program will include the appointment of:

- A Policy Group comprised of Chief + 2 Councilors
- Emergency Program Coordinator (i.e. Band Administrator or Housing Manager and 2 alternates who will be responsible for working with the Cowichan Valley Emergency Program Coordinator on an ongoing basis in all aspects of preparedness, response, recovery and mitigation.

The Cowichan Valley Emergency Program will:

- Share all aspects of the emergency program
- Work with the First Nation to build capacity by facilitating on-going emergency program training and exercises

The Chief and Council will ensure that:

- Staff and residents are encouraged to participate in Emergency Program training, exercises and preparedness
- Provide regular contact updates and integrated development of emergency plans


James R. Thomas - Chief

Patricia Thomas - Councilor


Daniel Norris - Councilor

A Quorum of this Band consists of: 2

Two

1.1.1 Council Members

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Malahat First Nation Resolution – Emergency Response Plan

MALAHAT NATION COUNCIL RESOLUTION

Chronological No. August 10, 2015 11am
File Reference No. Emergency Response Plan

The council of the Malahat Nation				
Date of duly convened meeting	D 21	M 08	Y 2015	Province BC

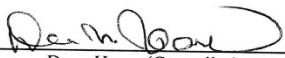

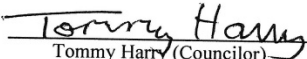
WHEREAS THE MALAHAT CHIEF & COUNCIL have identified emergency response as a critical element of being prepared in the case of a natural disaster or other emergency;

AND WHEREAS the Cowichan Valley Regional District (“CVRD”) has developed an emergency response plan (ERP) and has offered to share and include Malahat Nation and H’ulh-etun Health Society, of which the Nation is a member, into the regional ERP;

AND WHEREAS Council wishes to coordinate with the CVRD and H’ulh-etun Health Society to join the regional ERP and to work with the CVRD to train identified members of the Nation and provide information to the membership on all aspects of the ERP;

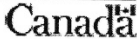
BE IT THEREFORE RESOLVED THAT THE MALAHAT CHIEF & COUNCIL hereby approves Malahat Nation to join the CVRD Emergency Response Plan and authorizes the Nation’s administration to work with the CVRD and H’ulh-etun Health Society towards this effort.

Quorum: 3

<p>_____</p> <p>David Harry (Chief)</p>	<p>_____</p> <p>Russell Harry (Councilor)</p>	<p>_____</p> <p>Tommy Harry (Councilor)</p>
 Dean Harry (Councilor)	 Russell Harry (Councilor)	 Tommy Harry (Councilor)

FOR DEPARTMENTAL USE ONLY					
Expenditure	Authority (Indian Act Section)	Source of funds <input type="radio"/> Capital <input type="radio"/> Revenue	Expenditure	Authority (Indian Act Section)	Source of funds <input type="radio"/> Capital <input type="radio"/> Revenue
Recommending officer Signature _____ Date _____			Recommending officer Signature _____ Date _____		
Approving officer - Approuvé par Signature _____ Date _____			Approving officer Signature _____ Date _____		

GOL 80-005 E (10-2000)



LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement (2017)

EMERGENCY MANAGEMENT AGREEMENT

THIS AGREEMENT dated and in effect this 28th day of November*, 2017.

BETWEEN:

COWICHAN VALLEY REGIONAL DISTRICT
175 Ingram Street
Duncan, BC V9L 1N8

AND: THE CITY OF DUNCAN
PO Box 820
200 Craig Street
Duncan, B.C. V9L 3Y2

AND: THE TOWN OF LADYSMITH
PO Box 220
410 Esplanade,
Ladysmith, B.C. V9G 1A2

AND: THE TOWN OF LAKE COWICHAN
PO Box 860
39 South Shore Road
Lake Cowichan, B.C. V0R 2G0

AND: THE CORPORATION OF THE DISTRICT OF NORTH COWICHAN
PO Box 278
7030 Trans Canada Highway
Duncan, B.C. V9L 3X4

(hereinafter called "the parties")

NOW THIS AGREEMENT WITNESSETH:

WHEREAS, it is desirable that the resources and facilities of the parties, and their various departments and agencies, be made mutually available to prevent and combat the effects of emergencies and disasters and,

WHEREAS, "CVRD Bylaw No. 1909 – Emergency Programs (Emergency Program Act) Extended Service Bylaw, 1999", enacted under the *Local Government Act*, RSBC 2015 c. 1 grants to the Cowichan Valley Regional District the additional power to provide emergency programs as an extended service under the *Emergency Program Act*. RSBC 1996 c. 111;

WHEREAS, Pursuant to section 263(1)(b), of the *Local Government Act*, RSBC 2015 c. 1 a local authority may enter into a Mutual Aid Agreement with one or more local authorities for emergency resources of all types and subsequent cost recovery.

WHEREAS, it is necessary and desirable that an Emergency Management Agreement be executed for the exchange of mutually beneficial assistance, and for the potential to achieve complete integration of emergency services during an emergency or disaster.

1

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

NOW THEREFORE in consideration of the agreements and covenants set out herein, it is hereby agreed by each of the parties hereto as follows:

1. Interpretation

In this Agreement:

Disaster means "a calamity that

- (a) is caused by accident, fire, explosion, or technical failure or by the forces of nature, and
- (b) has resulted in serious harm to the health, safety, or welfare of people, or in widespread damage to property." [*Emergency Program Act*]

Emergency means "a present or imminent event or circumstance that

- (a) is caused by accident, fire, explosion, technical failure, or the forces of nature, and
- (b) requires prompt coordination of action or special regulation of persons or property to protect the health, safety, or welfare of a person or to limit damage to property." [*Emergency Program Act*]

EOC means Emergency Operations Centre which is a facility where key personnel can gather to coordinate, plan, and manage overall response activities. It provides support to the site by facilitating emergency response operations, providing centralized access to information, and assisting in the identification, prioritization, and allocation of resources.

Emergency Management Program means a program within an organization that assumes overall responsibility for emergency planning and facilitates the implementation of activities during each phase of the emergency management process. This Agreement supports a regional emergency management program that includes all of the Municipalities and Electoral Areas within the Regional District.

Emergency Plan means a document that describes the actions that will be taken when an emergency or disaster occurs, including how people, property, and the environment will be protected in an emergency or disaster.

Local Authority means

- (a) for a municipality, the Mayor and Council;
- (b) for an electoral area, the Chair and Board of the regional district;
- (c) for a First Nation, the Chief and Council.

Municipality of North Cowichan means the Corporation of the District of North Cowichan;

Providing Party means a party providing assistance under this Agreement;

Regional Emergency Operations Centre (REOC) means a centre that combines emergency response resources and has the same function as an EOC, but allows for collaborative decision making, coordinated resource requests, coordinated public messaging and prioritization of scarce resources between local authorities during regional emergencies or disasters.

Requesting Party means a party requesting assistance under this Agreement.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

Resources means persons, equipment, supplies and other property of the Providing Party which has been designated to be made available to a Requesting Party under this Agreement.

Senior Elected Representative means the Chair of the CVRD, the Electoral Area Director(s) from the affected area(s), and/or the Mayors of the City of Duncan, the Town of Ladysmith, the Municipality of North Cowichan, and/or the Town of Lake Cowichan, or in any of their absence, the Deputy Mayor, Vice-Chair and/or Alternate Electoral Area Director(s).

Unified Command means two or more individuals sharing authority over an emergency or disaster in which multiple agencies or jurisdictions are involved.

2. Services

- (a) The parties agree to provide assistance in the case of disaster or emergency in accordance with this Agreement.
- (b) Each party to this Agreement shall provide for the effective mobilization and utilization of its resources to respond to Level 2 or higher emergencies or disasters as defined in Schedule A "EOC Operational Procedures" attached. The said "EOC Operational Procedures" outline where and under what circumstances an Emergency Operation Centre(s) will be located within the boundaries of the CVRD, including the municipalities of Duncan, Ladysmith, North Cowichan and Lake Cowichan, and the command structure that will be implemented to operate the centres.
- (c) Each of the parties to this Agreement are committed to ensuring that the use of personnel, equipment and supplies, and other emergency response resources and capabilities are directed toward maximizing the efficiency of coordinated planning and response to and recovery from major emergencies and disasters within the boundaries of the Cowichan Valley Regional District.
- (d) Where a party determines that a disaster or emergency exists to which the party is unable to adequately respond, it may request assistance from one or more of the parties to this Agreement and subject to paragraphs 2(f) and (g) the party or parties receiving the request for assistance may provide the assistance subject to the conditions set out in this Agreement.
- (e) Requests for assistance may be made by the Chief Administrative Officer of the Requesting Party and may be made to the Chief Administrative Officer of the Providing Party in accordance with provisions set out in Schedule "A".
- (f) If a party requested to provide assistance under paragraph 2(d) is unable to do so because of an emergency or disaster within its own jurisdiction or because it has already deployed its resources to provide assistance to another requesting party, then the Requesting Party shall be advised as soon as possible.
- (g) All parties understand that their resources may be deployed outside their own jurisdiction. The Providing Party shall have the primary interest of protecting the welfare

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LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

of their own jurisdiction and does not assume any responsibilities or liabilities by not providing provisions as laid out in this Agreement.

- (h) The extent of the assistance provided by a Providing Party will be at the discretion of the Providing Party having regard for its own need for its own resources. The Providing Party shall at all times be able to deploy or re-deploy its own resources for the purpose of protecting its residents and property within its jurisdiction from the effects of a disaster or emergency.
- (i) The parties acknowledge that this Agreement is not intended to replace any Mutual Aid Agreements in force between any of the parties nor to prevent any party from negotiating a new Mutual Aid Agreement or from renewing or amending an existing Mutual Aid Agreement.
- (j) The Providing Party retains the right to recall equipment back to its own jurisdiction should the need to combat an emergency or disaster arise in the Providing Party's jurisdiction.
- (k) It is understood that an Emergency Management Agreement entered into herein may not supplant pre-existing Mutual Aid Agreements nor deny the right of any party hereto to negotiate supplemental Mutual Aid Agreements.
- (l) Assistance extended pursuant to this Agreement may be provided in accordance with current governing legislation, the *Emergency Program Act* RSBC 1996 c. 111 and the *British Columbia Emergency Management System (BCEMS)*.

3. Term

* This Agreement may be in effect for a term of five (5) years commencing on November 28, 2017 and expiring on November 27, 2022 unless otherwise terminated as provided for herein.

4. Cost Sharing of Resources

Schedule "B" - "Cost Sharing of Resources" sets out Compensation and Payment provisions for what and to whom payments are to be made.

5. Claims

Claims for compensation by owners of real or personal property for damage or injury suffered in a disaster should be processed, either individually or jointly through the existing "Compensation and Disaster Financial Assistance Regulation" of the *Emergency Program Act* RSBC 1996 c. 111.

The Emergency Management British Columbia "*Financial Assistance Guide for Local Authorities and First Nations*" will also be utilized as a guideline.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

6. Independent Jurisdiction

- (a) Any and all agents, servants or employees of each of the parties, or other persons, while engaged in the performance of any work or services required to be performed by the parties under this Agreement may not be considered employees of any other party, and a party shall not be responsible for any act or omission of any person other than one of its own agents, servants, or employees, except as provided in this Agreement.
- (b) Each party to this Agreement will retain decision-making authority within its own jurisdiction. All parties will ensure that decisions involving multiple jurisdictions are made in consultation with all the authorities involved.
- (c) Each party to this Agreement is responsible for declaring its own "State of Local Emergency" as per the *Emergency Program Act* RSBC 1996 c. 111 should this be deemed necessary. The other parties are to be notified as soon as possible, should this occur.

7. Indemnity

Where a Providing Party supplies resources to a Requesting Party pursuant to this Agreement, the Requesting Party shall indemnify and save harmless the Providing Party from any and all claims, causes of actions, suits and demands whatsoever arising out of the assistance rendered by the Providing Party, its servants, employees or agents, or arising out of the failure to respond to a request for assistance pursuant to this Agreement, the failure to render adequate assistance, or for any other reason.

8. Insurance

Each party to this Agreement agrees to maintain insurance and liability coverage, subject to the terms and conditions of its own insurance policy provided by its own insurer on any and all chattels and equipment owned by the party and utilized pursuant to provisions of this Agreement.

9. Waivers

The failure at any time of any party to enforce any provision of this Agreement or to require at any time performance by any other party of any provision of this Agreement shall not constitute or be construed to constitute a waiver of such provision, nor in any way affect the validity of this Agreement, or the right of any party thereafter to enforce each and every provision of this Agreement.

10. Modification

No waiver, modification or amendment to this Agreement shall be binding unless it is in writing and signed by the duly authorized representatives of each of the parties to this Agreement.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

11. Termination

Notwithstanding any other provision of this Agreement:

- (a) If any party fails to comply with any provision of this Agreement, then, in addition to any other remedy or remedies available to the other parties, any of those other parties may, at its option, terminate this Agreement by giving written notice of termination to each of the other parties;
- (b) Any party may terminate this Agreement at any time upon giving each of the other parties thirty (30) days written notice of such termination.

Should either option herein be exercised by any party ("the Terminating Party"), the Terminating Party will be under no further obligation to any of the other parties SAVE AND EXCEPT to pay each of the other parties such amount as each of the said parties is entitled to receive for services properly performed and provided to the date written notice is given to the said parties, less any amounts necessary to compensate the Terminating Party for damages or costs incurred by the Terminating Party arising from another party's failure to comply with any provision of this Agreement.

12. Communication

- (a) Each party will appoint an Information Officer who will be responsible for providing information to the public regarding an emergency or disaster.
- (b) In the course of a multijurisdictional emergency or disaster, the parties may delegate authority to provide information or communication regarding an emergency or disaster to a single Information Officer.
- (c) Senior Elected Representatives will be kept informed by the EOC Director on a regular basis and will be consulted regarding policy-related issues as required. Senior Elected Representatives will ensure that their boards/councils are also kept informed.
- (d) All communications will be directed through the EOC Director to the Incident Commander(s) at the Site Level, the Policy Group, other EOC's (if activated), and the Provincial Regional Level.
- (e) All parties to the Agreement will meet at least annually to discuss, review and test the effectiveness of the Agreement by participating in an annual exercise.

13. Dispute Resolution

Any and all claims arising out of the implementation of this Agreement will not be brought forward for resolution until the response phase of an emergency is over.

All parties to the Agreement will work together and cooperate to mutually resolve any issue arising out of implementation of this Agreement. An external arbitrator may be brought in to


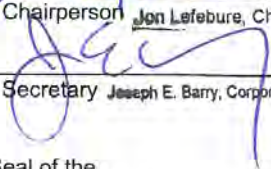
LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

assist in resolution of any outstanding issues, if required. The appointment of an arbitrator is to be mutually agreed upon and all costs of arbitration are to be shared equally by those parties who participate in the arbitration.

IN WITNESS WHEREOF the parties have hereunto set their hands and seals as of the day and year first above written.

The Corporate Seal of the
COWICHAN VALLEY REGIONAL DISTRICT
as hereto affixed in the presence of:




_____)
Chairperson Jon Lefebure, Chairperson)

_____)
Secretary Joseph E. Barry, Corporate Secretary)

The Corporate Seal of the
CITY OF DUNCAN
as hereto affixed in the presence of:


_____)
Mayor)

_____)
Director of Corporate Services)


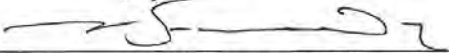
The Corporate Seal of the
TOWN OF LADYSMITH
as hereto affixed in the presence of:


_____)
Mayor)

_____)
Manager of Corporate Services)

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

The Corporate Seal of the
TOWN OF LAKE COWICHAN
as hereto affixed in the presence of:


_____)
Mayor

_____)
Chief Administrative Officer

The Corporate Seal of the
CORPORATION OF THE DISTRICT OF NORTH COWICHAN
as hereto affixed in the presence of:


_____)
Mayor

_____)
Deputy Corporate Officer/
Deputy CAO

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

SCHEDULE "A"

EOC OPERATIONAL PROCEDURES

The parties mutually agree to the following EOC Operational Procedures set out below:

BCEMS and the Use of ICS

The British Columbia Emergency Management System (BCEMS) is the comprehensive management standard to be used by all emergency management personnel involved in this Agreement. BCEMS has been developed provincially to ensure a coordinated and organized response for all emergency incidents. The four operational levels of BCEMS are; Site, Site Support (through an Emergency Operations Centre (EOC), Provincial Regional Coordination (through a Provincial Regional Emergency Operations Centre (PREOC), and Provincial Central Coordination (through the Provincial Emergency Coordination Centre (PECC).

Site

The Incident Command System (ICS) is the emergency management system to be used by all parties to this Agreement. ICS is a modular management system that expands or contracts as the incident escalates or de-escalates.

Establishing Unified Command in large events

It is recommended that Unified Command be established when multiple agencies are involved in a large event, to ensure development of one Incident Action Plan with a common set of response strategies, objectives and tactical decisions without losing or abdicating agency authority, responsibility or accountability. Under Unified Command there would be one Incident Commander (IC) from each of the agencies involved, and one single spokesperson speaking on behalf of the incident team (selected by IC's by consensus).

Site Support

Local Authority Emergency Operations Centres may be established for any event that involves only a single jurisdiction.

The Regional Emergency Operations Centre may be established when one or more participating jurisdictions are affected by an emergency or disaster or when an incident is large or complex enough that it requires extended EOC activation. The primary site for the Regional EOC will be determined according to the location, type and scale of the emergency or disaster.

1. Levels of Response

Levels of Operational Response

Level 1 – Site Response – (Readiness and Routine) - *All ongoing routine response activities by Emergency Services Personnel (Police, Ambulance, Fire) on a daily basis.*

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

Level 2 – Local Authority EOC Response – (Local Emergency) – *A situation confined to one location/jurisdiction that does not affect zone-wide services, population or traffic.*

Level 3 – Regional EOC Response – (Regional Emergency) – *A situation affecting multiple-jurisdiction services, populations and geographical areas.*

Level 4 – PREOC Response, Regional EOC – (Major Disaster) – *A region-wide disaster that involves widespread damages in addition to the disruption of services. A "Provincial Regional Emergency Operations Centre" will be activated and the Minister may declare a "state of Emergency".*

Level 5 – PECC Response – (Major Disaster) – *A province-wide disaster that involves widespread damages in addition to the disruption of services, requiring additional support and resources from the Federal Government and/or other Provinces. A "Provincial Emergency Coordination Centre" is activated and the Minister may declare a "State of Emergency".*

Zone Definitions (created to assist with geographic designations):

CVRD Zone 1 – comprises the following areas; CVRD Electoral Areas A – Mill Bay/Malahat, B – Shawnigan Lake, C – Cobble Hill, D – Cowichan Bay and Malahat Nation

CVRD Zone 2 – comprises the following areas; City of Duncan, Municipality of North Cowichan, CVRD Electoral Area E – Cowichan Station/Sahllam/Glenora, Cowichan Tribes and Halalt First Nation

CVRD Zone 3 – comprises the following areas; Town of Ladysmith, CVRD Electoral Areas G – Saltair/Gulf Islands, H – North Oyster/Diamond, Lyackson First Nation, Penelakut First Nation and Stz'uminus First Nation

CVRD Zone 4 – comprises the following areas; Town of Lake Cowichan, CVRD Electoral Areas F – Cowichan Lake South/Skutz Falls, I – Youbou/Meade Creek, Ditidaht First Nation and Lake Cowichan First Nation

EOC Management (Local Authority) – Municipal and Regional staff have been trained to manage the emergency or disaster response and recovery collaboratively, unless otherwise specified, or mutually agreed upon by all parties to this Agreement affected by the situation.

2. EOC Locations

Site Level (Level 1 Emergency)

An EOC would not normally be established at this level. Should basic support or coordination be required, this would be provided through the Municipal or Regional Offices or through the Emergency Program Coordinator at the CVRD.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

Local Authority EOC's (Level 2 Emergency)

A Local Authority EOC may be activated under the following Level 2 Emergency Conditions:

(a) Localized CVRD Electoral Areas Only Emergency

The existing facilities at the CVRD Administration Building would be utilized to establish a CVRD EOC as necessary. Given the widespread nature of the electoral areas, a municipality may be approached to host and assist with a localized response should this be more suitable. The EOC may be jointly and cooperatively set-up and designated EOC Management Staff from some or all participating parties may share management of the EOC as necessary during an emergency or disaster.

(b) Localized City of Duncan Emergency

The existing facilities at the City of Duncan would be utilized to establish a City of Duncan EOC as necessary. The CVRD Administration Building would function as one alternate EOC location as necessary. The request to set up, or move the EOC to an alternate location would come from the EOC Director. The EOC may be jointly and cooperatively set-up and designated EOC Management Staff from some or all participating parties may share management of the EOC as necessary.

(c) Localized Municipality of North Cowichan Emergency

The existing facilities at the Municipality of North Cowichan would be utilized to establish a Municipality of North Cowichan EOC as necessary. The CVRD Administration Building would function as one alternate EOC location as necessary. The request to set up, or move the EOC to an alternate location would come from the EOC Director. The EOC may be jointly and cooperatively set-up and designated EOC Management Staff from some or all participating parties may share management of the EOC as necessary.

(d) Localized Town of Ladysmith Emergency

The existing facilities at the Ladysmith City Hall Council Chambers would be utilized to establish a Town of Ladysmith EOC as necessary. The CVRD Administration Building would function as one alternate EOC location as necessary. The request to set up, or move the EOC to an alternate location would come from the EOC Director. The EOC may be jointly and cooperatively set-up and designated EOC Management Staff from some or all participating parties may share management of the EOC as necessary.

(e) Localized Town of Lake Cowichan Emergency

The existing facilities at the Cowichan Lake Sports Arena would be utilized to establish a Town of Lake Cowichan EOC as necessary. The CVRD Administration Building would function as one alternate EOC location as necessary. The request to set up, or move the EOC to the alternate location would come from the EOC Director. The EOC may be jointly and cooperatively set-up and designated EOC Management Staff from some or all participating parties may share management of the EOC as necessary.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

Regional EOC (Level 3 Emergency)

A Regional EOC will be activated under one of the following Level 3 Emergency Conditions:

- (a) Regional Emergency (involving one or more jurisdictions)

The EOC Director would decide which location(s) would be most appropriate to setup the EOC. The EOC would then be jointly and cooperatively set-up and the EOC Management Staff from all participating parties would share management of the EOC as necessary.

Provincial Regional Coordination Level (Level 4 Emergency)

Provincial Regional Emergency Operations Centre (PREOC) locations are designated by Emergency Management British Columbia (EMBC) officials immediately prior to activation and the communications links are shared with all other levels of operation. The PREOC is activated by EMBC to support local authorities whenever a local authority EOC is activated. Resource requests not available within the region, should be funneled through the PREOC.

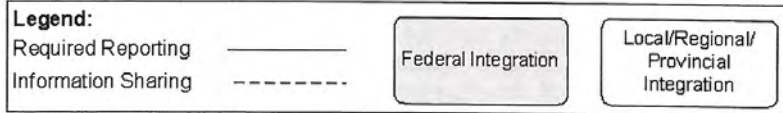
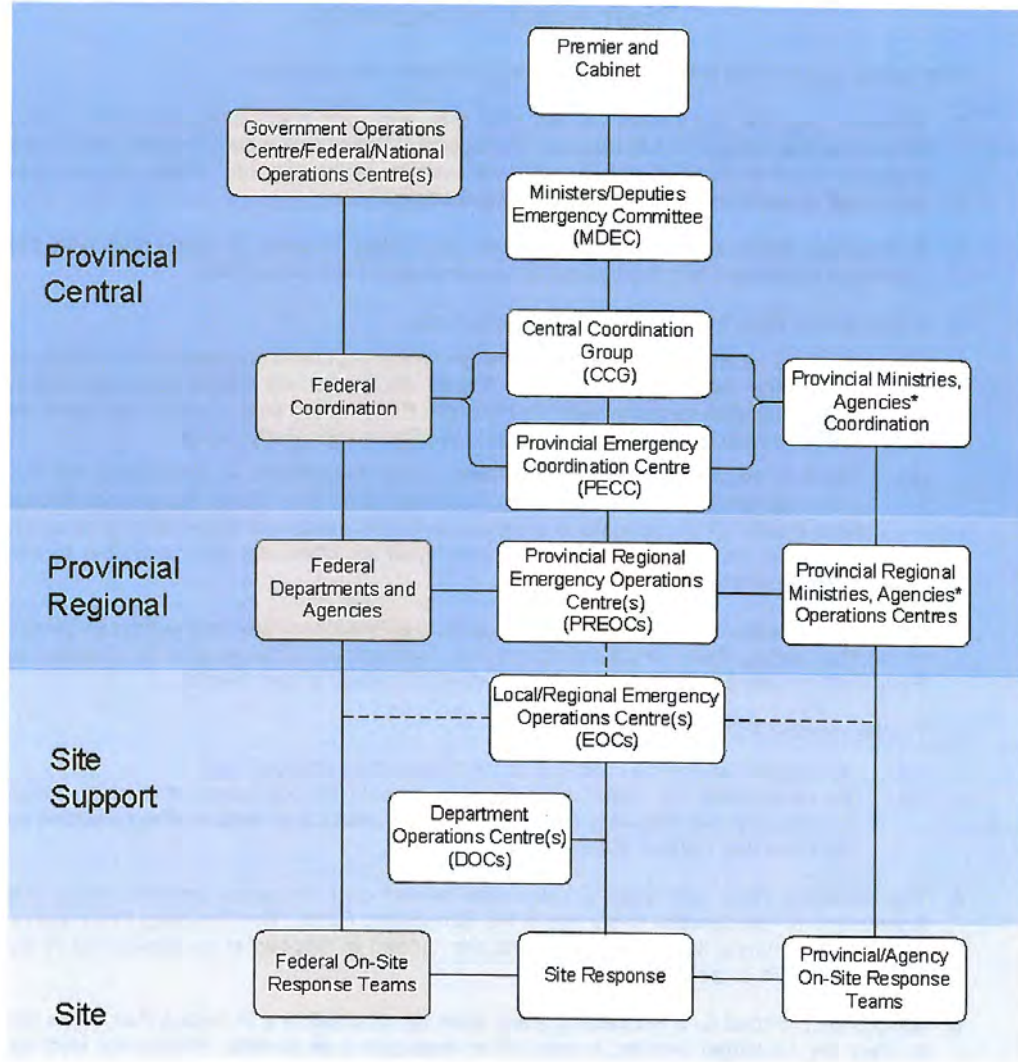
Provincial Coordination Level (Level 5 Emergency)

Provincial Emergency Coordination Centre (PECC) is activated by EMBC whenever more than one PREOC is activated. The PECC is the conduit to provincial and federal resources and is accessed only via the PREOC.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

EMERGENCY COORDINATION STRUCTURE



* Agencies = Stakeholders

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

SCHEDULE "B"

COST SHARING OF RESOURCES

The parties agree to the following Cost Sharing Principles set out below:

1. Wherever feasible, the parties will pay their own costs and seek reimbursement from the Province either through the Emergency Management British Columbia "*Financial Assistance Guide for Local Authorities and First Nations*" process or through the "*Wildfire Suppression with Local Governments Standard Operating Guideline*".
2. A Providing Party shall be responsible for any costs incurred in connection with the gathering, movement and deployment of resources to a Requesting Party.
3. A Requesting Party shall pay to the Providing Party:
 - (a) Overtime salaries, wages and other employment expenses of employees or members of volunteer emergency programs, if such volunteers are entitled to compensation under their arrangements with the Providing Party for the time spent by such persons combating the emergency or disaster in the Requesting Party's area.
 - (b) The B.C. Road Builders & Heavy Construction Association, in partnership with the provincial Ministry of Transportation, publishes the "***Blue Book Equipment Rental Rate Guide***". This standard is accepted by the Province and will be used to establish the value and rates of resources consumed or otherwise not returnable to the Providing Party.
3. Following cessation of an emergency or disaster, the Providing Party may submit an invoice to the Requesting Party for payment pursuant to paragraph 2 herein and the Requesting Party shall provide payment within thirty (30 days) of receipt of said invoice.
4. The Requesting Party shall:
 - (a) Be responsible for the operating costs of resources provided, and
 - (b) Be responsible for repair costs for resources in its possession and return those resources to the Providing Party in the state of repair they were in when provided by the Providing Party to the Requesting Party.
5. The Providing Party will retain direction and control over resources provided under this Agreement for the duration of service to the Requesting Party. The Providing Party retains the right to withdraw its resources if these are needed to respond to an emergency in the Providing Party's jurisdiction.
6. Resources provided to a Requesting Party shall be returned to a Providing Party, as soon as they are no longer needed to combat an emergency or disaster. Resources shall be deemed to be provided in good working order unless otherwise noted by the Requesting Party at time of acceptance.
7. Each Party hereto shall within 3 months from the date of this Agreement provide a list of major equipment resources to the CVRD for distribution to each of the other parties. Each year thereafter during the Term of this Agreement, the parties shall each provide an updated resource list to the CVRD for distribution to the other parties.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement – Stz'uminus (2014)

EMERGENCY MANAGEMENT AGREEMENT

COPY

THIS AGREEMENT made the 18th day of February 2014.

BETWEEN: Stz'uminus First Nation, a band within the meaning of the *Indian Act*, and having a band office at
12611-A Trans Canada Highway
Ladysmith, British Columbia V9G 1M5

(Hereinafter called "SFN")

OF THE FIRST PART

AND: The Cowichan Valley Regional District having offices at
175 Ingram Street
Duncan, British Columbia V9L 1N8

(Hereinafter called the "CVRD")

OF THE SECOND PART

NOW THIS AGREEMENT WITNESSETH:

WHEREAS, it is desirable that the resources and facilities of the parties, their various departments and agencies, be made mutually available to prevent and combat the effects of emergencies and disasters and,

WHEREAS, "CVRD Bylaw No. 1909 – *Emergency Programs (Emergency Program Act) Extended Service Bylaw, 1999*", enacted under the *Local Government Act*, grants to the Cowichan Valley Regional District the additional power to provide emergency programs as an extended service under the *Emergency Program Act*.

WHEREAS, Pursuant to section 176(1)(b), enacted under *the Local Government Act*, a local authority may enter into a Mutual Aid Agreement with one or more local authorities for emergency resources of all types and subsequent cost recovery.

WHEREAS, it is necessary and desirable that an Emergency Management Agreement be executed for the interchange of such mutually beneficial assistance, and for the potential of complete integration of emergency services during an emergency/disaster.

NOW, THEREFORE, it is hereby agreed by and between each and all of the parties hereto as follows:

~~1. Interpretation~~

In this Agreement:

"Disaster" means a calamity that

- (a) is caused by accident, fire, explosion or technical failure or by the forces of nature, and
- (b) has resulted in serious harm to the health, safety or welfare of people or in widespread damage to property;

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

"Emergency" means a present or imminent event that

- (a) is caused by accident, fire, explosion or technical failure or by the forces of nature, and
- (b) requires prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of people or to limit damage to property;

"EOC" means Emergency Operations Centre. A pre-designated facility established by a local authority, jurisdiction or agency to coordinate the overall response and support to an emergency.

"Emergency Program" means to plan, organize, establish and operate salvage, precautionary, and safety measures, controls, facilities and services of all kinds vital and necessary for the public welfare for meeting, preventing, reducing and overcoming the effects of civil disaster in and for all of the Municipalities and Electoral Areas of the Regional District

"Local Authority" means

- (a) for a municipality, the municipal council;
- (b) for an electoral area in a regional district, the board of the regional district, if the regional district has been granted the powers of a municipality under section 800(2)(a) of the *Local Government Act*;
- (c) for the Stz'uminus First Nation, the elected Chief and Council under the Indian Act R.S.C., 1985, c. I-5.

"Municipality of North Cowichan" means the Corporation of the District of North Cowichan;

"Providing Party" means a party receiving a request for assistance under this Agreement;

"Requesting Party" means a party requesting assistance under this Agreement;

"Resources" means persons, equipment, supplies and other property of the Providing Party which has been designated to be made available to a Requesting Party under this agreement.

"Senior Elected Representative" means the Chair of the CVRD or in their absence, the Vice Chair; the Mayors of the City of Duncan, the Town of Ladysmith, the Municipality of North Cowichan, and/or the Town of Lake Cowichan, or in their absence, the Deputy Mayor; the Chief of the Stz'uminus First Nation or in their absence, as delegated.

2. Services

- (a) The parties agree to provide assistance in the case of disaster or emergency in accordance with this Agreement.
- (b) Each party to this Agreement shall provide for the effective mobilization and utilization of its resources to respond to Level 3 or higher emergencies and/or disasters. The attached "EOC Operational Procedures" outline where and under what circumstances Emergency Operation Centre(s) will be located within the boundaries of the CVRD, including the municipalities of Duncan, Ladysmith, North Cowichan and Lake Cowichan, and the Stz'uminus First Nation, and the command structure that will be implemented to operate the Centre(s).
- (c) Each of the parties to this Agreement are committed to ensuring that the use of personnel, equipment and supplies, and other emergency response resources and capabilities are directed toward achieving a common goal; to maximize the efficiency of coordinated planning

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

and response to, and recovery from major emergencies and disasters within the boundaries of the Cowichan Valley Regional District.

- (d) Where a party determines that a disaster or emergency exists to which the party is unable to adequately respond, it may request assistance from one or more of the parties to this Agreement and subject to paragraphs 2(f) and (g) the party or parties receiving the request for assistance shall provide the assistance subject to the conditions set out in this Agreement.
- (e) Requests for assistance shall be made by the Senior elected representative of the Requesting Party and shall be made to the Senior elected representative of the Providing Party in accordance with Schedule "A".
- (f) If a party requested to provide assistance under paragraph 2(d) is unable to do so because of an emergency or disaster within its own jurisdiction or because it has already deployed its resources to provide assistance to another requesting party, then the Requesting Party shall be advised as soon as possible.
- (g) All parties understand that these resources may be deployed outside their own jurisdiction. The Providing Party shall have the primary interest of protecting the welfare of their own jurisdiction and does not assume any responsibilities or liabilities by not providing provisions as laid out in this Agreement.
- (h) The extent of the assistance provided by a Providing Party will be at the discretion of the Providing Party having regard for its own need for its own resources. The Providing Party shall at all times be able to deploy or re-deploy its own resources for the purpose of protecting its residents and property within its jurisdiction from the effects of a disaster or emergency.
- (i) The parties acknowledge that this Agreement is not intended to replace any Mutual Aid Agreement in force between any of the parties nor to prevent any party from negotiating a new Mutual Aid Agreement or from renewing or amending an existing Mutual Aid Agreement.
- (j) The Providing Party retains the right to recall equipment back into their own jurisdiction should the need to combat an emergency or disaster arise.
- (k) It is hereby understood that the Emergency Management Agreement entered into hereunder shall not supplant pre-existing Mutual Aid Agreements nor deny the right of any party hereto to negotiate supplemental Mutual Aid Agreements.
- (l) Assistance extended pursuant to this agreement shall be provided in accordance with current governing legislation, the *Emergency Program Act (1996)*, and the *British Columbia Emergency Response Management Standard (BCERMS)*.

3. Term

This agreement shall be in effect for a term of five (5) years commencing on January 1, 2014 and expiring on December 31, 2018 unless otherwise terminated as provided for herein.

4. Annual Fee for Emergency Management Inclusion

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LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

In consideration and payment for inclusion in the CVRD Emergency Program, the SFN agrees to pay to the CVRD the sum hereinafter described:

The total budget for CVRD Emergency Planning (205) divided by the CVRD population from BC Stats. This "rate per resident" times the number of residents on reserve equals the annual contribution rate.

$$\frac{\text{Emergency Planning (205) Budget}}{\text{CVRD Population from Statistics Canada}} \times \text{SFN residents on reserve}$$

The total of these amounts will be the annual fee for inclusion in the CVRD Emergency Program.

The payment of fees for services in each year that this agreement is in effect will be due and payable on or before March 31 of that year. Interest at prime plus one percent will be added at the beginning of each month that the payment is in arrears.

4. Cost Sharing of Resources During Emergency Responses

Schedule "B" - Cost Sharing of Resources" sets out Compensation and Payment provisions or what and to whom payments are to be made.

5. Claims

Claims for compensation by owners of real or personal property for damage or injury suffered in a disaster should be processed, either individually or jointly through the existing "Compensation and Disaster Financial Assistance Regulation" of the *Emergency Program Act*.

The Provincial Emergency Program "*Eligible Expenditures List and Supporting Documentation Requirements for Local Government Response/Recovery Costs*" will also be utilized as a guideline.

6. Independent Jurisdiction

- (a) Any and all agents, servants or employees of each of the parties or other persons, while engaged in the performance of any work or services required to be performed by the parties under this Agreement shall not be considered employees of any other party and a party shall not be responsible for any act or omission of any person other than one of its own agents, servants, or employees, except as provided in this agreement.
- (b) Each party to this Agreement will retain decision-making authority within their own jurisdiction. All parties will ensure that decisions involving multiple jurisdictions are made in consultation with the authorities involved.
- (c) Each party to this Agreement is responsible for declaring its own "State of Local Emergency" as per the *Emergency Program Act*, should it be deemed necessary. The other parties are to be notified as soon as possible, should this occur.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

7. Indemnity

Where a Providing Party supplies resources to a Requesting Party pursuant to this Agreement, the Requesting Party shall indemnify and save harmless the Providing Party from any and all claims, causes of actions, suits and demands whatsoever arising out of the assistance rendered by the Providing Party, its servants, employees or agents, the failure to respond to a request for assistance pursuant to this Agreement, the failure to render adequate assistance, or any other reason.

8. Insurance

All parties to this Agreement agree to maintain insurance and liability coverage, subject to the terms and conditions of its insurance policy as provided by the insurer of the party on any and all chattels and equipment owned by the party and utilized to meet the provisions of this Agreement.

9. Waivers

The failure at any time of any party to enforce any of the provisions of this Agreement or to require at any time performance by the other parties of any such provision shall not constitute or be construed to constitute a waiver of such provision, nor in any way to affect the validity of this Agreement or any parts thereof, or the right of any party thereafter to enforce each and every provision of this Agreement.

10. Modification

No waiver, modification or amendment of any of the provisions of this Agreement shall be binding unless it is in writing and signed by the duly authorized representatives of all parties.

11. Termination

Notwithstanding any other provision of this Agreement:

- (a) If any party fails to comply with any provision of this Agreement, then, and in addition to any other remedy or remedies available a party may, at its option, terminate this Agreement by giving written notice of termination to all other parties.
- (b) Any party may terminate this Agreement at any time upon giving the other parties thirty (30) days notice of such termination.

If either such option is exercised by a party ("the terminating party"), the terminating party will be under no further obligation to the other parties except to pay the parties such amount as the parties may be entitled to receive for services properly performed and provided to the date notice is given to the parties less any amounts necessary to compensate the terminating party for damages or costs incurred by the terminating party arising from another party's default.

12. Communication

- (a) Each party will appoint an Information Officer who will be responsible for providing information to the public regarding the situation arising from a disaster or emergency.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

- (b) In the course of an emergency or disaster, the parties may delegate authority to provide information or communication regarding an emergency or disaster to a single Public Information Officer who may then represent one or more party.
- (c) Chair, Mayors, Chiefs, Council and/or Board members will be kept informed by the EOC Director on a regular basis. They will be consulted regarding policy-related issues as required.
- (d) All communications will be directed through the EOC Director to the Incident Commander(s) at the Site Level, the Policy Group, other EOC's (if activated), and the Provincial Regional Level. All communications to the Provincial Level will be directed through the Provincial Regional Level.
- (e) All parties to the Agreement will meet at least annually to discuss, review and test the effectiveness of the agreement by participating in an annual exercise.

13. Dispute Resolution

Any and all claims arising in and out of the implementation of this agreement will not be brought forward until the response phase of the emergency is over.

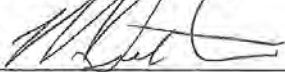
All parties to the Agreement will mutually resolve any issue(s) arising out of the implementation of this Agreement. An external arbitrator may be brought in to assist in the resolution of any outstanding issues, if required. The appointment is mutually agreed upon and cost is jointly shared.


LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

IN WITNESS WHEREOF the parties have hereunto set their hands and seals as of the day and year first above written.


THE CORPORATE SEAL OF THE
COWICHAN VALLEY REGIONAL DISTRICT
was hereto affixed in the presence of


_____) (SEAL)
(Authorized Signatory)
R. Hutchins, Chair


_____)
(Authorized Signatory)
J. Barry, Corporate Secretary

Certified by a quorum of the Stz'uminus First Nation Council at Ladysmith, British Columbia on the
11 day of DECEMBER, 2013.

Quorum of Council is 5.



Chief John Elliott



Herbert Seymour, Councillor



Timothy Harris, Councillor




Anne Jack, Councillor




Kevin Frenchy, Councillor


Roxanne Harris, Councillor



Harvey Seymour Sr., Councillor



George Seymour Sr., Councillor



Terry Sampson, Councillor

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

SCHEDULE "A"

EOC OPERATIONAL PROCEDURES

The parties mutually agree to the following EOC Operational Procedures as outlined below:

1. Operations

The main purpose for establishing a Regional EOC is to standardize EOC operational procedures between the participating jurisdictions, and to become more cost effective and efficient by sharing resources.

The Regional EOC concept can be utilized when one or more of the participating jurisdictions are affected by an emergency or disaster. The primary site for the Regional EOC will be determined according to the location, type and scale of the emergency or disaster.

BCERMS and the Use of ICS

The British Columbia Emergency Management Response System (BCERMS) is the comprehensive management standard to be used by all emergency management personnel involved in this agreement. BCERMS has been developed to ensure a coordinated and organized response for all emergency incidents. The four operational levels of BCERMS are; Site Level, Site Support (normally through an Emergency Operations Centre (EOC), Provincial Regional Coordination Level (normally through a Provincial Regional Operations Centre (PREOC), and Provincial Central Coordination Level (normally through a Provincial Operations Centre (PECC).

The Incident Command System (ICS) is the emergency management system to be used by all parties to this agreement. ICS is a modular management system that expands or contracts as the incident escalates or de-escalates.

Establishing a Unified Command

Unified Command is an aspect of ICS. Unified Command may be established when there is more than one agency involved, thereby necessitating the development of a common set of response strategies, objectives and tactical decisions without losing or abdicating agency authority, responsibility or accountability. Under Unified Command there would be one Incident Commander (IC) from each of the agencies involved, and one single spokesperson speaking on behalf of the incident team (selected by IC's by consensus).

Command Post

A command post is the location at the scene of an emergency where the Incident Commander(s) and Incident Management Team are located for the purpose of incident coordination and communications. This may be a command vehicle or facility. There would be one Command Post per Incident Site.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

2. Definitions

Levels of Operational Response

Level 1 – Site Response – (Readiness and Routine) - All ongoing routine response activities by Emergency Services Personnel (Police, Ambulance, Fire) on a daily basis.

Level 2 – Local Authority/First Nation EOC Response – (Local Emergency) – A situation confined to one location/jurisdiction that does not affect zone-wide services, population or traffic.

Level 3 – Regional EOC Response – (Regional Emergency) – A situation affecting multiple-jurisdiction services, populations and geographical areas.

Level 4 – PREEC Response, Regional EOC – (Major Disaster) – A region-wide disaster that involves widespread damages in addition to the disruption of services. A "Provincial Regional Emergency Operations Centre" will be activated and the Attorney General may declare a "state of Emergency".

Level 5 – PECC Response – (Major Disaster) – A province-wide disaster that involves widespread damages in addition to the disruption of services, requiring additional support and resources from the Federal Government and/or other Provinces. A "Provincial Emergency Coordination Centre" will be activated and the Attorney General may declare a "State of Emergency".

Zone Definitions –

CVRD Zone 1 – Includes the following areas; CVRD Electoral Areas A – Mill Bay/Malahat, B – Shawnigan Lake, C – Cobble Hill, D – Cowichan Bay

CVRD Zone 2 – Includes the following areas; City of Duncan, Municipality of North Cowichan, CVRD Electoral Area E – Cowichan Station/Sahtlam/Glenora, Cowichan Tribes and Halalt First Nation

CVRD Zone 3 – Includes the following areas; Town of Ladysmith, CVRD Electoral Areas G – Saltair/Gulf Islands, H – North Oyster/Diamond, Penelakut Tribe and Stz'uminus First Nation

CVRD Zone 4 – Includes the following areas; Town of Lake Cowichan, CVRD Electoral Areas F – Cowichan Lake South/Skutz Falls, I – Youbou/Meade Creek

EOC Management (Local Authority) – Municipal, Regional and First Nation staff are trained and will work together to manage the emergency or disaster response and recovery, unless otherwise specified, or mutually agreed upon by all parties to this agreement affected by the situation.

3. EOC Locations

Site Level (Level 1 Emergency)

An EOC would not normally be established at this level. Should basic support or coordination be required, this would be provided through the Municipal or Regional Offices or through the Emergency Program Coordinator at the CVRD.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

Local Authority EOC's (Level 2 Emergency)

A Local Authority EOC may be activated under the following Level 2 Emergency Conditions:

(a) Localized CVRD Electoral Areas Only Emergency

The existing facilities at the CVRD Administration Building would be utilized to establish a CVRD EOC should the need arise. The EOC may be jointly and cooperatively set-up and designated EOC Management Staff may share command of the EOC should the need arise.

(b) Localized Stz'uminus First Nation Emergency

The existing facilities at the _____ would be utilized to establish a Stz'uminus First Nation EOC should the need arise. The Ladysmith City Hall or CVRD Administration Building would function as an alternate EOC location should the need arise. The request to set up, or move the EOC to an alternate location would come from the EOC Director. The EOC may be jointly and cooperatively set-up and designated EOC Management Staff may share command of the EOC should the need arise.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

Regional EOC (Level 3 Emergency)

A Regional EOC will be activated under one of the following Level 3 Emergency Conditions:

- (a) Regional Emergency (involving one or more jurisdictions)

The EOC Director would decide which location(s) would be most appropriate to setup the EOC; the CVRD Administration Building, the City of Duncan, the Municipality of North Cowichan, the Ladysmith City Hall Council Chambers, the Cowichan Lake Sports Arena, or other facility if deemed necessary. The EOC would then be jointly and cooperatively set-up and the EOC Management Staff would share command of the EOC should the need arise.

Provincial Regional Coordination Level (Level 4 Emergency)

Provincial Regional Emergency Operations Centre (PREOC) locations are designated by Emergency Management BC officials immediately prior to activation and the communications links are shared with all other levels of operation. The PREOC is activated by EMBC whenever a local authority EOC is activated.

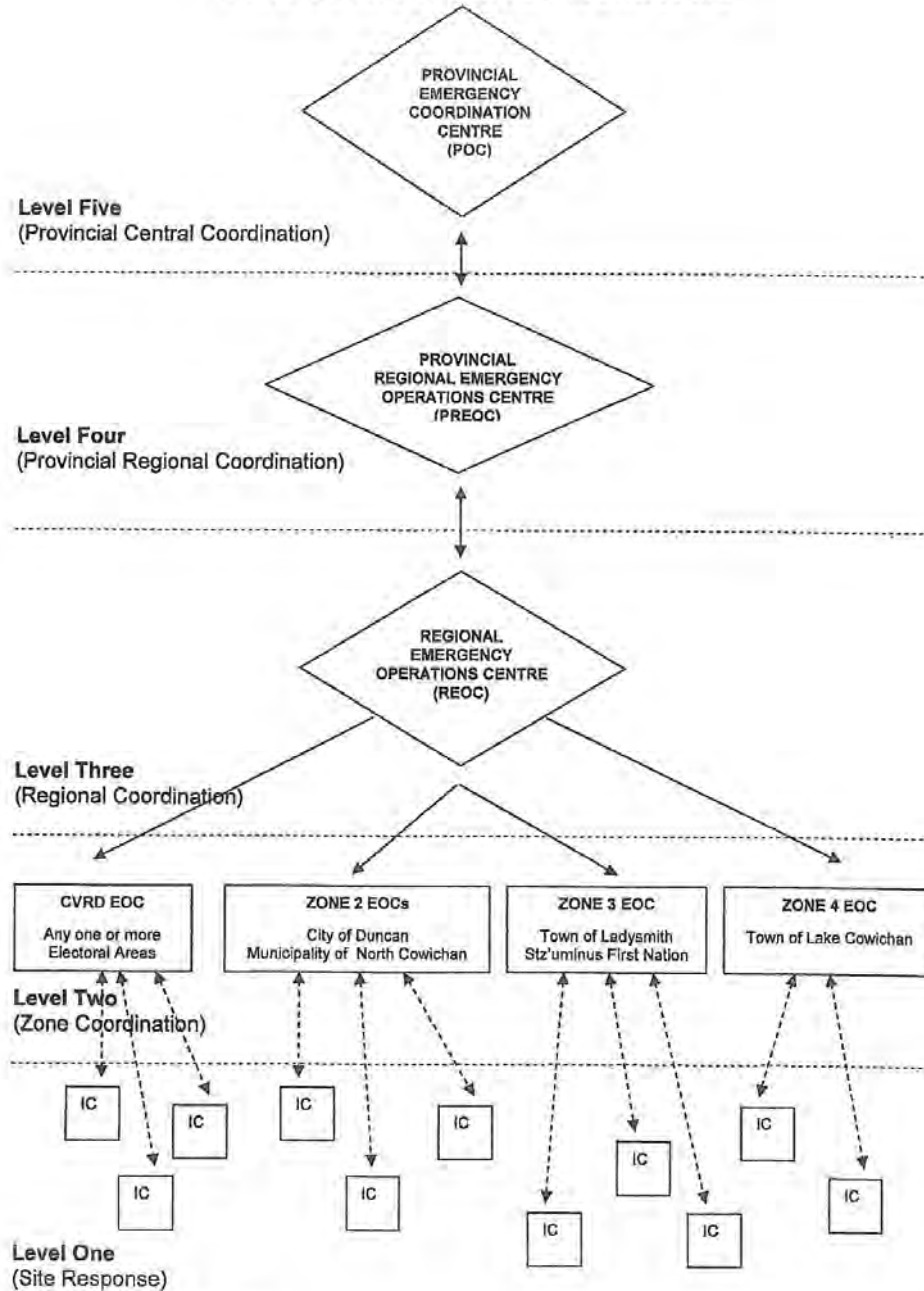
Provincial Coordination Level (Level 5 Emergency)

Provincial Emergency Coordination Centre (PECC) is activated by EMBC whenever more than one PREOC is activated.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

REGIONAL COORDINATION CENTRE STRUCTURE



LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Emergency Management Agreement

SCHEDULE "B"

COST SHARING OF RESOURCES

The parties agree to the following Cost Sharing Principles as outlined below:

1. The Providing Party shall be responsible for any costs incurred in connection with the gathering, movement and deployment of resources to the Requesting Party.
2. A Requesting Party shall pay to the Providing Party:
 - (a) Salaries, wages and other employment expenses of employees or members of volunteer emergency programs, if such volunteers are entitled to compensation under their arrangements with the Providing Party for the time spent by such persons combating the emergency or disaster in the Requesting Party's area.
 - (b) Market value of resources consumed or otherwise not returnable to the Providing Party.
3. Following the cessation of the emergency or disaster, the Providing Party shall submit a bill to the Requesting Party for payment pursuant to Paragraph 2 and the Requesting Party shall make payment within thirty (30 days) of receipt.
4. The Requesting Party shall:
 - (a) Be responsible for the operating costs of resources provided; and
 - (b) Be responsible for repair costs for resources in its possession, in order to return resources to the Providing Party in the state of repair that they enjoyed when they were borrowed.
5. The Requesting Party will assume direction and control over resources provided under this Agreement as soon as the resources arrive in the Requesting Jurisdiction.
6. Resources provided to a Requesting Party shall be returned in the same working condition as when it was accepted as soon as it is no longer needed to combat the emergency or disaster; resources shall be deemed to be provided in good working order unless otherwise noted by the Requesting Party at the time of acceptance.
7. Each Party hereto shall within three months of the date of this Agreement compile a list of major equipment resources and distribute a copy of the list to each other party. Each party shall revise the list by not later than the first anniversary of this Agreement and every year after for the duration of the Agreement. Each party shall distribute a copy of each revised list to each other party.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

JURISDICTIONAL BOUNDARIES

Description:

The **Cowichan Valley Regional District** is located on the southern part of [Vancouver Island](#), bordered by the [Nanaimo](#) and [Alberni-Clayoquot](#) Regional Districts to the north and northwest, and by the [Capital Regional District](#) to the south and east.

The Cowichan Valley Regional District covers an area between the [Salish Sea](#) and [Saanich Inlet](#) on the east coast of Vancouver Island and the southern part of the [West Coast Trail](#), with [Cowichan Lake](#) located in its central region. It includes the [Gulf Islands](#) of [Thetis](#), [Penelakut](#) and [Valdes](#). The total land area is 3,473.12 km² (1,340.98 sq mi).

Map:



SECTION 1 - EOC OVERVIEW

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EMERGENCY OPERATIONS CENTRE RESPONSE

An Emergency Operations Centre (EOC) is a pre-designated facility established by a local authority jurisdiction or agency to coordinate and support the site response in an emergency.

The **Local Authority Emergency Plan** is a collaboration of the expertise of the *Mid-Island Emergency Coordinators and Managers* (MIECM) and follows the Guiding Principles of the BC Inter-Agency Emergency Management Committee.

In 1992 the Province of BC endorsed an emergency response management system and mandated its application for all ministries. This response standard is based on the *Incident Command System* (ICS). ICS was originally developed as a fire response management system by various US states dealing with wildfire and interface wildfire situations.

In 2000 the Province of BC formalized the emergency response management system as the *British Columbia Emergency Response Management System* (BCERMS).

In 2015 the Province of BC revised the system to include the four phases of emergency management: preparedness; mitigation; response; and recovery and renamed this system as the *British Columbia Emergency Management System* (BCEMS).

It is understood that an effective Emergency Plan is a “living” document and as such there will be the need for revision and updating on a continuing basis. This document is intended to be the basis from which to build an effective and coordinated response.

The **Local Authority Emergency Plan** is a generic document that may be adapted to each community, or area it serves, with respect to those potential emergencies that may affect that community or area.

With the advent of the electronic medium it is not necessary to provide costly hard copies of an emergency plan to each agency and individual involved in emergency planning. In this respect a minimum number of hard copies are provided for those directly involved in the day-to-day management of the Emergency Plan. The working Plan is available to agencies on USB Drives, upon request, and available to Local Authority Departments via internal computer access mechanisms.

INTRODUCTION

The Local Authority subscribes to an all-hazards approach to large emergency or disaster response. Disasters are calamities that threaten or effect extraordinary loss of life and /or property.

This Plan is not intended to deal with day-to-day emergency situations handled by emergency response agencies. Most disasters will create demands that exceed the normal capacity of any one organization. The intent of this plan is to facilitate and coordinate response to, and recovery from, disaster by implementing common management strategies for both public and private sector agencies. The tactics and strategies outlined are to be considered as guidelines. To meet unusual situations, the use of unconventional methods, tempered by sound judgment and past experience can be invaluable.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

It is imperative that each agency and department responding have its own response plan that outlines their particular tasks within the framework of the Local Authority Emergency Plan and dovetails with the response activities of all. Separate plans have been developed by the participating agencies and are available by contacting their Emergency Program Office.

The Plan may serve regional electoral areas and/or the municipalities within a region as outlined in the Local Authority bylaw. Standardization, coordination and familiarization with planning strategies by all participants will ensure an effective response.

BC EMERGENCY MANAGEMENT SYSTEM (BCEMS)

Introduction

In the year 2000 the provincial standard for emergency management, known as the British Columbia Emergency Response Management System (BCERMS) was completed and has been implemented by a majority of emergency response agencies throughout the province. The Local Authority Emergency Plan has been developed using the BCERMS Standard and follows this standard throughout.

In 2016 the revised provincial standard for emergency management is the British Columbia Emergency Management System (BCEMS) and encompasses all four phases of emergency management including preparedness, mitigation, response and recovery.

PRIORITY RESPONSE GOALS

- Ensure the health and safety of responders
- Save lives
- Reduce suffering
- Protect public health
- Protect infrastructure
- Protect property
- Protect the environment
- Reduce economic and social losses

BCEMS is used:

- At the Local Authority Emergency Operations Centre
- Within each Department Operations Centre
- On-scene by fire, police, Ambulance, ESS and Recovery services

In an emergency, BCEMS will be used by all organizations involved in emergency operations.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

BCEMS Provisions

Under the BC Emergency Management System, the site support level uses the principles of the Incident Command System (ICS) and provides for:

1. Common terminology for titles, organization functions, resources, and facilities within ICS.
2. Modular organization that expands or contracts based on the type and size of an incident. Staff is built from the top down with responsibility and performance placed initially with the Incident Commander. As the need exists, operations, planning, logistics, and finance/administration sections may be organized with separate branches, each with several units.
3. Incident Action Plans identify objectives and strategies made by the Incident Commander based on the requirements of the jurisdiction. In the case of unified command, the incident objectives must adequately reflect the policy and needs of all the jurisdictional agencies. The Incident Action Plan covers the tactical and support activities required for a given operational period.
4. Manageable span-of-control within ICS provides a limitation on the number of emergency response personnel who can effectively be supervised or directed by an individual supervisor. The kind of incident, the nature of the response, distance and safety will influence the span of control range. The ordinary span-of-control range is between three and seven personnel.
5. Pre-designated emergency facilities are identified within ICS. The determination of the kinds and locations of facilities is based on the requirements of the incident.
6. Comprehensive resource management is the identification, grouping, assignment and tracking of resources.
7. Integrated communications are managed through the use of a common communications plan and an incident-based communications centre.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

British Columbia Emergency Management System Fact Sheet

Essentials of BCEMS

Vision
Resilient communities across British Columbia

Mission
To facilitate the use of a proactive, collaborative, and integrated approach to emergency management to minimize loss and promote effective response and recovery in BC

Purpose
BCEMS is a comprehensive framework that helps ensure a coordinated and organized approach to emergencies/disasters. It provides a structure for a standardized approach to developing, coordinating, and implementing emergency management programs across the province.

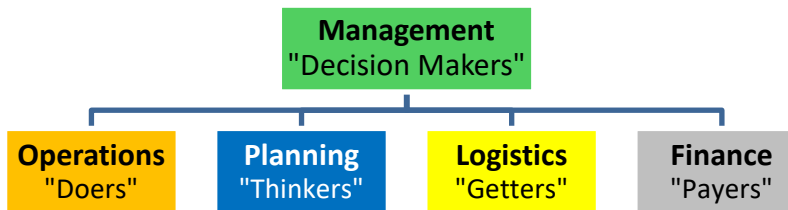
Guiding Principles

- Health and safety
- Shared responsibility
- All-hazards approach
- Collaboration and stakeholder engagement
- Common approach
- Clear communication
- Continuous improvement

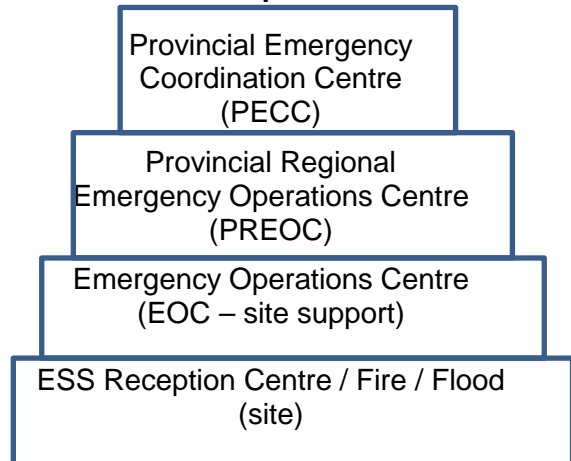
BCEMS Response Goals

1. Ensure the health and safety of responders
2. Save lives
3. Reduce suffering
4. Protect public health
5. Protect infrastructure
6. Protect property
7. Protect the environment
8. Reduce economic and social losses

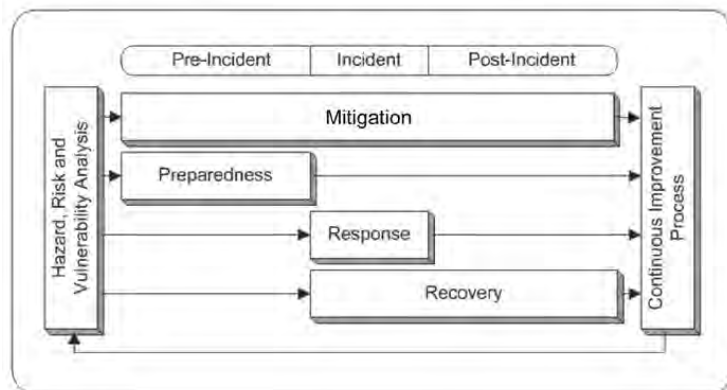
Five Primary Management Functions



BCEMS Response Levels



Four Phases of Emergency Management



FUNCTIONS

There are five essential functions:

Management Section

Direct, order, and/or control resources through legal agency or delegated authority. Management shall assess issues, determine priorities, develop action plans, and assign tasks.

Operations Section

Coordinate tactical response of all field operations in accordance with the EOC Action Plan.

Planning Section

Collect, evaluate, document, and use information about the event and the status of resources. Provide status information to the Management, Operations and Logistics and forecast resource needs during the emergency.

Logistics Section

Provide facilities, services, personnel, equipment, and materials in support of the emergency.

Finance Section

Manage all financial and cost analysis aspects of the event. Document costs and assist in the management of cost reimbursement applications.

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LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

ROLES AND RESPONSIBILITIES BY AGENCY

During the Preparedness, Mitigation, Response and Recovery phases of disaster, numerous departments and agencies will participate. Several departments and agencies have been pre identified as an important participant in all phases.

Additional ministries and resources will be called upon should the local authority require assistance beyond our own capabilities. They are responsible for the following:

ADMINISTRATION (GOVERNING JURISDICTION)

- Preplan for mitigation, preparedness, response and recovery at a local level
- Pre-designate EOC facilities, Director and staffing
- Develop the Local Authority operations centre and operational guidelines

EMERGENCY COMMUNICATIONS

- Provide communications support in the event of an emergency or disaster resulting in communications outages
- Deployed at the request of the EOC Director through the Emergency Communications Team (ECT) Unit in Logistics
- Deployment and set-up is pre-determined through exercise planning for designated facilities

BRITISH COLUMBIA AMBULANCE SERVICE - BCAS

- Develop and implement Agency Emergency Plan
- Responsible for providing mass casualty and health care services
- Responsible for triage, treatment and transport of casualties
- Coordinate emergency medical activities with EOC designates
- The Provincial Ambulance Service is controlled & directed by the Minister of Health

BRITISH COLUMBIA CORONERS SERVICE

- Develop and implement Agency Emergency Plan
- Provide personnel to assume responsibility for the removal of human remains
- Tag bodies and fragment remains
- Stake locations where body is removed for future investigation
- Provide body bags or disaster pouches
- Provide transportation of remains to designated loading area, then to hospital morgue or temporary morgue
- Coordinate forensic pathology to determine cause and manner of death
- Coordinate deontology service to determine identification through dental comparison
- Complete Coroner's Medical Certificate of Death

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

BUILDING INSPECTION

- Develop and implement Agency Emergency Plan
- Provide input and assessment for key facilities, seismic stability studies, policy development, long range planning
- Develop a rapid damage assessment training program for employees and volunteers
- Develop strategies and processes for compiling damage assessment information and recommendations during response
- Develop a 'fast track' system for Building Permit/Inspection during recovery

CANADIAN RED CROSS DISASTER MANAGEMENT PROGRAM

- Develop and implement Agency Emergency Plan
- Work in partnership with first responders, emergency managers and public officials to support their response activities. We also work in collaboration with other voluntary sector organizations
- May provide recovery assistance and case management
- May provide trained volunteers for support to existing Emergency Support Services teams
- May provide supplies (cleanup kits, comfort kits, cots, blankets)
- May provide group lodging services
- May provide call centre services (public information, family reunification)
- May provide personal preparedness workshops
- May provide emergency planning advice
- May provide support to recovery planning

COMMUNITY DISASTER RECOVERY

- Develop and implement Agency Emergency Plan
- Provide for the extended basic needs of persons impacted by disaster (i.e. information, emotional support and coordination of resources and services)
- May provide support to Resilience and Recovery Operations Centre personnel
- Coordinate the response of volunteer organizations providing human services
- May provide services and support for Neighbourhood Programs
- Organizes transition from recovery to community resources for those impacted by disaster

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

EMERGENCY MANAGEMENT BRITISH COLUMBIA (EMBC formerly PEP)

- EMBC is a branch of the Ministry of Transportation and Infrastructure who will coordinate the response of the Provincial Government to emergencies/disasters
- Coordinate requests for provincial, federal or international aid via local authority EOC
- Support local authority volunteer services and provide Workers' Compensation Board coverage for training and response work (Search & Rescue, Emergency Support Services, and Emergency Communications Team (ECT) etc.).
- Provide Disaster Financial Assistance (DFA), and Response/Recovery expense reimbursement

EMERGENCY SUPPORT SERVICES (See ESS Plans in Section 15)

- Develop and implement Agency Emergency Plan
- Provide for the basic needs of persons impacted by disaster (i.e. information, family reunification, emotional support and coordination of services)
- May provide support to Emergency Response units and EOC personnel
- Coordinate the response of volunteer organizations providing human services

ENGINEERING AND PUBLIC WORKS

- Develop and implement Department Emergency Plan
- May be lead agency for dam breach, water main breaks, etc.
- Organize provision and distribution of potable water
- Maintain and repair of sewage collection systems, storm drainage systems, public roads/walks, public buildings
- Provide refuse collection and disposal
- Assist Ministry of Transportation and Infrastructure with maintenance of traffic lights and provision and deployment of traffic signs, barricades, etc.
- Liaise with utility companies (Telephone, Hydro, Gas, etc.)
- Assist with inspection of damaged buildings and structures and determining demolition of those considered unsafe, through Building Inspection Department

FIRE DEPARTMENT

- Develop and implement Department Emergency Plan
- May respond to Dangerous Goods / Hazardous Materials, Urban/Wild Fire incidents
- Provide direction and assistance in tactical evacuation of people
- May provide medical aid in cooperation with Ambulance
- Provide fire suppression and fire control in an emergency
- May provide rescue service in cooperation with other departments and agencies
- May provide assistance in determining availability of water supplies

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

HEALTH AUTHORITY

Hospitals:

- Develop and implement Emergency Plans
- When patients received or anticipated exceeds the existing capabilities, actions are initiated:
 - Patient surge planning
 - Triage of all patients received
 - Stabilization and preparation of multiple / trauma victims for transport
 - Treatment and admission, or discharge

Public Health:

- Monitor water quality
- Immunization
- Epidemiology / disease control

JOINT RESCUE COORDINATION CENTRE

- Development and implementation of Agency Emergency Plan
- Provide direction and assistance in evacuation of people
- May provide rescue service in cooperation with Local Authority departments and agencies
- May implement Mutual Aid Agreements as necessary

NEIGHBOURHOOD PROGRAMS

- Develop and implement Neighbourhood Emergency Plan
- Establish Neighbourhood Command Post(s) to lead neighbourhood response efforts
- Mitigate hazards: i.e. turning off damaged utilities, fire safety and debris clearing
- Complete rapid damage assessment surveys
- Set up first aid station and triage and treat injured to training level
- Search damaged building, rescuing trapped persons, mark dangerous buildings
- Provide temporary shelter and liaise with Emergency Support Services (ESS) for services

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

POLICE (Royal Canadian Mounted Police)

- Develop and implement Agency Emergency Plan
- Lead agency for Motor Vehicle Incidents and Terrorism
- Maintain law and order
- Enforce emergency restrictions and regulations
- Coordinate traffic and route control
- Provide direction and assistance in the warning, alerting and evacuating of people
- Coordinate Search and Rescue Operations
- Crowd control
- Coordinate use of auxiliary and/or special police (COPS - Citizens on Patrol)
- Liaise with Coroner's Office

SALVATION ARMY

- Assist in Emergency Reception Centres in "Meet & Greet" capacity
- Provide Spiritual & Emotional care to evacuees and emergency responders
- May supply mobile kitchens when requested by Incident Commander including teams to cook and serve meals.
- May supply emergency clothing/blankets
- May supply emergency food hampers

SEARCH AND RESCUE

- Assist the Police in ground and inland water search and rescue operations
- Assist the Fire and Police Departments in evacuations
- Assist Emergency Health Services personnel in treatment of injured as directed
- May conduct Light Urban Search & Rescue depending on training levels

TRANSPORTATION

- Develop and implement Agency Emergency Plan
- Develop transportation plan
- Link to public transportation agencies
- Link to private transportation agencies
- Liaise with Police (RCMP) to implement transportation plan

WILDFIRE MANAGEMENT BRANCH

- Develop and implement Agency Emergency Plan
- Provide Initial attack response on all wildfires
- Advocate Fire Smart principles
- Detection of wildfires

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

- Implement Campfire, and Open Burning prohibitions
- Provide assistance to any local emergency as per BCERMS
- Assist local government with Wildfire Training
- Provide Incident Management Teams
- Mutual Aid
- May provide Compensation
- May provide rescue service in cooperation with other departments and agencies

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

CHECKLIST - FOR ALL FUNCTIONS

The Generic Checklist is used by all EOC Staff functions. Only Activation and Demobilization Phase items are included. Operational Phase items are listed in individual checklists.

Activation Phase:

	Time	Init.
Check in with the Logistics Section (Personnel Unit) upon arrival at the EOC. Obtain identification and vest, if available.		
Sign In/Out on EOC Check-In/Check Out List (Form 511) and/or EMBC Task Registration Form (Form 512).		
If you are a representative from an outside (non-jurisdictional) agency, register with the Liaison Officer.		
Report to EOC Director, Section Chief, or other assigned supervisor, to obtain current situation status and specific responsibilities.		
Set up workstation and review function checklist, applicable contingency plan, current action plan forms and flowcharts.		
Establish & maintain EOC Position Decision/Approval Log book or form (Form 407) to chronologically describe actions you take during your shift.		
Determine resource needs (computer, phone, fax, stationary, plans & documents) & obtain from Logistics Section (EOC Support Unit).		
Adopt a proactive attitude. Anticipate problems and develop solutions.		
Ensure staff and alternates are available for your Section, Branch or Unit for 24-hour operations, for at least 3 days if required.		
Participate in any facility/safety orientations as required.		
Follow the Activation Phase tasks listed on your function checklist.		
Date:	Time:	
Print Name:	Signature:	

Demobilization Phase:

	Time	Init.
Deactivate your assigned position and close out logs when authorized by the EOC Director or designate.		
Complete all required logs, forms, reports, and other documentation. Submit through your supervisor to the Planning Section (Documentation Group), as appropriate, prior to your departure from the EOC.		
Clean up your work area before you leave. Return any materials or communications equipment or specifically issued for your use.		
Leave a forwarding phone number where you can be reached.		
Follow EOC checkout procedures. Sign out at Logistics (Personnel Unit).		
Be prepared to provide input to the after-action report.		
Upon request, participate in formal post-operational debriefs.		
Access critical incident stress debriefings, as needed.		
Date:	Time:	
Print Name:	Signature:	

OPERATIONAL PERIOD

Operational Periods are lengths of time, set by the Management Team, to achieve a given set of response\recovery objectives. The initial Operational Period would be set at one to two hours for life safety issues. Ongoing Operational Period lengths would eventually fit into EOC shifts but could also vary depending on priorities. Operational Periods can be of varying length although not usually over 24 hours and are sequentially numbered (year\month\day – OP#).

DUTY CYCLES

The EOC once activated will operate 24 hours / day. Using 8 and 9 hours shifts is recommended in order to provide for a minimum half-hour overlap at shift change. It is recommended that shift change times should take into consideration the start and stop times (i.e. not 4 a.m.) and therefore the 1st or 2nd shift may be longer than the recommended 8 and 9 in order to get on an appropriate schedule. It is also recommended that shift changes be staggered across the various functions and sections to improve continuity and flow. For continuity and decision making the Director may be required to remain available at all times until the crisis is over.

STRESS MANAGEMENT

Emergencies are stressful. In reality, EOC personnel often work 20 – 30 hours in the initial stages without adequate rest. Functioning on adrenaline allows individuals to keep going at an exhilarating pace, amidst constant turmoil and endless secondary crises arising from the primary event.

Care of the caregiver is essential to the well-being of each member of the EOC and the entire operation. Please be mindful of this and keep watch on your teammates for signs of fatigue or extreme stress. Group as well as personal debriefing is a necessary part of dealing with stress and participation should be mandatory. If the need arises, counselling assistance is available through the Local Authority Human Resources Department or the Emergency Support Services (ESS) Director.

VOLUNTEER MANAGEMENT

Introduction - Utilization of Volunteers

The achievement of the goals of the Emergency Program is best served by the active participation of citizens of the community. To this end, the program accepts and encourages the involvement of volunteers at all levels of the Emergency Program and within all appropriate programs and activities.

Purpose of Volunteer Policies

The purpose of these policies is to provide overall guidance and direction to staff and volunteers.

Definition of "Volunteer"

A "volunteer" is anyone who, without compensation or expectation of compensation beyond reimbursement of approved expenses, performs a task at the direction of and on behalf of the Emergency Program. A "volunteer" must be officially accepted and enrolled by the agency prior to performance of the task. Unless specifically stated, volunteers will not be considered as "employees" of the region.

Service at the Discretion of the Emergency Program

The Emergency Program accepts the service of all volunteers with the understanding that such service is at the sole discretion of the Emergency Program.

Scope of Volunteer Involvement

Volunteers may be utilized in all programs and activities of the Emergency Program including Emergency Support Services, Neighbourhood Program, Search & Rescue, Emergency Communications Team, and serve at all levels of the program. Volunteers will not, however, be utilized to carry out work normally performed by local authority employees.

Conflict of Interest

Volunteers are required to conduct themselves in a manner, which assures that a conflict of interest, whether personal, philosophical, or financial, does not exist or appear to exist.

Volunteers are expected to discuss potential conflict of interest situations with their component coordinator to determine if the conflict is actual or perceived.

Representation of the Agency

Prior to any action or statement that might affect or obligate the Emergency Program, volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition of lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of the Emergency Program as specifically indicated within their position descriptions and only to the extent of such written specifications.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, or other person or involves overall Emergency Program business.

Failure to maintain confidentiality may result in termination of the volunteer's relationship with the Emergency Program or other corrective action.

Dress Code

As representatives of the Emergency Program, volunteers, like staff, are responsible for presenting a good image to clients and to the community. Volunteers will dress appropriately for the conditions and performance of the duties.

Volunteer / Staff Relationships

Volunteers and staff are considered to be partners in implementing the mission and programs of the Emergency Program. It is essential for the proper operation of this relationship that each partner understands and respects the needs, abilities and responsibilities of the other.

Lines of Communication / Access to Information

Volunteers are entitled to necessary information pertinent of their work assignments.

Lines of communication should operate in both directions, and should exist both formally and informally.

Volunteers will be consulted regarding decisions that would substantially affect the performance of their duties.

Volunteer Recruitment

Position Descriptions

Volunteers require a clear, complete, and current description of the duties, responsibilities, and limitations of the position that they are expected to fill. Prior to any volunteer assignment or recruitment effort, a position description must be developed for each volunteer position. This position description will be given to each accepted volunteer and utilized in subsequent management and evaluation efforts.

Recruitment

Volunteers will be recruited by the Emergency Program on a pro-active basis, with the intent of broadening and expanding volunteer involvement in the community.

Volunteers will be recruited through either an interest in a specific role or through a general interest, which may be later matched with a specific role. Cross-training will be actively encouraged to ensure that volunteers can effectively assist the Emergency Program.

Volunteers will be recruited on the basis of ability, experience, skill, and qualifications with the ultimate goal being to promote volunteers by methods free of bias or discrimination.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

EMBC Liaison

Emergency Program volunteers will be registered with Emergency Management British Columbia which provides Workers' Compensation Board (WCB) and Liability Insurance coverage during pre-approved training, response and recovery activations.

Indemnification and Insurance

It is recommended that Emergency Program volunteers are included in Local Authority indemnification. The following conditions could result in protection being removed:

- The claim arises out of the gross negligence of the volunteer
- The volunteer acted contrary to the terms of his work assignment or an order of a superior in relation to the action that gave rise to the claim

In addition, the Local Authority may provide Volunteer Accident Insurance when required for registered Emergency Program Volunteers participating in a pre-approved response.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

EMERGENCY SUPPLY INVENTORY (SUGGESTED)

ITEM	QTY	BOX #	EXPIRY
DRINK SUPPLIES			
Tea bags (assorted)	200		
Large cans of coffee & 1 pkg filters	5		
Coffee-mate (large)	1		
Hot chocolate (large)	2 cans		
Sugar / Sugar Substitute Packets	3 pkgs		
FOOD SUPPLIES			
Freeze Dried Meals (variety)	240		2039
Dried Fruit	6 pkgs		2039
Salt & Pepper Shakers	2		
COOKING SUPPLIES			
Napkins	200		
Stove lighter	2		
Waterproof Matches	2 bx		
Frying pan	1		
Small sauce pan w/lid	1		
Medium sauce pan w/lid	1		
Stove top kettle	1		
Stove top coffee pot	1		
Serrated knife	1		
Cutting board	1		
Can opener	1		
Punch opener	1		
Cooking/Serving Utensils (assorted)	4		
Wooden spoons	3		
Measuring cup	1		
Pot holders	2		
Plastic juice container	2		
Scouring pads	3		
Dish detergent	1		
Dish clothes	15		
Refrigerator Thermometer	1		
SLEEPING SUPPLIES			
Blankets/Sleeping Bags	3		
Pillows	3		
Tarp (12 x 12 minimum)	1		
Air mattress or self-inflating mattresses	3		
Air pump	1		

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

ITEM	QTY	BOX #	EXPIRY
SERVING SUPPLIES			
Plastic cups	200		
Styrofoam cups	200		
Plastic spoons	200		
Plastic knives	200		
Plastic forks	200		
Paper bowls	200		
Paper plates	200		
EMERGENCY SUPPLIES			
AM/FM windup/solar radio	1		
Flashlights (assorted sizes) & extra batteries	10		
100' clothesline/rope	1		
Duct tape	1		
15m extension cord	1		
Power bar	1		
Claw hammer	1		
Vice grips	1		
10" adjustable wrench	1		
Multi-bit screwdriver	1		
Rapid Damage Assessment backpack	1		
SANITARY SUPPLIES			
Toilet paper	26		
Paper towels	10		
Disposable hand towels	150		
Sanitary pads	40		
Lime Chloride or Holding Tank Deodorant	1		
Garbage bags	120		
SUPPLIES RECOMMENDED FOR LOCAL AUTHORITY TO SUPPLY & REPLACE			
Water (4 L / person / day minimum)			
Canned foods (assorted)	40		
Juices (assorted)	20		
Rice crackers/saltines (assorted)	4+ pkgs		
Granola/protein bars	50		
BBQ and/or Camp stove	1		
Propane tanks/cylinders	2+		
Disposable sheets	20		
Disposable pillow cases	20		
Tents	1+		
Large coolers and ice	1+		
First Aid kit			

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

DOCUMENTATION SUPPLY CONTENT LIST

To facilitate turn-key set up of the Emergency Operations Centre, the documentation kit was developed to enable EOC responders to focus on response and recovery functions.

Item	#
Complete Local Authority Emergency Plan Response Guidelines for EOC Management reference	2 per EOC
USB Drives for easy linked reference	2 per EOC
EOC Documentation Kit Hanging Files: EOC Management Section Policy Group Public Information Operations Section Planning Section Action Plans Situation Reports (SITREPS) Recovery Transition Logistics Section Finance/Admin Section EMBC Assistance (approved Expenditure Authorization Forms, DFA) 5 copies of essential EOC Form in labeled folders 25 Internal Message Forms	1 per EOC
Function Kits have the following added: Appropriate function checklists 1 EOC Position/Decision/Approval Log book Function-Specific Reference Materials Pens, Markers, Highlighters, Ruler, Notepad, Post-it Notes, Vest, Name Tent	
Admin Kits have the following: Regular & Dry-Erase Markers, brushes, highlighters, push pins, painter's tape, duct tape, scissors	

SUGGESTED GRAB N' GO BAG

As an EOC Responder your personal comfort & well-being is essential during a disaster. Compiling a Grab n' Go bag will bring peace of mind and assist you.

Suggested items are:

Battery flashlight/radio	Walking shoes
Personal medication	Change of clothing
First Aid kit	Water bottle
Personal items (eye glasses etc.)	Snacks (tea, coffee, granola or protein bars)
Book/game	Whistle and map
Family photos	Toiletries (toothbrush etc.)
Personal papers – (photocopies of insurance papers, identification documents etc.)	

Declaring a State of Local Emergency In British Columbia



Emergency
Management **BC**

Amendment Record

Version #	Release Date	Description
1	Dec 2006	Original document, with templates
2	Oct 2011	Comprehensive rewrite to interpret Sections 12 to 15 of the <i>Emergency Program Act</i>
3	Dec 2017	Change from specific Ministry name to “Minister responsible” on extension example
4	Jan 2019	Addition of Amendment Record, clarification for SOLE extensions and cancellations, proof of publication, and update of extension example

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Appendix A 16

Introduction

Declaring a state of local emergency enables local authorities in the Province of British Columbia to exercise the emergency powers listed in the *Emergency Program Act*. The emergency powers are utilized by the local authority to order the evacuation of residents from their homes, prohibit travel and enter private property when an emergency threatens lives, property, or the environment within the local authority's jurisdiction.

Local authority emergency program staff and elected officials must be prepared to declare a state of local emergency in response to an emergency or disaster at a moment's notice. Therefore, local authority emergency plans must clearly and concisely outline the process for declaring a state of local emergency, as well as managing the application and use of the emergency powers.

This document provides answers to some of the most frequently asked questions and provides recommendations about how to issue a declaration by order. The example documents attached at the end of this manual are intended to assist local authorities in the collection of information that is required and appropriate for declaring a state of local emergency by order only. The process for the creation and issuance of local government bylaws is dictated by other legislation and is not covered in this document. Further, this document does not address details about utilization of the emergency powers by a local authority.

Terminology:

'Act' refers to the *Emergency Program Act*.

'Emergency' means a present or imminent event or circumstance that

- (a) is caused by accident, fire, explosion, technical failure or the forces of nature, and
- (b) requires prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of a person or to limit damage to property.

'Disaster' means a calamity that

- (a) is caused by accident, fire, explosion, technical failure or the forces of nature, and
- (b) has resulted in serious harm to the health, safety or welfare of people, or in widespread damage to property.

'Local declaration' or **'Local Dec'** refers to a declaration of state of local emergency.

What is a declaration of a state of local emergency?

This is a temporary emergency authority measure authorized by the *Emergency Program Act*. A declaration of a state of local emergency has to be initiated by either a local government bylaw or order and is valid for a period of seven days.

Why would a local authority declare a state of local emergency?

A local authority would declare a state of local emergency when an emergency or disaster (as defined in the *Emergency Program Act*) within its jurisdiction requires access to the extraordinary emergency powers of the *Emergency Program Act*.

Emergency powers available to the local authorities through the legislation are as follows:

- acquire or use any land or personal property considered necessary to prevent, respond to or alleviate the effects of an emergency or disaster;
- authorize or require any person to render assistance of a type that the person is qualified to provide or that otherwise is or may be required to prevent, respond to or alleviate the effects of an emergency or disaster;
- control or prohibit travel to or from any area of British Columbia;
- provide for the restoration of essential facilities and the distribution of essential supplies and provide, maintain and coordinate emergency medical, welfare and other essential services in any part of British Columbia;
- cause the evacuation of persons and the removal of livestock, animals and personal property from any area of British Columbia that is or may be affected by an emergency or a disaster and make arrangements for the adequate care and protection of those persons, livestock, animals and personal property;
- authorize the entry into any building or on any land, without warrant, by any person in the course of implementing an emergency plan or program or if otherwise considered by the minister to be necessary to prevent, respond to or alleviate the effects of an emergency or disaster;
- cause the demolition or removal of any trees, structures or crops if the demolition or removal is considered by the minister to be necessary or appropriate in order to prevent, respond to or alleviate the effects of an emergency or disaster;

- construct works considered by the minister to be necessary or appropriate to prevent, respond to or alleviate the effects of an emergency or disaster;
- procure, fix prices for or ration food, clothing, fuel, equipment, medical supplies or other essential supplies and the use of any property, services, resources or equipment within any part of British Columbia for the duration of the state of emergency.

Note(s): The emergency powers are written from the provincial perspective. They are applicable to the local authority with the restrictions outlined in section 12(1) of the Act that limits the scope of the emergency powers to the local authority jurisdictional area.

The Minister, as part of the provincial oversight, may order the local authority to refrain or desist from using any one or more of the emergency powers listed above. These powers infringe on civil liberties of citizens and should only be drawn upon by local authorities when no other reasonably achievable options are available to protect the community.

The most frequently cited reasons to declare a state of local emergency is to facilitate the mandatory evacuation of people and livestock, and the need to access private property when public safety is threatened.

When is a declaration of a state of local emergency NOT required?

A declaration is not required:

- to implement part or all of a local emergency response plan, as long as access to emergency powers are not required;
- to gain liability protection under the *Emergency Program Act*;
- to issue evacuation alerts;
- to recover eligible response costs; and
- to qualify for eligible disaster financial assistance under the *Emergency Program Act*.

How does a local authority declare a state of local emergency?

A declaration of a state of local emergency must be made either by a bylaw or resolution if made by a local authority, or by order if made by the head of a local authority.

Bylaw or Resolution

Assuming time permits, the municipal council or the regional board could meet to establish a bylaw or resolution that authorizes a declaration of a state of local emergency. The procedures for creating a local government

bylaw or resolution are explained in other local government legislation and, as such, are not provided in this document.

Order

An order is the most common mechanism used, since most situations do not allow sufficient time to complete the procedures required to establish a local government bylaw or resolution. An order can only be issued by the head of a local authority. In the case of a municipality, the head is the mayor (or designate). In the case of a regional district, the head is the board chair (or designate). The head of the local authority must use best efforts to obtain consent of the other members of the local authority and must, as soon as possible, convene a meeting of the local authority to assist in directing response activities.

What information must be included in a declaration of a state of local emergency?

According to the Act, the local declaration must identify the following information:

- the nature of the emergency; and
- the geographic boundaries (preferably shown on an attached map) within which the declaration will apply.

Note: It is recommended the local authority ensures the geographic area identified in the local declaration will allow for the potential expansion of the footprint of the emergency event. This will minimize the need for issuing multiple declarations to accommodate events that may continually change in scope such as flooding or an urban/interface wildfire.

In order to ensure the validity of the local declaration, the following should be included:

- the date of the local declaration; and
- the signature of the head of the local authority.

What other information should be included with the local declaration when provided to the Minister responsible?

Authorization Document

The head of the local authority can authorize others to exercise the emergency powers on his or her behalf. A written document must be provided to indicate the details of the delegation of powers. This document may be predetermined and included in the local emergency plan and should be readily available for use in the submission of the declaration. There is an example provided in this document for reference.

Map of Impacted Area

Providing a map of the identified geographic area described in the declaration order will assist everyone in understanding the scope and scale of the emergency or disaster.

Are local authorities required to consult with EMBC staff prior to declaring a state of local emergency?

No. Local authorities should rely on their own legal advisors to ensure that procedures and local declarations are consistent with the *Emergency Program Act*. EMBC staff are available to provide information on their experience and past practices with regard to use and applications of the *Emergency Program Act*.

Note: Local authorities must immediately forward a copy of the completed declaration documents to the Minister. This should be carried out through the appropriate EMBC regional office or activated Provincial Regional Emergency Operations Centre (PREOC).

What must be done by a local authority once they have declared a state of local emergency?

Immediately after making a declaration of a state of local emergency, the local authority or the head of the local authority must:

- forward a copy of the declaration to the Minister responsible.
 - The local authority must send a copy of the signed local declaration to the appropriate PREOC, if activated, or the local EMBC regional office which will ensure the Minister is informed, as required by legislation.
 - Verbal contact with the PREOC should be made to ensure receipt of documents.
- cause the details of the declaration to be published by a means of communication that the local authority or the head of the local authority, as the case may be, considers most likely to make the contents of the declaration known to the population of the affected area. (It is strongly recommended that accompanying maps are included in the publication.)
- proof of publication must be provided to EMBC to verify to the Minister responsible that the local authority has met the legislative requirement.

How does a local authority use the emergency powers?

A local authority may authorize, in writing, the selected persons or agencies approved to use the emergency powers assumed by the local authority under a declared state of local emergency. Authorized use of emergency powers, together with such terms, conditions or limitations imposed by a local authority, must be defined in writing upon issuing a declaration of a state of local emergency order.

Note(s): The local authority is responsible for the use of the emergency powers by any person or agency authorized to act on its behalf.

The Minister, as part of the provincial oversight, may order the local authority to refrain or desist from using any one or more of the emergency powers. These powers infringe on civil liberties of citizens and should only be used by local authorities when no other options are available to protect the community. The local authority is responsible for advising all delegated users of the emergency powers about the restrictions imposed by the Minister.

When does a local declaration terminate?

A declaration of a state of local emergency is terminated when:

- it expires;
- the Minister or the Lieutenant Governor in Council cancels the state of local emergency;
- the local authority declares the state of local emergency to be cancelled; or
- it is superseded by a state of emergency issued by the Minister or Lieutenant Governor in Council.

What must be done by a local authority once the declared state of local emergency has terminated?

Immediately after the termination of a declaration of state of local emergency, the local authority must cause the details of the termination to be published by a means that is most likely to make the termination known to the majority of the population.

Proof of publication must be provided to EMBC to verify to the Minister responsible that the local authority has met the legislative requirement.

When does a local declaration expire?

A local declaration expires seven (7) days from the date it is signed unless it is extended. The seven day period is determined by the *Interpretation Act Section 25(5)* which states that “the first day must be excluded and the last day included.” For example, if a local authority declares a state of local emergency on a Friday at any time between 0001hr and 2359hr, this local declaration will remain in effect until the following Friday at midnight.

Is it okay to simply let a declaration expire when access to the emergency powers are no longer required?

No. When the emergency no longer exists in the area to which a declaration of a state of local emergency was made, the head of the local authority must make an order, or the local authority must pass a bylaw or a resolution, cancelling the declaration of a state of local emergency. The local authority must then cause the details of the cancellation to be published by a means that is most likely to make the cancellation known to the majority of the population of the affected area.

Proof of publication must be provided to EMBC to verify to the Minister responsible that the local authority has met the legislative requirement.

How does a local authority extend a declaration of a state of local emergency?

When an emergency exists and the continued use of emergency powers is required and justified, the local authority may seek the approval of the Minister to extend the term of the declaration beyond the seven day period. A completed Extension Request form should be submitted to the PREOC, if activated, or to the local EMBC regional office. The local authority should submit the request for extension with the justification as soon as it determines emergency powers to be required beyond the current expiry date, and when possible should be sent to EMBC to provide to the Minister for signature 48 hours prior to the declaration expiring. If the declaration extension request is not received in time for the Minister’s signature before the original declaration expires, a new declaration of a state of local emergency must be issued.

The Minister will issue an approval of the extension as appropriate. Each extension is valid for a seven day period and further extensions may be requested.

The local authority must then cause the details of the extension to be published by a means of communication that the local authority or the

head of the local authority as the case may be, considers most likely to make the contents of the declaration known to the population of the affected area.

Proof of publication must be provided to EMBC to verify to the Minister responsible that the local authority has met the legislative requirement.

Can a local authority use the extension process to change the area under declaration or the description of the nature of the event?

No. An extension request only changes the expiry date of a current local declaration - it does not allow for a change in the area under declaration or a change in the nature of the event. In these cases a new declaration of a state of local emergency must be issued.

How does a local authority cancel a declaration of a state of local emergency?

The local authority or the head of the local authority must, when of the opinion that an emergency no longer exists and the continued use of emergency powers is therefore not required or justified, cancel the declaration of a state of local emergency. This can be accomplished through:

- bylaw or resolution, if the cancellation is effected by the local authority; or
- order, if the cancellation is effected by the head of the local authority.

The method of cancelling the local declaration is not dependent upon how it was initially authorized. This means that a local declaration made by a local authority and enabled through bylaw or resolution can be cancelled by the head of that local authority via an order. As well, should the head of a local authority declare a state of local emergency by order, the declaration can be cancelled by the local authority through a bylaw or resolution.

Notification of cancellation of the declaration must be submitted to the Minister through the appropriate PREOC if activated or to the local EMBC regional office, which will ensure that the Minister is informed. The local authority must then cause the details of the cancellation to be published by a means of communication that the local authority or the head of the local authority, as the case may be, considers most likely to make the contents of the declaration known to the population of the affected area.

What happens to a declaration of a state of local emergency when a declaration of state of emergency is issued by the Province?

In any geographic overlap between the two declarations, the order issued by the Province will supersede the local declaration as described in the legislation in 14 (3). The Minister may then authorize the use of any required emergency powers to a local authority, as appropriate.

Can a declaration of a state of local emergency disregard provincial or federal acts or regulations?

No. A declaration of a state of local emergency allows a local authority access to very specific emergency powers that are intended to facilitate required actions to effectively respond to an emergency within the local authority's jurisdiction. For example, the powers granted to a local authority through a declaration of a state of local emergency do not allow the local authority to close a provincial highway or to evacuate First Nation lands.

What are the limitations of a state of local emergency?

A state of local emergency is:

- only justified during an emergency or disaster as defined by the Act.
- limited geographically to the jurisdictional boundaries of the declaring local authority or to any specifically described area by the local authority within these boundaries. When the application of emergency powers is required outside of the jurisdiction of the local authority, two options may be considered:
 - the neighbouring jurisdiction may declare a state of local emergency; or
 - in the case of a major impact across jurisdictions a provincial state of emergency may be considered for the entire geographic area.
- Local declarations are short term emergency measures to allow a local authority to effectively respond to an emergency or disaster. The duration of the local declaration is limited to seven days.

How and when does the local authority send proof of publication to EMBC?

Proof of publication must be provided within 24 hours to EMBC to the PREOC (if activated) or the Regional Office for every declaration, extension, or termination of a state of local emergency. Acceptable forms of proof of publication include media releases, social media posts, and website links.

References:

- A. *Emergency Program Act* [RSBC 1996] Chapter 111
- B. *Local Government Act* [RSBC 1996] Chapter 323
- C. *Community Charter* [SBC 2003] Chapter 26

Appendix A

The following pages contain completed examples of all the discussed forms for the declaration of a state of local emergency by an order.

Templates (in Microsoft Word and Print and Fax versions) are provided on the Province's website for use by the local authority. These may be included in the local authority plans and processes during an emergency or disaster in their jurisdiction.

Detailed description of the components of a Declaration of State of Local Emergency ORDER

type of hazard

Identify the threatening hazard as it relates to the *Emergency Program Management Regulation* and the hazards listed in *Schedule 1*.

WHEREAS *[type of hazard]* in *[name of the local authority]*;

name of local authority

Use the corporate name of the local authority. For example, The Corporation of The District of Saanich.

AND WHEREAS *[explanation of ongoing or imminent threat to life or property]*;

explanation of ongoing or imminent threat to life or property

Describe how the hazard is going to impact the local authority. For example, "in response to the extreme danger and flooding risk caused by ice jams on Naver Creek".

short hazard description

Provide a unique description of the imminent threat or hazard to the local authority jurisdiction. For example, "The Okanagan Park Fire" uniquely identifies that one fire as opposed to any other fire occurring in the local authority jurisdiction.

AND WHEREAS this *[type of hazard]* emergency requires prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of people or to limit damage to property;

NOW THEREFORE:

IT IS HEREBY ORDERED pursuant to Section 12 (1) of the *Emergency Program Act* (RS, 1996, Chap 111) that a state of local emergency exists in

[specific geographic boundaries of designated area]

specific geographic boundaries of designated area

Use geographic boundaries that are easily recognized by the general public and do not require extensive searching. To avoid having to issue multiple declarations, as an event evolves consider including an entire electoral region. The boundaries stated should encompass any areas that are likely to be impacted by the event. For example, a flood event may very well start off locally in a street or neighbourhood but has the potential to spread to a much larger area

short consequence statement

Describe in general terms the potential consequences should the local authority lack the emergency powers indicated by the declaration order. For example, "potentially resulting in severe impact on the local economy and the well being of

due to *[short hazard description]* and *[short consequence statement]*;

IT IS FURTHER ORDERED THAT the *[name of the local authority]*, its employees, servants and agents are empowered pursuant to Section 13 (1) of the *Emergency Program Act* to do all acts and implement all procedures that are considered necessary to prevent or to alleviate the effects of the emergency.

head of local authority

In a municipality, this role belongs to the mayor and in a regional district's electoral area, it belongs to the chair of the board of the regional district.

ORDERED by the *[head of the local authority]* this date *[date]* to remain in force for seven days until *[date]* at midnight unless cancelled by *[name of the local authority]* or the Minister responsible.

Signature

(*Head of the local authority*)

date

The format for dates should be; the month, written out fully, followed by numerical date, and then the numerical year. For example, September 19, 2011

Declaration of State of Local Emergency

ORDER

WHEREAS flooding is occurring in The Regional District of Anywhere;

AND WHEREAS *resident cottages are likely to be impacted by the flood waters in the Electoral Area B and people and property are directly threatened;*

AND WHEREAS this flooding emergency requires prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of people or to limit damage to property;

NOW THEREFORE:

IT IS HEREBY ORDERED pursuant to Section 12 (1) of the *Emergency Program Act* (RS, 1996, Chap 111) that a state of local emergency exists in the electoral area designated as J in the regional district due to potential damage and threat to persons and property and without accessing the emergency powers will be hampered in alleviating or at least mitigating the expected impacts;

IT IS FURTHER ORDERED THAT The Regional District of Anywhere, its employees, servants and agents are empowered pursuant to Section 13 (1) of the *Emergency Program Act* to do all acts and implement all procedures that are considered necessary to prevent or to alleviate the effects of the emergency.

ORDERED by the *Chair, George* this date September 28, 20XX to remain in force for seven days until October 05, 20XX at midnight unless cancelled by order of The Regional District of Anywhere or the Minister responsible.

Signature

(Head of the local authority)

Local authority may choose to enter other position descriptions.

Authorization of Emergency Powers Matrix

Reference: *Emergency Program Act* Section 10

Emergency Powers	Assigned To			
	EOC Director	Deputy EOC Director	Operations Section Chief	Incident Commander
Acquire or use any land or personal property considered necessary to prevent, respond to or alleviate the effects of an emergency or disaster.	✓	✓		✓
Authorize or require any person to render assistance of a type that the person is qualified to provide or that otherwise is or may be required to prevent, respond to or alleviate the effects of an emergency or disaster.	✓	✓	✓	✓
Control or prohibit travel to or from any area of British Columbia.	✓		✓	✓
Provide for the restoration of essential facilities and the distribution of essential supplies and provide, maintain and coordinate emergency medical, welfare and other essential services in any part of British Columbia.	✓	✓		✓
Cause the evacuation of persons and the removal of livestock, animals and personal property from any area of British Columbia that is or may be affected by an emergency or a disaster and make arrangements for the adequate care and protection of those persons, livestock, animals and personal property.	✓			
Authorize the entry into any building or on any land, without warrant, by any person in the course of implementing an emergency plan or program or if otherwise considered by the minister to be necessary to prevent, respond to or alleviate the effects of an emergency or disaster.	✓	✓	✓	✓
Cause the demolition or removal of any trees, structures or crops if the demolition or removal is considered by the minister to be necessary or appropriate in order to prevent, respond to or alleviate the effects of an emergency or disaster.	✓	✓	✓	
Construct works considered by the minister to be necessary or appropriate to prevent, respond to or alleviate the effects of an emergency or disaster.	✓			✓
Procure, fix prices for or ration food, clothing, fuel, equipment, medical supplies or other essential supplies and the use of any property, services, resources or equipment within any part of British Columbia for the duration of the state of emergency.				

NOTE: Other individuals/agencies may be included in the matrix at the discretion of the head of a local authority.

Extension Request For State Of Local Emergency

WHEREAS life and property remain at risk due to Wobashau Creek flooding in the Regional District of Anywhere:

AND WHEREAS response to this flooding emergency continues to require use of the emergency powers to regulate persons or property to protect the health, safety or welfare of people or to limit damage to property;

The Chair of The Regional District of Anywhere has requested to extend the duration of the declaration of a state of local emergency due to expire on October 05, 2017 at midnight;

Signature

(Head of the local authority)

October 04, 2017

Date Signed

Minister Decision

IT IS HEREBY APPROVED / NOT APPROVED pursuant to Section 12(6) of the *Emergency Program Act (RS, 1996, Chap.111)* that The Regional District of Anywhere may extend the duration of a state of local emergency for a further seven days to October 12, 2017 at midnight.

Signature

(Minister responsible)

October 04, 2017

Date Signed

State of Local Emergency

CANCELLATION ORDER

Date: October 08, 2017

WHEREAS the flooding at Wobashau Creek in The Regional District of Anywhere;

AND WHEREAS this flooding emergency no longer requires prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of a person or to limit damage to property;

IT IS HEREBY ORDERED pursuant to Section 14 (2) (ii) of the *Emergency Program Act* (RS, 1996, Chap 111) that a state of local emergency no longer exists in the electoral area J boundaries and is therefore cancelled effective this date at 1800hrs.

Printed Name
(Head of the local authority)

Signature
(Head of local authority)

SECTION 3 - ACTIVATION

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LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

INITIAL INCIDENT INFORMATION

Person Taking Call: _____ Date: _____ Time of Call: _____ (24hr)

Reporter's Name: _____ Agency: _____ (911/Incident Commander/EMBC/Public)

EPC required/notified? _____ Deputy required/notified? _____

INCIDENT DETAILS:

Incident:

Flood, hazmat, fire: residential, forest, interface, dam, marine, utilities, other: _____

What happened? _____

Where? (Location of Incident) _____

Which Jurisdiction? _____

Is there a Site Command Post in operation? Y / N Where ? _____

Who is the Incident Commander? _____ Contact numbers: _____

The Incident Commander requested site support? YES / NO

What has been affected?

Key Infrastructure, private homes, apartment complex _____

How large an area has been affected? _____

How many people potentially affected? _____

How are they affected? Need evacuation, trapped, shelter in place, injured, dead, other: _____

Will a Media Release be required? Utilize Emergency Public Information Plan

(SEE other side for EOC Activation Check list)

Thoughts to be Considering:

What level of Response is needed? 1 2 3

Is a Task Number required? Y / N If yes, call EMBC ECC 1-800-663-3456 Task # _____

Does an EOC need to be activated? Y / N **If yes go to "EOC Activation Check list" (next page)**

Do you need to inform CAO and/or get authorization to activate the Emergency Plan?

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

EOC ACTIVATION CHECK LIST

PERSON FILLING FORM (Print Name)	
----------------------------------	--

EOC ACTIVATION STEPS	Notes	Time	Init.
CREATE POSITION LOG (Log Book)			
CONTACT EPC	250-710-7939		
CONTACT I/C AND ASSESS SITUATION	See " <i>Initial Incident Information</i> "		
DETERMINE EOC LEVEL			
OBTAIN ACTIVATION AUTHORITY	<i>Activation requested by:</i>		
TASK # OBTAINED _____	ECC 1-800-663-3456		
CHOOSE EOC LOCATION			
NOTIFY POLICY GROUP (all impacted jurisdictions)			
CONTACT INCIDENT COMMANDER	Cell/Radio- Address of Site ICP		
ENSURE KEY COMMS CENTRES ARE AWARE	FireComm – 250-746-0090 EComm – 250-704-7316 BCAS – 250-727-2400		
ACTIVATE CALL OUT			
START SIGN IN EMBC TASK SHEET			
ASSIGN EOC FACILITIES SET UP			
Tasks below this line are for the designated EOC Director (as per EOCD Function check list)			
ASSIGN INFORMATION OFFICER			
PREPARE FIRST EOC BRIEFING			
PREPARE FIRST EOC ACTION PLAN			
REVIEW EOC GENERIC FUNCTION CHECK LIST			

DEVELOPING SITUATIONAL AWARENESS

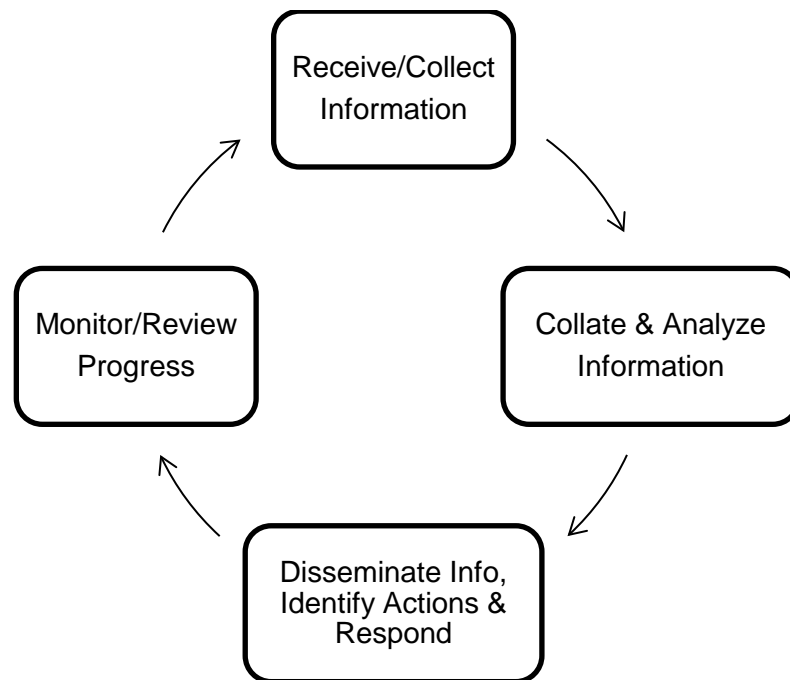
Situational awareness means knowing what is going on and what has happened with the current incident, what could happen in terms of future impact or outcomes, and what options exist in terms of response actions.

Situational awareness starts with individual awareness and knowledge. As this knowledge is shared within the site or site support team through incident briefings it fosters a common understanding of the current situation and improves the ability to make decisions and take effective response and/or recovery actions.

During an emergency response, agencies, government, and critical infrastructure owners/operators conduct information-collection activities and provide time-sensitive information and consolidated situation reports to one another to help ensure that all are kept apprised of developments.

Situational information can come from various sources, such as other agencies, other operations centres (including EOCs, DOCs or PREOCs), technical specialists, the media, and the public.

Situational awareness requires continuous monitoring and analysis of relevant information about actual and developing situations. The process to manage this information is depicted below.



LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

In the analysis and assessment of collected information, consider the following questions:

- Is the information relevant to operations?
- Is the source of the information credible?
- Has the information been verified?
- Is the information critical?
- Is the information critical for future planning?
- With whom should this information be shared?
- What priority response goals are impacted by this information?

PRIORITY RESPONSE GOALS

- Provide for the safety and health of responders
- Save lives
- Reduce suffering
- Protect public health
- Protect infrastructure
- Protect property
- Protect the environment
- Reduce economic and social losses

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

EOC STAFFING LEVELS

EOC Staffing Level	Event/Situation	Suggested Staffing Requirements
<i>One</i>	<ul style="list-style-type: none"> • Small event • One site • Two or more agencies involved • Potential need for temporary evacuation 	<ul style="list-style-type: none"> • EOC Director/Liaison Officer • Information Officer • Operations Section Chief • EMBC notified
<i>Two</i>	<ul style="list-style-type: none"> • Moderate event • Two or more sites • Several agencies involved • Major scheduled event (e.g., conference or sporting event) • Limited evacuations • Some resources / support required 	<ul style="list-style-type: none"> • EOC Director • Information Officer • Liaison Officer • Risk Management Officer • Section Chiefs (as required) • EMBC / PREOC limited activation
<i>Three</i>	<ul style="list-style-type: none"> • Major event • Multiple sites • Multi-jurisdictional disaster • Multiple agencies involved • Extensive evacuations • Resources / support required 	<ul style="list-style-type: none"> • EOC functions (as required) • Policy Group • PREOC activation

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

EOC FUNCTION RESPONSIBILITIES

Policy Group (i.e. Council/Board and Senior Management):

- Provides overall emergency policy and direction to the EOC Director.
- Sets expenditure limits.
- Formally requests outside support/resources (e.g. Provincial and Federal support).
- Authorizes declaration and termination of "State of Local Emergency."
- Provides direction for emergency public information activities.
- Act as a spokesperson(s) for the jurisdiction as requested.

Emergency Operations Centre Director

Responsible for managing coordination of emergency response in the EOC
 Ensure that inter-agency coordination is accomplished effectively within the EOC
 Liaise with Policy Group and/or Elected Officials
 Approves Action Plans and Media Releases
 Authorizes extraordinary and/or critical resource requests

Liaison Officer

Liaises with local authorities, other EOCs, Provincial & Federal organizations and outside agencies

 Advises EOC on EMBC procedures and guidelines

Information Officer

Controls and manages the flow of information into, and out of, the EOC

 Overseas press conferences & media briefings

 Coordinates all media releases

Risk Mgmt Officer

Ensures safety and risk management concepts are applied throughout the organization

 Oversees Risk Management, Safety and Security

Operations Section "Doers"

Provides situation and resource information to the Planning Section;

 Coordinates services and resources for multiple sites, areas or regions

 Coordinates the activities of the operations section

 Implements the EOC Action Plan.

Planning Section "Thinkers"

Evaluates disaster situation (gathers and verifies information, update status reports & posts information

 Briefs Section Chiefs on state & extent of the emergency

 Prepares EOC Action Plans with options for EOC Management

 Plans ahead and anticipates future developments

Logistics Section "Getters"

Manages resources including assessing needs, allocating, procuring and documenting actions taken and resources obtained

 Provides shelter, food, transportation, for workers when requested

 Maintains a master list of resources available

 Supports communications needs

Finance Section "Payers"

Accounts for resources used during the emergency

 Prepares documentation

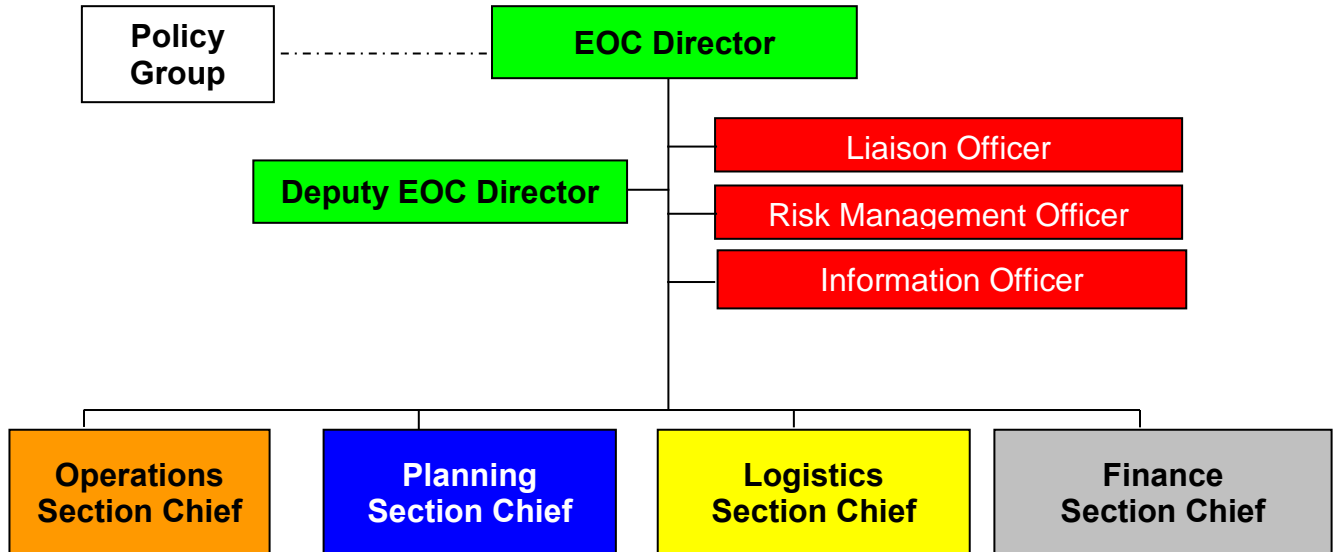
 Processes claims

 Ensures accurate cost recovery for all participants

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

EOC CORE ORGANIZATIONAL STRUCTURE

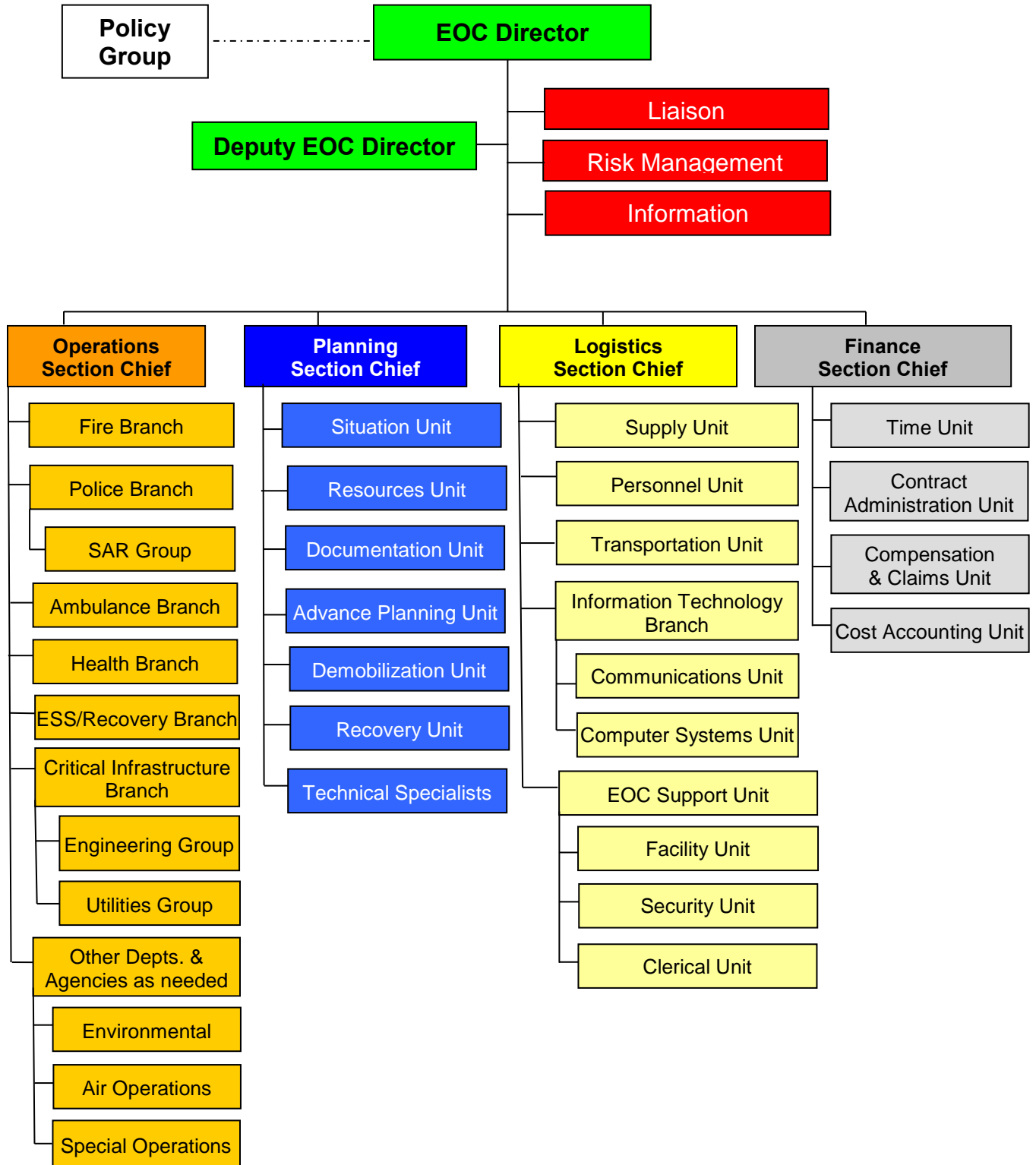


Note: Many smaller communities will need to maintain a lean EOC structure to ensure that the Incident Sites have maximum available resources to deal with the incident.

The Operations Section may need to identify additional support to ensure the ability to maintain contact with Incident Commanders at the sites to ensure understanding of the incident, the needs of the sites and supports required.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

EOC FUNCTIONAL ORGANIZATIONAL STRUCTURE



ACTIVATION - LEVELS OF RESPONSE

The following are to be used as a guide when determining the level of response required for an incident. They include a description of the event, area affected, extent of the coordination and assistance needed.

Level 1 – Site Response (Readiness and Routine) All ongoing routine response activities by Emergency Services Personnel (Police, Ambulance, Fire, ESS) on a daily basis. An “Incident Command Post” will be set up to oversee the response. EOC Director/Emergency Program Coordinator may provide basic site support for smaller temporary evacuations (i.e. small toxic gas release).

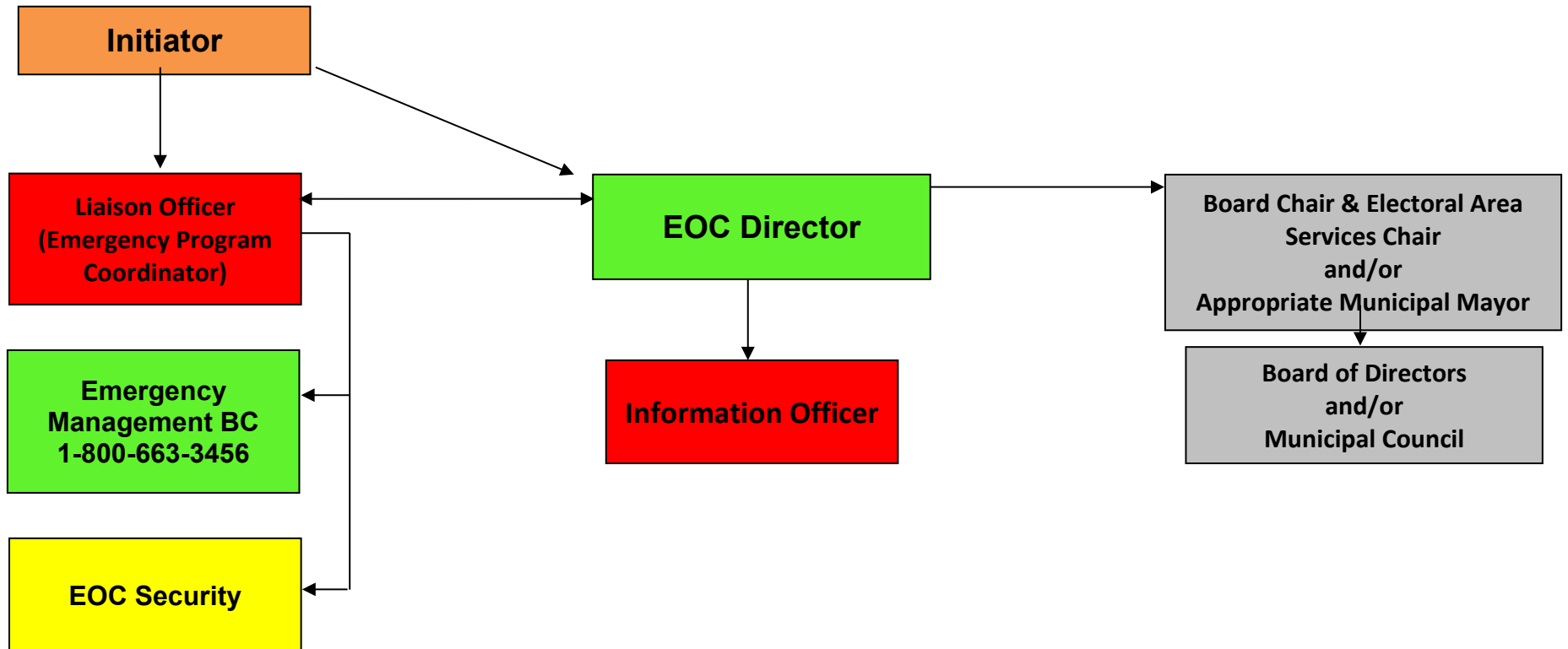
Level 2 – Local Authority EOC Response (Local Emergency) A situation confined to one location/jurisdiction that does not affect area-wide services, population or traffic. A “Local Authority Emergency Operations Centre” may be activated to support site activities. The PREOC is activated to provide support anytime a local authority activates their EOC.

Level 3 – Regional EOC Response (Regional Emergency) A situation affecting multi-jurisdictional services, populations and geographic areas. A “Regional Emergency Operations Centre” may be activated to support site activities. Local Authorities may need to declare a “Local State of Emergency”. The PREOC is activated to provide support anytime a local authority activates their EOC.

LOCAL AUTHORITY EMERGENCY PLAN

LEVEL 2 RESPONSE - PRIMARY

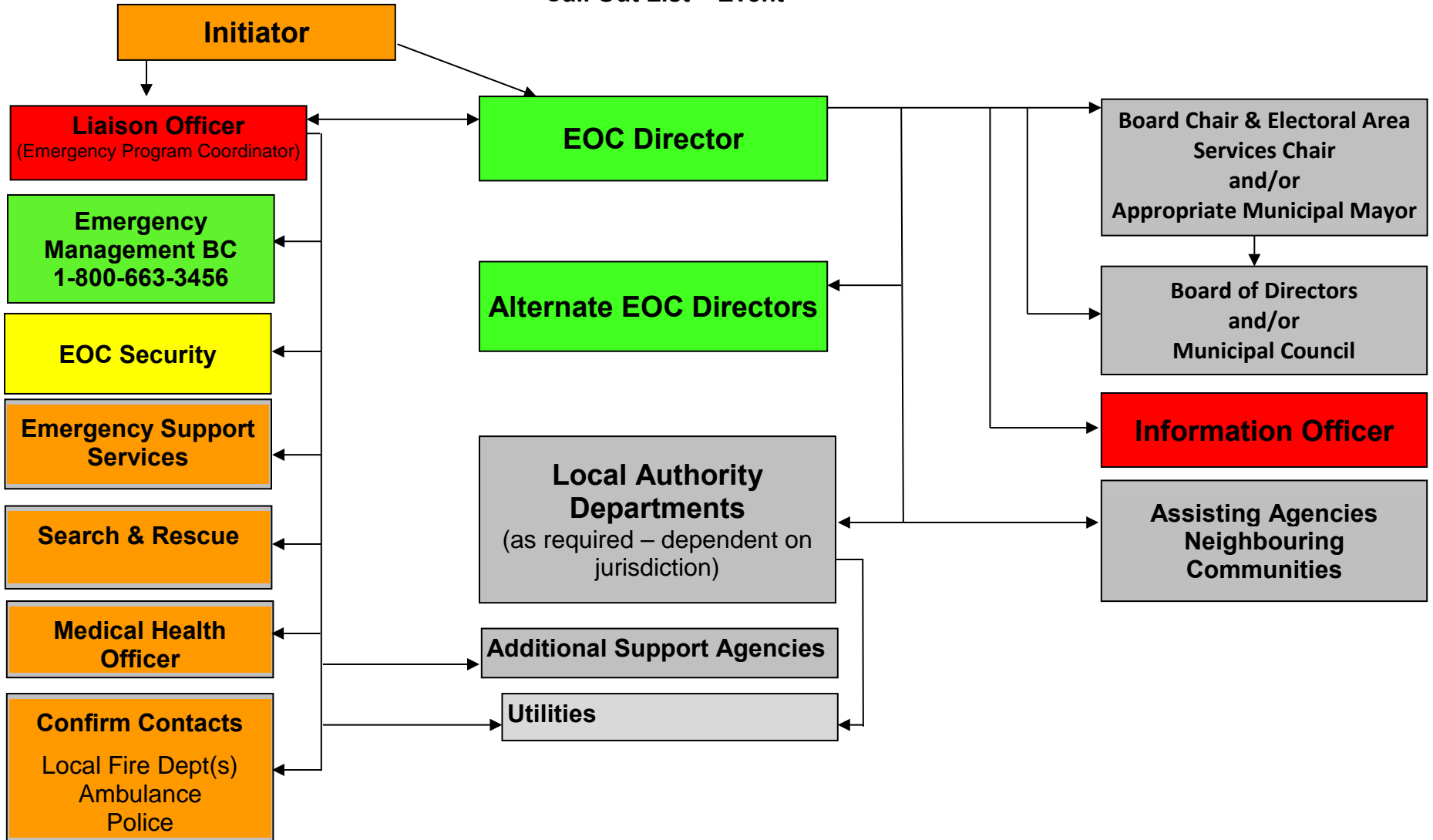
Call Out Flow Chart



LOCAL AUTHORITY EMERGENCY PLAN

LEVEL 3 RESPONSE

Call Out List – Event



LOCAL AUTHORITY EMERGENCY PLAN

ACTIVATION PROTOCOL

Any responding agency perceiving a need for site support for any emergency may request the activation of the EOC via their Dispatch Centre or by contacting their most senior agency representative available who in turn would contact the respective EOC Director or the Emergency Program Coordinator (EPC)/Liaison Officer to activate the EOC.

When the person who will assume duties as EOC Director (EOCD) receives news of an Emergency, he/she will authorize activation of the EOC Primary Group Call Out (Page 13) as needed. Subsequent Call Out will be initiated based on Contingency Plan determination.

Message suggested wording:

"The _____ (INITIATOR) has requested the activation of the Local Authority EOC to deal with the following situation:

_____ (BRIEF DESCRIPTION).

Your immediate attendance to the EOC at _____ is required.

Primary EOC Members are responsible to call additional members as assigned per the EOC Call-Out Flow Chart (Page 13).

Place calls within minutes of the initial message for maximum effectiveness.

ACTIVATE THE FAN-OUT

When news of an emergency is received by the person who will assume duties as EOC Director, he / she will authorize activation of the EOC Activation Call Out list (Page 5).

Suggested wording:

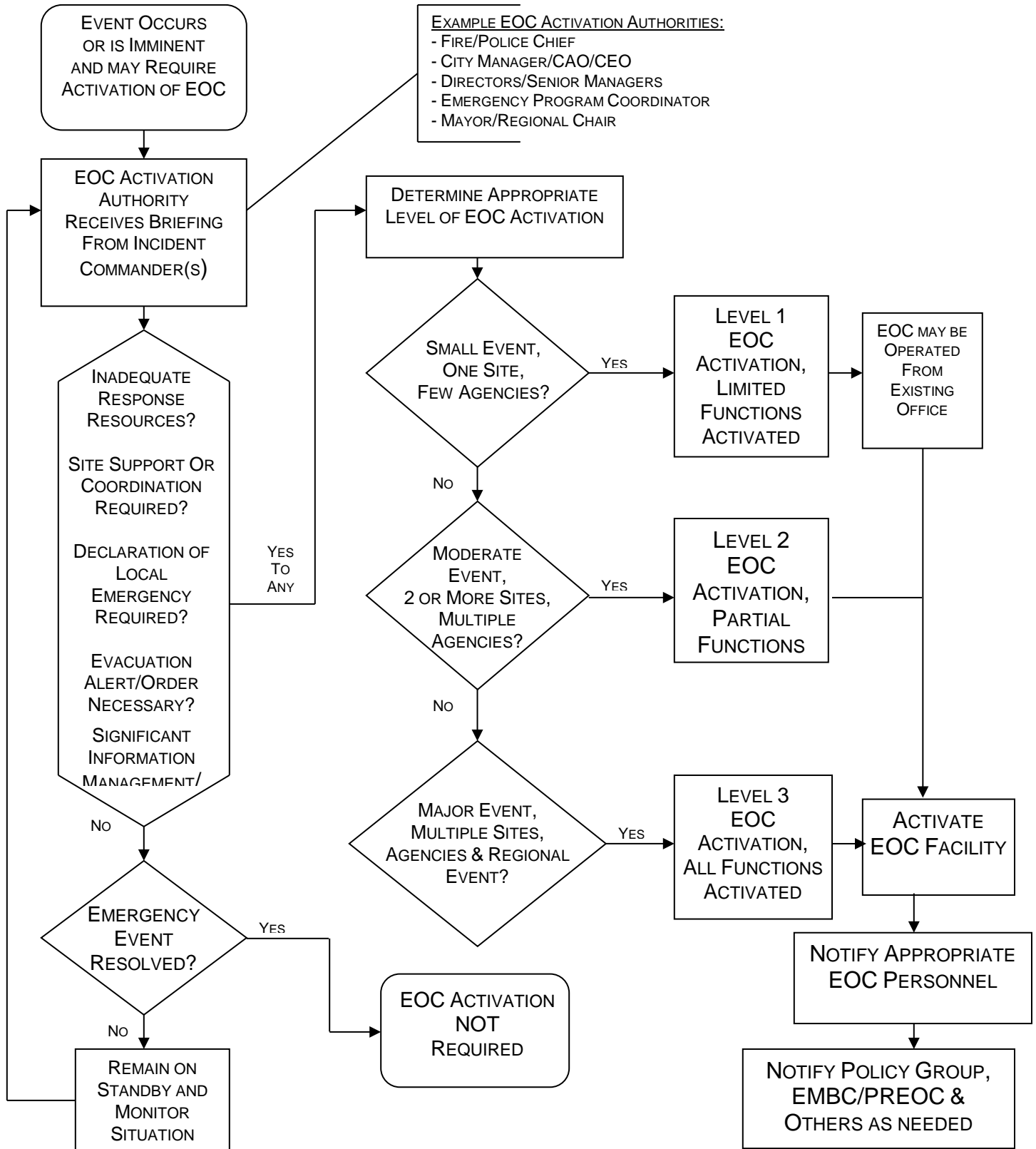
"This is the _____. We have an emergency situation as follows:

(brief description – fire, explosion, environmental disaster, train wreck, etc.) The INITIATOR has requested the activation of the Local Authority EOC to deal with the situation. Your immediate attendance at the designated _____ location is required."

EOC Support Staff will contact appropriate agencies, dependent on nature of event, when requested by the EOC Director. Should it be obvious to EOC Responders, because of the nature of the emergency, that their services will be necessary, they should report immediately to the EOC and bring their personal Grab 'n Go bag.

LOCAL AUTHORITY EMERGENCY PLAN

ACTIVATION FLOW CHART



LOCAL AUTHORITY EMERGENCY PLAN

ACTIVATION OF EOC

One of the most important components for coordinating the response to a disaster is the establishment of an EOC with all of the key decision-makers around the table. The EOC is a physical facility designated for the gathering and dissemination of information plus disaster analysis. It is also the facility in which decisions and policies governing the emergency response are planned and implemented. The EOC must identify and use available resources - especially human and financial - to help deal with the disaster.

Any response agency perceiving a need for enhanced coordination and support of the agencies responding to any emergency may request activation of the EOC through their most senior agency representative available by contacting the Emergency Program Coordinator, the EOC Director or 911 Dispatch. The Emergency Program Coordinator will coordinate the jurisdictional fan out protocol.

EOC DETERMINATION\LOCATION

The EOC location to be activated will be determined by the Emergency Program Coordinator in conjunction with the appropriate EOC Director based on:

- a) Level of Response (1, 2, 3, 4 or 5)
- b) Jurisdiction
- c) Nature and location of event

An Emergency Operations Centre (EOC) can be established at one or all of the following locations:

Regional Emergency Operations Centre Cowichan Valley Regional District – 2 nd Floor 175 Ingram Street Duncan BC V9L 1N8	
Local Emergency Operations Centre City of Duncan 200 Craig Street Duncan BC V9L 1W3	Local Emergency Operations Centre North Cowichan Public Works 7030 Trans Canada Highway Duncan BC V9L 3X4
Local Emergency Operations Centre Ladysmith City Hall 410 Esplanade Ladysmith BC V9G 1A2	Local Emergency Operations Centre Cowichan Lake Sports Arena 311 South Shore Road Lake Cowichan BC V0R 2G0
Local Emergency Operations Centre Stz'uminus First Nation 12611-A Trans Canada Highway Ladysmith, BC V9G 1M5	Local Emergency Operations Centre Cowichan Tribes 5760 Allenby Road Duncan, BC V9L 5J1
Local Emergency Operations Centre Halalt First Nation 8017 Chemainus Road Chemainus, BC V0R 1K5	Local Emergency Operations Centre Malahat Nation 110 Thunder Road RR 4 Mill Bay, BC V0R 2P4

LOCAL AUTHORITY EMERGENCY PLAN

EOC SETUP

If you are the first to arrive at the EOC, please undertake the following in this order:

- Refer to layout as posted - collect clipboard to refer to as you work
- Distribute signage to appropriate section (from Room 213 bins)
- Turn on all appropriate lights and remove sensitive documentation (if applicable)
- Put coffee on in Staff Room
- Contact Security at 250-746-6788 / 250-746-5099 to request immediate assistance for security manning the outside doors to the EOC/CVRD offices
- Recruit staff assistance as required
- Distribute function boxes from Room 209 bins to appropriate sections
- Set up Security Table by Room 213 door (use a table section from 213) for Level 1 or outside Boardroom Hallway for Section 2+
- *Remember: Put out Task Registration Form immediately and sign yourself in**
- Set up EOC Management Section (Room 213 or Boardroom)
- Set up Information Section (CR 1 – if needed)
- Set up Information Call Centre (CR 1 – if needed)
- Set up Operations Section (Room 213/Boardroom)
- Set up Planning Section (Room 213/Boardroom)
- Set up Logistics Section (Room 213/Boardroom)
- Set up Communications Unit (Room 211)
- Set up Finance Section (Room 213/Boardroom)
- Request IT to set up EOC telecommunications and IT equipment
- Report to assigned function
- Send email to reception@cvr.bc.ca requesting room bookings for all committee rooms required for the response/recovery.

EOC facility layouts are maintained by the Emergency Program Coordinator. If changes are required, please notify the EPC.

LOCAL AUTHORITY EMERGENCY PLAN

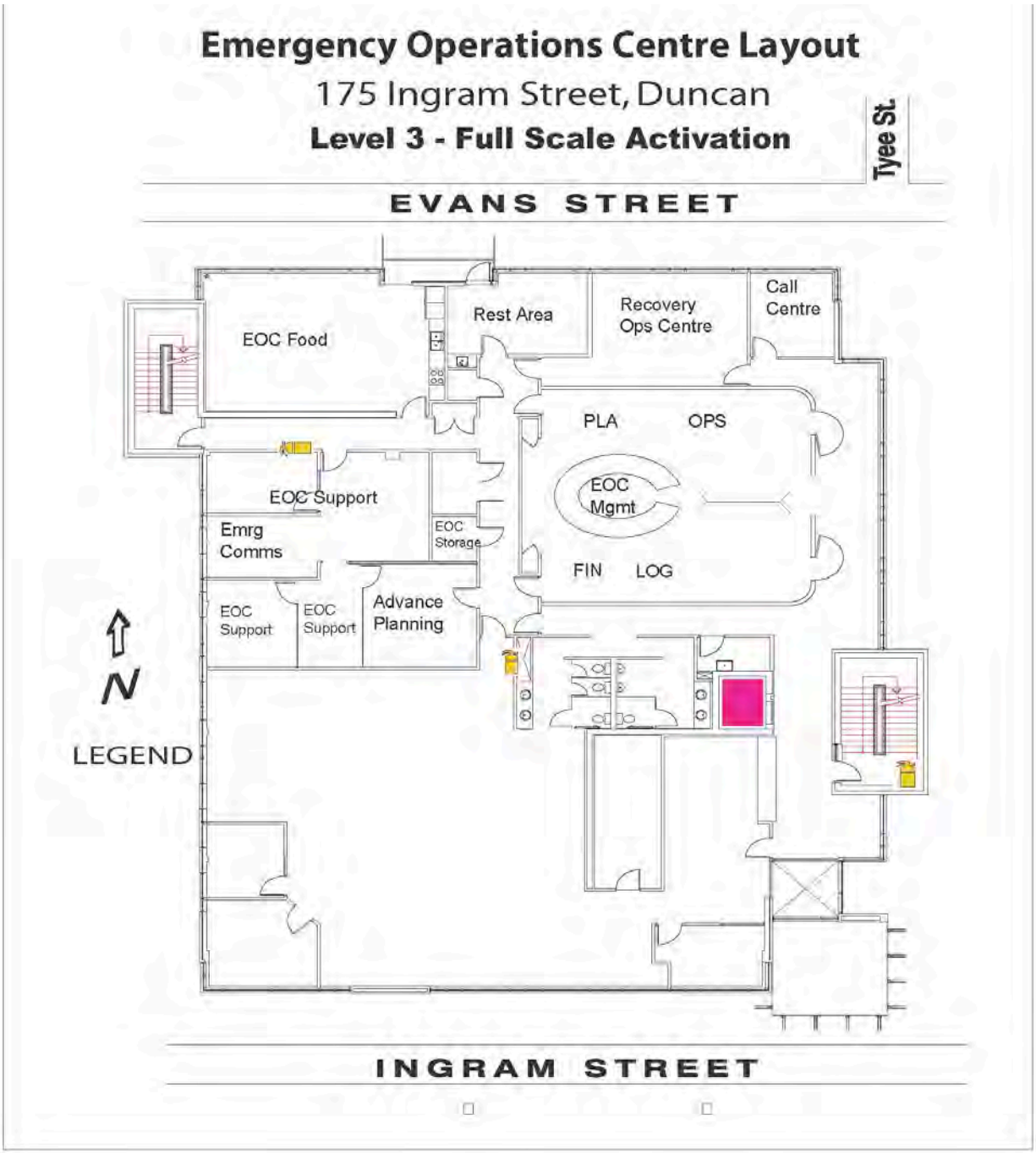
EOC LAYOUT

Emergency Operations Centre Layout

175 Ingram Street, Duncan

Level 3 - Full Scale Activation

Tyee St.



EMERGENCY COMMUNICATIONS

Introduction

Emergency communications is an essential part of effective emergency management! There must be a dedicated effort to ensure that telecommunications systems, planning and information flow are being accomplished in an effective manner.

Standard protocols and terminology will be used at all levels. Plain English for all telecommunications will be used to reduce the confusion that can be created when radio codes are used. Standard terminology shall be established and used to transmit information, including strategic operations, situation reports, logistics, tactical operations and emergency notifications of imminent safety concerns.

For the EOC, telecommunications methods should consider the following priorities:

- Telephone (land line, cellular, satellite)
- E-mail
- Fax
- Two-way radio (amateur, commercial)
- Video-conferencing
- Social Media

The EOC communications systems should provide reserve capacity for unusually complex situations where effective communications could become critical. An integrated communications plan should be developed as part of each Action Plan.

Communications Centre

An EOC Communications Centre should be established by the Communications Unit to provide all modes of telecommunications services. While established and operated by the Communication Unit in Logistics, this Communications Centre is often physically located near Operations and receives operational direction from the Operations Section Chief. In smaller events, communications may be handled directly by EOC staff.

Information will come from a variety of sources: incident site(s); dispatch centre(s); department operations centres (DOC); Emergency Support Services (ESS) Centres; external agencies; Emergency Management BC (EMBC); and general public via social media, etc. With so much potential information traffic, increased staffing of this unit should be considered with a variety of strengths such as radio operators, social media monitors, etc.

Communications Tools

Official internal EOC communications may use the internal message forms. The intent is to ensure that internal messages are tracked and that the appropriate documentation and records are maintained.

LOCAL AUTHORITY EMERGENCY PLAN

For messages to other agencies, EOCs or PREOCs, the appropriate forms (see Section 13) should be used at all times. Key forms have already been converted to html for easy packet transmission to the appropriate agency.

Telephone systems for direct communications with site(s) are likely to be positioned directly in the EOC for smooth integration into operations. Radio communications can be noisy and are likely to be restricted to a Communications Room adjacent to the EOC. Each agency, determines their needs for agency direct communications links. If primary communications are via radio, a Second In Command (2IC) and/or administrative support person should be assigned to work in the Communications Unit, ensuring that the designated EOC responder (agency rep) within each section is free to work with fellow section members.

Information Process for Communications Unit

When a message is received by the Communications Unit, they are responsible for:

- Logging receipt of message (Radio Station Log)
- Identifying message precedence (as determined by Message Originator)
- Ensuring that **ALL EMERGENCY** messages are **IMMEDIATELY directed to the appropriate EOC Function for immediate action**
- Ensuring that **ALL PRIORITY** messages are **QUICKLY directed to the appropriate EOC Function for prompt action**
- Directing ROUTINE messages to the appropriate EOC Function if/when time permits (only after all EMERGENCY and PRIORITY messages have been sent.
- Keeping a copy for tracking purposes

When a message is sent by the Communications Unit, they are responsible for:

- Sending messages based on precedence as follows:
- **Sending ALL EMERGENCY messages IMMEDIATELY UPON RECEIPT** and before any outstanding priority or routine messages regardless of order of receipt
- **Sending ALL PRIORITY messages promptly** once current EMERGENCY messages are sent
- Sending ROUTINE messages when/if time permits
- Logging transmission of message including method – voice or packet (Radio Station Log)
- Keeping a copy for tracking purposes

Note: All messages, logs and other event information (electronic and paper) must be turned in to the Planning Section (Documentation Unit) at the end of the event.

LOCAL AUTHORITY EMERGENCY PLAN

Information Precedence

During an emergency, some messages are more important than others. To ensure that more important messages get through quickly, all messages will be assigned one of three different message precedence ratings to identify handling priority.

Use the criteria outlined below when assigning message precedence to ensure the smooth flow and the quick transmission or receipt of truly important messages.

Follow these definitions as closely as possible:

EMERGENCY

This is a message literally with life and death urgency. It will be sent before ANY other traffic. It means that the station sending the message is either threatened by grave and imminent danger, and requires immediate assistance, or is aware of a situation threatened by grave and imminent danger and requires immediate assistance. It is our equivalent of "distress" traffic.

PRIORITY

This is for important messages that must be delivered as soon as possible but are not of life and death urgency. Priority messages frequently include specific short time requirements for effective response. Priority messages will be handled as soon as all emergency precedence traffic has been handled. This is our equivalent of "urgency" traffic.

ROUTINE

Most messages are routine messages. Routine messages will be handled last or not at all if the network is busier with higher precedence traffic. Communications Units are encouraged to handle health and welfare messages via regular Amateur Radio frequencies to free up the Emergency Communications frequencies for emergency response related information.

Information Flow within the EOC

Section Chiefs will handle incoming messages as follows:

- Read each message in the order of priority/receipt.
- Direct the message to appropriate function for action and/or response.
 - Functions prepare the appropriate response
 - Functions return message with response to Section Chief
- Decide who else needs this information (both internal and external) using the following considerations:
 - Any impact on the decision making process?
 - Does it impact situation reporting?
 - Resources?
 - Further information required?

LOCAL AUTHORITY EMERGENCY PLAN

- Is it Public Information related?
- Section Chief checks response message and upon approval, initials it
- Section Chief forwards message to EOC Director for final approval
- EOC Director approves message and forwards to Logistics Section (Communications Unit) for transmission
- Section Chief retains a completed message copy for their records
- Section forwards a completed copy to Planning Section Chief for review and updating of Situation Board as appropriate
- Planning Section Chief forwards completed message to (Documentation Unit) for record filing.

Note: All messages, logs and other event information (electronic and paper) must be turned in to the Planning Section (Documentation Unit) at the end of the event.

Message Numbering

Section	Originator	Prefix
Management	Director	DIR
	Liaison Officer	LIA
	Information Officer	PIO
	Risk Management Officer	RSK
Operations	Operations Staff	OPS
Planning	Planning Staff	PLA
Logistics	Logistics Staff	LOG
Finance & Admin	Finance & Admin Staff	FIN

SECTION 4 - EVACUATION PLAN

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INTRODUCTION

When it is determined that an evacuation is required the warning must be timely. Additionally, it must be precise in content and given in an authoritative manner. When conveying the warning, attention must be paid to the fact that while the Emergency Operations Centre's main concern in an emergency is the preservation of life; those displaced from their home may be experiencing no small amount of inconvenience, anxiety and fear.

For advice and assistance with an evacuation, contact EMBC's 24/7 Emergency Coordination Centre at 1-800-663-3456 and request to speak with the Regional Duty Manager for your region, or PREOC, if activated.

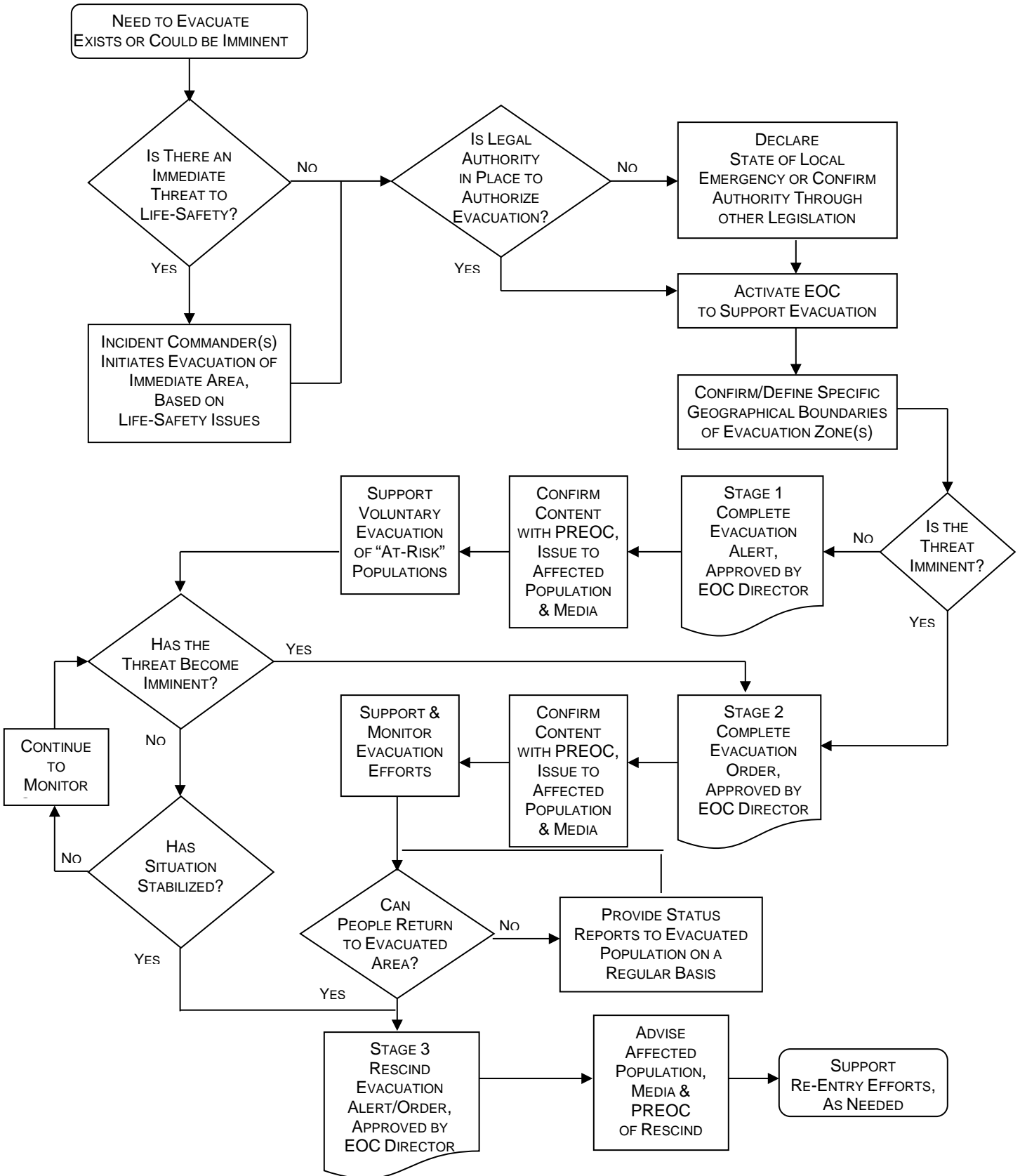
EVACUATION – LEGAL AUTHORITY

The authority for agencies to close an area and order an evacuation is found in the following Acts as may be amended periodically:

1. The Criminal Code of Canada authorizes the RCMP to evacuate buildings or areas for criminal investigation or activities (i.e. hostage taking, bomb threat, etc.).
2. Emergency Program Act R.S.B.C. 1996 Chapter 111, Section 9(1) and 12(1).
“cause the evacuation of persons and the removal of livestock, animals and personal property from any area of British Columbia that is or may be affected by an emergency or a disaster and make arrangements for the adequate care and protection of those persons, livestock, animals and personal property;”
3. Environmental Management Act, R.S.B.C. 2003 Chapter 53, Section 10(h).
4. Fire Services Act, Section 25
5. Wildfire Act R.S.B.C. 2004 Chapter 31, Sections 11, 13, & 14.
6. Forest and Range Practices Act R.S.B.C. 2002 Chapter 69.
7. Oil and Gas Activities Act (OGAA) Section 51.
8. Public Health Act [SBC] 2008, 28(1), 29(2)(a), 31(1), 31(2)(b)(ii)
9. Indian Act, Section 81.(1)

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

EVACUATION FLOW CHART



EVACUATION PLAN

After the Site Incident Command Post is established and the need for evacuation becomes apparent, an evacuation plan should be formulated. The initial responsibility is issuance of a timely evacuation warning. Urgency, population density, possible evacuation routes, and terrain must be considered when selecting the means to activate the warning.

In most situations, the evacuation plan will incorporate sectoring to subdivide the evacuation area into sectors and zones. Fire and police officers should be assigned to subdivisions starting nearest the actual emergency and moving outward until the entire evacuation area is covered.

The Evacuation Plan should include initiatives that may reduce the impact on the evacuees. The type of emergency a community is faced with will determine the amount of time individuals have to prepare; it may be seconds, minutes or hours. In any case, the evacuees should be given prepared and prioritized lists of essential items, either through the media or by emergency services personnel at their door. This will assist them greatly during a time when making rational decisions can be difficult, reduce the impact of the evacuation, and lessen the problems and negativity toward the agencies involved in the decision to evacuate.

Information should include the need to bring along the following during an evacuation: warm clothing, prescription medications, specialty medical equipment, eye glasses, hearing aids, prostheses (false teeth, crutches, wheel chairs, etc.) work clothes (uniforms, work boots, etc.).

Pets are also a high priority to the victim and direction should be provided in this regard.

LEVELS OF EVACUATION

a) Level One

Tactical "Level One" evacuation will be accomplished by the on-scene emergency services, i.e. small residential fires, chemical spills, etc. Persons will normally make their own arrangements and stay with friends, relatives or neighbours. Emergency services on the scene shall keep record of names, addresses and telephone numbers of where these people may be located.

b) Level Two

Involves greater numbers of people displaced due to a large fire, flood, hazmat spill, etc. or persons evacuated who have no place to stay and require assistance. This will require involvement of other agencies, (i.e. Emergency Support Services, etc.) for assistance, registration, and placement. Coordination of services by the Emergency Program Coordinator is required.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

c) **Level Three**

A disaster causing large-scale evacuation (i.e. hazardous material spill, large-scale flooding, etc.). Overall coordination of direction will be provided through the establishment of the EOC. Operational control will be established through an on-scene incident command post.

EVACUATION STAGES

a) **Stage 1 - Evacuation ALERT**

A process to alert the population at risk of the potential need for evacuation. The Evacuation Alert advises that because of the danger they should be prepared to evacuate the area. This Evacuation Alert may allow the population at risk to begin an orderly preparation to voluntarily leave the affected area, within a specified time frame. However, the reality of the situation may require immediate action with very short notice. The Emergency Program Coordinator must be contacted to alert the appropriate Emergency Support Services Teams.

Note: In some instances an Evacuation Order is immediate and no time is available to give an Evacuation Alert.

b) **Stage 2 - Evacuation ORDER**

An Evacuation Order will only be issued by authorities in response to the imminent danger and potential of loss of life or injury to the population at risk in the affected area. These notices are issued in the interest of LIFE SAFETY. Members of the Police, Local Fire Departments, and the Local Authorities may be involved in expediting that action through door-to-door contact, the electronic media, etc.

c) **Stage 3 - Evacuation RESCIND**

The population at risk is allowed to return to the area previously evacuated, having been advised that the danger has passed. There is the possibility that the danger may re-manifest itself and the Evacuation Notification might need to be reissued.

ACTIVATING EVACUATION

a) Immediate Emergency Action

- i) Establish a command post location
- ii) Evacuate using loud-hailers, vehicle public announcement systems, radio and television broadcasts, social media and emergency notification systems, and door-to-door communications (as available).
- iii) Establish destination location for evacuees.

Initial agencies: Police, Fire. Search & Rescue

Coordination Responsibility: Emergency Operations Centre

Additional agencies: Ministry of Transportation and Infrastructure, Public Works, Ambulance Service, Emergency Support Services, Natural Gas and Hydro

Possible Requirements

Responsibility

Assembly Point

Emergency Support Services

Reception Centres

Emergency Support Services

Registration and Referrals

Emergency Support Services

Family Reunification

Emergency Support Services

Warming Centres

Emergency Support Services/Community

Area Security

Police

Animal Welfare

Ministry of Agriculture & Lands

Pet Welfare

Pet Care Team / Local Kennels / SPCA

EVACUATION NOTIFICATION

The means used to action the warning will, of course, depend upon particular circumstances. Use of the Evacuation Log is required. If the situation is urgent, police and fire officers will use the public address systems on their vehicles to initiate an immediate notification. Once the sectors are fully notified by the public alarm systems, a follow-up house-to-house check of the evacuated area will usually be necessary to make certain that all residents are notified in writing, and that evacuation information has been distributed.

Public address announcements shall state:

- a) **There is an _____ emergency in the area that could endanger residents.**
- b) **Evacuate in a _____ (northerly/westerly) direction only.**
- c) **Evacuees should report to _____ (reception centre and/or assembly point) for information and registration or listen to the local radio station.**

The Emergency Operations Centre's responsibility has been fulfilled upon notifying persons of the danger. It would be questionable judgment to force occupants from their residences when, after being notified, they state their wishes to remain and protect property from fire and flood damage. Additional verbal persuasion should be employed when a life-endangering situation is imminent. All responses should be noted on the Evacuation Log and this information should be forwarded to the EOC as soon as possible.

Ideally, there is enough time for local radio stations to broadcast the required information. Local radio stations should be reminded to repeat information at regular intervals – minimum at the top of the hour. If possible, the warning should be distributed in writing using the appropriate Evacuation Tools (Alert, Order, Shelter-in-Place). Such warning should include pertinent information, such as:

- Type of evacuation (Mandatory - Voluntary).
- Best available route(s) out of the area.
- Location of reception centres, if established.
- Anticipated duration of emergency.
- Time remaining before the situation becomes critical.
- List of suggested items for evacuees to bring with them.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

RECEPTION CENTRES

Several Emergency Support Services Reception Centres have been predetermined. The particular centre to be activated will be determined by the Emergency Program Coordinator and Emergency Support Services Director based on:

- a) Proximity to a localized emergency.
- b) Travel routes from a localized emergency.
- c) Safety of the area.
- d) Number of people evacuated.

In the event that the disaster is region-wide and of a severe nature that transportation and other facilities are disrupted, local Emergency Support Services Reception Centres may not be activated initially. As Emergency Support Services and Emergency Communications facilities and personnel become available at these facilities, announcements will be made for where residents can go to receive information and other services for the area.

Generally, press releases and announcements regarding reception centre locations should only be made after ample time has been allowed for personnel to arrive, open, and staff the location. If time does not permit, evacuees should be directed to an "initial assembly point" and reassigned to a reception centre at a later time. Personnel should immediately be dispatched to this "initial assembly point" to register evacuees and remain until Emergency Support Services or other personnel arrive and relieve them.

Notification Required for the Use of Schools

To obtain the use of school district facilities, notify the School Board and identify the facilities requested. Ascertain how access will be gained.

Evacuee - Transportation

After receiving an evacuation alert or order, some residents may not have the means available to transport themselves and their families to a reception centre. When the need arises, the use of transit buses, school buses and other private buses should be considered.

Debris and other obstructions may impede the movement of vehicles in the evacuated area. Such conditions may require that evacuees Shelter-In-Place until the transportation issues can be resolved. Should transportation become available, evacuees may need to board buses on the periphery of an area. Consequently, those giving evacuation warnings should be kept informed of the locations where evacuees may assemble to obtain transportation.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

ANIMAL CONTROL

The Ministry of Agriculture & Lands has the primary responsibility for the control and welfare of large animals during an evacuation. Refer to EMBC Policy 2.01 [Provincial Support for Livestock Relocation During and Emergency](https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/emergency-management-bc/policies) (<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/emergency-management-bc/policies>).

Also refer to the Ministry of Agriculture's [Livestock Relocation](https://www2.gov.bc.ca/gov/content/industry/agriculture-seafood/business-market-development/emergency-preparedness/livestock-relocation) website (<https://www2.gov.bc.ca/gov/content/industry/agriculture-seafood/business-market-development/emergency-preparedness/livestock-relocation>) for guidelines and tools. Contact EMBC prior to relocating livestock to confirm eligible costs for reimbursement and to receive a task number.

Farms are encouraged to plan and prepare and should consider developing their own emergency plans using the [templates](https://www.cvrld.bc.ca/2843/Emergency-Planning-for-Livestock) (<https://www.cvrld.bc.ca/2843/Emergency-Planning-for-Livestock>) available.

Local Society for the Prevention of Cruelty to Animals (SPCA), veterinarians, 4H clubs and kennels may also assist through provision of portable corrals, horse trailers, and volunteers.

If animals are left behind, arrangements may need to be considered for granting temporary access to provide food, water and care.

PET CONTROL

Pet owners have primary responsibility for the control and welfare of their pets during and after an evacuation. Pet owners should be prepared to take their pets with them when they evacuate.

Although the ESS Team, in consultation with Society for the Prevention of Cruelty to Animals (SPCA), Canadian Disaster Animal Rescue Teams (CDART), Noah's Wish, local kennels and veterinarians who volunteer their services, will attempt to accommodate pets, pet owners are encouraged to pre-arrange shelter with appropriate family and friends wherever possible.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

EVACUATION PLAN WORKSHEET INSTRUCTIONS

General Instructions

1. Use this form in conjunction with the Emergency Response Guide and/or Hazardous Materials Data Sheet and specific advice from Canutec (24 Hours/Day):
Emergency: 1-888-CAN-UTEC (226-8832) or (613) 996-6666 (collect calls accepted)
Cellular: *666 (Canada only)
Information: (613) 992-4624 (call collect)
Fax: (613) 954-5101
E-mail: canutec@tc.gc.ca
1. Complete all sections of the worksheet, entering information on the lines provided. Place a check in the box [] provided when applicable.
2. Review the contents of the Hazardous Materials Data Sheet and Protective Actions worksheet at the Safety Briefing.

Section Instructions

The following instructions are provided for further clarification:

Section	Instructions
Threat Information	Identify the threat type(s) and the potential impacts(s). Provide details as appropriate.
Population/Location	Identify the population threatened. Identify any special considerations that will impact your protective actions planning.
HazMat Conditions	If this is a HazMat incident, provide additional details about the condition of the release/spill. This information should be used in conjunction with the Hazardous Materials Data Sheet.
Time	Indicate time frames regarding the threat and time needed to implement protective actions.
Communications	Assess communications capabilities.
Resources and Responder Capabilities	Assess the capabilities of mobilizing resources and controlling the threat.

MSDS information online:

https://www.msdsonline.com/sds-search/whmis/?pt_campaign=MSDS%20-%20Canada%20-%20BMM&pt_content=MSDS%20-%20BMM&pt_term=msds%20safety%20sheets&qclid=EA1aIQobChMI6JfX71a64wIVlcpkCh3NhQZREAAYASAAEgJlb_D_BwE

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

EVACUATION PLAN WORKSHEET

Threat Information					
Threat	Details				
Fire					
Natural Disaster					
Hazardous Materials					
Civil Disturbance					
Impact	Details				
Life Safety					
Environmental					
Other					
Comments					
Population/Location					
Population Size – Numbers of	Persons:			Animals	
Density	<input type="checkbox"/> High	<input type="checkbox"/> Medium	<input type="checkbox"/> Low		
Type	<input type="checkbox"/> Residential	<input type="checkbox"/> Commercial	<input type="checkbox"/> Industrial		
Special Considerations					
Type	Yes	No	Type	Yes	No
Jails			Transportation Available		
Schools			Different Language Spoken		
Hospitals			Hearing/Sight/Mobility Impaired		
Population Indoors (shut-ins)			Transients		
Shelters Available			Familiar with the area		
Location/Distance (Plot on Map)					
Distance from incident to population:	<input type="checkbox"/> metres		<input type="checkbox"/> kilometres		
Direction threat is from population:	<input type="checkbox"/> North	<input type="checkbox"/> South	<input type="checkbox"/> East	<input type="checkbox"/> West	
The terrain is:	<input type="checkbox"/> Flat	<input type="checkbox"/> Moderately Sloped	<input type="checkbox"/> Steep	<input type="checkbox"/> Very Steep	
Available Evacuation Routes:					
Comments:					
Hazardous Material Conditions					
Condition:	<input type="checkbox"/> Contained	<input type="checkbox"/> Not Contained	<input type="checkbox"/> Controlled	<input type="checkbox"/> Uncontrolled	
	<input type="checkbox"/> Continuous	<input type="checkbox"/> Not Continuous	<input type="checkbox"/> Stable	<input type="checkbox"/> Unstable	
Description:	<input type="checkbox"/> Puff	<input type="checkbox"/> Pool	<input type="checkbox"/> Plume	<input type="checkbox"/> Other	
Location:	<input type="checkbox"/> Ground Level	<input type="checkbox"/> Elevated	<input type="checkbox"/> Accessible	<input type="checkbox"/> Inaccessible	
Temperature:	Ambient Temp.:	On Fire:	Heated:	Cooled:	
Refer to the Hazardous Materials Data Sheet for more information					

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Time								
When Threat is likely to Occur:		Time:		Date:				
Time Threat Will Last:		Hours:		Days: Weeks:				
Rate								
Rate of Threat/Release	<input type="checkbox"/> Rapid	<input type="checkbox"/> Moderate	<input type="checkbox"/> Slow	<input type="checkbox"/> Stopped	<input type="checkbox"/> Unknown			
Rate of Threat Movement:	<input type="checkbox"/> Rapid	<input type="checkbox"/> Moderate	<input type="checkbox"/> Slow	<input type="checkbox"/> Stopped	<input type="checkbox"/> Unknown			
Will Contact Population in:		Minutes:		Hours: Days:				
Greatest Threat will Occur in:		Minutes:		Hours: Days:				
Time Needed for Implementing Protective Actions								
Action			Minutes		Hours			
Deploy Response Personnel								
Deploy Message								
Give Public Warning and Instructions								
Public Mobilization and Travel Time								
Special Needs for Mobilization and Travel Time								
Time Needed for Environmental Monitoring								
Comments:								
Communications								
Communicate with public		Yes	No	Communicate with responders		Yes	No	
Able to warn public?				Able to communicate with all agencies?				
Able to warn Institutions?				Able to communicate with media?				
Able to warn transients?				Able to communicate with mutual aid?				
Able to warn hearing impaired?				Able to use phone system?				
Able to instruct and update?				Able to use outdoor alerting?				
Comments:								
Resources and Responder Capabilities								
Mobilize Needed Specialized Resources			Yes	No	Communicate with responders		Yes	No
Able to mobilize existing resources?					Able to stop the threat?			
Able to mobilize additional resources?					Able to direct/control threat?			
Able to obtain specialized resources?					Able to neutralize the threat?			
Able to warn hearing impaired?					Able to use phone system?			
					Able to identify the material?			
Comments:								

For Immediate Release

Event: _____

Date and Time: _____

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

TACTICAL EVACUATION [DESCRIPTOR OF AREA]

(Date and time)

An emergency situation exists and your area is being evacuated due to:

YOU MUST LEAVE THE AREA IMMEDIATELY

Take household members and pets with you.

If time allows, take essential medications, identification and important papers

Go to family or friends

Monitor <https://www.cvrld.bc.ca/2275/Current-Emergency-Information> and JUICE FM 89.7 for further direction and information.

If you, or someone in your household have health or mobility issues that prohibit them from evacuating, please advise the person providing this notice.

TACTICAL EVACUATION [DESCRIPTOR OF AREA]

(Date and time)

An emergency situation exists and your area is being evacuated due to:

YOU MUST LEAVE THE AREA IMMEDIATELY

Take household members and pets with you.

If time allows, take essential medications, identification and important papers

Go to family or friends

Monitor <https://www.cvrld.bc.ca/2275/Current-Emergency-Information> and JUICE FM 89.7 for further direction and information.

If you, or someone in your household have health or mobility issues that prohibit them from evacuating, please advise the person providing this notice.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

SHELTER-IN-PLACE INSTRUCTIONS [DESCRIPTOR OF AREA]

(Date and time)

An incident may cause a hazardous material to enter the air. Unless the hazardous material is flammable, emergency response professionals may tell you to stay protected indoors until you receive instructions to leave. This usually lasts only a few hours so listen to your radio for updates.

During an emergency, if official local authority messages state that people in your area are **Ordered to Shelter-in-Place**, you should:



■ **Go inside.**



■ **Close all windows and doors.**



■ **Turn off ventilation systems (heating and air-conditioning, and fireplace dampers).**



■ **Go into a room with the fewest doors and windows and seal the room.**



■ **Stay in the room until told by the authorities that it is safe to come out.**

- Stay tuned to local radio (JUICE FM 89.7) for information updates. Only call 9-1-1 for emergencies.
- Stay indoors! You will be safer inside!
- When cleared to leave, ventilate the building thoroughly to bring in fresh, clean air.

If you are Sheltering in Place:

- **DO NOT** risk your safety for your pets. If they are not inside, shelter in place without them.
- **DO NOT** leave your building or home until you receive notification that the danger has passed.

Monitor <https://www.cvrld.bc.ca/2275/Current-Emergency-Information> and JUICE FM 89.7 for further direction and information.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

EVACUATION ALERT [DESCRIPTOR OF AREA]

(Date and time)

An Evacuation Alert has been issued by _____ at the
Emergency Operations Centre (EOC). (Local Authority/First Nation)

(Briefly describe event and potential risk)

Because of the potential danger to life and health, the _____ has
issued an Evacuation Alert for the following areas: (Local Authority/First Nation)

(Geographic description including boundaries and properties potentially impacted)

An Evacuation Alert has been issued to prepare you to evacuate your premises or property should it be found necessary. Residents will be given as much advance notice as possible prior to evacuation; however you may receive limited notice due to changing conditions.

(Provide map or description of potential evacuation route and map of evacuation alert area)

WHAT YOU SHOULD DO:

- Locate all family members and designate a meeting area outside the evacuation area, should an Evacuation Order be called while separated.
- Pack essential items such as government-issued ID, medications, eyeglasses, valuable papers (e.g. insurance, credit, and mortgage information), immediate care needs for dependents and, if time and space permits, pack keepsakes for quick departure.
- Prepare to move disabled persons, children and/or neighbours, if assistance is needed.
- Prepare to take pets with you and move livestock to a safe area (if possible).
- Arrange transportation for all your household members. Fill gas tanks of personal vehicles. If transportation assistance is needed, please advise the person providing this notice].
- Arrange accommodation for all members of the residence, if possible.
- Wait for an Evacuation Order to be issued before evacuating.

Monitor <https://www.cvrld.bc.ca/2275/Current-Emergency-Information> and JUICE FM 89.7 for further direction and information i.e. evacuation orders and locations of Reception Centres.

(Signature of Board/Chair or designate, Mayor or Designate, Chief or Designate)

(Name of Local Authority/First Nation)

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

EVACUATION ORDER

[DESCRIPTOR OF AREA]

(Date and time)

Pursuant to [Section 12 (1) of the BC *Emergency Program Act* / Band Council] an **Evacuation**

Order has been issued by _____ due to immediate danger to life safety caused by: _____
(Local Authority/First Nation)

(briefly describe event)

Members of the RCMP and other applicable agencies will be expediting this action.

The Evacuation Order is in effect for the following areas:

[Geographic description including boundaries and properties impacted.

Include map of evacuation area and evacuation route]

YOU MUST LEAVE THE AREA IMMEDIATELY

WHAT YOU SHOULD DO:

- Follow the travel route provided and register at:

(ESS Reception Centre address and name of facility)

- If you need transportation assistance from the area, advise the person providing this notice.
- Shut off all gas and electrical appliances, other than refrigerators and freezers.
- Close all windows and doors.
- Close gates (latch) but do not lock.
- Take critical items (medicine, purse, wallet, and keys) only if they are immediately available. Take pets in pet kennels or on leash.
- Gather your family and, if you have room, take a neighbour or someone needing transportation. Do not use more vehicles than you have to.
- Do not use the telephone unless you need emergency service.

Monitor <https://www.cvrld.bc.ca/2275/Current-Emergency-Information> and JUICE FM 89.7 for further direction and information.

(Signature of Board/Chair or designate, Mayor or Designate, Chief or Designate)

(Name of Local Authority/First Nation)

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

EVACUATION RESCIND [DESCRIPTOR OF AREA]

(Date and time)

The Evacuation Order, pursuant to [Section 12 (1) of the BC *Emergency Program Act* / Band Council]

issued at _____ to the area(s) _____
(date and time) (geographic locations(s))

has been rescinded.

(indicate if Evacuation Alert is in place)

An Evacuation Order may need to be reissued: however if that is deemed necessary the process will re-commence.

WHAT YOU SHOULD DO:

- Fill the gas tank of personal vehicles
- Bring a minimum of three days of food and essential supplies (e.g. medications, pet supplies) with you as local grocery stores may not yet have adequate stock
- If your animals or livestock have been relocated, call [contact number] to coordinate their safe return

Monitor <https://www.cvr.bc.ca/2275/Current-Emergency-Information> and JUICE FM 89.7 for further direction and information.

(Signature of Board/Chair or Designate, Mayor or Designate, Chief or Designate) .

(Name of Local Authority/First Nation)

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

EVACUATION ORDER RECORDING PROCEDURES

Ensure that all premises are reported on the Evacuation Log.

The evacuation team will use 2-3 foot long ribbons of colour-coded, weather resistant tape to indicate evacuation status of each premise.

Tie the appropriate ribbon around the door knob most visible to the street. Should a door not be visible from the street, place the ribbon at the entrance to the driveway (e.g. around mailbox or tree).

Use the following colour-coded, labelled ribbons:

Colour – Meaning	Actions
Blue – Not home	Needs a second visit if safe to do so. Tape the Evacuation Order to the door of the property with directions to evacuate as instructed.
Pink - Notified	Ready to evacuate when ordered. Provide occupant with yellow ribbon to exchange with pink ribbon when leaving.
Yellow - Evacuated	Explain to residents to replace pink ribbon with yellow ribbon when they leave the premises.
Orange - Refused	Advise that responders will not be put at risk to rescue them. Note address, report & record the refusal. Explain that the Orange tape is used to signal First Responders that notification has occurred and to not be alarmed at occupied residence during patrols. If children involved, contact 911 to request MCFD assistance for their safe removal.
Red – Needs Assistance	Try to delegate assistance to neighbours. Use situational discretion for whether or not to directly assist or request immediate assistance. Note status and actions taken and continue with evacuation notification.

Evacuation Notification is the Priority – Keep Moving!

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

EVACUATION LOG

Incident Name:						EMBC Task No.			Date & Start/End Times:						
Authorizing Authority / Notifying Authority						Notification Team:									
Zone #:	Community Name:					# of Occupants Present	# of Minor Children <19	# of Pets/Livestock	Blue - Not Home	Pink - Notified	Yellow - Have Evacuated	Orange - Refused	Red - Needs Assistance	Time	COMMENTS
Street Name	House #	Family Names													

EVACUATION OPERATIONAL GUIDE FOR FIRST NATIONS AND LOCAL AUTHORITIES IN BRITISH COLUMBIA

A guide to managing evacuations during emergency response

2nd edition, 4 July, 2019



Emergency
Management **BC**

AMENDMENT RECORD

Version #	Release Date	Description
1	2009	Original document with templates
2	July 4, 2019	Fully revised document with templates

EVACUATION QUICK-REFERENCE GUIDES

The quick-reference guides on the following pages provide a simplified reference tool for Emergency Operation Centres (EOC) or designated community contacts (CC) to follow when issuing an Evacuation Alert, Order, or Rescind. For a glossary of all acronyms used in this guide, refer to [Appendix A](#).

A NOTE ABOUT FIRST NATIONS' USE OF SOLE, EVAUCATION ALERT, ORDER, RESCIND TEMPLATES

Based on engagement with various First Nations communities and agencies across BC, and with Indigenous Services Canada (ISC), the Province now recommends declaring a State of Local Emergency (SOLE); and issuing Evacuation Alerts, Orders, and Rescinds for both First Nations communities on reserve as well as Local Authorities. It has been a common practice for First Nations to utilize Band Council Resolutions (BCR) for these purposes, and they are welcome to continue to do so, should they choose.

While it is not a mandatory process for non-treaty First Nations to declare a SOLE; or to issue Evacuation Alerts, Orders and Rescinds as recommended within this guide, choosing to do so will allow for one simple process for all communities with the intention of reducing communication barriers .

If it is not possible to declare a SOLE; or to utilize the Evacuation Alert, Order and Rescind templates, EMBC will accept any form of communication from appropriately authorized Band personnel; however, for clarity within this guide, reference will only be given to the use of SOLES; and Evacuation Alerts, Orders, and Rescinds

ISSUING AN EVACUATION ALERT

1. The EOC/CC, in consultation with the hazard Incident Commander and available hazard-specific subject matter experts including Traditional Indigenous Knowledge Keepers and technical specialists, makes a determination that an Evacuation Alert (Alert) is required
2. Notify the policy group (e.g. council/board/band council) and first responder agencies
3. Request assistance to perform Evacuation Alert notifications (e.g. from first responders or other identified groups such as Ground Search and Rescue) ([Section 8.0](#))
4. Based on advice, map the geographic boundaries for the Alert. Identify the Alert area using civic addresses, street names, IR#, or any combination that works for your community (contact your EMBC PREOC ([Appendix N](#)) if mapping support is needed) ([Section 7.4](#))
5. Complete an Evacuation Alert template ([Appendix E](#))
6. Notify the impacted area of the Alert (e.g. through social and traditional media, door-to-door, public notification systems, etc.) ([Section 8.0](#))
7. Email a copy of the Alert to your EMBC PREOC ([Appendix N](#))
8. Once the Alert is in place, consider evacuating vulnerable populations ([Section 6.1](#)) and recommending livestock relocation ([Section 6.2](#))

Note: Evacuation Alerts do not require a declaration of a State of Local Emergency (SOLE)

Refer to the Evacuation Alert section ([Section 6.0](#)) of this guide for more information

ISSUING AN EVACUATION ORDER

1. The EOC/CC, in consultation with the hazard Incident Commander and available hazard-specific subject matter experts including Traditional Indigenous Knowledge Keepers and technical specialists, makes a determination that an Evacuation Order (Order) is required
2. Notify the policy group (e.g. council/board/band council) and first responder agencies
3. Request assistance to perform Evacuation notifications (e.g. from first responders or other identified groups such as Ground Search and Rescue) ([Section 8.0](#))
4. Based on advice, map the geographic boundaries for the Order. Identify the Order area using civic addresses, street names, IR#, or any combination that works for your community (contact your EMBC PREOC ([Appendix N](#)) if mapping support is needed) ([Section 7.4](#))
5. Declare a State of Local Emergency (SOLE) ([Appendix D](#)), publish online and notify the public
6. Complete an Evacuation Order template ([Appendix F](#))
7. Notify the impacted area of the Order (e.g. through social and traditional media, door-to-door, automatic notification systems, etc.) ([Section 8.0](#))
8. Email a copy of the SOLE and Order to your EMBC PREOC ([Appendix N](#))
9. Consider how to best support evacuees using Emergency Support Services (ESS) ([Section 7.5](#)) either within the affected community or a host community ([Section 7.6](#))

Refer to the Evacuation Order section ([Section 7.0](#)) of this guide for more information

ISSUING AN EVACUATION RESCIND

1. The EOC/CC, in consultation with the hazard Incident Commander and available hazard-specific subject matter experts including Traditional Indigenous Knowledge Keepers and technical specialists, makes the determination that an Evacuation Rescind (Rescind) is required
2. Notify the policy group (e.g. council/board/band council) and first responder agencies
3. Coordinate early re-entry for community support agencies (e.g. health agencies, school districts, critical infrastructure agencies, etc.) prior to Rescind in preparation for returning evacuees
4. Consider allowing residents who may have lost homes or property early access into the evacuated area
5. Complete an Evacuation Rescind template ([Appendix G](#))
6. Notify evacuated residents of Rescind (e.g. through social and traditional media, automatic notification systems, announcements at ESS Reception Centres and Group Lodging facilities)
7. Email a copy of the Rescind to your EMBC PEOC ([Appendix N](#))

Refer to the Evacuation Rescind section ([Section 9.0](#)) of this guide for more information

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1.0 INTRODUCTION

1.1 WHO IS THIS GUIDE FOR?

This guide is for First Nations and Local Authorities that need to consider evacuating all or part of their community to protect life and safety. It is intended for Emergency Operations Centres (EOC), if one is activated; or, otherwise, a designated community contact (CC), and assumes the audience has an understanding of the [BC Emergency Management System \(BCEMS\)](#), the [Incident Command System \(ICS\)](#) and [EOC procedures](#). While the focus of this guide is on community-directed strategic evacuations ([Section 5.0](#)), some general information is provided on tactical evacuations ([Section 4.0](#)) and shelter-in-place/shelter-in-community protective actions ([Section 3.0](#)).

1.2 ABOUT THIS GUIDE

This guide was developed through collaboration at the federal and provincial level, with guidance, feedback, and considerations provided by First Nations and Local Authorities throughout BC. Intended for use during the response phase of an emergency, this guide provides advice, information, considerations, and templates for all stages of an evacuation. The recommendations provided are not prescriptive. Each First Nation and Local Authority will need to implement a process that works best for them.

If assistance is needed, contact EMBC's 24/7 Emergency Coordination Centre (ECC) at 1-800-663-3456 to be connected with a Regional Duty Manager (RDM) or Provincial Regional Emergency Operations Centre (PREOC) for support.

While First Nations and Local Authorities are responsible for managing evacuations of their communities, there are multiple levels of government, non-governmental organizations (NGOs), and agencies ready to support through all stages of an evacuation. A summary of the roles and responsibilities of local, provincial, and federal governments, and responding organizations during evacuations is provided in [Appendix C](#).

1.3 FINANCIAL REIMBURSEMENTS

Emergency Management BC (EMBC) can provide financial reimbursement to First Nations and Local Authorities for eligible expenses related to evacuations. Financial reimbursements are provided when a First Nation or Local Authority submits an [EOC Expenditure Authorization Form](#) for an eligible expense, and it is approved by EMBC. Proactive and consistent communications with EMBC will help determine what evacuation response expenditures may be eligible for reimbursement. To facilitate these discussions call EMBC's ECC at 1-800-663-3456 and ask to speak with your PREOC or the EMBC Regional Duty Manager. Refer to the [Financial Assistance for Emergency Response and Recovery Costs](#) guidelines on EMBC's website for more information on eligible response expenses.



Resources: Refer to [Appendix M](#) for a list and URL of all resources noted in this guideline.

2.0 AUTHORITIES AND LEGISLATION

2.1 LEGISLATION FOR STRATEGIC EVACUATIONS

The legal authority for Local Authorities to order an evacuation is mandated within the [Emergency Program Act](#) (EPA) (1993) Section 12(1). Under this statute, the head of the Local Authority is permitted to declare a SOLE giving access to the emergency power to: *“cause the evacuation of persons and the removal of livestock, animals and personal property that is or may be affected by an emergency or disaster and make arrangements for the adequate care and protection of those persons, livestock, animals and personal property”*

Local Authorities are also required under Section 2 (3) (f) of the [Local Authority Emergency Management Regulation](#) to: *“coordinate the provision of food, clothing, shelter, transportation and medical services to victims of emergencies and disasters, whether that provision is made from within or outside of the local authority”*

In general, Treaty First Nations may act as a Local Authority under the *Emergency Program Act*, pursuant to the provisions of their respective final agreements.

2.2 LEGISLATION FOR TACTICAL EVACUATIONS

The legal authority to order a tactical evacuation rests with a number of statutes depending on the type of hazard causing the evacuation. Refer to [Appendix L](#) for a list of statutes under which specific authorities can order a tactical evacuation.

2.3 LEGISLATION FOR NON-TREATY FIRST NATIONS

First Nations Chief and Council are the recognized governments for their jurisdictions, and are empowered to implement emergency orders, including Evacuation Alerts, Orders, and Rescinds. The [Emergency Program Act](#) does not specifically provide for the declaration of a SOLE on First Nation reserve lands. Nevertheless, it is recommended that First Nations communities follow the recommendations for managing evacuations found in this guide.

2.4 STATES OF LOCAL EMERGENCY

Local Authorities are required to issue a State of Local Emergency (SOLE) in order to access the authority to perform an evacuation. Boundaries of the SOLE must cover all areas under evacuation. SOLEs expire after seven days.

If it is required to leave the Evacuation Order in place past the seven days, Local Authorities must request an extension approval from the Minister of Public Safety and Solicitor General (PSSG) through EMBC three days prior to the SOLE expiration.

Should the SOLE expire prior to receiving an extension approval, the Local Authority will have none of the emergency powers associated with the SOLE under the EPA. Extension requests are facilitated through your PREOC or Regional Duty Manager (RDM).

It is not a requirement for non-treaty First Nations to declare a SOLE; however, it is a recommended best practice. A SOLE clearly communicates the seriousness of an emergency to EMBC and Indigenous Services Canada (ISC). First Nations governments who choose to declare a SOLE do not need to submit a request for a SOLE extension approval; Chief and Council determine the duration during which an emergency exists.

FIRST NATIONS' DECLARATION OF A STATE OF LOCAL EMERGENCY

Based on engagement with various First Nations communities and agencies across BC and with Indigenous Services Canada (ISC), the Province now recommends use of the SOLE for both First Nations communities on reserve as well as Local Authorities. EMBC recommends that First Nations declare a SOLE using the template in [Appendix D](#). Communities currently using a Band Council Resolution (BCR) for this process can consider including the SOLE template in the BCR, or using the SOLE template on its own.

While it is not a mandatory process for non-treaty First Nations to declare a SOLE, choosing to do so will allow for one simple process for all communities with the intention of reducing communication barriers and improving relationships among all partners.

The SOLE is used to communicate the seriousness of an emergency to EMBC and ISC. If it is not possible to declare a SOLE, EMBC will accept any form of communication from appropriately authorized Band personnel indicating that a state of emergency exists.



A template for declaring a SOLE is located in [Appendix D](#). For more information on issuing and managing SOLES, refer to the [Declaring a State of Local Emergency in British Columbia](#) guideline found on EMBC's website.

3.0 SHELTER-IN-PLACE

Communities should always consider shelter-in-place as the first/default option for protecting individuals from a threat, if it is safe to do so. Following a shelter-in-place protocol rather than having individuals evacuate helps communities to reduce costs, resource requirements, and the negative physio-social and spiritual impacts of evacuations. Shelter-in-place actions can improve response effectiveness and help promote a quick community recovery. Sample shelter-in-place instructions are provided in [Appendix K](#).

Sheltering-in-place orders are generally issued to provide protection in response to hazards such as:

- ✓ chemical, biological, or radiological contaminants, released accidentally or intentionally
- ✓ volcanic eruptions
- ✓ police incidents and public disturbances
- ✓ severe windstorms

Shelter-in-place:	
<u>IS:</u> 	<u>IS NOT:</u> 
<ul style="list-style-type: none"> • directing individuals to: stay within the building they are currently in or to immediately find refuge in the closest safe building; select a small, interior room with few or no windows; and take refuge there until the threat has passed • an official recommended protective measure from the authority having jurisdiction, when determined to be the safest course of action 	<ul style="list-style-type: none"> • directing individuals to a particular shelter • to be confused with a community deciding not to evacuate after receiving a recommendation to evacuate from the hazard Incident Commander • to be confused with an individual deciding not to evacuate after an Evacuation Order has been issued and direction has been given to leave the area

Some limitations and considerations that may influence a decision to shelter-in-place as the best protective action include:

- Offers a limited level of protection
- Not suitable for all hazards (e.g. fires) or long-term responses
- Assumes that individual's "shelter" is stable and provides protection from the hazard
- Assumes that critical infrastructure is not impacted (e.g. life-supporting utilities)
- Relies on personal preparedness and sufficient emergency supplies being available in the "shelter"
- Regular communications and information to the public is extremely important
- Highly stressful for those relatives and friends that are outside the impacted area

3.1 SHELTER-IN-COMMUNITY

There may be times when no evacuations or protective actions such as shelter-in-place are necessary, yet residents require community services to help them through a difficult time; this is referred to here as “shelter-in-community”. Some examples of this include warming centres during storms or prolonged power outages, or cleaner air shelters for wildfire smoke relief.



Note: It is not recommended to evacuate community members for wildfire smoke. Evidence shows no benefit for this and it can lead to increased health risks. Instead, advise residents to stay indoors, and consider establishing a cleaner air shelter.

Shelter-in-community decisions should be made in consultation with First Nations Health Authority (FNHA) for First Nations communities and with Health Emergency Management BC (HEMBC) for Local Authorities.

Upon request, EMBC may provide reimbursement for some eligible costs for these community response actions. It is recommended to contact EMBC prior to activation to determine what expenditures will be eligible for reimbursement, and to receive a task number.

4.0 TACTICAL EVACUATION

A tactical evacuation is an evacuation resulting from a hazard impact that requires immediate action and allows for little warning or preparation. The hazard Incident Commander (IC) or any authorized first responder (e.g. community firefighter or police) at the scene of the event can order the tactical evacuation of persons with no formal documentation. Hazardous material accidents/incidents, fires, and flooding are all examples of events that may require a tactical evacuation.

Once safe to do so, it is important to contact EMBC through the ECC to report the tactical evacuation, and if necessary, follow up with formal documentation. While no State of Local Emergency (SOLE) is required for a tactical evacuation to take place, a formal Evacuation Order and SOLE for the area involved should be issued if residents need to remain out of the area for a prolonged period.

When tactically evacuating residents, it is important to provide as much basic information as possible. It is also vital to confirm whether or not residents are able to evacuate themselves, and to provide the necessary transportation should they not be able to do so.

TACTICAL EVACUATIONS

- ✓ Decision is made at site-level to evacuate properties in order to protect life and safety, due to an immediate hazard
- ✓ Tell evacuees why they are being evacuated, where to go (e.g. Reception Centre, Community Centre; or to friends and family) and how they can receive information updates (e.g. phone number, social media platform, etc.)
- ✓ Make sure every person is able to evacuate themselves; provide assistance to vulnerable individuals
- ✓ For Local Authorities, a State of Local Emergency (SOLE) is not required to effect a tactical evacuation; however, if the population is going to be evacuated for an extended or undetermined length of time, a SOLE and Evacuation Order are required to maintain the evacuation. It is recommended that First Nations follow the same process

5.0 STRATEGIC EVACUATION

Strategic evacuations are evacuations that allow time for formal documentation to be issued. When performing a strategic evacuation, it is encouraged to follow a three stage evacuation process: Evacuation Alert ([Section 6.0](#)), Evacuation Order ([Section 7.0](#)), and Evacuation Rescind ([Section 9.0](#)). Usually, a community will issue strategic Evacuation Alerts and Orders through the EOC/CC, with sign-off from the Chief, Chair, or Mayor as applicable. [Appendix B](#) provides a high-level checklist for strategic evacuations.



First Nations and Local Authorities have the legal authority and the responsibility to issue Evacuation Alerts, Orders, and Rescinds for areas within their jurisdiction in response to an emergency event. It is recommended to engage hazard-specific subject matter experts including Traditional Indigenous Knowledge Keepers and technical specialists to inform these decisions.

RECOMMENDATION FOR EVACUATION ALERT, ORDER, RESCIND

The Incident Commander (IC) for the emergency event will communicate directly with each First Nation and Local Authority regarding the status and considerations of how the event may impact their respective jurisdiction. Generally, the IC for the emergency will provide recommendations for Evacuation Alerts, Orders, and/or Rescinds to the Local Authority or First Nation and assist in determining the specifics of the recommendation including the geographic area of the Alert, Order, and Rescind, and the recommended evacuation route. However, in some cases it may be a Traditional Indigenous Knowledge (TIK) Keeper making these recommendations. TIK Keepers are subject matter experts whose ancestral knowledge spans centuries, including details of past emergencies that pre-date formal documentation. TIK Keepers provide a holistic context to an event by bringing forward practices that have emerged over time to promote harmony within their territory, along with a deep understanding of the interdependency of the human and natural elements on the land.

While the First Nation or Local Authority retains the decision making authority to accept or reject the recommendations of a hazard IC, EMBC strongly encourages that IC recommendations are followed. The IC is a reliable source for recommending response actions, including evacuations. First Nations and Local Authorities may occasionally need to request/contract a subject matter expert. If the community does not already have access to a subject matter expert, EMBC can help communities to identify and connect with one. The cost for a contracted subject matter expert may be considered an eligible expense for reimbursement.

6.0 EVACUATION ALERT

An Evacuation Alert (Alert) advises the affected population of a potential or current threat which may lead to an Evacuation Order. During the Alert stage, residents should prepare for a potential evacuation by gathering the personal supplies and belongings required for a minimum of three days.



Preparedness Tip: During the Alert stage, the Local Authority or First Nation should also prepare for a potential Evacuation Order by reviewing their Evacuation Plan and working through the considerations provided in [Section 7.0](#) of this guide.

ISSUING AN EVACUATION ALERT

1. The EOC/CC, in consultation with the Incident Commander and available hazard-specific subject matter experts including Traditional Indigenous Knowledge Keepers and technical specialists, makes a determination that an Evacuation Alert (Alert) is required
2. Notify the policy group (e.g. council/board/band council) and first responder agencies
3. Request assistance to perform Evacuation Alert notification (e.g. from first responders or other identified groups such as Ground Search and Rescue) ([Section 8.0](#))
4. Based on advice, map the geographic boundaries for the Alert. Identify the Alert area using civic addresses, street names, IR#, or any combination that works for your community (contact your EMBC PEOC ([Appendix N](#)) if mapping support is needed) ([Section 7.4](#))
5. Complete an Evacuation Alert template ([Appendix E](#)), including the following information:
 - o The issuing authority (e.g. Local Authority or First Nation)
 - o The reason for the Alert with a description of the hazard
 - o The areas under Alert with as much detail as possible, including a map of the Alert area, IR#, the use of street and highway names with geographic references (e.g. all residents located south of 10th Avenue and north of 7th Avenue, between 13th and 18th Street), and/or provide a listing of all address points
 - o A general listing of important personal supplies that should be prepared for a potential evacuation (e.g. identification, medication, insurance papers, etc.)
 - o Where to get additional information
6. Notify the impacted area of the Alert (e.g. through social and traditional media, door-to-door, public notification systems, etc.) ([Section 8.0](#))
7. Email a copy of the Alert to your EMBC PEOC ([Appendix N](#))
8. Once the Alert is in place, consider evacuating vulnerable populations ([Section 6.1](#)) and recommending livestock relocation ([Section 6.2](#))

Note: Evacuation Alerts do not require a declaration of a State of Local Emergency (SOLE)

Depending on the hazard, and the specifics of each individual event, an Evacuation Order may be immediately required, and no Evacuation Alert is given.

6.1 EVACUATION OF VULNERABLE POPULATIONS

First Nations and Local Authorities should carefully consider evacuating vulnerable populations during the Evacuation Alert stage. Experience demonstrates it takes longer to evacuate vulnerable people and, when conducted during the Evacuation Order stage, may increase risks to the individuals and the first responders providing assistance. Moving vulnerable populations during an Alert stage may also help to reduce stress, as they are evacuated during a time that is generally less intense than when an Evacuation Order is occurring and more considerations can be made for their comfort.



Support Personnel for Vulnerable People:

Consider authorizing the evacuation of support personnel for vulnerable people, e.g. a family, friend, or caregiver, to lessen undue stress to the vulnerable person. See the [Section 7.7](#) for more information.

Vulnerable populations include those with the following:

- Communication challenges: limited ability to speak, see, and hear; read or understand English, limitations in learning and understanding;
- Medical challenges: assistance with bathing or feeding, managing medications, on dialysis or oxygen, operating power-dependent equipment to sustain life;
- Independence challenges: maintaining functional independence with medical equipment such as wheelchairs, walkers, or scooters;
- Supervision needs: persons with dementia or Alzheimer's, prisoners, and unaccompanied children;
- Transportation needs: persons unable to drive due to disabilities, legal restrictions, socio-economic factors; and
- At-risk populations: transient or homeless, substance abuse issues, mental health challenges, and those experiencing intergenerational trauma

Evacuating vulnerable populations may entail the movement of individuals and/or entire properties (e.g. a group home, prison, or transition house). Where possible, EMBC recommends First Nations and Local Authorities proactively engage vulnerable individuals and applicable property managers to provide an approved Extraordinary Evacuee Authorization Form ([Appendix H](#)), and confirm arrangements for the safe travel to a Reception Centre or host community, if needed. See [Section 7.7](#) for more information.

Actions such as moving vulnerable populations before an Evacuation Order is issued should be done in consultation with EMBC so that available support and eligible expenditures for reimbursement are understood by both parties.

Regional health authorities will manage the evacuation of their medical patients during the Evacuation Alert stage, including patients being cared for at home and those assigned to care for them. **It is important for First Nations to contact the First Nation Health Authority (FNHA), and Local Authorities to notify Health Emergency Management BC (HEMBC) of the Alert to confirm the authority is able to evacuate their patients quickly and to coordinate the evacuation process with all organizations needed to be involved.**

EVACUATION OF VULNERABLE POPULATIONS

- ✓ Provide each evacuee with approved Extraordinary Evacuee Authorization Form ([Appendix H](#)) (See [Section 7.7](#) for further information)
- ✓ Coordinate transportation as needed - great care needs to be taken to establish the best transportation method possible, with consideration of the following:
 - Is transportation appropriate? (E.g. make certain buses air conditioned, with accessible washrooms and medical staff on board, etc.)
 - Are detailed records of the method of transportation and destination of each individual being kept?
 - Are there sufficient support personnel (e.g. security, mental health professionals, care givers, etc.) traveling with vulnerable people?
- ✓ If residents are evacuated to another jurisdiction, refer to [Section 7.5](#) of this guide for additional information on host communities

6.2 RELOCATION OF LIVESTOCK

Relocation of livestock, if required, should be done during the Evacuation Alert stage. Many of the costs for the movement of livestock and the supports provided to livestock producers are eligible response costs through EMBC, when certain conditions are met. No SOLE is required to evacuate livestock during the Alert stage, or for Local Authorities and First Nations to be eligible for reimbursement of these costs.

EMBC and ISC will work with First Nations communities to determine additional supports for First Nations domesticated animals.

A representative from the Ministry of Agriculture may be available in the PREEC to help with the coordination needed for livestock relocation. Refer to the EMBC Policy 2.01 [Provincial Support for Livestock Relocation During an Emergency](#) for more information on how to evacuate livestock and what constitutes as eligible costs for reimbursement. Also, refer to the Ministry of Agriculture's [Livestock Relocation website](#) for guidelines and tools. Contact EMBC prior to relocating livestock to confirm eligible costs for reimbursement and to receive a task number.

7.0 EVACUATION ORDER

An order to evacuate all or part of a community should only be given following a recommendation from the IC and/or available hazard specific subject matter experts including Traditional Indigenous Knowledge Keepers and technical specialists, and after careful consideration of all the factors involved. Life safety is the most important consideration when ordering an evacuation. An Evacuation Order (Order) means the impacted population must leave the specified area immediately. An Order should provide the same information as the Alert, but should include the fact that an Order is mandatory. The Evacuation Order should also provide designated evacuation routes, identification of closed routes, and the location of ESS Reception Centres.

7.1 DECISION TO EVACUATE

Ordering residents to evacuate is one of the most difficult decisions a First Nation or Local Authority is likely to make. Timing is important. Ordering an evacuation too far in advance can expose the evacuees to unnecessary hardship and/or create a risk of complacency for future evacuations. Waiting too long may force the community to evacuate under higher risk conditions. The time of day is also critical- is there enough daylight available to support the safe and full evacuation of the population? A general formula for determining the time needed to conduct an evacuation is provided below.

FORMULA FOR DETERMINING EVACUATION TIMELINE

Time required to process the paperwork (drafting and sign-off) +
Time required to mobilize notification personnel +
Time required to notify impacted population +
Time required to physically conduct the evacuation +
120 minutes contingency =
Trigger point for evacuation

Some of the considerations that need to be addressed when determining whether or not to evacuate include, but are not limited to:

- ✓ Areas/facilities that are at risk
- ✓ Population size and demographics
- ✓ Where the impacted population can be evacuated to
- ✓ Evacuation route availability and capacity
- ✓ Availability of transportation resources
- ✓ Time required to mobilize evacuation resources and physically conduct evacuation
- ✓ Time of year, day of week, time of day
- ✓ Current and forecasted weather
- ✓ Advice received from the IC and/or available hazard-specific subject matter experts including Traditional Indigenous Knowledge Keepers and technical specialists

7.2 ISSUING AN EVACUATION ORDER

ISSUING AN EVACUATION ORDER

1. The EOC/CC, in consultation with the Incident Commander and available hazard-specific subject matter experts including Traditional Indigenous Knowledge Keepers and technical specialists, makes a determination that an Evacuation Order is required
2. Notify the policy group (e.g. council/board/band council) and first responder agencies
3. Request assistance to perform Evacuation notifications (e.g. from first responders or other identified groups such as Ground Search and Rescue) ([Section 8.0](#))
4. Based on advice, map the geographic boundaries for the Order. Identify the Order area using civic addresses, street names, IR#, or any combination that works for your community (contact your EMBC PEOC ([Appendix N](#)) if mapping support is needed) ([Section 7.4](#))
5. Declare a State of Local Emergency (SOLE) ([Appendix D](#)), publish online, and notify the public
6. Complete an Evacuation Order template ([Appendix F](#)). The Order should provide the following information:
 - The issuing authority (i.e. Local Authority or First Nation)
 - The reason for the Order with a description of the hazard
 - The areas under Order with as much detail as possible, i.e. a map of the Order area, IR #, street and highway names with geographic references (e.g. All residents located south of 10th Avenue and north of 7th Avenue, between 13th and 18th Street), and/or a listing of all address points
 - Designated evacuation routes and identification of closed routes
 - Location of Reception Centres, including hours of operation
 - What personal belongings to take (e.g. identification, medication, etc.)
 - How to receive additional information regarding the emergency event
7. Notify the impacted area of the Order (e.g. through social and traditional media, door-to-door, automatic notification systems, etc.) ([Section 8.0](#))
8. Email a copy of the SOLE and Order to your EMBC PEOC ([Appendix N](#))
9. Consider how to best support evacuees using ESS ([Section 7.5](#)) either within the affected community or in a host community ([Section 7.6](#))

7.3 EVACUATION ROUTE CONSIDERATIONS

The majority of evacuee movement will take place on roadways and highways, in both personal vehicles, and public and private transit vehicles coordinated by the First Nation or Local Authority. However, consideration should also be given to alternative methods (air, rail, marine, etc.) especially in locations with single or limited exit routes. Local transportation staff, police, the Incident Commander for the emergency incident, available hazard-specific subject matter experts including Traditional Indigenous Knowledge Keepers and technical specialists, EMBC, and the Ministry of Transportation and Infrastructure (MoTI) will be able to assist in determining the best evacuation routes.

Key considerations for evacuation routes include, but are not limited to:

- ✓ Number and geographic distribution of evacuees
- ✓ Available transportation resources – public transport, school, private
- ✓ Capacities and vulnerabilities of transportation infrastructure and network
- ✓ Potential for congestion, bottle necks
- ✓ Areas vulnerable to damage
- ✓ Available facilities, e.g. fuel supplies (internal/external of jurisdiction)
- ✓ Vehicle breakdown contingencies (internal/external of jurisdiction)
- ✓ Access control and security of evacuated area
- ✓ Coordination of evacuation routes with the appropriate authority, including BC Parks, District Office of the Ministry of Forests, Lands, Natural Resource Operations and Rural Development (FLNROROD), and MoTI to ensure all recommended evacuation routes are open, and to confirm road conditions and current industrial use
- ✓ Usage of assembly points to provide a safe staging area for individuals to congregate while waiting for transportation to a Reception Centre

7.4 MAPPING EVACUATION ALERTS AND ORDERS

Clear and consistent mapping of evacuation boundaries is critical for showing residents what properties are and are not on Alert or Order. Some recommendations for mapping standards include:

- ✓ Map title matches that of the Evacuation Alert or Order
- ✓ Include date, time, and legend
- ✓ Only show *current* Alert and Order boundaries, using only two colours (one for Alerts, and one for Orders)
- ✓ Include minimal data in map to make certain a wide range of people can quickly understand content
- ✓ If possible, identify evacuation routes
- ✓ If possible, identify address points
- ✓ Photocopy map in colour for easy viewing

Contact your EMBC PREOC ([Appendix N](#)) if support is needed.

7.5 EMERGENCY SUPPORT SERVICES (ESS)

It is a Local Authority's responsibility to have a program that coordinates the provision of essential services to their evacuees as per the [Local Authority Emergency Management Regulation](#) - such as an ESS program. ESS is a community-based emergency response program that helps to preserve the well-being of people affected by emergencies. While not mandated, it is recommended that First Nations adopt ESS or manage a similar program to provide support to their residents during a disaster. Provincial reimbursement for eligible costs to support evacuees is governed by the [Evacuee Living Assistance Guidelines \(EMBC Police 5.03\)](#).

Under the direction of their First Nation or Local Authority, ESS teams will provide evacuee services through facilities usually referred to as Reception Centres (RC) or Group Lodging (GL). It is important that the location and hours of operation for Reception Centres are provided on the Evacuation Order and available on information sites throughout the service area. For information on operating an ESS program, refer to the [ESS Field Guide](#) located on EMBC's website.

Note: It is required to track all evacuees, where they evacuated to, and what ESS services they are receiving for the duration of the evacuation.

7.6 HOST COMMUNITIES

When it is not possible to keep evacuees in the impacted community, it is common to ask neighbouring communities to help by providing shelter and care to the evacuees as needed. It is important for First Nations and Local Authorities to reach out to potential host communities in advance of an evacuation to pre-establish relationships and communication channels. There is no obligation for another community to act as a host community; fostering proactive, strong relationships with other communities will encourage mutual assistance in times of need.

For information on how host communities can be reimbursed for eligible costs associated with hosting another community's evacuees, refer to the [Host Community Response Costs](#) memo located on EMBC's website.

If possible, evacuees should be hosted in a community that is similar to the one they are evacuating from. For example, if evacuating a First Nations community, consider sending evacuees to another First Nations community of similar size where evacuees may feel more comfortable.

Note: do not send evacuees to another community without first confirming the host community is able, willing, and ready to receive and support your evacuees. Include EMBC in these discussions, wherever possible.

There are a few ways in which an evacuating First Nation or Local Authority can support a host community:

- ✓ Confirm with the host community that they are able to receive evacuees, and provide details on how many evacuees are being sent and any special considerations they should be aware of (e.g. number of vulnerable people, etc.)
- ✓ Provide an approved [Extraordinary Evacuee Authorization Form](#) to any evacuee not covered under an Evacuation Order to ensure the host community's ESS team has appropriate validation to support the evacuees (See [Section 7.7](#) for more information)
- ✓ When possible, evacuate vulnerable people with a support person (e.g. health care worker or care giver) able to assist with their safety, reducing the burden on the host community
- ✓ Provide a regular information-briefing schedule for the host community and evacuees
- ✓ Maintain consistent, planned contact between the evacuating community's officials and the host community's officials
- ✓ Evacuate local community staff with their residents so they can provide support to the host community in matters concerning their residents
- ✓ Where possible, designate a Community Navigator to act as a liaison for the evacuees and provide a point of contact for the host community emergency support structures. See "Community Navigators" info box above
- ✓ Further support for the host community's ESS team can be provided via a request through EMBC



Community Navigators: If possible, try to send a well-known and respected community member with evacuees to the host community to act as a Community Navigator. This person can help to:

- ✓ provide comfort and support to evacuees,
- ✓ navigate the stressful situation of an evacuation,
- ✓ be a reliable source of information for the evacuees, and
- ✓ assist the host community's ESS staff with difficult situations

7.7 EXTRAORDINARY EVACUEE AUTHORIZATION

There may be times when individuals believe it is in their best interest to evacuate from their community even though there is no formal Evacuation Alert or Order in effect. There are various reasons why an individual may seek evacuation, including:

- ✓ The hazard is directly affecting their perceived safety and/or livelihood
- ✓ Traditional Indigenous Knowledge demonstrates a risk to their safety and/or livelihood
- ✓ They wish to accompany and care for a vulnerable person who is being evacuated during an Evacuation Alert (see [Section 6.1](#), Evacuation of Vulnerable Populations)

In such situations, the individual should contact their local EOC/CC and request authorization to evacuate. Without authorization, these individuals will be considered to be an unauthorized evacuee and will not receive ESS. Unauthorized evacuees take space from evacuees who have been *ordered* to evacuate because it is unsafe for them to remain in their primary residences. Unauthorized evacuees seeking support at a designated Reception Centre will encounter significant delays while ESS volunteers determine eligibility. It is the responsibility of the First Nation or Local Authority in which the individual resides to authorize evacuation, and to determine the length of time the individual will be eligible for ESS. The Local Authority or First Nation must determine the best process for managing the authorization of evacuees in the absence of an Evacuation Order.

Should the request for evacuation be approved, an Extraordinary Evacuee Authorization Form ([Appendix H](#)) will be issued. Any additional accommodations, such as transportation, will be decided at the time the authorization form is issued.

AUTHORIZING AN EXTRAORDINARY EVACUEE

- ✓ The First Nation or Local Authority, through the EOC/CC, must authorize the evacuation of individuals or properties in the absence of an Evacuation Alert or Order. When in doubt, contact EMBC to discuss
- ✓ EOC/CC receives requests for extraordinary evacuee authorization, or proactively determines required evacuation of vulnerable people
- ✓ Provide the individual(s)/property manager with the approved Evacuee Authorization Form ([Appendix H](#)), either directly through the EOC/CC or remotely via email/fax
- ✓ Direct authorized evacuees to a safe location, i.e. a Reception Centre (RC)
- ✓ Inform RC staff to accept the approved Extraordinary Evacuee Authorization Form as validation that the individual/property residents are approved for ESS
- ✓ As required, provide transportation to vulnerable people (See [Section 6.1](#))

Discuss these situations with EMBC prior to authorizing evacuations to confirm if the expenses associated with the evacuation are eligible for reimbursement.

7.8 CHECKPOINT SECURITY

In most cases, the local police of jurisdiction will manage evacuation area checkpoints on behalf of the Local Authority or First Nation; however, during a large event, police resources may quickly reach capacity. It is important to communicate with the police representative for your jurisdiction to determine when it may be necessary to use non-police resources (e.g. experienced security contractors) to assist where appropriate, particularly in the staffing of checkpoints. This approach can allow police resources to conduct roving patrols of the checkpoints and focus on other response activities rather than having them assigned to a static location. It is the responsibility of the First Nation or Local Authority to access mutual aid or contract additional resources to assist during a response. Reach out to your PREOC for assistance should it be difficult to source contractors. It is important to work with the local police of jurisdiction to determine how to best manage checkpoints.



Preparedness Tip: Pre-identify experienced security contractors to provide support staffing for checkpoints. Consider entering into a contract with the security company so that they are readily available when needed.

Several considerations guide when (or whether) it may be reasonable to employ non-police personnel at checkpoints:

- Checkpoints generally experience the majority of activity during the first few days of an evacuation, with little to no activity for a long period of time thereafter
- Temporary access into the evacuated area should be facilitated through strategically-selected checkpoints, making it easier to resource those checkpoints with police personnel. For more information, refer to EMBC's [Managing Access to Areas Under Evacuation Order](#) guide
- The local police of jurisdiction may take the lead in managing the day-to-day activities of the contracted personnel to ensure consistency and open communications, and be responsible for maintaining contact with the contracted checkpoint personnel for issues management

7.9 TEMPORARY ACCESS INTO EVACUATED AREAS

Allowing access into evacuated areas may assist in reducing the consequences of an emergency event. Reducing this impact reduces the burden on individuals, organizations, government, and agencies, and allows those affected by the event to begin the process of recovery sooner.

The First Nation or Local Authority that has jurisdiction for the area under Evacuation Order is the primary authority for approving or denying non-response-related requests for temporary access. However, for any emergency event, connecting with the response agencies involved can help determine any considerations which may affect the decision to approve or deny access.

For more information and details, refer to the [Managing Access to Areas Under Evacuation Order](#) guide located on EMBC's website.

8.0 NOTIFICATION OF EVACUATION

The notification of an evacuation in a timely and effective manner is one of the most important things a Local Authority or First Nation must do during an emergency event. For Local Authorities, they are required under the [Local Authority Emergency Management Regulation](#) to “establish procedures by which those persons who may be harmed or who may suffer loss are notified of an emergency or impending disaster”.

Timely notification is essential to make certain residents are aware of the emergency situation and have all of the information needed to evacuate safely. For further information and recommendations on communications during evacuations, refer to the [EOC Communications Toolkit](#), located on EMBC’s website.

There are several ways in which a Local Authority or First Nation can notify their community of an evacuation, including:

- ✓ Broadcast media - local radio and television
- ✓ Sirens
- ✓ Public address systems
- ✓ Telephone network or tree
- ✓ Door-to-door visits
- ✓ Notice boards
- ✓ Print media
- ✓ Amateur radio
- ✓ Website
- ✓ Social media platforms, including Facebook and Twitter
- ✓ Automatic notification systems

Send a copy of all evacuation notices to the appropriate EMBC PREOC ([Appendix N](#)), who can then share and amplify the information on Emergency Info BC’s website, Twitter and Facebook feeds.

8.1 DOOR-TO-DOOR

Door-to-door notification is still one of the best practices for notifying residents of an Evacuation Order.

Generally, upon notification of the Order and through request, the following agencies will coordinate the door-to-door notification process for the impacted area(s) on behalf of the First Nation or Local Authority:

- ✓ Local police of jurisdiction
- ✓ First Responders (i.e. firefighters)
- ✓ First Nation or Local Authority staff
- ✓ Ground Search and Rescue (GSAR)

If the capacity to provide door-to-door notifications is beyond what your community can provide, a resource request can be submitted to the PREOC to source additional resources.

The steps for facilitating door-to-door notifications include:

- ✓ Request local police of jurisdiction or other agency as applicable to assist in the door-to-door notification, and provide:
 - ✓ Evacuation Notification Kit ([Appendix I](#)) containing:
 - ✓ Evacuation Clipboard with Evacuation Recording Procedures and Evacuation Logs
 - ✓ Colour-coded flagging tape rolls*
 - ✓ Waterproof pens
 - ✓ Copies of the Evacuation Order with a map of the geographic boundaries of the affected area
- ✓ Ensure each notification team has a method of communication (i.e. phone or radio)



Preparedness Tip:

Provide the Evacuation Notification Kits to the police detachment in advance of an emergency event. Recommend the kits be kept in the trunk of vehicles for easy access/use.

It is important to consider the protection of first responders delivering evacuation notifications from the hazard (e.g. fire/smoke), and from critical incident stress and/or post-traumatic stress disorder (PTSD). At no time should those involved in delivering notifications work alone or be placed in a position of risk. First responders should be trained not to attempt to resolve conflict during an evacuation, but to simply report the situation to the Local Authority or First Nations' EOC/CC for resolution and to continue with the evacuation notification.

*Colour-coded flagging tape is commonly used to clearly identify the evacuation status of each property notified and is readily available through regular public works suppliers. **Note:** There is no provincial standard for flagging tape colours; it is recommended that communities pick the colours that work best for them, but make certain the decision is made in collaboration with their first responders so there will be no confusion during an evacuation.

9.0 EVACUATION RESCIND

When the hazard threat to life and safety has passed, the Incident Commander and/or available hazard-specific subject matter experts including Traditional Indigenous Knowledge Keepers and technical specialists will make a recommendation to the Local Authority or First Nation to formally rescind the Evacuation Order or to downgrade it to an Alert. Some limitations and considerations that may influence the Local Authority or First Nation's decision to rescind an Order include but are not limited to:

- ✓ Have community support agencies had the opportunity to prepare the area for repatriation? (see Section 10.2 for more information on facilitating this)
- ✓ Is it safe for the entire Evacuation Order to be rescinded, or only a portion?
- ✓ Has access for impacted residents been facilitated in advance of general re-entry?

10.1 PARTIAL EVACUATION ORDER RESCINDS

If only a portion of the Evacuation Order is able to be rescinded, an Evacuation Rescind can be issued for the entire Evacuation Order area, with a new Evacuation Order and/or Alert issued immediately afterwards identifying the new geographic boundaries. An alternative is to issue an amendment to the existing Evacuation Order, clearly identifying the changes. Whichever option is preferred, it is important to issue clear and consistent maps that undoubtedly show what properties remain on Alert or Order. See [Section 7.4](#) for further recommendations on mapping evacuation boundaries.

10.2 EARLY RE-ENTRY FOR COMMUNITY SUPPORT AGENCIES

To prepare for a safe and orderly return of residents to the evacuated area, certain agencies might need to re-enter the evacuated area early. The Evacuation Order remains in effect during this period to allow those agencies to work in the safest and most efficient way possible to restore services. Refer to the [Managing Access to Areas Under Evacuation Order](#) guide located on EMBC's website for further information on facilitating early re-entry.

Early access should be considered for the following:

- ✓ The respective health authority will need to validate that critical public services are available, such as drinking water, sanitary sewer, air quality, and food safety
 - * Failing to allow the health authority access into the evacuated area to validate these requirements may result in a new Evacuation Order being issued by the health authority under Part 6, Division 6, Section 83 of the Public Health Act.*
- ✓ The respective health authority will also need hospital maintenance, inspection, and clinical staff to prepare the emergency department to ensure services are open and available
- ✓ Critical Infrastructure agencies will need to ensure that their equipment is operating
- ✓ Utility Agencies will need to reinstate services, if interrupted
- ✓ Rapid Damage Assessments of properties and hazards need to take place
- ✓ Contaminated sites assessed and, if required, cleaned-up
- ✓ School Districts will need to determine if schools can open within a reasonable time-period
- ✓ Establishment of a Resilience Centre for evacuees to obtain information and resources once the Evacuation Order has been lifted

APPENDIX A: GLOSSARY OF ACRONYMS

CC	Community Contact
BCEMS	British Columbia Emergency Management System
BCR	Band Council Resolution
ECC	(EMBC) Emergency Coordination Centre
EMBC	Emergency Management BC
EOC	Emergency Operations Centre
EPA	Emergency Program Act
ESS	Emergency Support Services
FNHA	First Nations Health Authority
GL	(ESS) Group Lodging
HEMBC	Health Emergency Management British Columbia
IC	Incident Commander
ICS	Incident Command System
IR	Indian Reserve
ISC	Indigenous Services Canada
NGO	Non-governmental organization
PECC	Provincial Emergency Coordination Centre
PREOC	Provincial Regional Emergency Operations Centre
RC	(ESS) Reception Centre
RDM	(EMBC) Regional Duty Manager
SOLE	State of Local Emergency
TIKK	Traditional Indigenous Knowledge Keeper

APPENDIX B: EVACUATION CHECKLIST

EVACUATION CHECKLIST

Site Support Level – Emergency Operations Centre

- Activate Emergency Operation Centre and obtain a Task Number from EMBC
- Begin to document the evacuation process, including the decisions
- Ensure all agencies involved are consulted prior to evacuation, if time allows
- Confirm resources needed to conduct evacuation operations and advise potential mutual aid agencies, if time allows
- Appoint an Information Officer, with support and back-up
- Establish structure to announce public information to the community
- Establish and announce a telephone number for persons to call for information on the incident
- Work with Incident Commander at the site level to determine evacuation area
- Create a map of the evacuation area with clear perimeters
- Draft evacuation documentation and receive sign-off from applicable authority
- Assemble and brief a standby force of personnel to assist with evacuation and EOC operations if the need arises
- Request police assistance in providing evacuation notifications. If the decision is made to go door-to-door, provide all teams with the appropriate evacuation documentation and emergency notification kits
- Announce evacuation decisions through traditional media outlets and social media, as applicable
- Forward a copy of the evacuation documentation to EMBC and local elected officials
- Establish process for allowing the temporary access into the evacuated area
- Keep all field units updated regarding changes
- Provide additional resources to site as required (e.g. transportation resources)
- Track all costs related to the incident
- Track numbers of evacuees and any reported injuries
- Provide advice and information on any special precautions that should be taken during and after the event
- Provide Situation Reports and updates to PREOC or the RDM

APPENDIX C: ROLES AND RESPONSIBILITIES

EMERGENCY EVENT SITE

SITE LEVEL

- The Incident Commander provides information and recommendations to the EOC/CC for when an Evacuation Alert, Order or Rescind needs to be issued
- If the emergency situation shows an immediate threat to the health and safety of people, the Incident Commander, or any First Responder, can initiate a Tactical Evacuation
- Agencies, organizations, and partners at the site level should have representatives in the EOC in order to provide information and coordinate communications

LOCAL AUTHORITY or FIRST NATION

ELECTED OFFICIALS / BAND CHIEF AND COUNCIL

- Authorizes States of Local Emergency; Evacuation Alerts, Orders, and Rescinds
- Maintains availability to the EOC/CC for support, coordination, and/or public engagement as requested by EOC Director/CC
- Provides policy direction and establishes priorities during all phases of an evacuation, based on recommendations by the EOC Director, CC, or Chief Administrative Officer (CAO)

EMERGENCY OPERATIONS CENTRE (EOC)

- Activates the evacuation plan
- Supports the Site Level operations with resources and information, as required
- Initiates/authorizes early evacuation for vulnerable people and livestock
- Manages all aspects of the evacuation cycle including providing support to evacuees through Emergency Support Services
- Ensures evacuees have essential supplies such as food, water, beds, sanitation services, clothing, and medical equipment and supplies
- Prepares for and coordinates Evacuation Alerts, Orders, and Rescinds including the mapping of the evacuation area, and the identification of evacuation routes and reception centre locations
- Identifies and notifies potential host communities; maintains communication between identified host communities through the full evacuation cycle
- Tracks and records information on evacuation details, such as areas and numbers of impacted individuals
- Provides concise, consistent, transparent, and accurate information to the public and the media
- Ensures elected officials have been alerted and kept informed
- Tracks costs and resources

EMERGENCY SUPPORT SERVICES (ESS)

- Works with EOC/CC to determine locations of Reception Centres (RC) and Group Lodging (GL)
- Establishes and manages RC and/or GL facilities, under direction from the EOC/CC
- Communicates resource needs to EOC/CC
- Provides regular situational awareness to the EOC/CC and EMBC on variety of topics, such as number of registrants, approximate value of referrals distributed, additional supports required, and current status of operations

PROVINCIAL GOVERNMENT

EMERGENCY MANAGEMENT BC (EMBC)

Through activation of the Provincial Regional Emergency Operations Centre (PREOC), or Provincial Emergency Coordination Centre (PECC), or the Regional Duty Manager, as required:

- Coordinates any national and international supports required for impacted communities
- Hosts daily coordination calls for Local Authorities, First Nations, and all responding agencies
- Provides connection and coordination between all responding parties
- Reviews and provides feedback on evacuation plans for the impacted community
- Provides assistance with evacuation route planning and re-entry planning, upon request
- Provides assistance in executing evacuations by way of resource requests or expenditure authorization for critical resources (e.g. transportation services, security, physical blockades, Search and Rescue)
- Provides assistance with communications to evacuees and the general public
- Accesses provincial volunteer resources (Search and Rescue, ESS Mobile Support Team, Provincial Emergency Radio Communications Service, PEP Air, Road Rescue) as required

AGRICULTURE, MINISTRY OF (AGRI)

- Provides advice to farmers, aqua-culturists and fisheries on the protection of crops, livestock, and provincially managed fish and marine plant stocks
- Coordinates the emergency evacuation and care of poultry and livestock
- Provides support to lead agencies, Local Authorities, First Nations, and agriculture producers, including with the planning and execution of livestock evacuation, emergency feeding, sheltering and care
- Provides support to EOC/CCs, PREOCs, and the PECC with assessing temporary access requests by individual agriculture producers
- During an animal health emergency, establishes quarantine or control zones that may prohibit, limit, or impose requirements in respect to the movement of persons into, from, or within the area
- During a plant or animal disease incident, or pest outbreak, serves as the Provincial lead agency for response, coordinating with the Canadian Food Inspection Agency as required

BC WILDFIRE SERVICE (BCWS)

For wildfire hazard events:

- Leads the response of all operations to wildfire hazard
- Provides recommendations to First Nations and Local Authorities on Evacuation Alerts, Orders, and Rescinds
- Assists with delineation and mapping for boundaries of recommended Evacuation Alerts and Orders
- Provides recommendation on safety of temporary access
- Provides public information regarding Evacuations, in support of and in close conjunction with EOC/CC
- Maintains consistent and effective communication platforms and structures with EOC/CC and RCMP
- Provides technical expertise where requested

For flood hazard event, as requested by PECC and/or PREOCs:

- Provides resources, communications and logistical support

CHILDREN AND FAMILY DEVELOPMENT, MINISTRY OF (MCFD)

As required, through support and coordination with the Emergency Management Unit, MCFD:

- Liaises with EMBC through regional and Provincial coordination calls
- Provides support to Service Delivery Areas and Local Service Delivery offices in the continuity of services
- Provides direct assistance to caregivers and contracted care providers in impacted areas
- Maintains a mechanism for the tracking of displaced children and youth in care
- Receives, assesses, and responds to reports of unattended children
- Upon request, liaises with communities to assess need for local MCFD representation during major evacuations

ENVIRONMENT, MINISTRY OF (ENV)

- Monitors, augments, or takes over the response to hazmat incidents related to evacuations
- Provides technical advice to EOC/CCs, PREOCs, or the PECC, First Nations or Local Authority fire departments, public works, or other agencies or parties to support a timely effective response to hazmat incidents or consequences related to evacuation
- In regards to hazardous spills, identify and evaluate the immediate risks to and impact on the environment, human health or infrastructure and as necessary advise agencies or parties to take protective action in relation to the spill, which would include evacuations
- Declares a State of Environmental Emergency when required
- Orders response or recovery actions to protect the environment and human health

FORESTS, LANDS, NATURAL RESOURCE OPERATIONS AND RURAL DEVELOPMENT, MINISTRY OF (FLNRORD)

In response to flood hazards, and through the PREOCs and/or PECC:

- Through River Forecast Centre (RFC), issues advisories and provides forecast updates to First Nations and Local Authorities
- Communicates with First Nations and Local Authorities and Diking Authorities on flood mitigation works
- Provides technical advice and specialist expertise, support services, and staff for PECC/PREOCs

HEALTH EMERGENCY BC (HEMBC) / PROVINCIAL HEALTH SERVICES AUTHORITY (PHSA)

- Provides leadership and support to health sector
- Responsible for providing health services and care to existing patients and clients
- Evaluates the risk to affected communities and moves patients to health care facilities in other communities, as appropriate, usually during the Evacuation Alert stage
- Tracks outpatients during evacuations (those receiving home care, outpatient treatments, etc.) and makes certain outpatients are continuing to receive specialized care in host communities
- Provides psychosocial support to evacuees through the Disaster Psychosocial Services (DPS) program
- Prior to an Evacuation Rescind being issued by the EOC/CC, health authorities work to re-establish key health services
- During re-entry, health authorities utilize appropriate health programs to provide public health advice and guidance (e.g. how to address houses contaminated by moulds or freezers filled with rotten food)

TRANSPORTATION AND INFRASTRUCTURE, MINISTRY OF (MoTI)

In respect to provincial highways:

- Works closely with First Nations and Local Authorities, and the RCMP during the pre-planning of an evacuation with regards to the selection, capacity, and conditions of proposed evacuation routes, and ensuring that all detours are viable for all types of traffic
- Provides assistance strategizing on proposed messaging to the public through DriveBC about alternate routes once an Evacuation Order is in effect
- Assists RCMP with traffic control and posts signage at key decision points along the evacuation route
- Local Maintenance Contractors conduct roving patrols, assisting evacuees with breakdowns along the route or fuel shortages etc.
- Responsible for staffing all checkpoints on provincial highways
- Prior to Evacuation Rescind, works closely with EOC/CC to establish timing of repatriation, and ensuring transportation infrastructure is in a condition to support evacuees returning home

FEDERAL GOVERNMENT

CANADIAN ARMED FORCES (CAF)

Through written request by the Province in the form of a Request for Federal Assistance (RFA):

- May provide extraction services to trapped evacuees
- May deliver emergency resources to difficult-to-reach areas
- May provide any needed support as authorized by RFA

Coordinated by the Joint Rescue Coordination Centre in Victoria, leads all Marine or Aircraft Search and Rescue

INDIGENOUS SERVICES CANADA (ISC)

- ISC enters into service agreements with the Provinces, Territories or other response agencies, who in turn support evacuation from reserves during emergencies. ISC reimburses evacuation costs and supports First Nations and partners to resolve jurisdictional questions and other issues as they arise. Additionally, under ISC's Build Back Better Strategy Guide, the Department can contribute funding for additional social and cultural supports such as traditional foods and cultural continuity services.

INNOVATION, SCIENCE, AND ECONOMIC DEVELOPMENT CANADA (ISED)

- Acts as the federal coordinator for telecommunication stakeholders whose infrastructure may be impacted
- Works closely with telecommunication carriers to support their efforts to mitigate or restore impacted services
- Acts as federal representation of the telecom stakeholders' interests in efforts such as temporary access, fuel prioritization, power re-energization, credentialing, public communications, international assistance, and the movement of resources
- Manages the information flow to and from telecom stakeholders and other federal government departments, particularly Public Safety Canada

PUBLIC SAFETY CANADA (PSC)

- Coordinates Provincial Request for Federal Assistance (RFA) and works with federal family to provide support on behalf of the Government of Canada

ROYAL CANADIAN MOUNTED POLICE (RCMP)

Operating on behalf of the Local Authority or First Nation:

- Supports the notification of an Evacuation Order to the community
- Requests capacity support from Ground Search and Rescue (GSAR) for community evacuation notifications
- Staffs security checkpoints for evacuation area to support public safety
- Facilitates temporary access as directed by Local Authority or First Nation, and/or responding agency
- Supports repatriation upon Evacuation Rescind

AGENCIES (Note: This is not an exhaustive list of available support agencies)

CANADIAN RED CROSS (CRC)

Upon invitation from a Local Authority or First Nation, and with approval from EMBC for funding:

- Provides capacity support to local ESS team
- In the absence of local ESS, manages fully the ESS framework for evacuees

GROUND SEARCH AND RESCUE (GSAR)

Upon request by the RCMP or the EOC/CC:

- Provides support to RCMP for community notifications of Evacuation Alerts/Orders
- Provides short-term temporary checkpoint support until appropriate contracted resources arrive

OIL AND GAS COMMISSION (OGC)

- Monitors oil and gas activities in immediate area and prescribed zone around area
- Contacts permit holders with assets within and surrounding evacuation area to ensure they are aware of the situation and taking precautions, if necessary, and enable ongoing communication between responding parties
- Releases safety advisories to permit holders updating them on emergency event conditions

APPENDIX D: STATE OF LOCAL EMERGENCY TEMPLATE

Declaration of State of Local Emergency

ORDER

WHEREAS there is a [type of hazard] within the jurisdiction of [Local Authority/First Nation]

AND WHEREAS the [nature of emergency] poses an existing or imminent threat to people and property within the area known as [jurisdictional area where emergency exists, i.e. Electoral Area A, IR#1];

AND WHEREAS this [type of hazard] emergency requires prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of people or to limit damage to property;

NOW THEREFORE:

IT IS HEREBY ORDERED pursuant to [Section 12 (1) of the *Emergency Program Act* (RS, 1996, Chap 111) / Band Council] that a state of local emergency exists in [specific geographic boundaries of designated area] due to [short hazard description] and [short consequence statement];

IT IS FURTHER ORDERED THAT the [name of Local Authority/First Nation], its employees, servants and agents are empowered pursuant to [Section 13 (1) of the *Emergency Program Act* / Band Council] to do all acts and implement all procedures that are considered necessary to prevent or to alleviate the effects of the emergency.

ORDERED by the [head of Local Authority / Band Chief] this date, [date – mm/dd/yyyy], to remain in force for seven days until [date – mm/dd/yyyy] at midnight unless cancelled by order of [name of Local Authority/First Nation] [or the Minister responsible].

[Board Chair or Designate, Mayor or Designate, Chief or Designate]
[Name of Local Authority/First Nation]

NOTE: Non-Treaty First Nations are not required by legislation to issue a State of Local Emergency; it is a recommendation that they do so in order to communicate their emergency situation to Emergency Management BC and Indigenous Services Canada.

APPENDIX E: EVACUATION ALERT TEMPLATE

EVACUATION ALERT

[**DESCRIPTOR OF AREA**]

[DATE (mm/dd/yyyy) AND TIME (24-hr clock)]

An Evacuation Alert has been issued by [Local Authority/First Nation] at the Emergency Operations Centre (EOC).

[Briefly describe event and potential risk]

Because of the potential danger to life and health, the [Local Authority/First Nation] has issued an **Evacuation Alert** for the following areas:

[Geographic description including boundaries and properties potentially impacted]

An Evacuation Alert has been issued to prepare you to evacuate your premises or property should it be found necessary. Residents will be given as much advance notice as possible prior to evacuation; however you may receive limited notice due to changing conditions.

[Provide map or description of potential evacuation route and map of evacuation alert area]

WHAT YOU SHOULD DO:

- Locate all family members and designate a meeting area outside the evacuation area, should an Evacuation Order be called while separated.
- Pack essential items such as government-issued ID, medications, eyeglasses, valuable papers (e.g. insurance, credit, and mortgage information), immediate care needs for dependents and, if time and space permits, keepsakes for quick departure.
- Prepare to move disabled persons, children and/or neighbours, if assistance is needed.
- Prepare to take pets with you and move livestock to a safe area (if possible).
- Arrange transportation for all your household members. Fill the gas tanks of personal vehicles. If transportation assistance is needed, call [contact number].
- Arrange accommodation for all members of the residence, if possible.
- Wait for an Evacuation Order to be issued before evacuating. Monitor [news/radio/online source] for information on evacuation orders and location of Reception Centres.

Further information will be issued at [date/time/meeting location], or visit [website/social media page] for more information.

[Signature of Board/Chair or designate, Mayor or Designate, Chief or Designate]

[Name of Local Authority/First Nation]

APPENDIX F: EVACUATION ORDER TEMPLATE

EVACUATION ORDER

[DESCRIPTOR OF AREA]

[DATE (mm/dd/yyyy) AND TIME (24-hr clock)]

Pursuant to [Section 12 (1) of the BC *Emergency Program Act* / Band Council] an **Evacuation Order** has been issued by [Local Authority/First Nation] due to immediate danger to life safety caused by: [briefly describe event].

Members of the [local police department and other agencies] and other applicable agencies will be expediting this action.

The Evacuation Order is in effect for the following areas:

[Geographic description including boundaries and properties impacted.
Include map of evacuation area and evacuation route]

YOU MUST LEAVE THE AREA IMMEDIATELY

WHAT YOU SHOULD DO:

- Follow the travel route provided and register at: [ESS Reception Centre address and name of facility].
- If you need transportation assistance from the area, advise the person providing this notice or call [contact number].
- Shut off all gas and electrical appliances, other than refrigerators and freezers.
- Close all windows and doors.
- Close gates (latch) but do not lock.
- Gather your family and, if you have room, take a neighbour or someone needing transportation. Do not use more vehicles than you have to.
- Take critical items (medicine, purse, wallet, and keys) only if they are immediately available. Take pets in pet kennels or on leash.
- Do not use the telephone unless you need emergency service.

Further information will be issued at [date/time/meeting location], or visit [website/social media page] for more information.

[Signature of Board/Chair or designate, Mayor or Designate, Chief or Designate]

[Name of Local Authority/First Nation]

APPENDIX G: EVACUATION RESCIND TEMPLATE

EVACUATION RESCIND

[DESCRIPTOR OF AREA]

[DATE (mm/dd/yyyy) AND TIME (24-hr clock)]

The Evacuation Order, pursuant to [Section 12 (1) of the BC Emergency Program Act / Band Council] issued at [date/time] to the area(s) [geographic locations] has been rescinded.

[Indicate if an Evacuation Alert remains in effect]

An Evacuation Order may need to be reissued; however, if that is deemed necessary, the Evacuation Order process will re-commence.

WHAT YOU SHOULD DO:

- Fill the gas tank of personal vehicles
- Bring a minimum of three days of food and essential supplies (e.g. medications, pet supplies) with you as local grocery stores may not yet have adequate stock
- If your animals or livestock have been relocated, call [contact number] to coordinate their safe return

For more information contact: [Local Authority/First Nation contact number]

[Signature of Board/Chair or designate, Mayor or Designate, Chief or Designate]

[Name of Local Authority/First Nation]

APPENDIX H: EVACUEE AUTHORIZATION FORM TEMPLATE

EMERGENCY OPERATIONS CENTRE

EXTRAORDINARY EVACUEE AUTHORIZATION FORM

Evacuation authorization is in effect for the individual(s)/property stated in this Form, as per below:

		EMBC TASK #	
APPROVAL RESTRICTIONS			
START DATE / TIME		EXPIRY DATE / TIME	
RECEPTION CENTRE LOCATION			
REASON FOR EVACUATION			
ROUTE TO DESTINATION			

EVACUEES' INFORMATION			
FULL LEGAL NAME of INDIVIDUAL(S)/PROPERTY			
CONTACT INFORMATION			
HOME ADDRESS			
ESCORT/SUPPORT PERSON REQUIRED	<input type="checkbox"/> Yes <input type="checkbox"/> No	ESCORT/SUPPORT PERSON NAME/CONTACT	

WHAT EVACUEE SHOULD DO	
INSTRUCTIONS FOR EVACUEE(S)	[e.g. add applicable content from Evacuation Order template (Appendix E)]
TAKE CRITICAL ITEMS	<input type="checkbox"/> Medicine <input type="checkbox"/> Important papers (e.g. insurance) <input type="checkbox"/> Purse/wallet <input type="checkbox"/> Pets, in pet kennel or on leash <input type="checkbox"/> Keys <input type="checkbox"/> [other]

EVACUEE SIGNATURE [or signature of legal guardian]	
Name (print):	Signature:

RECOMMENDATION FOR APPROVAL OF EVACUATION					
RECOMMENDATION	<input type="checkbox"/> Approve <input type="checkbox"/> Deny	POSITION		SIGNATURE	

ON BEHALF OF [LOCAL AUTHORITY/FIRST NATION], AUTHORIZED BY					
POSITION		POSITION (e.g. EOC Director)		SIGNATURE	

Further information will be issued at [date/time/location] or visit [website] for more information.

APPROVAL HOLDER(S) MUST PRESENT APPROVED FORM AT RECEPTION CENTRE TO REGISTER.

APPENDIX I: EVACUATION NOTIFICATION KIT

EVACUATION RECORDING PROCEDURES

Ensure that all premises are reported on the Evacuation Log.

The evacuation team will use one 2-3 foot long ribbon of colour-coded, weather-resistant tape to indicate the evacuation status of each premise.

Tie the appropriate ribbon around the door knob most visible to the street. Should a door not be visible from the street, attach tape to the side of the house that is visible. Should the house not be visible from the street, place the ribbon at the entrance to the driveway (e.g. around mailbox or tree).

Use the following colour-coded, labelled ribbons:

Colour – Meaning	Actions
Blue – Not home	Needs a second visit if safe to do so. Tape the Evacuation Order to the door of the property with a note explaining the meaning of the blue tape, and instruction to call phone number on the Order for more information or instruction.
Pink - Notified	Ready to evacuate when ordered. Provide occupant with yellow ribbon to exchange with pink ribbon when leaving.
Yellow - Evacuated	Explain to residents to replace pink ribbon with yellow ribbon when they leave the premises.
Orange - Refused	Advise that responders will not be put at risk to rescue them. Note address, report and record the refusal. Explain the purpose of the Orange tape: so First Responders will not visit property again for evacuation notification, or be alarmed at occupied residence during patrols. Provide Order and highlight EOC contact information.

[OPTIONAL:]

Red – Needs Assistance	Try to delegate assistance to neighbours. Use situational discretion for whether or not to directly assist. Explain the meaning of the tape: it is a flag for First Responders to come back to provide assistance in evacuating. Note status and actions taken and continue with evacuation notification.
------------------------	---

Evacuation Notification is the Priority – Keep Moving!

APPENDIX J: DOMESTIC ANIMAL CARE AND RELOCATION

Evacuation and care of domestic animals is an important issue for emergency managers and the public. Providing options for domestic animal care during emergencies is one way to prevent homeowners from remaining in evacuated areas because they refuse to leave pets behind. It is the decision of the Local Authority or First Nation's emergency program if the community would like to incorporate domestic animal care into emergency planning and response in conjunction with their ESS planning. The preparation and planning for pets in reception centres (or pet-specific facilities if required) should be done in consultation with a number of local and regional animal service community groups.

Qualified service animals are specially-trained domestic animals trained and are not considered to be household pets. Individuals who are accompanied by qualified service animals must be allowed access to any location where the general public is allowed and consideration should be made as to how to house individuals and families with qualified animals.

If a community does provide domestic animal services, there are a number of considerations including:

- Communication to owners that the ultimate responsibility to find alternative lodging for domestic animals remains with the animal owner
- Emergency management organizations and animal care agencies should work together in order to coordinate the expertise and resources of both emergency managers and animal care providers
- Domestic animals need to be housed in a facility separate from Group Lodging facilities due to potential allergies from exposure
- Protocols for rescue workers who encounter animals are also helpful
- Local Authorities/First Nations should become familiar with public health considerations and liability
- Food and medical care for domestic animals
- Clear guidelines should be communicated to owners (e.g. how much food to bring, if kennel cases are required, etc.)
- Care of individuals always takes priority over the care of domestic animals

In most cases, Emergency Support Services coordinates a pet services function with assistance from local animal shelters and non-profit organizations.

APPENDIX K: SAMPLE SHELTER-IN-PLACE INSTRUCTIONS

SHELTER-IN-PLACE ORDER

An incident has caused hazardous material to enter the air. Emergency response professionals are requesting that you immediately “Shelter-in-Place” by staying protected indoors until you receive instruction that it is safe to exit the building.

It is important to stay informed of updates through [applicable radio station, television channel, website, social media page].

To Shelter-in-Place:

- Go inside and close [and lock] all windows and exterior doors
- If there is a danger of explosion, close the window shades, blinds, or curtains
- Turn off all fans, heating and air conditioning systems. Close fireplace dampers
- Get your emergency kit and turn on the radio
- Cell phones may be overwhelmed or damaged during an emergency. It is ideal to have a hard-wired telephone in the room you select. If you do not have a hard-wired telephone, bring your cell phone and charger to ensure you have a method to communicate. Call your emergency contact and have the phone available if you need to report a life-threatening condition
- Go to an interior room without windows that is above-ground level, if you can. Because some chemicals are heavier than air, avoid sheltering in basements
- Bring your pets with you, and be sure to bring additional food and water supplies for them
- Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door and any vents into the room. A wet towel can also be used to create a seal along doors and windows
- Monitor the radio, television, and Emergency Info BC online until you are told by local officials all is safe or you are told to evacuate

DO NOT leave your building or home until you receive notification that the danger has passed.

The hazardous material is toxic. The signs and symptoms of overexposure are as follows:

_____. If you have any of these signs or symptoms and the order to shelter in place is still in effect, contact medical help by telephone at: _____.

If the shelter in place order has been rescinded, seek immediate medical help at the following location: _____. If the situation is life-threatening or you are unable to move, dial 911 or the emergency response number in your area.

APPENDIX L: LEGAL AUTHORITIES

<p><u>Emergency Program Act, Section 12(1) and 9(1)</u></p>	<p>Permits the head of a Local Authority to declare a state of local emergency, and that allows the local authority to order an evacuation should it be necessary.</p> <p>Permits the Solicitor General to order an evacuation if a state of emergency is declared.</p>
<p><u>Fire Services Act, Section 25</u></p>	<p>25 (1) If an emergency arising from a fire hazard or from a risk of explosion causes the fire commissioner to be apprehensive of imminent and serious danger to life or property, or of a panic, the fire commissioner may immediately take the steps he or she thinks advisable to remove the hazard or risk.</p> <p>(2) For the purposes of subsection (1), the fire commissioner may evacuate a building or area, and may call on the police and fire prevention authorities who have jurisdiction to provide assistance.</p>
<p><u>Public Health Act, Section 28 (1), 29 (2) (a), 31 (1), 31 (2) (b) (ii)</u></p>	<p>28 (1) If the circumstances described in section 27 [when orders respecting infectious agents and hazardous agents may be made] apply, a medical health officer may order a person to do anything that the medical health officer reasonably believes is necessary for either or both of the following purposes:</p> <p>(a) to determine whether an infectious agent or a hazardous agent exists, or likely exists;</p> <p>(b) to prevent the transmission of an infectious agent or a hazardous agent.</p> <p>29(2a) A medical health officer may order a person to remain in a specified place, or not enter a place.</p> <p>31(1) If the circumstances described in section 30 [when orders respecting health hazards and contraventions may be made] apply, a health officer may order a person to do anything that the health officer reasonably believes is necessary for any of the following purposes:</p> <p>(a) to determine whether a health hazard exists;</p> <p>(b) to prevent or stop a health hazard, or mitigate the harm or prevent further harm from a health hazard;</p> <p>(c) to bring the person into compliance with the Act or a regulation made under it;</p>

	<p>(d) to bring the person into compliance with a term or condition of a licence or permit held by that person under this Act.</p> <p>32(2) (b) (ii) A health officer may issue an order under subsection a person who has custody or control of a thing, or control of a condition, that is not in compliance with the Act or a regulation made under it, or a term or condition of the person's licence or permit.</p>
<p>Environmental Management Act, Section 91.4, 91.2 (2)(c)</p>	<p>91.4 (1)The government may carry out actions described in section 91.2 (2) [<i>responsible persons — spill response</i>] if an officer considers that</p> <p>(a) a spill has occurred or there is an imminent risk of a spill occurring, (b) action is necessary to address a spill or the risk of a spill or to resolve or mitigate long term effects of a spill, and (c) one or more of the following apply:</p> <p>(i) there is no responsible person in relation to the spill; (ii) an officer has reasonable grounds to believe that government action is required to safeguard the environment, human health or infrastructure; (iii) the responsible person in relation to the spill requests that the government assist with spill response and recovery actions.</p> <p>91.2 (2) (c)identify and evaluate the immediate risks to and impacts on the environment, human health or infrastructure and, as necessary,</p> <p>(i) advise persons to take protective action in relation to the spill, (ii) protect infrastructure, and (iii) protect, recover and restore the environment;</p>
<p>Oil and Gas Activities Act (OGAA), Section 51</p>	<p>Access restricted or prohibited</p> <p>51 (1) An official, by order, may restrict or prohibit, in a manner prescribed by regulation, access to a public area, including a highway, road, resource road, and railway, if the official is of the opinion that the restriction or prohibition is necessary because of hazardous conditions resulting from an oil and gas activity.</p> <p>(2) If an official issues an order under subsection (1), the commission must confirm the order in writing within 24 hours or the order ceases to be effective.</p>
<p>Wildfire Act, Section 11, 13 and 14</p>	<p>(11) If the minister considers it necessary or desirable to limit the risk of a fire, to address a public safety concern or to avoid interference with fire control, the minister by order may designate a specified area as a</p>

	<p>restricted area for a specified period.</p> <p>Requirement to leave specified area</p> <p>13 (1) If the government is engaged in fire control, an official by order may require all persons in an area specified by the official to leave the area.</p> <p>(2) Each of the persons that is the subject of an order under subsection (1) must comply with the order.</p> <p>(3) An order under subsection (1) may be different for different categories of persons.</p> <p>Notice of orders under sections 10 to 13</p> <p>14 (1) Despite section 63, notice must be given in accordance with this section of an order made under any of sections 10 to 13.</p> <p>(2) The notice required under subsection (1) is sufficiently given to all persons in or near the applicable specified area under sections 10 to 13 if the notice includes a copy of the order or contains particulars or a summary of the order and is</p> <p>(a) posted in or near the specified area,</p> <p>(b) published in or near the area in a manner that the official giving the notice considers will come to the attention of persons in or near the specified area, or</p> <p>(c) broadcast in a manner that the official giving the notice considers will come to the attention of persons in or near the specified area.</p> <p>(3) Without limiting subsection (2), a notice under any of sections 10 to 13 is sufficiently given to any person if the notice includes a copy of the order or contains particulars or a summary of the order and is delivered to the person.</p>
<p><u>Indian Act, Section 81</u></p>	<p>81 (1) The council of a band may make by-laws not inconsistent with this Act or with any regulation made by the Governor in Council or the Minister, for any or all of the following purposes, namely,</p> <p>(a) to provide for the health of residents on the reserve and to prevent the spreading of contagious and infectious diseases;</p> <p>(b) the regulation of traffic;</p>

APPENDIX M: RESOURCE LINKS

Resource	URL
BC Emergency Management Systems Guide (BCEMS)	https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/emergency-management-bc/bcems
EOC Communications Toolkit	https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/local-government/local_gov_communications_toolkit.pdf
Declaring a State of Local Emergency in British Columbia	https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/policies/declaring_a_state_of_local_emergency_in_bc_jan_2019.pdf
EMBC Emergency Operations Centre Operational Guidelines	https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/local-emergency-programs/guidelines
EMBC Regional Office	https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/contact-us
Emergency Support Services (formerly Emergency Social Services) Field Guide	https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/ess/field-guide/essfieldguide.pdf
EOC Expenditure Authorization Form (EAF)	https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/local-government/eoc-forms/eoc_expenditure_authorization_form.pdf
Evacuee Living Assistance Guidelines	https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/policies/503_evacuee_living_assistance_annex_-_guidelines_aug_2016.pdf
Financial Assistance for Emergency Response and Recovery Costs	https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/local-government/financial_assistance_guide.pdf
Host Community Response Costs	https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/local-government/emergency_management_bc_-_host_community_response_costs_memo.pdf
Introduction to the Incident Command System	https://www2.gov.bc.ca/assets/gov/environment/air-land-water/spills-and-environmental-emergencies/docs/intro-ics.pdf
Local Authority Emergency Management Regulation	http://www.bclaws.ca/civix/document/id/lc/statreg/380_95
Managing Access to Areas Under Evacuation Order	https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/managing_access_to_areas_under_evacuation_order.pdf
Ministry of Agriculture Livestock Relocation	https://www2.gov.bc.ca/gov/content/industry/agriculture-seafood/business-market-development/emergency-preparedness/livestock-relocation
Provincial Support for Livestock Relocation During an Emergency, EMBC Policy 2.01	https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/policies/201_provincial_support_for_livestock_relocation_policy_aug_2016.pdf

APPENDIX N: EMBC CONTACT INFORMATION

All phone calls should be directed to the Emergency Coordination Centre at 1-800-663-3456

EMBC Region	Email Address
Central Region (CTL), Kamloops	preoc3.ops1@gov.bc.ca
Northeast Region (NEA), Prince George	preoc5.ops1@gov.bc.ca
Northwest Region (NWE), Terrace	preoc6.ops1@gov.bc.ca
Southeast Region (SEA), Nelson	preoc4.ops1@gov.bc.ca
Southwest Region (SWE), Surrey	preoc2.ops1@gov.bc.ca
Vancouver Island Region (VIR), Victoria	preoc1.ops1@gov.bc.ca



This map is only an approximation. The EMBC Regions are based on the existing boundaries of regional districts, and EMBC Regions incorporate the following regional districts:

Vancouver Island Capital Cowichan Valley Nanaimo Alberni - Clayoquot Powell River Comox Valley Strathcona Mount Waddington	South East Kootenay Boundary Central Kootenay East Kootenay Columbia - Shuswap <i>(less the area including the communities of: Anglemont, Falkland, Salmon Arm District, Sicamous, Canoe, Malakwa, Sorrento, Tappen)</i>	Central Thompson - Nicola Okanagan - Similkameen Central Okanagan North Okanagan District of Lillooet Columbia - Shuswap <i>(only the area including the communities of: Anglemont, Falkland, Salmon Arm, Sicamous, Canoe, Malakwa, Sorrento, Tappen)</i>
North East Northern Rockies Peace River Fraser - Fort George Cariboo Central Coast	North West Stikine Kitimat - Stikine Bulkley - Nechako Skeena - Queen Charlotte	South West Sunshine Coast Squamish - Lillooet Greater Vancouver Fraser Valley

SECTION 5 - COMMAND/MANAGEMENT

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OVERVIEW

The EOC Command/Management Section is responsible for overall emergency direction and coordination. These are referred to as the Management Team. There are four functions:

- Emergency Operations Centre Director
- Liaison Officer
- Information Officer
- Risk Management Officer

Additional personnel positions may be required to assist the Emergency Operations Centre Command/Management Section.

Responsibilities:

- Manages the EOC so that multi-agency support is provided to one or more sites
- Interfaces with other agencies requiring information
- Coordinates with senior BC Emergency Management System (BCEMS) level
- Controls and manages the flow of information into, and out of, the EOC
- Ensures concepts of risk management & safety are applied throughout the organization

EOC POSITION CHECKLISTS AND AIDS

This section provides checklists and flowcharts for all EOC Functions, Branches and Units required to staff the EOC in a major emergency.

It is important to note that not all positions are required for all emergencies and in some cases one person may carry out the responsibilities of more than one position. Only those functions/positions that are needed to effectively handle the emergency should be staffed.

Position Checklists have been proven to be an effective tool during emergencies. They help guide personnel that may not be familiar or practiced in their EOC roles and provide useful reminders of items that should be done during an emergency. **It is important that the entire checklist be read through once before initiating action items.**

As emergencies and exercises are reviewed, checklists are revised as needed. The responsibility lies with the EOC Director(s) and Emergency Program Coordinator.

EOC MANAGEMENT

The EOC provides support for the response effort and should be forward planning for 24-48-72 hours immediately following the event. The EOC Director facilitates policy development and, as necessitated by the situation, will discuss the economic, political, legal, and social implications that may arise from the emergency and/or impact the response or recovery efforts with responsible elected officials.

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EOC DIRECTOR

Report to: Policy Group

Responsibilities:

1. Exercise overall management responsibility for coordination between emergency response and supporting agencies in the EOC. In conjunction with Incident Commander(s), EOC General Staff and Command/Management Staff, set priorities for response efforts in the affected area.
2. Provide support to local authorities and provincial agencies and ensure that all actions are accomplished within the priorities established.
3. Establish the appropriate staffing level for the Emergency Operations Centre and continuously monitor organizational effectiveness to ensure that appropriate modifications occur as required.
4. Ensure that inter-agency coordination is accomplished effectively within the Emergency Operations Centre.
5. Direct, in consultation with the Information Officer, appropriate emergency public information actions using the best methods of dissemination. Approve the issuance of press releases, and other public information materials as required.
6. Liaise with Policy Group and/or Elected Officials.
7. Authorize extraordinary and/or critical resource requests and resolve conflicts.
8. Ensure risk management principles and procedures are applied for all Emergency Operations Centre activities.

Activation Phase:

	Time	Init.
Respond immediately to EOC location and determine operational status.		
Follow Activation Phase of the Generic EOC checklist (Sec 1 - Page 15).		
Obtain briefing from whatever sources are available.		
Obtain EMBC task number if required.		
Determine need for Declaration of State of Local Emergency and advise appropriate Chair / Mayor.		
Determine appropriate level of activation based on situation as known.		
Mobilize appropriate personnel for the initial activation of the EOC.		
Determine which Management Staff positions are required and ensure they are filled as soon as possible.		
<ul style="list-style-type: none"> • Information Officer • Risk Management Officer • Liaison Officer 		

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	Time	Init.
Determine which sections are needed, assign and/or contact Section Chiefs as appropriate to ensure appropriate staffing of sections. <ul style="list-style-type: none"> • Operations Section Chief • Planning Section Chief • Logistics Section Chief • Finance/Administration Section Chief 		
Ensure EOC organization and staffing chart is posted and arriving team members are assigned appropriate roles.		
Establish initial priorities for the EOC based on current status and information from Incident Commander(s).		
Schedule the initial EOC Action Planning meeting and have Planning Chief prepare the agenda.		
Consult with Liaison Officer and General Staff to determine what representation is needed at the EOC from other emergency response agencies.		
Assign the Liaison Officer to coordinate outside agency response to the EOC, and to assist as necessary.		
Obtain personal telecommunications equipment if required.		
Date:	Time:	
Print Name:	Signature:	

Operational Phase:

	Time	Init.
Monitor EOC general staff activities to ensure that all appropriate actions are being taken.		
Ensure that Operational Periods are established and that initial EOC response priorities and objectives are decided and communicated to all involved parties.		
In conjunction with the Information Officer, conduct news conferences and review media releases for final approval, following the established procedure for information releases and media briefings.		
Ensure that the Liaison Officer is providing for and maintaining effective interagency coordination.		
In coordination with Management Staff, identify priorities and management function objectives for the initial EOC Action Planning Meeting.		
Convene the initial EOC Action Planning meeting. Ensure all Section Chiefs, Management Staff, and other key agency representatives are in attendance. Ensure that appropriate planning procedures are followed. Ensure the Planning Section facilitates the meeting appropriately.		

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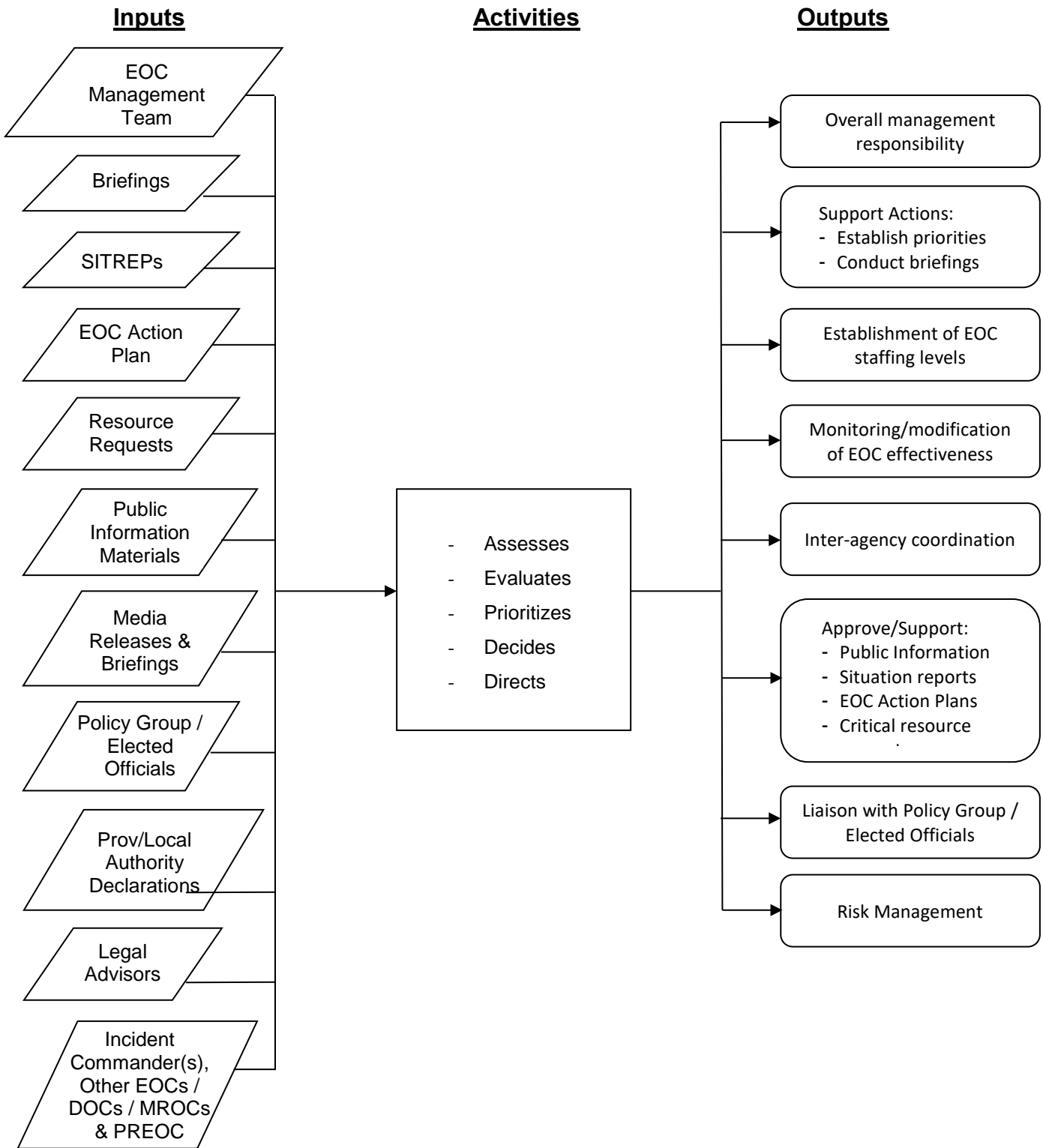
	Time	Init.
Once the Action Plan is completed by the Planning Section, review, approve and authorize its implementation.		
Conduct briefings with EOC Management Team to ensure response priorities and objectives are current and appropriate (Form 401).		
Establish and maintain contacts with adjacent jurisdictions / agencies and other BCERMS levels as appropriate.		
Conduct periodic briefings for Policy Group, elected officials or their representatives.		
In conjunction with the Liaison Officer, prepare to brief elected officials on possibility for declaration of state of local emergency.		
Document all decisions/approvals.		
Approve resource requests not included in Action Plan, as required.		
Ensure Policy Group and/or elected officials are informed of State of Provincial Emergency if declared by the Attorney General, and coordinate local authority Proclamations (if any) with other emergency response agencies, as appropriate.		
Assign in writing, delegated powers allowed under declaration if given.		
Assign special projects to Deputy Director, as needed.		
Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.		
Date:	Time:	
Print Name:	Signature:	

Demobilization Phase:

	Time	Init.
Authorize demobilization of sections, branches and units when they are no longer required.		
Ensure any open actions not yet completed will be handled after demobilization.		
Ensure all required forms or reports are completed prior to demobilization.		
Ensure an EOC After Action Report is prepared in consultation with the Planning Section and EOC Management Team.		
Terminate emergency response and proceed with recovery operations as proclaimed by Policy Group.		
Deactivate EOC when emergency event no longer requires the EOC activated. Ensure all other facilities are notified of deactivation.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 - Page 15).		
Date:	Time:	
Print Name:	Signature:	

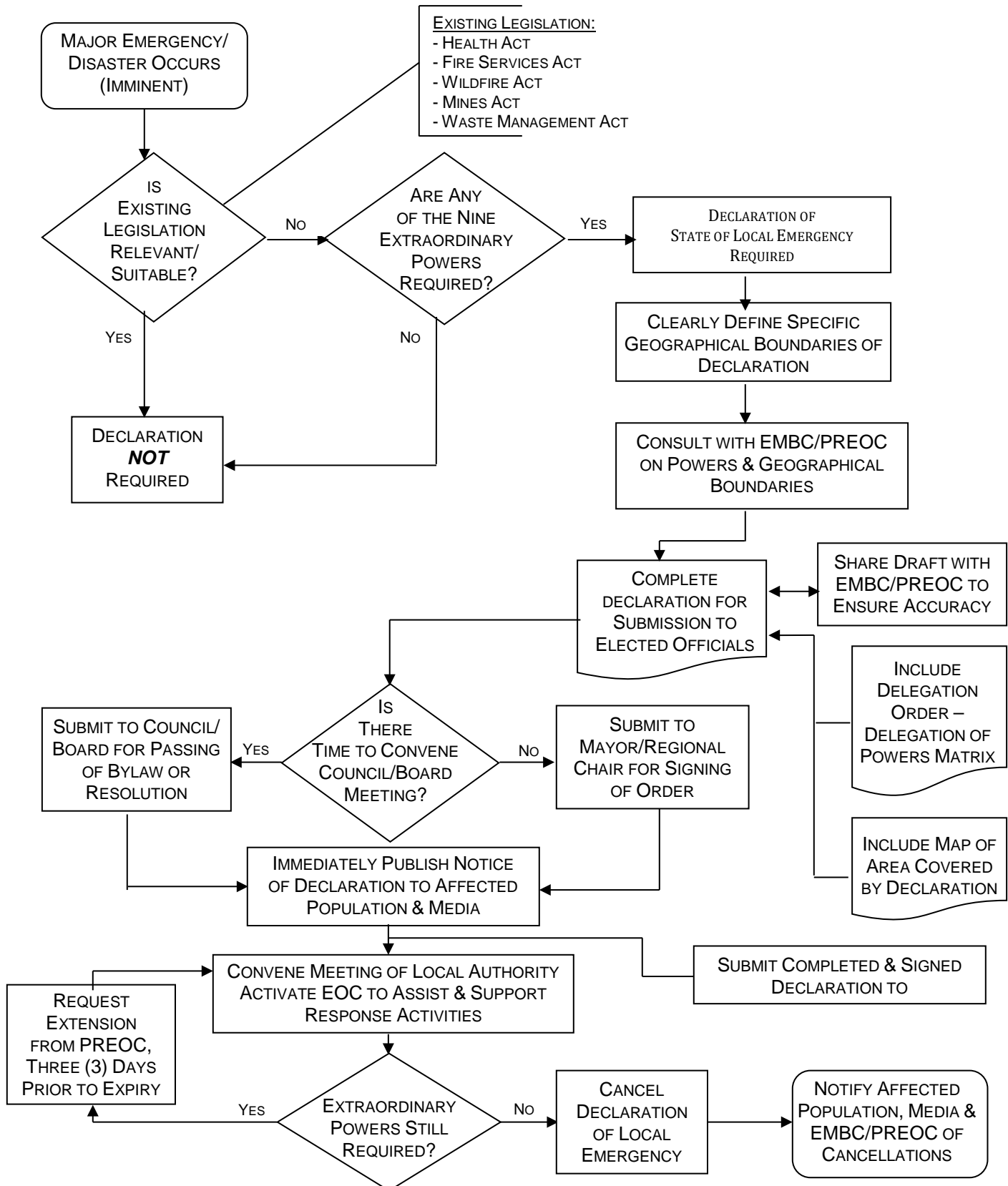
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EOC DIRECTOR



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EMERGENCY DECLARATION PROCESS



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EOC DEPUTY DIRECTOR

Report to: EOC Director

Responsibilities:

1. Assume the role of an EOC Director in his / her absence.
2. Undertake special assignments at the request of the EOC Director.
3. Ensure the efficient and effective flow of information within the EOC.
4. Ensure resource requests are prioritized and tracked.
5. Support EOC management by communicating policy direction and action priorities to all personnel.
6. Coordinate internal functions of EOC for effective operational capability.
7. Monitor health & welfare of EOC personnel. Mediate and resolve any personnel conflicts.
8. Facilitate shift change briefings and operational debriefings.

Activation Phase:

	Time	Init.
Follow Activation Phase of the Generic EOC checklist (Sec 1 - Page 15).		
Respond as requested, to EOC location and assist EOC Director in determining operational status.		
Obtain briefing from whatever sources are available.		
Supervise EOC set-up for the most effective and efficient operations.		
Ensure EOC Management staff's working area is set-up properly and that appropriate personnel, equipment and supplies are in place.		
Obtain personal telecommunications equipment if required.		
Date:	Time:	
Print Name:	Signature:	

Operational Phase:

	Time	Init.
Maintain the Position Decision/Approval Log Book.		
Support management staff activities to ensure that all-appropriate actions are being taken.		
Assist EOC Director in determining and communicating priorities, objectives and decisions to all EOC staff.		
Assist with preparations for EOC Action Planning meeting.		
Ensure EOC management team follows EOC Briefing Format (401A).		

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

	Time	Init.
Ensure EOC management staff has sufficient administrative support.		
Coordinate additional staffing needs with Logistics Personnel Unit.		
Ensure all positions use Position Decision/Approval Log Book.		
Participate in EOC Action Planning and Management Team meetings.		
Report significant events and any issues of concern to EOC Director and advise of your activities on a regular basis.		
Undertake special projects/assignments as directed by EOC Director.		
Check with General Staff on health and welfare of all EOC personnel. Authorize and coordinate additional support needs as required.		
Mediate and resolve any personnel conflicts.		
Consult with EOC Director on appointing additional personnel to ensure 24-hour shift scheduling for both Director and Deputy positions.		
Working with Logistics Section (Personnel Unit) and Operations Section (Health Unit) organize and facilitate operational debriefs and critical incident stress debriefs for EOC personnel, as required.		
Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.		
Date:	Time:	
Print Name:	Signature:	

Demobilization Phase:

	Time	Init.
Assist EOC Director with demobilization procedures.		
Ensure that any operations not yet completed are handled and assigned after demobilization.		
Complete all required forms and reports prior to demobilization and forward to Documentation Unit.		
Assist with EOC deactivation at the designated time, as appropriate.		
Assist with preparation of the EOC After Action Report.		
Organize and facilitate personnel debriefings and critical incident stress.		
Organize and coordinate personnel recognition initiatives (i.e. thank you letters) for time and expertise personnel contributed towards EOC operations.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 - Page 15).		
Date:	Time:	
Print Name:	Signature:	

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

LIAISON OFFICER

Report to: EOC Director

Responsibilities:

1. The Liaison Officer functions as a point of contact for, and interaction with, representatives from other agencies arriving at the EOC.
2. Liaise with any agency / organization operational centres, MROC's (Ministry Regional Operation Centres), and organizations not represented in the EOC.
3. Coordinate agency representatives for EOC as required ensuring adequate EOC structure, and filling all necessary roles and responsibilities enabling EOC to function effectively and efficiently.
4. Assist and serve as an advisor to EOC Director and Command/Management Team as needed, providing information and guidance related to external functions of EOC.
5. Assist EOC Director in ensuring proper procedures are in place for directing agency representatives, communicating with elected officials, and conducting VIP/visitor tours of the EOC facility.
6. Liaise with local authorities, other Emergency Operations Centres, Provincial and Federal organizations, communicating EOC guidelines, directives, Action Plans and Situation Information.

Activation Phase:

	Time	Init.
Follow Activation Phase of the Generic EOC checklist (Sec 1 - Page 15).		
Report to EOC and obtain situation status and response priorities from EOC Director or Deputy.		
Ensure that an EOC personnel check-in procedure is established immediately (Forms 511 / 512).		
Ensure registration procedures are established for outside agencies working within the EOC.		
Assist EOC Director in determining appropriate staffing for the EOC.		
Ensure an EOC organization and staffing chart is posted and updated.		
Provide assistance / information to General Staff regarding staffing EOC sections.		
Ensure that agency representative telephone and/or radio communications are established and functioning.		
Obtain personal telecommunications equipment.		
Date:	Time:	
Print Name:	Signature:	

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Operational Phase:

	Time	Init.
Assist the EOC Director and Management Team in developing overall EOC priorities as well as priorities for the initial Action Plan.		
Provide external and non-represented agencies information to the Planning Section to assist in the development, continuous updating and implementation of EOC Action Plans.		
Provide general advice & guidance to agencies / EOC staff as required.		
Ensure notifications are made to agencies not represented in the EOC.		
Ensure communications with appropriate external non-represented agencies (such as: Utilities, Transportation, Volunteer Organizations, Private Sector, etc.) is established and maintained.		
Assist EOC Director in preparing and conducting briefings with EOC Management Team, Elected Officials, the media, and the general public.		
Prepare external non-represented agency information for briefings with the EOC Management Team.		
Ensure operational priorities and objectives identified in EOC Action Plans (Form 502) are communicated to non-represented agencies.		
Facilitate completion of situation reports with external non-represented agencies and forward to the Planning Section.		
Advise EOC Director of critical information and requests contained within agency situation reports.		
Forward approved EOC Situation Reports (Form 501) to non-represented agencies as requested.		
Assist the EOC Director in establishing and maintaining an Interagency Coordination Group comprised of outside agency representatives and executives not assigned to specific sections within the EOC.		
Working with Information Officer, conduct EOC facility tours.		
Provide assistance with shift change activity as required.		
Date:	Time:	
Print Name:	Signature:	

Demobilization Phase:

	Time	Init.
Notify external agencies of the planned demobilization, as appropriate.		
Assist with the deactivation of the EOC, as appropriate.		
Assist EOC Director with recovery operations and assist with preparation of the After Action Report.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 - Page 15).		
Date:	Time:	
Print Name:	Signature:	

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RISK MANAGEMENT OFFICER

Report to: EOC Director

Responsibilities:

1. *Risk Management* - Ensure that good risk management practices are applied throughout the response organization, and that every function contributes to the management of risk. Protect the interests of all EOC participants, agencies, and organizations by ensuring due diligence in information collection, decision-making, and implementation. Monitor situations for risk exposures and ascertain probabilities and potential consequences of future events.
2. *Safety* - Provide advice on safety issues. The Risk Management Officer has the authority to halt or modify any and all unsafe operations within or outside the scope of the EOC Action Plan, notifying the EOC Director of actions taken. **Note: While the risk management officer has responsibility for safety; it is recommended that a safety specialist be appointed who is familiar with all aspects of safety and relevant legislation.**
3. *Security* - Ensure that appropriate security measures have been established to allow for only authorized access to the EOC facility and documentation.

Activation Phase:

	Time	Init.
Follow Activation Phase of the Generic EOC checklist (Sec 1 - Page 15).		
Oversee that security check points have been established at all EOC entrances to allow only authorized personnel access to the EOC, including staff sign-in and identification procedures.		
Must ensure that a risk identification and analysis of the EOC site and operations is performed.		
Tour entire facility area and determine scope of ongoing and future operations.		
Monitor set-up procedures for the EOC ensuring that proper safety regulations are adhered to.		
Date:	Time:	
Print Name:	Signature:	

Operational Phase:

Risk Management	Time	Init.
Assess damage and loss, working with Planning's Situation Unit and the Compensation and Claims function in Finance / Administration.		
Identify and document risk and liability issues; keep Planning Section Chief advised at all times.		

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	Time	Init.
Gather and organize evidence that may assist all EOC agencies / organizations in legal defense that may be more difficult to obtain later.		
Conduct interviews and take statements to investigate risk management issues.		
Advise EOC members on safety and risk management issues.		
Assist EOC Director to review press releases, public alerts and warnings and public information materials from a risk management perspective.		
Evaluate situations and advise EOC Director of conditions and actions that may result in liability - e.g. oversights, improper response actions.		
Identify potential claimants and the scope of their needs and concerns.		
Advise members of response agencies regarding options for risk control.		
Advise on actions to reduce loss and suffering and, where appropriate, proactively support response and recovery objectives.		
Ensure Documentation Group is secure and operating effectively. Advise Documentation Group on the types of information to collect, flow of information, and confidentiality concerns.		
Organize and prepare records for final audit.		
Date:	Time:	
Print Name:	Signature:	

Safety	Time	Init.
Work with the Logistics Section (EOC Support Branch Coordinator) to become familiar with any hazardous conditions in the facility, especially following a seismic event. Conduct regular inspections of the facility.		
Coordinate with Logistics Section (EOC Support Branch) to obtain assistance for any special safety requirements.		
Provide guidance to EOC staff regarding actions to protect themselves from emergency events, such as air quality or earthquake aftershocks.		
Coordinate with Finance / Admin on EOC personnel injury claims or records preparation as necessary for proper case evaluation and closure.		
Date:	Time:	
Print Name:	Signature:	

Security:	Time	Init.
Monitor security checkpoints and EOC facility access.		
Address security issues with EOC Director and recommend improvements.		
Date:	Time:	
Print Name:	Signature:	

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Demobilization Phase:

	Time	Init.
Assist the EOC Director in de-activation activities including:		
<ul style="list-style-type: none"> • Collect all papers and electronic records to the Documentation Group. • Collect all material necessary for post-operation reporting procedures. 		
Assist with the deactivation of the EOC at designated time, as appropriate.		
Assist EOC Director in preparing the After Action Report.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 - Page 15).		
Date:	Time:	
Print Name:	Signature:	

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INFORMATION OFFICER

Report to: EOC Director

GENERAL DUTIES

Oversees activities of the Information Team. It is primarily a strategic role, and is located at the EOC, but the Information Officer should be prepared to fill in as needed. It may be a very hands-on role, depending on the incident.

The role of Information Officer should be assumed by the first Information Team member to arrive at the EOC, or someone designated by the EOC Director. As other Information Team personnel arrive, responsibilities can be turned over to the most appropriate/best trained personnel.

Before an incident: as a member of the EOC Management Team, ensure state of readiness for Information Team (i.e. personnel are trained and equipment is ready).

Responsibilities:

1. Serve as the coordination point for all public information, media relations and internal information sources for the EOC.
2. Coordinate and supervise Information Team to ensure all personnel assignments are completed.

Public Information:

1. Ensure the public within affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information.
2. Ensure a Public Information Service (hot line or call centre) is established for public access to helpful information and advice. Provide call takers with timely and accurate messaging sheets so they offer only confirmed and approved information.
3. Direct Call Centre Coordinator.

Media Relations:

1. Serve as the coordination point for all media releases for the EOC.
2. Designate spokesperson(s) in consultation with the EOC Management Section.
3. Undertake initial media assessment to determine who is still operational.
4. Coordinate media releases with officials of affected emergency response agencies.
5. Develop format for press conferences and briefings in conjunction with the EOC Director.
6. Oversee news conferences and media briefings.
7. Maintain a positive relationship with media representatives, monitoring all broadcasts and written articles for accuracy.

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Internal Information:

1. In consultation with EOC Director and Liaison Officer, coordinate VIP and visitor tours of the EOC facility.
2. Develop helpful messaging sheets and/or FAQ sheets (frequently asked questions and answers) to ensure consistent and accurate information sharing amongst EOC personnel.
3. Arrange Information Team briefings/updates.
4. Maintain a web site established for EOC and Recovery information, as appropriate.
5. Liaise with the Information Officers at site(s), other EOCs, ROCs, DOCs, MROCs, PREOCs and other external agencies.

Activation Phase:

	Time	Init.
Follow Activation Phase of the Generic EOC checklist (Sec 1 - Page 15).		
Report to the EOC upon notification of a disaster. <i>A major earthquake/disaster is self-notifying. Do not wait to be called. Check on your family's safety and then report to the EOC. (EOC Layout)</i>		
Bring your ID and a Grab n' Go bag. (Section 1 – Page 21)		
Assess the communications status of the EOC (phones, fax, cellular, web.) If phones are not working, use satellite telephone, cell phone, handheld radio or arrange to utilize an amateur radio operator located in Communications Room area of the EOC).		
Determine staffing requirements and make required personnel assignments for Information Team. (EOC Call Out Contact List)		
Assess information skill areas required in the EOC such as: writing, issues management, media relations, event planning, etc.		
Date:	Time:	
Print Name:	Signature:	

Operational Phase:

	Time	Init.
Obtain a briefing from the EOC Management / Operations / Planning / Logistics / Finance & Admin Sections to develop a clear, verified understanding of the facts to date.		
Obtain policy guidance and approval from the EOC Director with regard to all information to be released to the media and public.		
Refer to the Emergency Information Plan and Public Information Officer operational guidelines, sample forms, templates and other information materials, as appropriate.		

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	Time	Init.
Keep the EOC Director advised of all unusual requests for information and of all major critical or unfavourable media comments. Recommend procedures or measures to improve media relations.		
Coordinate with the Planning Section (Situation Unit) and identify method for obtaining and verifying significant information as it develops.		
Begin drafting a Communications Action Plan and ensure it is incorporated into the overall Incident Action Plan. When time permits, ensure you consider communications activity for the recovery phase.		
Consider ways to transmit the message, including Police and Fire Dispatch, fax to local media, and update web site and social media.		
Consider organizing a news conference as soon as possible (preferably a joint news conference with the various responding agencies.)		
Assess communications status of local media. Call around to find out which media are still operational.		
Develop and publish a media-briefing schedule, to include location, format, and preparation and distribution of handout materials.		
Implement and maintain an overall information release program.		
Establish a Media Information Centre, as required, providing necessary space, materials, telephones, and electrical power.		
Maintain up-to-date status boards and other references at the media information centre. Provide adequate personnel to answer questions from members of the media. Consider developing a fact sheet on the incident.		
Establish a toll free public information hotline and/or call centre to handle public inquiries and provide emergency support information. Consult with Logistics Information Technology Branch Coordinator for communication equipment needs and set-up.		
Interact with other EOC's and PREOC and obtain information updates.		
Establish distribution lists for recipients of all public information releases. Include Site Information Officers, PREOC Information Section, other EOC's Information Officers, Local Authorities, Mayors and Elected Officials, local MLA's and MP's constituency offices, First Nations, Emergency Support Services and Toll-free Public Information Service (hotline or call centre), etc. See Emergency Information Plan.		
In coordination with other EOC sections and as approved by the EOC Director, issue timely and consistent advisories and instructions for life safety, health, and assistance for the public. Liaise with Risk Mgmt. Officer to check for any potential liability or safety concerns.		
At the request of the EOC Director, prepare media briefings for elected officials and/or Policy Group members and provide other assistance as necessary to facilitate their participation in media briefings and press conferences.		

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	Time	Init.
Ensure that adequate personnel is available at incident sites to coordinate and conduct tours of the disaster areas when safe.		
Arrange through Logistics (Personnel Unit) appropriate staffing and telephones to efficiently handle incoming media and public calls.		
In addition to identifying help sources contained within press releases, PSA's and bulletins, maintain a Disaster Assistance Information Directory, with numbers and locations to obtain food, shelter, supplies, health services, etc.(i.e. ESS Reception Centres and Recovery Resilience Centres).		
Develop message statements for EOC Staff and the call takers of the toll free hotline.		
Ensure that announcements, emergency information and materials are translated and prepared based on community demographics (non-English speaking, hearing impaired etc.). It is recommended that access to translators (Local Multi-cultural Associations) be considered by the Emergency Program Coordinator.		
Monitor all media, using information to develop follow-up news releases and rumour control, consult with Risk Management Officer on appropriate wording and actions to take on correcting false or erroneous information.		
Ensure that file copies are maintained of all information released.		
Promptly provide copies of all media releases to the EOC Director.		
Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.		
Date:	Time:	
Print Name:	Signature:	

Demobilization Phase:

	Time	Init.
Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.		
Arrange post-incident de-briefing for all Information Team.		
Assist EOC Director with demobilization procedures and contribute items of interest to the EOC After Action Report.		
Before leaving EOC, see EOC Director to determine your next shift. Always arrive 30 minutes prior to your shift to receive situation update.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 - Page 15).		
Date:	Time:	
Print Name:	Signature:	

EMERGENCY INFORMATION PLAN

Objective

The objective of this plan is to ensure that the EOC provides prompt, effective and coordinated emergency information to those affected by an emergency/disaster and the public as a whole. This plan also ensures the rapid deployment of personnel and other resources needed to carry out these responsibilities.

The pre- and post-emergency role of the Information Team is to help increase public awareness about emergency preparedness, and to train/exercise personnel to deal with either region-wide or local jurisdictions.

The Information Team is responsible for two closely related functions – Media Relations and Emergency Information.

Application

The Emergency Information Plan applies to all emergencies requiring a local or regional authority response. The Emergency Information Plan can be activated when the EOC is opened, or at the request of:

- The Chief Administrative Officer
- The Regional Board Chair
- The Mayor (in a local event)
- The EOC Director
- The Emergency Program Coordinator

Some emergencies to which the plan may apply are:

- Forest fires
- Widespread flooding
- Damaging earthquakes
- Extraordinarily severe weather
- Large-scale hazardous materials spills
- Catastrophic industrial accident
- Train or airplane crash

Activation

The EOC Director or Emergency Program Coordinator will activate the Call Out and contact the Information Officer. Once the scope of the emergency has been determined, the Information Officer will notify the appropriate individuals as part of the routine notification process.

The Information Officer will then contact a few of the key team members on the contact list to put them on “standby.” The call out will be dependent on the nature of the emergency.

The decision to activate the Emergency Information Plan will be made by the General Manager, Public Safety or the Information Officer in consultation with the EOC Director

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and the elected officials. Certain emergencies may not require the activation of the entire plan, but rather one or two people to assist in an information support role.

Special Considerations

Working on the Call Centre lines can be an exhausting, emotional experience. Operators must be able to multi-task, keep detachment, focus on the objectives and maintain sincere composure at all times – even in severe emergencies.

The Call Centre must have a good relief policy in place. No operator should work more than **two hours** without a break. Encourage them to walk away from the phones and engage in conversation other than that related to the emergency. A Risk Management Officer needs to be designated to ensure operators well-being and provide regular debriefings and emotional support for operators.

Key messages must be crafted by the Information Officer, Deputy or Call Centre Coordinator and posted to make sure all operators are conveying the same messages.

All messages must be approved by the EOC Director. Operators should be monitored and assisted with wording/answers.

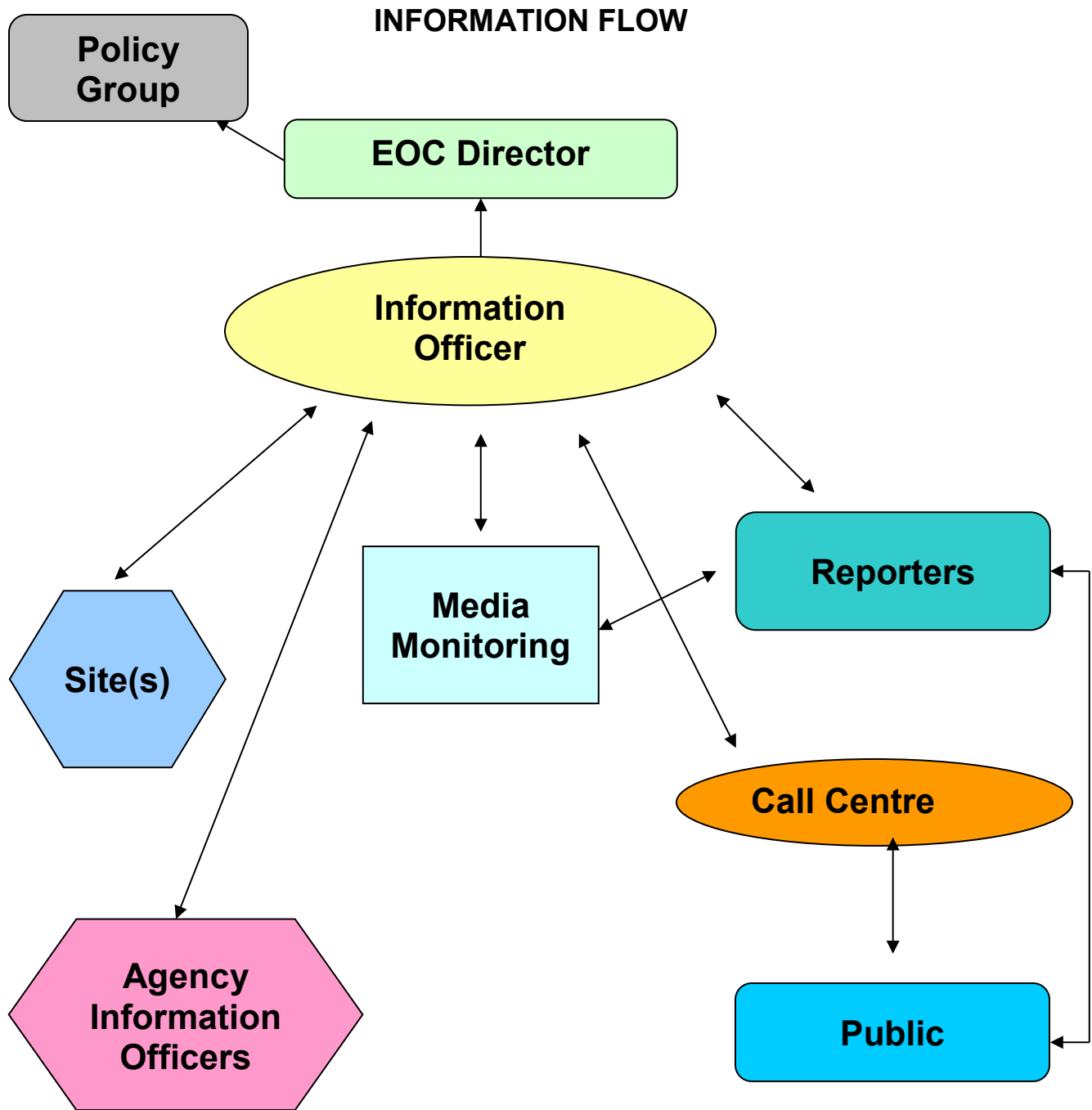
Key words/phrases should be crafted to assist in delivering a calming, clear and concise message. For example:

- **Remain calm** instead of “Don’t panic”
- **We would have been advised if there’d been a significant change** instead of “We don’t have any new information”
- **I can hear the concern in your voice** instead of “I know how you feel”

Other tips:

- Ensure that all information received and/or distributed is validated.
- Never give out the location of the EOC – it is not a public facility. It is an operations centre and the public should not be given its location.
- Phone line operators should not sound too “happy”. It is good to have a reassuring quality, but not a sunny, cheerful tone in an emergency situation.
- If people phone to say “the TV said...” operators can say that the media sometimes uses dramatic language/exaggeration and they should continue to rely on the local information line as the source of accurate information.

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Function of Emergency Information Team

The role of the Information Team during an emergency is to:

1. Liaise with incident sites, other agencies and all sections in the Emergency Operations Centre to gather information
2. Prepare and execute information dissemination strategies for the EOC
3. Respond to media and public inquiries regarding the emergency
4. Organize news conferences, interviews, site tours for the media and /or elected officials, news releases, Public Service Announcements (PSA's), fact sheets, and maintain a web site to disseminate information to the media and the public
5. Work with Lead Agencies to ensure consistent messaging and identify effective means for providing information to the media/public (i.e. shared podcasts from Site/EOC personnel).
6. Monitor media/social media coverage

Emergency Information Team Staffing

The personnel complement of the Emergency Information Team is variable, and depends on the nature and severity of the incident that causes activation of the EOC. It will also depend on personnel availability at the time.

Suggested staffing for **minor** emergency would be:

Information Team

Information Officer	1
Support Staff	1

Suggested staffing for **major** emergency would be:

Information Team

Emergency Information Officer	1
Deputy Information Officers (DIOs)	1
Support Staff	4

Call Centre

Call Centre Coordinator	1
Call Centre operators	5-12 (per shift)

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Consistent with Incident Command System protocol, the role of Information Officer should be activated by the first Information Team member to arrive at the EOC, or someone designated by the EOC Director. As other Information Team personnel arrive, responsibilities can be turned over to the most appropriate/best trained personnel.

In small incidents, there will be considerable overlap of duties among Information Team personnel, and the response might involve an Information Team with one or two personnel and no Call Centre.

In larger incidents, there will be increased specialization of roles, and the number of Information Team personnel would increase dramatically.

Information Officer

Oversees the activities of Information Team. It is primarily a strategic role, and is located at the EOC, but the Information Officer should be prepared to fill in as needed. It may be a very hands-on role, depending on the incident.

The role of Information Officer should be assumed by the first Information Team member to arrive at the EOC, or someone designated by the EOC Director. As other Information Team personnel arrive, responsibilities can be turned over to the most appropriate/best trained personnel.

Before an incident: as a member of the EOC Management Team, ensure state of readiness for Information Team (i.e. personnel are trained and equipment is ready)

Responsibilities:

1. Serve as the coordination point for all emergency information, media relations and internal information sources for the EOC.
2. Coordinate and supervise the Information Team to ensure all assignments are completed.
3. Ensure all information produced is accurate. Check facts!

Public Information:

1. Ensure that the public within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information.
2. Ensure that a Public Information Service (hot line or Call centre) is established for the public to access helpful information and advice. Provide the call takers with timely and accurate messaging sheets so that they offer only confirmed and approved information. Remember the "normal" call takers such as Receptionists and keep them informed too!
3. Coordinate and supervise the Call Centre Supervisor

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Media Relations:

1. Serve as the coordination point for all media releases for the EOC.
2. Designate spokesperson(s) for the incident in consultation with the EOC Management Section.
3. Undertake initial media assessment to determine who is still operational.
4. Coordinate media releases with officials representing key response agencies.
5. Develop the format for press conferences and briefings in conjunction with the EOC Director.
6. Oversee news conferences and media briefings.
7. Maintain a positive relationship with the media representatives, monitoring all broadcasts and written articles for accuracy.

Internal Information:

1. In consultation with EOC Director and Liaison Officer, coordinate VIP and visitor tours of the EOC facility (ideally postpone those during the first few days to give the EOC time to get into a "battle rhythm").
2. Implement strategies for gathering and disseminating emergency information.
3. Liaise with EOC Management, Operations, Planning, Logistics and Finance sections.
4. Assess incident impacts to the public and determine information needs.
5. Obtain necessary personnel complement and assigning personnel/shift changes.
6. Ensure information component of the Incident Action Plan is complete.
7. Develop helpful messaging sheets and/or FAQ sheets (frequently asked questions and answers) to ensure consistent and accurate information sharing amongst EOC personnel.
8. Arrange Information Team briefings/updates.
9. Maintain a website presence established for EOC information, as appropriate.
10. Liaise with the Information Officers at site(s), other EOCs, ROCs, DOCs, MROCs, PREOCs, PECC and other external agencies.
11. Provide information advice to senior personnel/spokespersons (e.g. Mayor, Chair, Police etc.)
12. After an Incident, ensure personnel participates in debriefings and documentation of the incident is complete (e.g. copies of news releases, tapes of news conferences / interviews, clippings, social media feeds, etc.)

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Deputy Information Officer

The Deputy Information Officer will play a key role in assisting the Information Officer. This individual must be a self-starter, well spoken, a team player and able to make decisions. The Information Officer will work hand in hand with the Deputy Information Officer.

Responsibilities:

1. Assume the role of an Information Officer in his/her absence.
2. Undertake special assignments at the request of the Information Officer.
3. Help implement the information dissemination strategies developed by the Information Officer.
4. Information gathering and writing are common duties. However, the Deputy Information Officer (DIO) may also function as spokesperson on the incident for the Region or Municipality and be located at either the incident site or at the EOC.
5. Keep the elected officials up to date. Somebody should be looking after the elected officials at all times.
6. Ensure the Call Centre is supported sufficiently to do their jobs.
7. Identify any contradictions/misinformation arriving at the EOC and keep the Information Officer informed.
8. Post all information released to the media in the EOC.

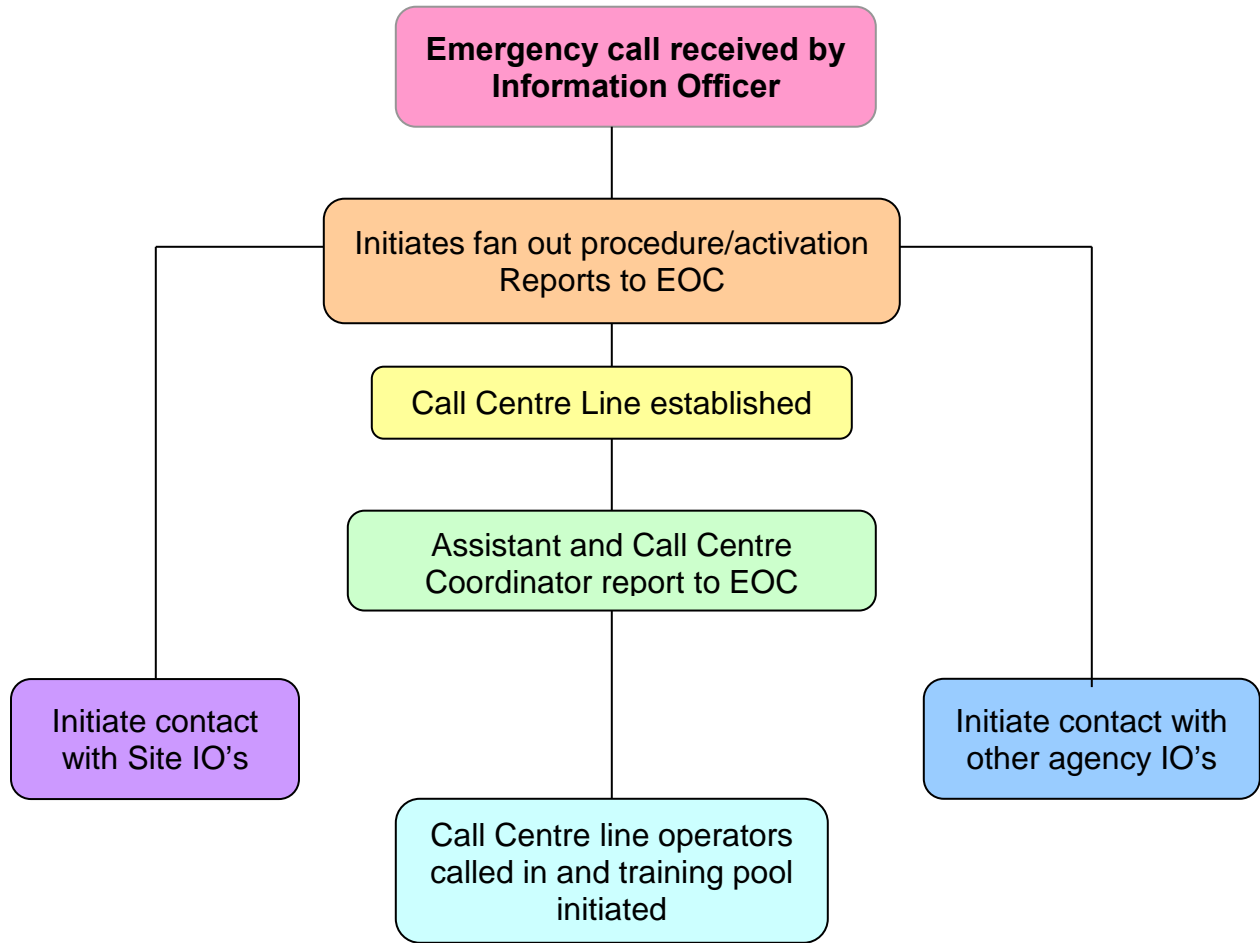
Call Centre Coordinator

This individual plays a key role in ensuring the Call Centre runs smoothly. Some of the responsibilities include:

1. Organizing/scheduling personnel and gathering equipment to effectively respond to the public inquiries.
2. Maintain a log of inquiries.
3. Answer questions with approved information.
4. Post/update information for the operators on a routine basis.
5. Put calls through to the appropriate agencies.
6. Maintain the inquiry service according to the hours established by the Information Officer.

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EMERGENCY INFORMATION ACTIVATION



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Emergency Information Activation

EOC

Information Officer and Deputy report to EOC

Attend EOC briefings

Handle media interviews (Information Officer unless not available then Deputy to get approval)

Prepare release and provide to by EOC Director for revision/approval

Liaise with agency Information Officers

Work with elected officials if designated as spokesperson(s)

Facilitate briefings

Call Centre

Activate plans in cooperation with the Information Officer

Coordinate gathering of equipment and supplies and brief Information Officer / Deputy

Answer inquiries

Schedule and oversee position logs/tracking

Keep log of public calls/requests

Advise Information Officer of issues that arise on inquiry lines

Our primary goal in any emergency is to provide timely, accurate information to those who are directly affected and the public as a whole. It is easy to get caught up in the buzz of the media, but we must never lose sight of why we are here.

Often good ideas can have negative effects – so all media related tours, stories, angles **MUST** be run through the Information Officer for pre-approval of the EOC Director.

This is not to squash good ideas, but to make sure they do not have a negative impact. Please keep ideas flowing. We have to keep the media informed, but don't lose sight of our objectives!

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Procedures

The Information Officer will likely be the lead spokesperson, but this responsibility can be delegated to the Deputy Information Officer, Policy Group, or others as directed by the EOC Director. It is important to maintain consistent messaging and a consistent person to deliver the message.

Technical spokespeople from cooperating agencies may provide the Lead Spokesperson, so it is critical for the EOC Information Officer to coordinate public and media information with them.

If possible, identify bilingual spokespeople as well. Interpreters may also be needed depending on demographics.

As soon as the Information Officer function is staffed and operational, the media and other organizations involved in the response, should be notified. It is also critical to keep the Provincial Regional Emergency Operations Centre (PREOC) well advised and informed. Include information regarding where to get information updates and if a call centre has been activated.

If Information Officers have been dispatched to the site, they will deal with the media ONLY at the site and will keep constant communication with the EOC Information Officer. All media calls will be referred to the EOC Information Officer.

Regular information updates will be provided to the media and media may be provided with regular briefings. While some may want to hold briefings next to the site, safety should continue to be the driving consideration and it may be best to organize location where it will be safe and consistent.

The priority of the information must be constantly addressed. It should be considered in the following levels:

- **Lifesaving** – information that is essential to the survival, health and safety of the responders or the public.
- **Response** – information concerning response operations and relief services (i.e. ESS).
- **Other** – non-emergency information such as background, recovery and human interest. Keep abreast of services offered in the community for stress/anxiety and keep that kind of information floated to the public.

All information must be directed to and approved by the Information Officer or the Deputy Information Officer. The Information Officer must get approval from the EOC Director.

Any information released must be filed and copies should be provided to the EOC Director, Documentation Unit and other interested/affected parties.

Although there are no bad ideas, all ideas must be approved by the Information Officer before arrangements are made. For example, a tour to see sprinkler systems at work can, on the surface, sound like a perfect media tour idea. However, if the sprinklers are in an evacuation zone and those residents have not been allowed in to see their homes, this could have a disastrous effect on the very people who are our priority. This is why

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ALL ideas must be approved through the EOC Director. It is not merely a good idea to do so, but a mandatory step in the emergency information process.

If there is the time and capacity, an office should be set up near the EOC to serve as the Information Centre. This Centre will look after the coordination of the media (i.e. tours, events) and will arrange and oversee the briefings. There will also need to be accurate tracking and monitoring of media inquiries and keep the Information Officer well advised. Media should be advised of where they can get information updates (website/social media outlets).

The Information Officer should be issued a pager or cell phone in order to be accessible at all times. When the Information Officer is not available, this equipment will be left with the Deputy or an appropriate designate.

Media Relations

The media should be encouraged to follow the EOC website and social media feeds for information. When appropriate, media releases may be prepared and sent to local media via email and/or fax where these services are available. Local media will be given priority to ensure timely information updates to the public. Where possible these updates will be provided so that the media can broadcast information at the top of every hour so that the public can conserve energy use during challenging times and be reassured that they will receive the most current information in a timely manner.

Negotiations are in progress with local radio and television stations to provide these timely information updates during an emergency/disaster.

Signs will be posted on major routes listing the radio stations to turn to for emergency information.

Website and brochure information will be updated to provide the public with a variety of reminders of where to go for vital information during an emergency/disaster.

Website

When the Internet is accessible, vital information will be updated regularly on the Local Authority website at <https://www.cvrld.bc.ca/2275/Current-Emergency-Information> and urgent information may be scrolled across the top of the website for additional information.

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Suggested Equipment Considerations within the EOC

1. Workstations
2. Briefing table
3. Telephone system, roll-over capability – get big fast
4. Main events board
5. Radio system
6. Back-up cell phone system
7. Satellite phone
8. Computers
9. TBV and AM/FM Radio
10. Facilities for ham-radio operators
11. Maps, detailed hard-copy as well as GIS, over-lays for maps – verify scale
12. Tape recorder
13. Clip-boards, paper, pens, pencils
14. Fax machine
15. Photocopier
16. Back-up power system (run monthly on a load and regularly update fuel)

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Suggested Equipment Considerations for the Call Centre

1. Workstations
2. Computers
3. Telephone system
4. Event and Status boards
5. Flip charts, pens
6. Back-up cell phones system
7. TV and AM/FM Radio
8. Maps, detailed hard-copy as well as GIS, over-lays for maps – verify scale
9. Clip-boards, paper, pens, pencils
10. Multifunction Copier/Fax/Scan machine
11. Flashlights with spare batteries
12. Snacks and drinks
13. Access to restroom
14. Back-up power system

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Suggested Equipment Needed for Media Briefings

1. Briefing tables (1 front, 2 for media)
2. Name tents
3. Corporate back-drop
4. Podium
5. PA system
6. Power sources
7. Computers
8. TV and AM/FM radio
9. Conference Phone
10. Maps, detailed hard-copy as well as GIS, over-lays for maps – verify scale
11. Tape recorder (record all media briefings for backup)
12. Clip-boards, paper, pens, pencils
13. Back-up power system
14. Extra media accreditation cards
15. Detailed backgrounders on your community
16. Photocopier
17. Flip charts, pens
18. Extra copies of releases, advisories, etc.
19. Corporate identity package
20. Detailed media contact list

SECTION 6 - OPERATIONS SECTION

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OVERVIEW

The Operations Section (the “Doers”) coordinates all jurisdictional operations in support of the overall emergency response effort through implementation of the EOC’s Action Plan.

Responsibilities:

- provides situation and resource information to the Planning Section;
- coordinates aviation services and resources, if more than one site, area or region, as the case may be, is using aircraft;
- coordinates the activities of the functional branches and agencies assigned to operations; and
- implements the EOC Action Plan.

Functional Branches

Depending upon the nature of the emergency, the Operations Section will be organized into a number of functional branches, each led by a Branch Coordinator. A Deputy Operations Section Chief may be appointed to supervise these branches when the span of control exceeds five or six.

In some circumstances there is no need to combine departments and agencies into functional branches. In these cases, the Operations Section may be organized by agency or department rather than function.

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OPERATIONS SECTION CHIEF

Report to: EOC Director

Responsibilities:

1. Ensure that the Operations Section function is carried out including coordination of response for all operational functions assigned to the EOC.
2. Ensure that operational objectives and assignments identified in the EOC Action Plan are carried out effectively.
3. Establish appropriate level of Branch and Unit organizations within the Operations Section, continuously monitoring the effectiveness and modifying accordingly.
4. Coordinate any activated agency / department operations centres in the operational area.
5. Maintain a communications link between Incident Commanders (sites), agency and recovery operations centres and the EOC for the purpose of coordinating the overall response, resource requests and event status information.
6. Ensure that the Planning Section is provided with Branch Status Reports and Major Incident Reports.
7. Conduct periodic Operations briefings for the EOC Director and Management team as required or requested.
8. Supervise the Operations Section.

Activation Phase:

	Time	Init.
Follow Activation Phase of the Generic EOC Checklist (Sec. 1 – Page 15).		
Ensure that the Operations Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including telecommunications, maps and status boards.		
Obtain a preliminary situation briefing from EOC Director, Planning Chief or other EOC Management Staff as appropriate.		
Establish radio or cell-phone communications with agency / organization operations centres, other EOC's, or PREOC operating in the region and coordinate accordingly.		
Activate appropriate branches based on functions or geographical assignments within the section. Designate Branch Coordinators as necessary:		
• Fire		
• Police		
• Health		
• Critical Infrastructure		

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	Time	Init.
<ul style="list-style-type: none"> • ESS / Recovery 		
<ul style="list-style-type: none"> • Air Operations 		
<ul style="list-style-type: none"> • Special Operations 		
<ul style="list-style-type: none"> • Others as needed 		
Request additional personnel for section from Logistics Section (Personnel Unit) as necessary to maintain 24-hour staffing capabilities, as necessary.		
Confer with EOC Director to ensure the Planning and Logistics Sections are staffed at levels necessary to provide adequate information and support for operations.		
Coordinate with Liaison Officer regarding need for Agency Representatives in Operations Section.		
Obtain current communications status briefing from Logistics Section (Information Technology Branch Coordinator). Ensure adequate equipment and frequencies are available for the section.		
Based on situation known or forecasted, determine likely future needs of Operations Section.		
Identify key issues currently affecting the Operations Section; meet with Section personnel and determine appropriate section objectives for the first operational period.		
Review responsibilities of branches operating in the section; develop a plan / process detailing strategies for carrying out Operations objectives.		
Date:	Time:	
Print Name:	Signature:	

Operational Phase:

	Time	Init.
Ensure that all section personnel are maintaining their individual position logs and other paperwork as required.		
Conduct periodic briefings and work to reach consensus among Operations staff on objectives for each operational period.		
Ensure that all media contacts are referred to the Information Officer.		
Prepare for and participate in EOC Director's Action Planning meetings and other relevant EOC Management Team meetings.		
Provide the Planning Section Chief with the Operations Section's objectives prior to each Action Planning meeting.		
	Time	Init.

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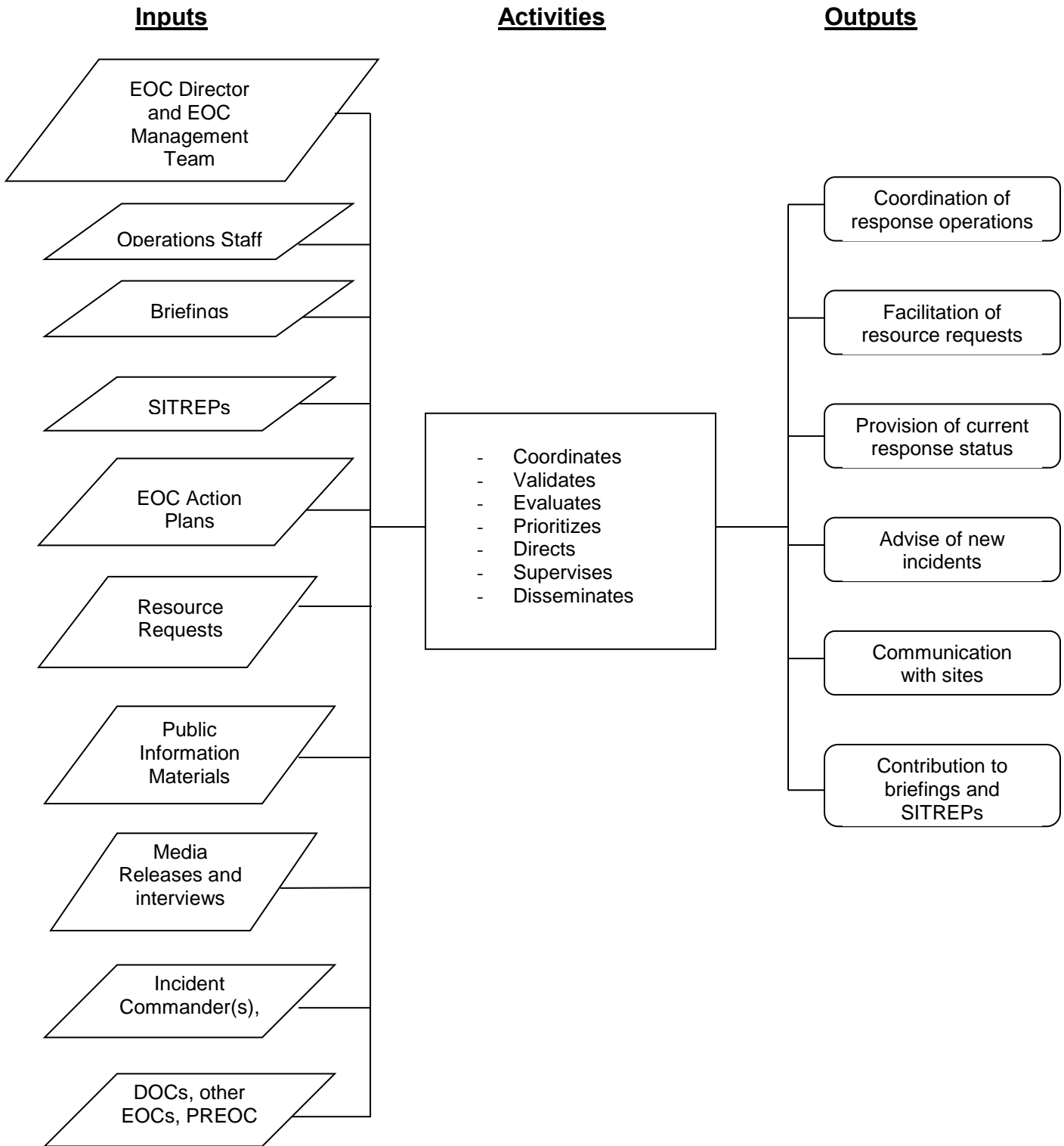
Work closely with each Branch Coordinator to ensure that the Operations Section objectives, as defined in the current Action Plan, are being addressed.		
Ensure situation and resources information is provided to appropriate units in Planning Section on a regular basis or as situation requires, including Branch Status Reports and new incoming incident reports.		
Ensure that intelligence information from Branch Coordinators is made available to the Planning Section (Situation Unit) in a timely manner.		
Ensure the Operations Section branches coordinate all resource needs through the Logistics Section.		
Authorize resource requests and forward extra-ordinary and/or Critical Resource requests to the EOC Director for approval.		
Ensure fiscal and administrative requirements are coordinated through the Finance Section (e.g.: notification of emergency expenditures and daily time sheets).		
Brief EOC Director and other Management Team members on all major incidents.		
Brief Branch Coordinators and Section Staff periodically on any updated information you may have received.		
Share status information with other sections as appropriate.		
Date:	Time:	
Print Name:	Signature:	

Demobilization Phase:

	Time	Init.
Deactivate branches and any organizational elements, when no longer required. Ensure that all paperwork is complete and logs are closed and sent to Documentation Group.		
Ensure that any open actions are assigned to appropriate agency and/or EOC staff as appropriate.		
Deactivate Section and close out logs when authorized by EOC Director.		
Ensure that any required forms or reports are completed prior to your release and departure.		
Be prepared to provide input to the EOC After-Action Report.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 – Page 15)		
Date:	Time:	
Print Name:	Signature:	

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OPERATIONS SECTION CHIEF



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FIRE BRANCH COORDINATOR

Report to: EOC Operations Section Chief

Responsibilities:

1. Arrange and coordinate for urban and wildland fire suppression, as well as hazardous materials support operations.
2. Acquire mutual aid resources, as necessary.
3. Coordinate the mobilization and transportation of all resources through the Logistics Section.
4. Complete and maintain branch status reports for major incidents requiring or potentially requiring regional and provincial response support, and maintain status of unassigned fire and hazmat resources in the area in conjunction with the Planning Section (Resource Unit).
5. Implement the objectives of the EOC Action Plan assigned to the Fire Branch.
6. Overall supervision of the Fire Branch.

Activation Phase:

	Time	Init.
Follow Activation Phase of the Generic EOC Checklist (Sec. 1 – Page 15).		
Obtain briefing of the situation from the Operations Section Chief.		
Based on the situation, activate the necessary functions within the Fire Branch and coordinate their activities:		
• Structural Fire Suppression		
• Hazmat		
• Wildland Fire Suppression		
• Rescue		
If local authority mutual aid system is activated, coordinate use of area fire suppression resources with respective agency / organization operations centres and/or EOC's.		
Prepare and submit a preliminary branch status report and major incident reports, as appropriate, to the Operations Section Chief.		
Prepare objectives for the Fire Branch and forward them to the Operations Section Chief prior to Action Planning meetings.		
Date:	Time:	
Print Name:	Signature:	

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Operational Phase:

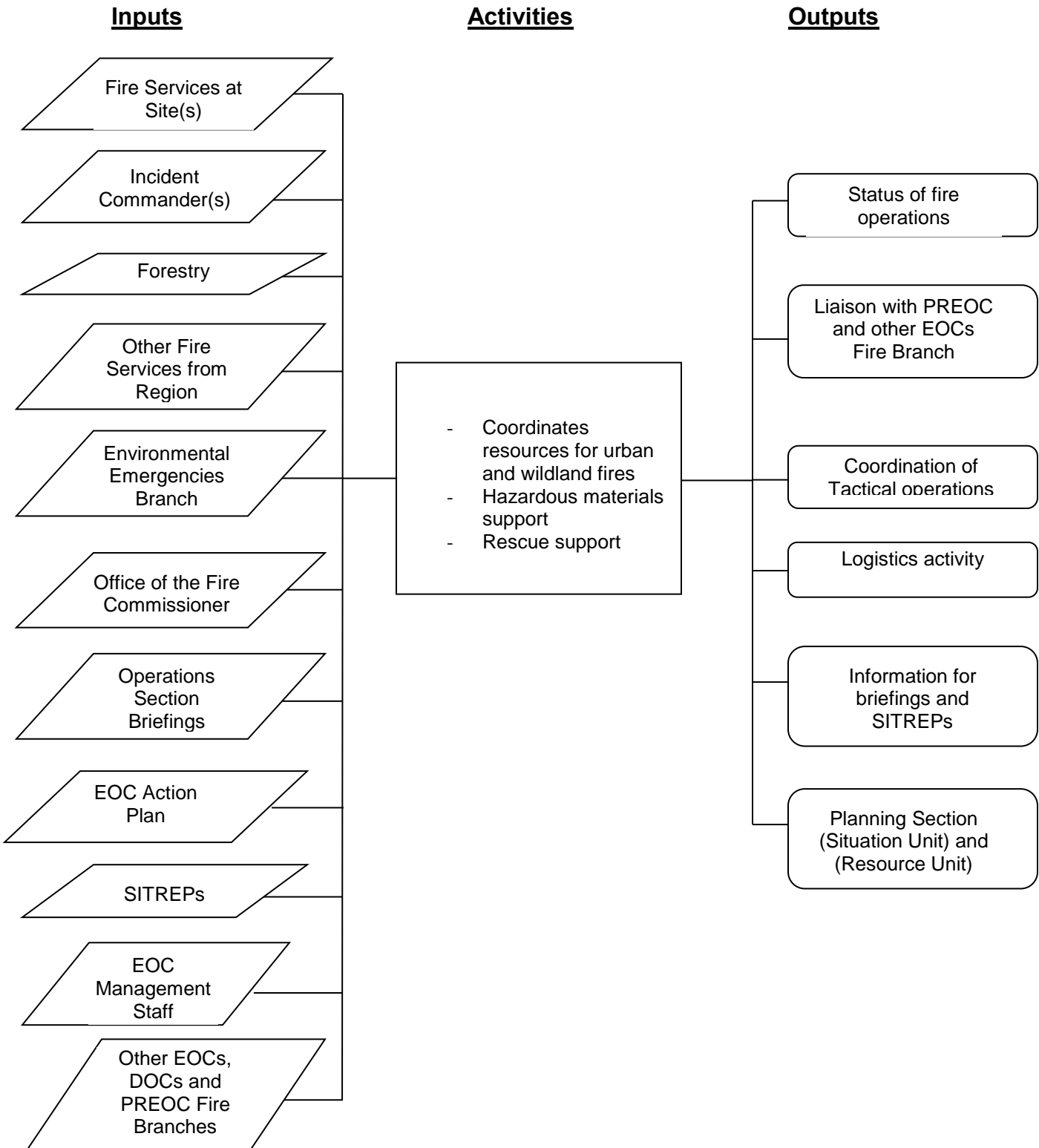
	Time	Init.
Ensure that all interface fire operations are being managed utilizing, when required, Unified Command with the appropriate agencies.		
Confirm and resolve through the EOC Director, any response boundary issues that may restrict mutual aid.		
Liaise with Provincial Fire Commissioner as required.		
Liaise with BC Wildfire Service personnel in the PREOC as required.		
Maintain current status on Fire suppression missions conducted.		
Provide the Operations Section Chief and the Planning Section with an overall summary of Fire Branch operations periodically or as requested during the operational period.		
Refer all contacts with the media to the Information Officer but be prepared to speak on technical matters when requested.		
Ensure that all fiscal and administrative requirements are coordinated through the Finance Section (notification of any emergency expenditures and daily time sheets).		
Prepare objectives for the Fire Branch for the subsequent operational period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning meeting.		
Implement those objectives of the EOC Action Plan assigned to the Fire Branch.		
Date:	Time:	
Print Name:	Signature:	

Demobilization Phase:

	Time	Init.
Determine demobilization status of branch units and fire operations in the area, and advise Operations Section Chief.		
Ensure any open actions are assigned to appropriate staff or other EOC Sections to follow-up.		
Ensure all expenditures and financial claims have been coordinated through the Finance Section.		
Forward any input towards After-Action Report to Operations Section Chief.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 – Page 15)		
Date:	Time:	
Print Name:	Signature:	

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FIRE BRANCH COORDINATOR



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POLICE BRANCH COORDINATOR

Report to: EOC Operations Section Chief

Responsibilities:

1. Coordinate movement and evacuation operations with other Operations Section Branches.
2. Alert and notify the public of impending or existing emergency situations, public safety orders, requests and information within the jurisdiction, as required.
3. Coordinate law enforcement and traffic control operations, including evacuation, during a major emergency.
4. Coordinate all ground and inland water search and rescue operations and resource for the jurisdiction.
5. Coordinate Police Mutual Aid requests.
6. Supervise the Police Branch.

Activation Phase:

	Time	Init.
Follow Activation Phase of the Generic EOC Checklist (Sec. 1 – Page 15).		
Obtain situation briefing from Operations Section Chief and Site Personnel.		
Based on the situation, activate the necessary functions within the Police Branch:		
• Police Operations		
• Search and Rescue		
• Coroner		
• Evacuation		
Coordinate mutual aid resources with other EOC Police Branch Coordinator(s) as required.		
Contact PREOC Police Branch Coordinator, if established, for the coordination of mutual aid resources.		
Provide initial Police Services situation report to Operations Section.		
Based on initial EOC priorities prepare objectives for the Police Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.		
Date:	Time:	
Print Name:	Signature:	

Operational Phase:

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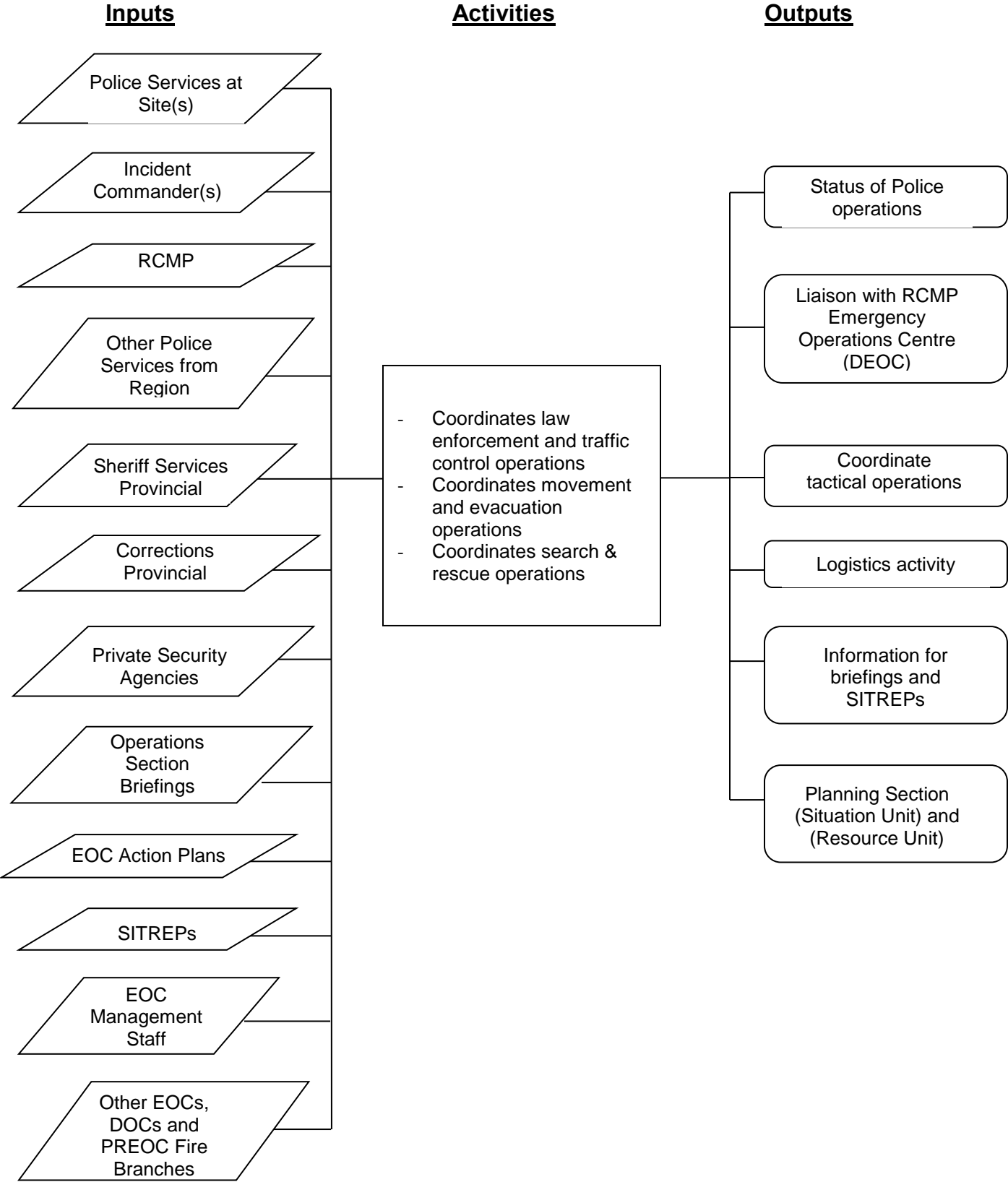
	Time	Init.
Maintain current status on Police activities and Search and Rescue missions being conducted in the area.		
Provide the Operations Section Chief and the Planning Section with an overall summary of Police Branch operations periodically or as requested during the operational period.		
Regularly complete and maintain the Police Branch Status Report.		
Refer all contacts with the media to the Information Officer but be prepared to speak on technical matters when requested by the Information Officer.		
Determine need for Police mutual aid and contact as required.		
Determine need for Search and Rescue mutual aid and arrange for appropriate assistance.		
Determine need for Coroner's services and arrange for assistance.		
Ensure all resource requests are coordinated through Logistics.		
Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of any emergency expenditures and daily time sheets).		
Prepare objectives for the Police Branch for the subsequent Operations period; provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning Meeting.		
Implement those objectives of the EOC Action Plan assigned to the Police Branch.		
Date:	Time:	
Print Name:	Signature:	

Demobilization Phase:

	Time	Init.
Determine demobilization status of branch units and police operations in the area, and advise Operations Section Chief.		
Ensure any open actions are assigned to appropriate staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 – Page 15)		
Date:	Time:	
Print Name:	Signature:	

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POLICE BRANCH COORDINATOR



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AMBULANCE BRANCH COORDINATOR

Report to: EOC Operations Section Chief, or EOC Director

Responsibilities:

1. Ensure the Regional Emergency Medical Communications Centre advises Duty Superintendent of EOC Activation through Charge Dispatcher.
2. Ensure all available surface Ambulance resources are identified (roll call) and mobilized as required. Auxiliary and private contractor Ambulance services should also be identified.
3. Ensure all available air Ambulance resources are identified and mobilized as required. Determine support needs i.e., Helispots, security, ground transportation – crew / patients, etc.
4. Assist Health Branch Coordinator in determining the status of medical facilities within the impacted area.
5. Ensure that all available First Responder and associated service groups are identified and mobilized as required.
6. Coordinate the transportation of people injured in the disaster and health care personnel to appropriate medical facilities as required.
7. Coordinate all pre-hospital Emergency Medical Services, including but not limited to mutual aid, Canadian Forces and private contractor First Aid Stations.
8. In coordination with the Health Branch Coordinator and/or the Fire Branch Coordinator and/or the Operations Section Chief, deploy National Emergency Stockpile System (NESS), (Casualty Collection Unit (CCU), Advanced Treatment Centre (ATC) and/or Emergency Hospital (EH).
9. Assist ESS Branch Coordinator with coordination of emergency medical needs at ESS Reception Centre(s).
10. Complete and maintain Unit Status Reports for major incidents requiring or potentially requiring provincial and/or federal response support, and maintain status of unassigned Ambulance resources in the area.

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Activation Phase:

	Time	Init.
Follow Activation Phase of the Generic EOC Checklist (Sec. 1 – Page 15).		
Report to EOC facility, as required.		
Bring telecommunications equipment and clerical support (scribe) with you to the EOC as needed.		
Obtain briefing from Health Branch Coordinator or Operations Section Chief.		
Assess and anticipate Ambulance needs required to support the situation.		
Date:	Time:	
Print Name:	Signature:	

Operational Phase:

	Time	Init.
Liaise with Health Branch Coordinator.		
Establish and maintain EOC Position Decision/Approval Log book or form (EOC 407) and other necessary documents.		
Determine the status and availability of Ambulance Service resources in the area affected and outside areas.		
Work closely with all Operations Section Branch Coordinators to determine the scope of Ambulance assistance and coordination required, and/or anticipated as incidents or events impact functional areas, utilities or critical infrastructure(s).		
Maintain current status on operational issues being conducted within the area, particularly emergency services.		
Establish radio or telephone communications with Regional and/or Provincial Dispatch Centres.		
Determine the status and availability of mutual aid resources in the operational area; specifically First Responder Agencies, Occupational First Aiders, St. John Ambulance and private / industrial ambulances.		
Establish radio or telephone communications with area hospitals and other medical facilities to determine their capabilities to treat victims.		
Assist in determining status and availability of specialized treatment facilities (i.e. burn centres, trauma / neurological units).		
Coordinate with Fire Branch Coordinator to ensure adequate resources available at rescue sites to triage, treat and transport extricated victims.		
	Time	Init.

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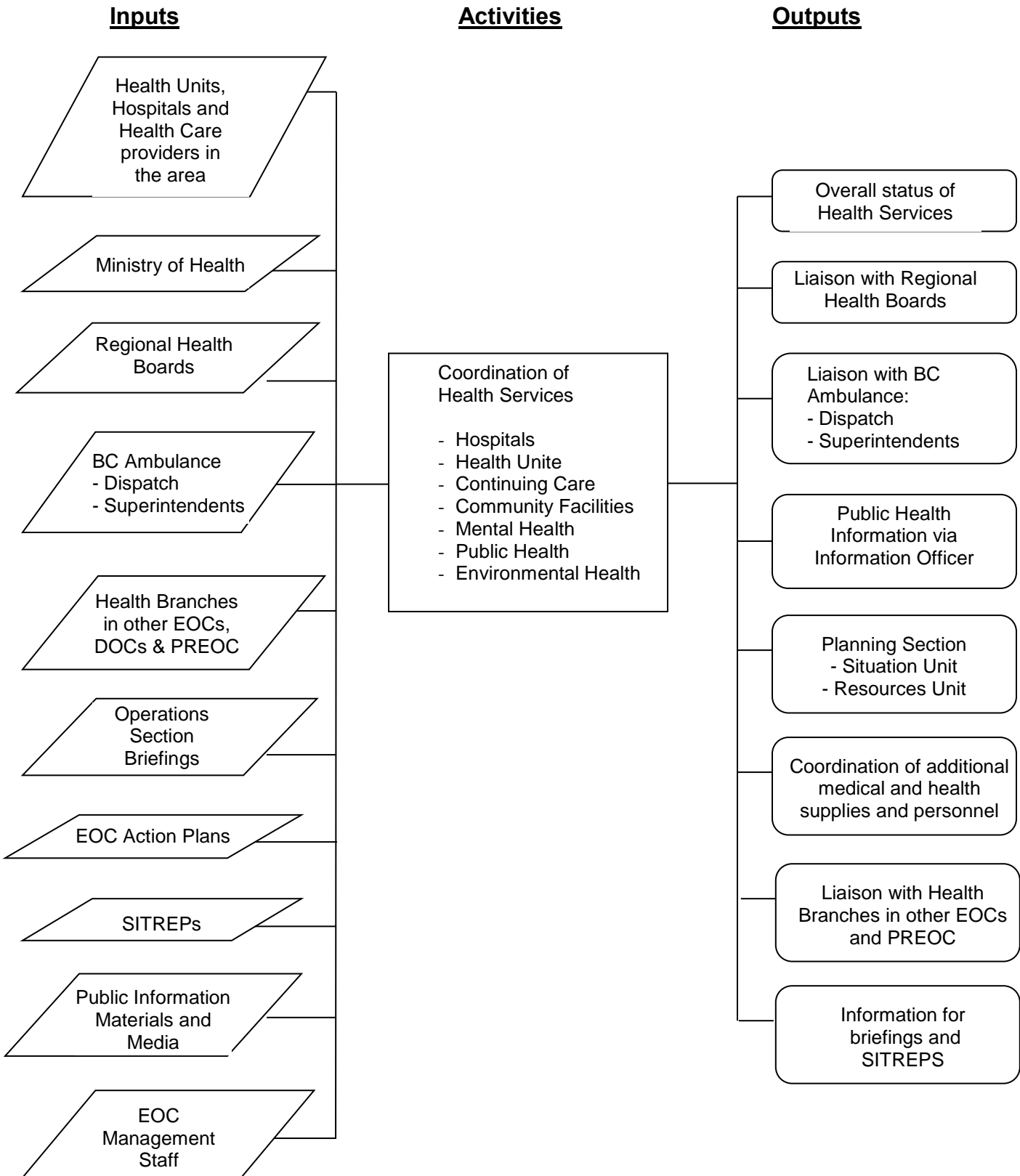
Provide the Operations and Planning Sections with an overall summary of Ambulance Unit operations periodically or as requested.		
Coordinate with Planning Section – Situation Unit and/or Advanced Planning Unit to ensure ongoing awareness of situation.		
Coordinate with Logistics Section to acquire suitable non-ambulance transportation such as buses for injured victims as required or requested.		
Establish and maintain communications with PREOC and determine status and availability of ambulance resources.		
Coordinate with Logistics Section to obtain necessary supplies and equipment to support disaster medical operations in the field.		
Inform Police and Fire Branch Coordinators of all significant events.		
Provide Ambulance Service updates as required during all Operations Section meetings and briefing sessions.		
Prepare Objectives for the Ambulance Unit for the subsequent Operational Period; provide them to the Health Branch Coordinator or Operations Section Chief prior to the end of the shift and the next planning meeting.		
Provide relief with a briefing at shift change; inform of all ongoing activities, Unit Objectives for the next Operational Period, and any other pertinent information.		
Consider need for critical incident stress debriefings for responders and affected persons.		
Ensure proper documentation of plans, actions and decisions.		
Date:	Time:	
Print Name:	Signature:	

Demobilization Phase:

	Time	Init.
Determine demobilization status of ambulance in the area, and advise Health Branch Coordinator or Operations Section Chief.		
Ensure any open actions are assigned to appropriate staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 – Page 15)		
Date:	Time:	
Print Name:	Signature:	

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AMBULANCE BRANCH COORDINATOR



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HEALTH BRANCH COORDINATOR

Report to: EOC Operations Section Chief

Responsibilities:

1. Ensure coordination of hospitals, health units, continuing care, mental health and environmental health within the area.
2. Assist the Ambulance Unit Leader in ensuring that casualties are evenly distributed to receiving facilities.
3. Coordinate provision of public health measures including epidemic control and immunization programs, in consultation with Medical Health Officer.
4. Ensure that potable water supplies are inspected and monitored.
5. Ensure that food quality is regulated and inspected.
6. Ensure that sewage systems are operating at acceptable levels.
7. Ensure coordination and support of health services for physically challenged or medically disabled persons.
8. Ensure coordination of the activation of emergency hospitals and advanced treatment centres supplied by Health Canada.
9. Ensure Ambulance resources are identified and mobilized as required.
10. Ensure health care needs at Reception Centres are coordinated with ESS Branch Coordinator.
11. Determine the status of medical and care facilities within the affected area and availability of facilities in surrounding area.
12. Ensure the coordination of the transportation of injured victims and health care personnel to appropriate medical facilities as required.
13. Ensure the distribution and delivery of pharmaceuticals as required.
14. Oversee the coordination of other health care resources as required.
15. Liaise with Health Branches activated in other EOC's and at PREOC.

Activation Phase:

	Time	Init.
Follow Activation Phase of the Generic EOC Checklist (Sec. 1 – Page 15).		
Report to EOC facility, as required.		
Obtain a briefing from the Operations Section Chief.		
Assess and anticipate health services required to support the situation.		
Date:	Time:	
Print Name:	Signature:	

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Operational Phase:

	Time	Init.
Determine the status and availability of medical facilities in the area affected and outside areas, including special treatment facilities for trauma, pediatrics, burn and psychiatric patients.		
Establish communications with appropriate health services.		
Determine capacity of various health services.		
Prioritize health issues.		
Prepare initial briefing for Operations Section Chief.		
Based on the situation, activate the necessary Units within the Health Branch and coordinate their activities.		
<ul style="list-style-type: none"> • BC Ambulance Service Unit 		
<ul style="list-style-type: none"> • Regional Health Authorities Unit 		
<ul style="list-style-type: none"> • First Nations Health Unit 		
Liaise with ESS Branch Coordinator to assist with sheltering of displaced home care clients if needed.		
Request advanced treatment centre and/or 200 bed emergency hospital, if needed from the PREOC/PECC Health Branch through Logistics.		
If local facilities are, or soon will be overwhelmed, contact other unaffected areas to receive patients.		
If mass feeding areas are established, ensure food quality and other public health issues are addressed.		
Establish radio or telephone communication with area hospitals and other medical facilities to determine their capability to treat casualties.		
Determine status and availability of mutual aid resources in operational area; specifically industrial first-aiders, St. John Ambulance and private / industrial Ambulances.		
Determine scope of Ambulance resources & medical transport needs.		
Coordinate with the Logistics Section, Transportation Unit, to acquire suitable non-Ambulance transportation such as buses for the injured as required or requested.		
Coordinate with Ambulance Air Dispatch and the Air Operations Branch for air transportation needs.		
Coordinate with the Logistics Section to obtain necessary supplies and equipment to support disaster medical operations in the field.		
Advise Operations Section Chief and Branch Coordinators of all significant events.		

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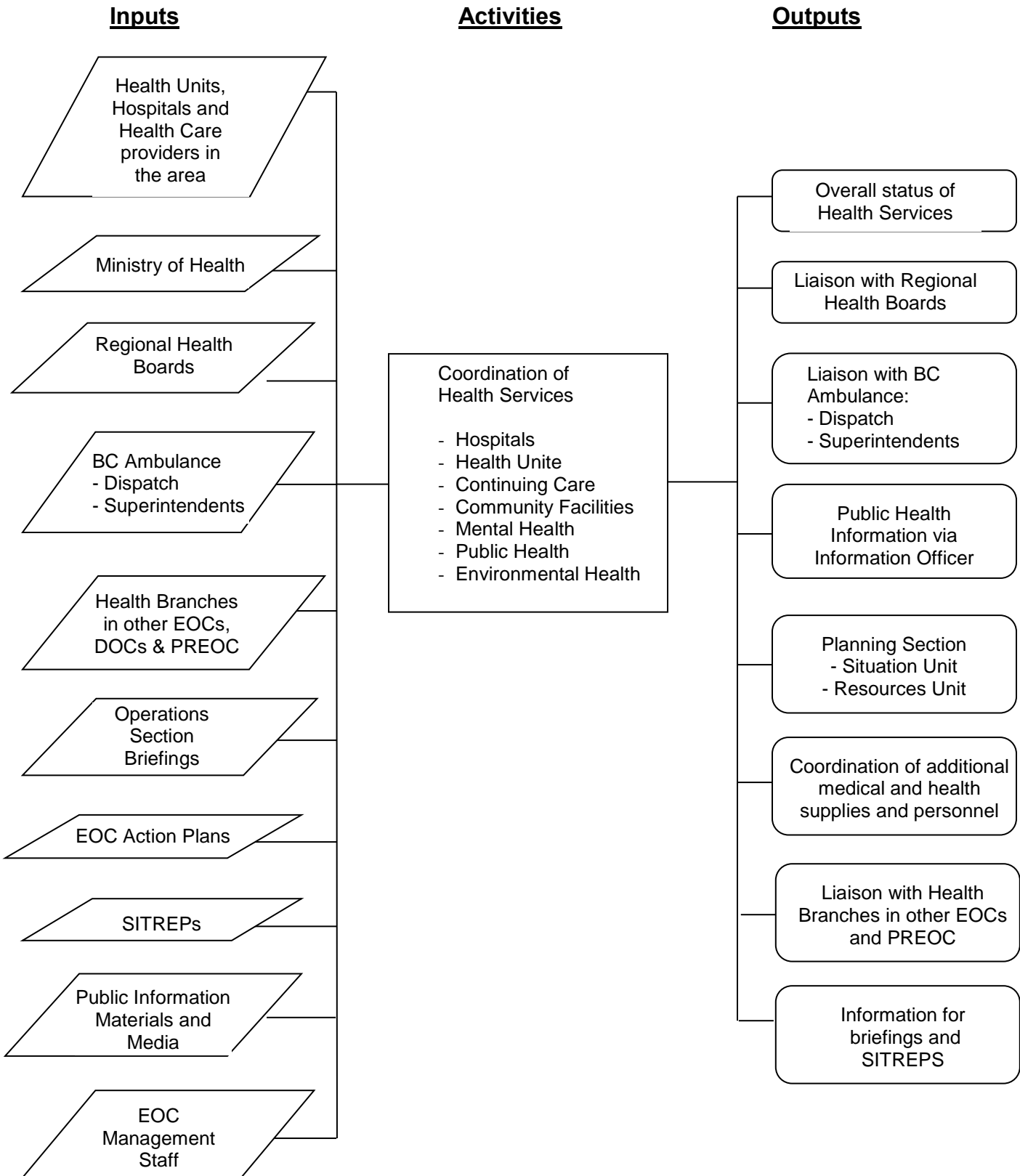
	Time	Init.
Prepare Health Services objectives for the EOC Action Plan for each operational period and submit to Operations Section Chief prior to Action Planning meetings.		
Working with the Information Officer, reinforce the use of proper Procedures for media contacts.		
Consider need for critical incident stress debriefings for responders and affected persons.		
Ensure proper documentation of plans, actions and decisions.		
Date:	Time:	
Print Name:	Signature:	

Demobilization Phase:

	Time	Init.
Determine demobilization status of Health Services in the area, and advise Operations Section Chief.		
Ensure any open actions are assigned to appropriate staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 – Page 15)		
Date:	Time:	
Print Name:	Signature:	

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HEALTH BRANCH COORDINATOR



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EMERGENCY SUPPORT SERVICES / COMMUNITY RECOVERY BRANCH COORDINATOR

Report to: EOC Operations Section Chief

Responsibilities:

1. Overall management of the ESS /Community Recovery Branch.
2. In coordination with volunteer and private agencies, provides food, clothing, shelter and other essential services as required for people affected by a disaster and for response workers in the area.
3. Provides daily situation reports to Operations Section Chief.
4. Shares information and provides ESS/Community Recovery mutual aid (upon request, if available) with other affected communities in the region.
5. Requests mutual aid assistance and/or provincial ESS/Community Recovery resources PREOC when local and/or regional ESS/Community Recovery resources are exhausted.
6. Confers with Operations Section Chief and EOC Director to ensure that ESS/Community Recovery response is appropriate and that expenditures for ESS/Community Recovery are authorized.

Activation Phase:

	Time	Init.
Follow Activation Phase of the Generic EOC Checklist (Sec. 1 – Page 15).		
Report to EOC facility as requested.		
Ensure alternates are identified for your position to allow for 24 hour extended operations.		
Obtain briefing from Operations Section Chief or EOC Director.		
Assess level of ESS/Community Recovery services needed and initiate call-out of ESS/Community Recovery staff and volunteers as required.		
If appropriate, activate the ESS Headquarters to coordinate delivery of ESS services (via Reception Centres) and coordinate ESS resources with local suppliers and agencies.		
Establish telephone and/or radio communications with ESS Headquarters, activated Reception Centres, Group Lodging Sites, other ESS/Community Recovery support agencies and ESS Office.		
Date:	Time:	
Print Name:	Signature:	

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Operational Phase:

	Time	Init.
Maintain communications with and provide direction to the ESS Headquarters pertaining to the level and duration of services required.		
Prioritize requests for ESS/Community Recovery services.		
Coordinate activities with other volunteer agencies as required, (e.g. Red Cross, Salvation Army, etc.)		
Prepare objectives for the ESS/Community Recovery Branch for each operational period; provide to the Operations Section Chief prior to the Action Planning meetings.		
Maintain ESS/Community Recovery resource status board, keeping track of number and type of resources deployed and still available and share this information with Ops Section Chief, PREOC, ESS Office and other EOC's upon request.		
In consultation with Liaison Officer, ensure contact is made with unaffected communities to assess resource availability.		
Facilitate requests for mutual aid form other communities in the region, and/or from PREOC, as available to do so.		
Request and arrange for acquisition of provincial ESS resources (via PREOC) when local ESS resources are insufficient to meet needs.		
Refer all contacts with the media to the Information Officer and ensure that critical ESS information (e.g. location of activated reception/resilience centres) is included in media releases.		
If an ESS Mobile Support Team is deployed to the area, maintain communications with the Team Director to ensure appropriate placement and adequate support needs are met.		
Prepare and forward ESS Situation reports to Operations Section Chief, and ESS Representative in the PREOC.		
Working with the Logistics Section coordinate food and lodging needs for EOC staff and response personnel, as requested.		
Actively share information with branches and sections in the EOC.		
Maintain adequate records of financial expenditures: <ul style="list-style-type: none"> • Evacuee expenses must be coordinated with ESS Office. • EOC and Responder expenses must be coordinated with Finance and Administration Section. 		
Ensure emergency expenses and extensions for ESS are pre-authorized by Operations Section Chief.		
Date:	Time:	
Print Name:	Signature:	

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Demobilization Phase:

	Time	Init.
Determine demobilization status of ESS/Community Recovery services (e.g. closing of reception/resilience centres, group lodging, volunteer centre, registration sites, etc.) and the deactivation of the ESS Headquarters and advise the Operations Section Chief.		
Collect and store all completed ESS/Community Recovery forms and paperwork from all the ESS Reception Centres. Consult with Planning Section (Documentation Group) for appropriate storage location.		
Complete personal logs and documentation and forward to Planning Section (Documentation Group).		
Ensure any open actions are assigned to appropriate staff or other EOC sections to follow-up on.		
Coordinate the transition of ESS services to Community Recovery to ensure follow-up and/or continued services are provided to persons affected by the disaster.		
Ensure that all expenditures and financial claims have been submitted to the appropriate agency or Section.		
Forward any input towards the EOC After-Action Report to the Operations Section Chief.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 – Page 15)		
Date:	Time:	
Print Name:	Signature:	

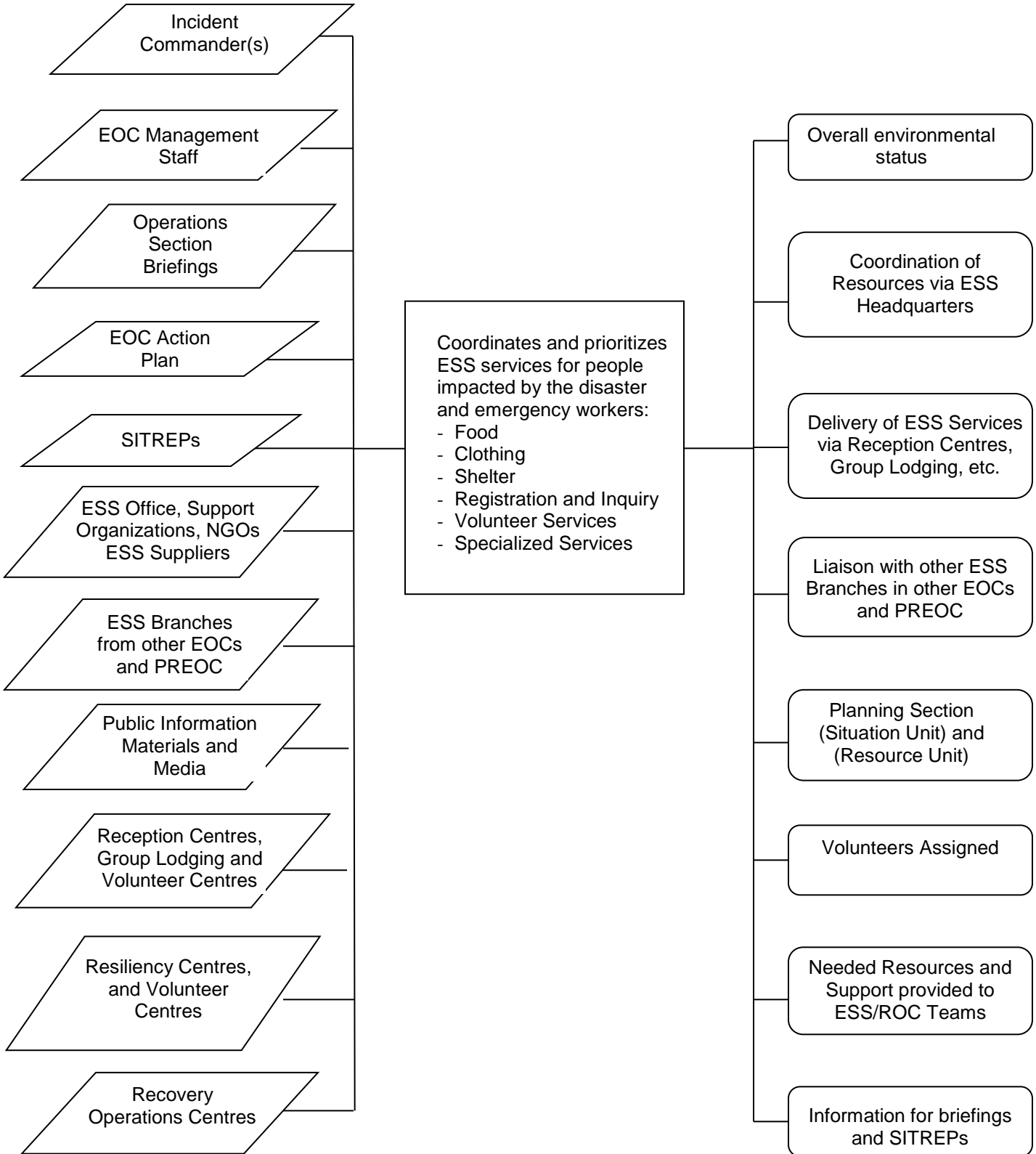
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EMERGENCY SUPPORT SERVICES / COMMUNITY RECOVERY BRANCH COORDINATOR

Inputs

Activities

Outputs



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ESS BRANCH COORDINATOR - INITIAL BRIEFING CHECKLIST

Gather and provide the following information:

	Time	Init.
Overview of the event (i.e. what happened, how much, how big, etc.)		
Current status (i.e. increasing, decreasing, local emergency or disaster).		
Analysis of the event (i.e. results to date, number of people, property and/or infrastructure affected).		
Projection - What may happen in the next 6 to 24 hours, 3 days or week (i.e. If the wind changes, X number of homes will be at risk).		
Any secondary event triggered by the initial event that could have an effect on Reception Centre operations.		
Brief demographic description of the people affected and any cultural sensitivity that Reception Centre staff and volunteers need to know.		
Other Resources that Reception Centre staff and volunteers can direct guests to for other aspects of the community response.		
Location of designated Primary Reception Centre and any secondary Reception Centres designated for use by the ESS response.		
Ensure structure in place that makes provision for mentoring / shadowing CVRD team members if Mobile Support Team is assisting.		
Any identified groups or clubs in the community that have offered assistance and simply need training.		
Water resources (tap water status & bottled water distribution points).		
Food resources (current situation with restaurants, grocery stores or other food suppliers – re-supply is addressed by the EOC).		
Shelter resources – type and quantity (hotels, group lodging, etc.). Best guess estimate of the community capacity.		
Sanitation resources.		
Any local hazards to be aware of.		
Transportation resources.		
First Aid resources (i.e. availability – St. John Ambulance).		
Communications resources (i.e. Telephone, Ham Operators, etc.).		
Press Releases – hard copy of all press releases since the beginning of the event and detailed summary of all official information issued to date if hard copies are not available.		
Accommodation and food arrangements for Mobile Support Team.		
Date:	Time:	
Print Name:	Signature:	

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CRITICAL INFRASTRUCTURE BRANCH COORDINATOR

Report to: EOC Operations Section Chief

Responsibilities:

1. Survey risks to all ten Critical Infrastructure Sectors and communicate all hazard(s) to the appropriate Critical Infrastructure stakeholders.
2. Establish communications with Critical Infrastructure Stakeholders within the hazard area
3. Liaise with other Infrastructure Branches in other agency / organization operations centres.
4. Ensure that the Critical Infrastructure Branch function is carried out including coordination of response for the Engineering and Utilities groups.

Ten Critical Infrastructure Sectors:

Energy and Utilities		Information & Communications Technology	
	Natural Gas		Telecommunications
	Hydro		Broadcasting
	Transmission Systems		Software/Hardware/Networks
	Oil		Amateur Radio
Finance		Manufacturing	
	Financial Institutions		Supply Chain (Suppliers/Vendors)
	Banking		Industry
	Securities	Safety	
	Investment		Police
Food			Fire
	Producers		Ambulance
	Processors		Specialized Services (HUSAR, CBRNE)
	Wholesalers	Transportation	
	Distributors		Air
Government			Marine
	Local & Regional Services		Road
	Facilities		Rail
	Assets	Water	
	Key Provincial Sites		Dams
Health			Reservoirs
	Health Authorities		Wastewater/Sewage
	Hospitals		Distribution
	Health Care Providers		
	Laboratories		
	Pharmaceuticals		

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Activation Phase:

	Time	Init.
Follow Activation Phase of the Generic EOC Checklist (Sec. 1 – Page 15).		
Report to the EOC facility and obtain a briefing on the situation from the Operations Section Chief and site personnel.		
Based on the situation, activate the necessary functions within the Engineering Group:		
• Roads and Bridges		
• Damage / Safety Assessment		
• Public Works		
Based on the situation, activate the necessary functions within the Utilities Group:		
• Natural Gas		
• Hydro		
• Transmission Systems		
• Oil		
Provide an initial situation report to the Operations Section Chief.		
Based on initial EOC priorities prepare objectives for the Critical Infrastructure Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.		
Date:	Time:	
Print Name:	Signature:	

Operational Phase:

	Time	Init.
Ensure that branch and unit position logs and other necessary files are maintained.		
Maintain current status on all critical infrastructure activities being conducted in the area.		
Ensure that damage and safety assessments are being carried out for both public and private facilities.		
Determine and document the status of transportation routes into and within affected areas.		
Determine and document the status of public works (water and sewer systems) within affected areas.		
Determine and document the status of utilities (natural gas, hydro, oil, transmission systems) within affected areas.		

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	Time	Init.
Determine and document the status of other critical infrastructure within affected areas.		
• Finance		
• Food		
• Government		
• Health		
• Information & Communications Technology		
• Manufacturing		
• Safety		
• Transportation		
• Water		
Liaise with critical infrastructure agencies/organizations as required.		
Coordinate debris removal services as required.		
Provide the Operations Section Chief and the Planning Section with an overall summary of Critical Infrastructure Branch activities periodically during the operational period or as requested.		
Ensure that all Unit Status Reports, as well as, the Initial Damage Assessment are completed and forwarded to the Operations Section Chief and Planning Section (Situation Unit).		
Refer all contacts with the media to the Information Officer. Be prepared to act as a spokesperson and offer technical information as requested.		
Ensure that all fiscal and administrative requirements are coordinated through the Finance Section (notification of any emergency expenditures and daily time sheets).		
Prepare objectives for the Critical Infrastructure Branch for each operational period; provide them to the Operations Section Chief prior to the Action Planning meeting.		
Implement EOC Action Plan assignments for Infrastructure Branch and functions.		
Date:	Time:	
Print Name:	Signature:	

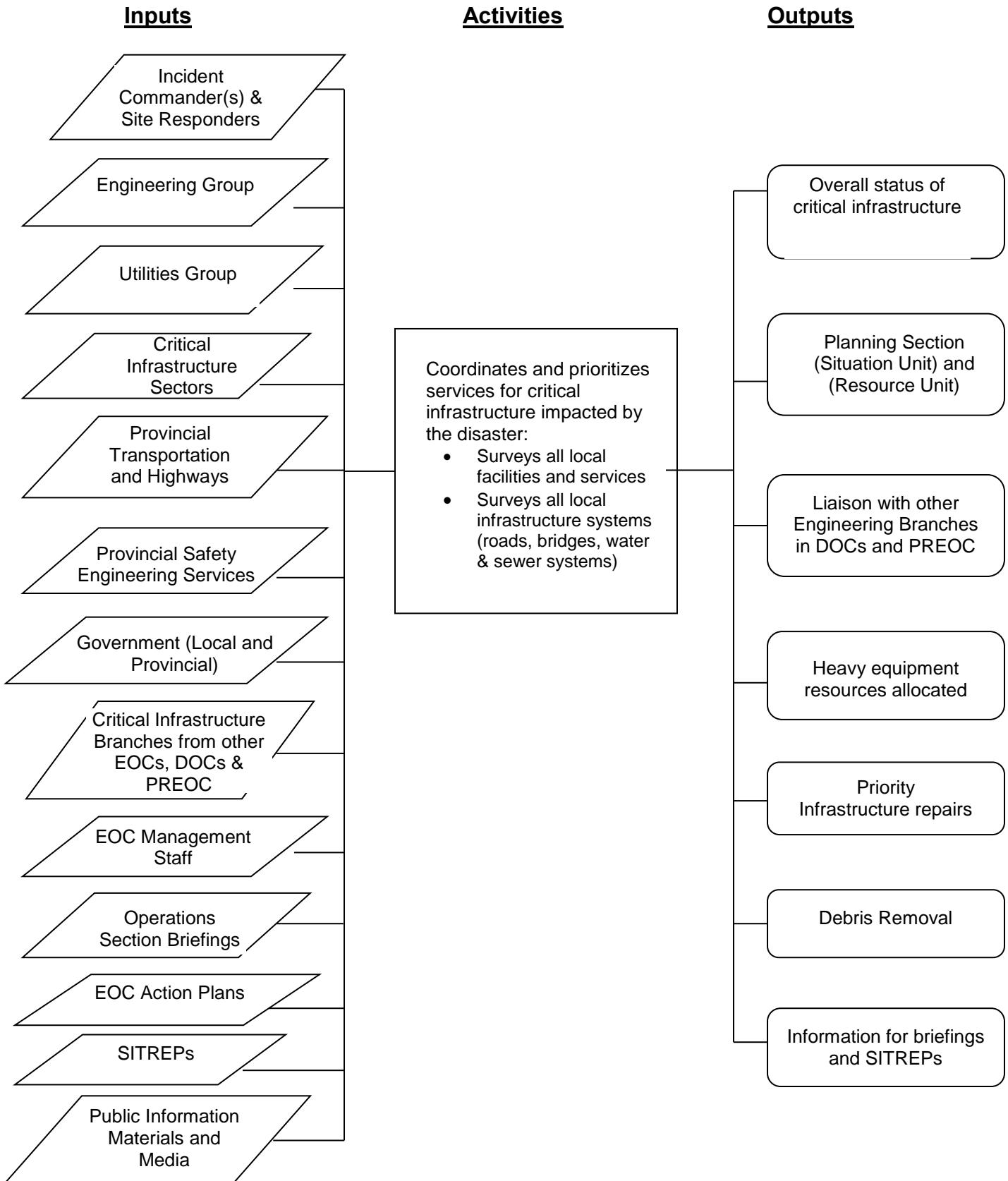
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Demobilization Phase:

	Time	Init.
Determine demobilization status of branch units and infrastructure operations in the area, and advise Operations Section Chief.		
Complete all logs and documentation and forward to Planning Section (Documentation Group).		
Ensure any open actions are assigned to appropriate staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.		
Forward any input towards the EOC After-Action Report to the Operations Section Chief.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 – Page 15)		
Date:	Time:	
Print Name:	Signature:	

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CRITICAL INFRASTRUCTURE BRANCH COORDINATOR



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ENGINEERING GROUP COORDINATOR

Reports to: Critical Infrastructure Branch Coordinator, EOC Operations Section Chief, or EOC Director

Responsibilities:

1. Survey all local facilities, assessing the damage to such facilities, and coordinating the repair of damage.
2. Survey all other infrastructure systems, such as local roads, bridges, sewer and water systems within the area.
3. Assist other sections, branches, and units as needed.
4. Supervise the Engineering Branch.
5. Liaise with other Engineering Branches in EOCs and PREOC.

Activation Phase:

	Time	Init.
Follow Activation Phase of the Generic EOC Checklist (Sec. 1 – Page 15).		
Report to the EOC facility and obtain a briefing on the situation from the Operations Section Chief and site personnel.		
Based on situation, activate necessary Engineering Group functions:		
• Roads and Bridges Unit		
• Damage / Safety Assessment Unit		
• Public Works Unit		
Provide an initial situation report to the Operations Section Chief.		
Based on initial EOC priorities prepare objectives for the Critical Infrastructure Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.		
Date:	Time:	
Print Name:	Signature:	

Operational Phase:

	Time	Init.
Ensure that branch and unit position logs and other necessary files are maintained.		
Report to the EOC facility and obtain a briefing on the situation from the Operations Section Chief and site personnel.		
Based on the situation, activate the necessary functions within the Engineering Group:		
Maintain current status on engineering activities conducted in area.		

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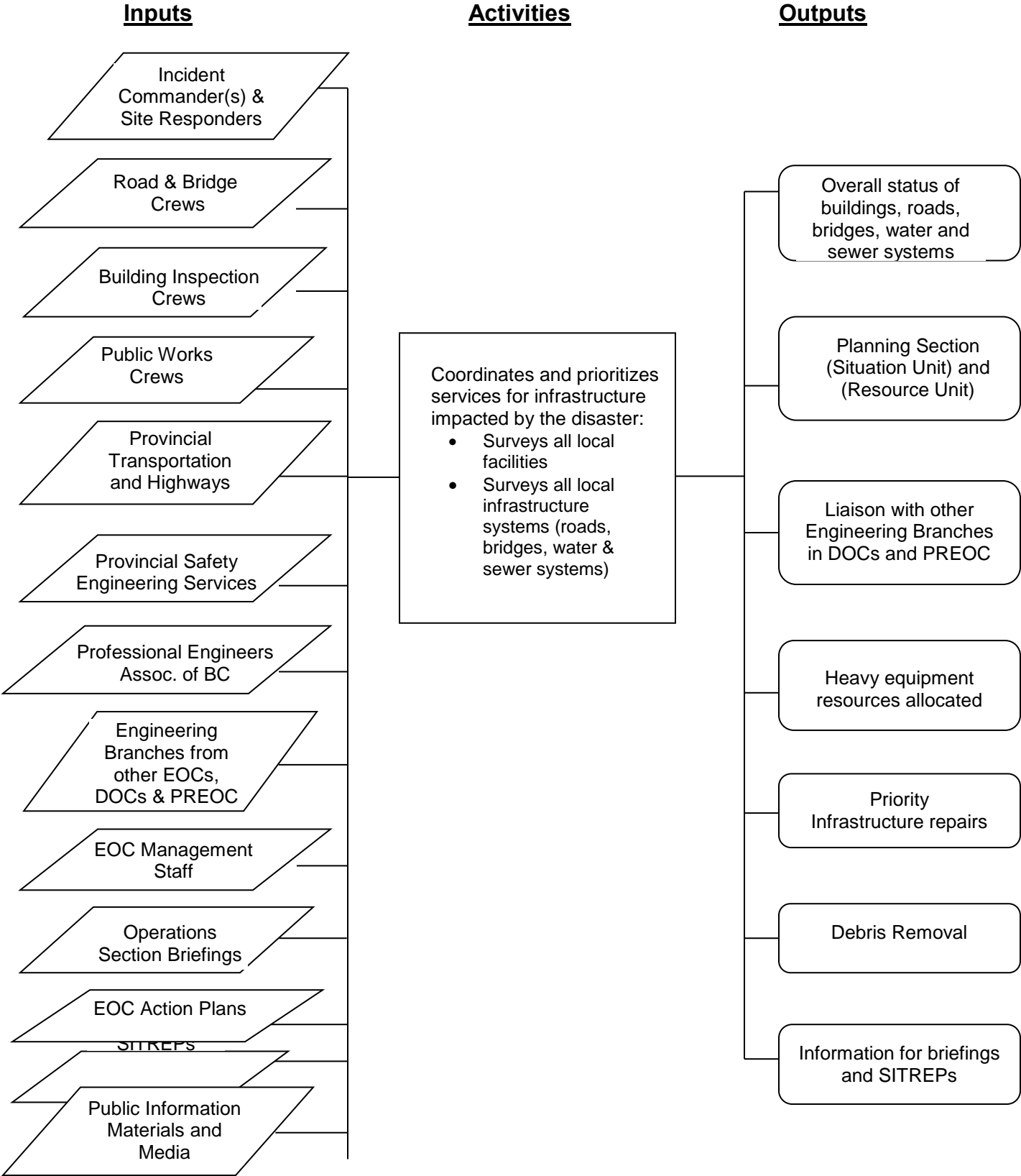
	Time	Init.
Ensure that damage and safety assessments are being carried out for both public and private facilities.		
Determine and document the status of transportation routes into and within affected areas.		
Determine and document the status of public works (water and sewer systems) within affected areas.		
Coordinate debris removal services as required.		
Provide the Critical Infrastructure Branch Coordinator or Operations Section Chief and the Planning Section with an overall summary of Engineering Branch activities periodically during the operational period or as requested.		
Ensure that all Unit Status Reports, as well as, the Initial Damage Assessment are completed and forwarded to the Critical Infrastructure Branch Coordinator and Situation Unit.		
Refer all contacts with the media to the Information Officer. Be prepared to act as a spokesperson and offer technical information as requested.		
Prepare objectives for the Engineering Branch for each operational period; provide them to the Critical Infrastructure Branch Coordinator prior to the Action Planning meeting.		
Implement EOC Action Plan assignments for Engineering Group/ Units.		
Provide your relief with a briefing at shift change, informing him / her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.		
Date:	Time:	
Print Name:	Signature:	

Demobilization Phase:

	Time	Init.
Determine demobilization status of engineering operations in the area, and advise Operations Section Chief.		
Complete all logs and documentation and forward to Planning Section (Documentation Group).		
Ensure any open actions are assigned to appropriate staff or other EOC sections to follow up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.		
Forward any input towards the EOC After Action Report to the Critical Infrastructure Branch Coordinator or Operations Section Chief.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 – Page 15)		
Date:	Time:	
Print Name:	Signature:	

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ENGINEERING GROUP COORDINATOR



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UTILITIES GROUP COORDINATOR

Report to: Critical Infrastructure Branch Coordinator, EOC Operations
Section Chief or EOC Director

Responsibilities:

1. Survey all utility systems, and provide restoration priorities to providers.
2. Assist other sections, branches, and units as needed.
3. Liaise with other utility representatives not present in EOC.

Activation Phase:

	Time	Init.
Follow Activation Phase of the Generic EOC Checklist (Sec. 1 – Page 15).		
Report to the EOC facility and obtain a briefing from the Critical Infrastructure Branch Coordinator or Operations Section Chief.		
Provide an initial Utilities Situation Report to the Critical Infrastructure Branch Coordinator or Operations Section Chief.		
Based on initial EOC priorities prepare objectives for the Utilities Group and provide them to the Critical Infrastructure Branch Coordinator or Operations Section Chief prior to the first Action Planning meeting.		
Date:	Time:	
Print Name:	Signature:	

Operational Phase:

	Time	Init.
Establish and maintain communications with the utility providers in the affected area.		
Determine the extent of damage to utility systems in the affected area.		
Coordinate with the Liaison Officer to establish whether agency representatives from affected utilities are available to attend the EOC.		
Ensure that support to utility providers is available as necessary to facilitate restoration of damaged systems.		
Keep the Health Branch Coordinator informed of any threats (real or potential) regarding water contamination issues.		

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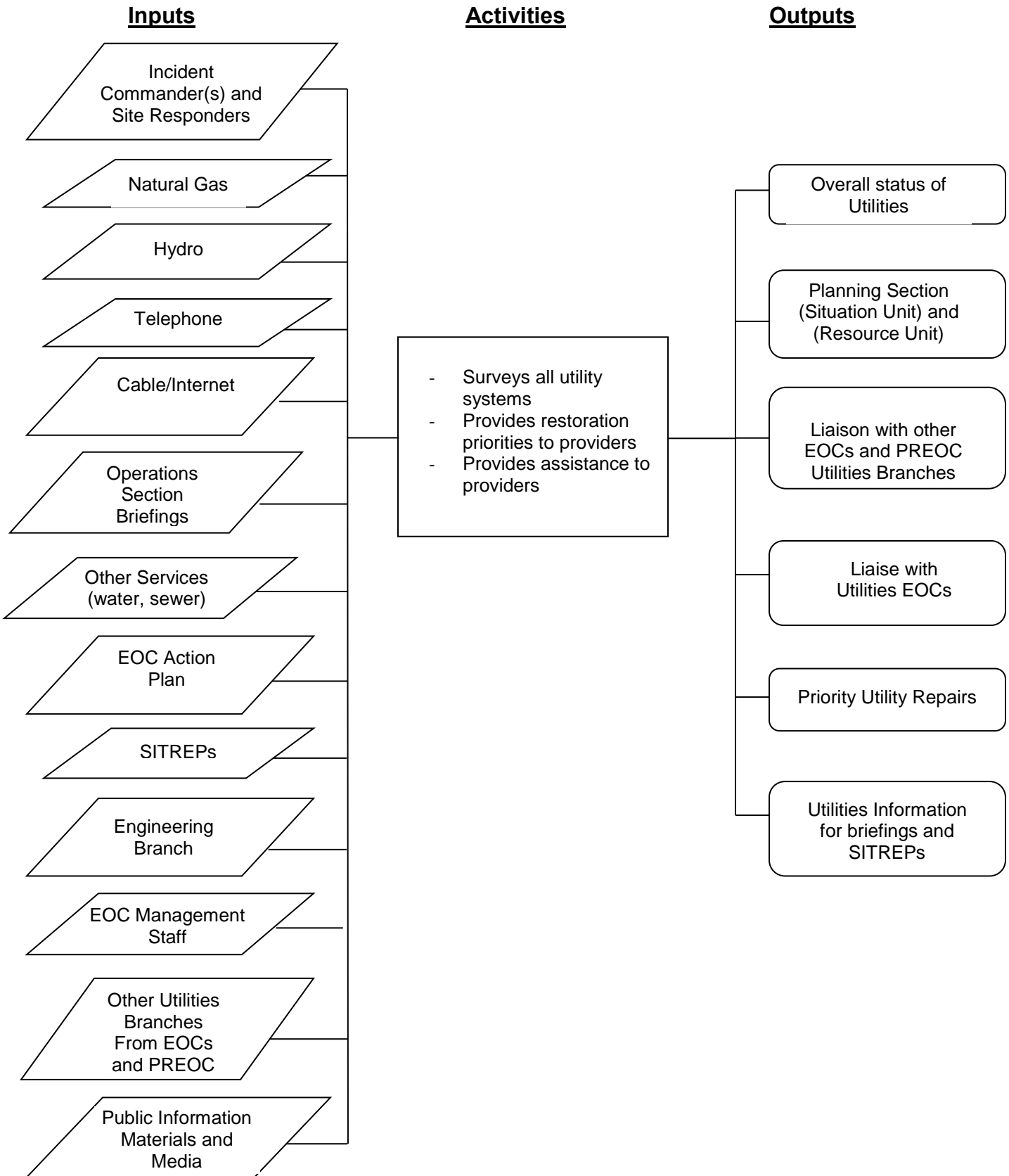
	Time	Init.
Keep the Engineering Group Coordinator and Critical Infrastructure Branch Coordinator informed of the restoration status.		
Complete and maintain Utilities Status Reports, and share with Critical Infrastructure Branch Coordinator or Operations Section Chief, Branch Coordinators and Situation Unit.		
Refer all contacts with the media to the Information Officer, and be prepared to speak to technical issues as requested.		
Provide your relief with a briefing at shift change, informing him / her of all the ongoing activities, branch objectives for the operational period, and any other pertinent information.		
Date:	Time:	
Print Name:	Signature:	

Demobilization Phase:

	Time	Init.
Determine demobilization status of the Utilities Branch and utility operations in the area, and advise Critical Infrastructure Branch Coordinator or Operations Section Chief.		
Complete all logs and documentation and forward to Documentation Group.		
Ensure any open actions are assigned to appropriate staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.		
Forward any input towards the EOC After-Action Report to the Critical Infrastructure Branch Coordinator or Operations Section Chief.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 – Page 15)		
Date:	Time:	
Print Name:	Signature:	

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UTILITIES GROUP COORDINATOR



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ENVIRONMENTAL BRANCH COORDINATOR

Report to: EOC Operations Section Chief

Responsibilities:

1. Coordinate and/or assist local response to hazardous spills, waste disposal and dam failure.
2. Liaise with regional, provincial, and federal environment officials and the private sector.

Activation Phase:

	Time	Init.
Follow Activation Phase of the Generic EOC Checklist (Sec. 1 – Page 15).		
Report to EOC facility as directed.		
Obtain a briefing from the Operations Section Chief.		
Assess and anticipate environmental concerns and recommended responses in support of the emergency situation.		
Date:	Time:	
Print Name:	Signature:	

Operational Phase:

	Time	Init.
Establish and maintain position logs and other necessary files.		
Determine the scope of environmental assistance required in consultation with Operation Section Chief and other Branch Coordinators.		
Determine the status and availability of waste storage and disposal facilities in the area.		
Liaise with Health Branch to assist and consult with exposure to hazardous materials and impacts on water and air resources.		
Develop intelligence of environmental issues, damage and threats. Forward to Planning Section (Situation Unit).		
Prioritize environmental issues.		

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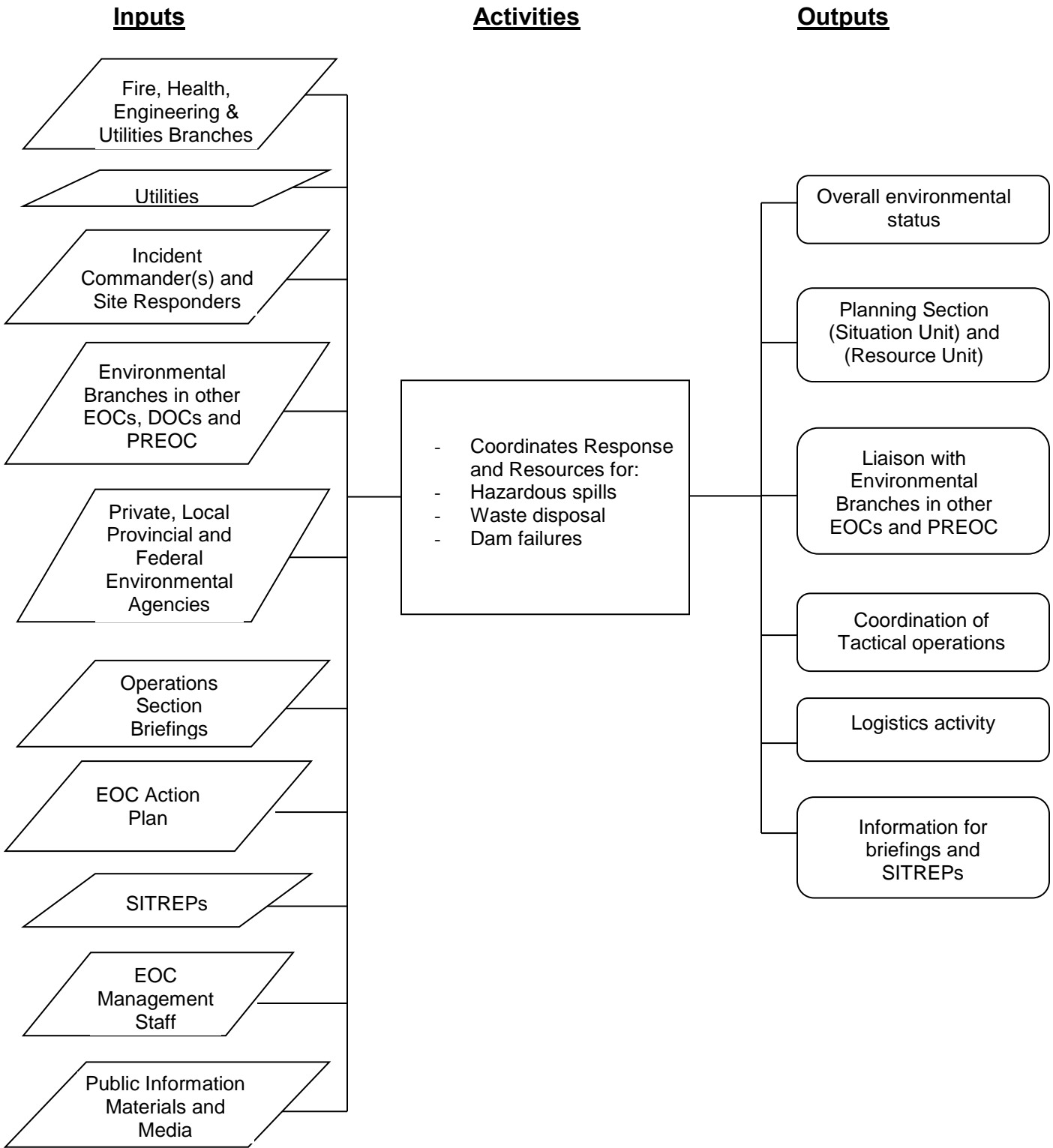
	Time	Init.
Liaise with Engineering and Utilities Branch Coordinators to assist with dam safety issues as required.		
Coordinate HazMat response and support in cooperation with Fire Branch Coordinator, for situations involving hazardous materials.		
Liaison with Environmental Branches in other EOC's and PREOC if established.		
Date:	Time:	
Print Name:	Signature:	

Demobilization Phase:

	Time	Init.
Determine demobilization status of environmental services in the area, and advise Operations Section Chief.		
Complete all logs and documentation and forward to Documentation Group.		
Ensure any open actions are assigned to appropriate staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.		
Forward any input towards the EOC After-Action Report to the Operations Section Chief.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 – Page 15)		
Date:	Time:	
Print Name:	Signature:	

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ENVIRONMENTAL BRANCH COORDINATOR



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AIR OPERATIONS BRANCH COORDINATOR

Report to: EOC Operations Section Chief

Responsibilities:

1. Organize aviation resources at the local level to support site operations.
2. As appropriate, initiate requests for Notice to Airmen (NOTAM).
3. Establish procedures for emergency reassignment of aircraft if required.
4. Coordinate with any provincial or regional authority's Air Operations in the operational area.
5. Liaise with Air Operations at the PREOC.

Activation Phase:

	Time	Init.
Follow Activation Phase of the Generic EOC Checklist (Sec. 1 – Page 15).		
Assess current level of local regional and provincial air operations in the operational area.		
Determine activation status of PREOC aviation resources and establish communication links with their Air Operations if necessary.		
Identify key issues currently affecting air operations; prepare initial report for Operations Section Chief.		
Date:	Time:	
Print Name:	Signature:	

Operational Phase:

	Time	Init.
Obtain briefing from Operations Section Chief.		
Liaise with Ambulance Unit.		
Liaise with PREOC Air Operations.		
Receive resource requests and pass on to Operations Section Chief.		
Liaise with Logistics to coordinate air transport of personnel, material and evacuees, as required.		
Organize preliminary air operations.		

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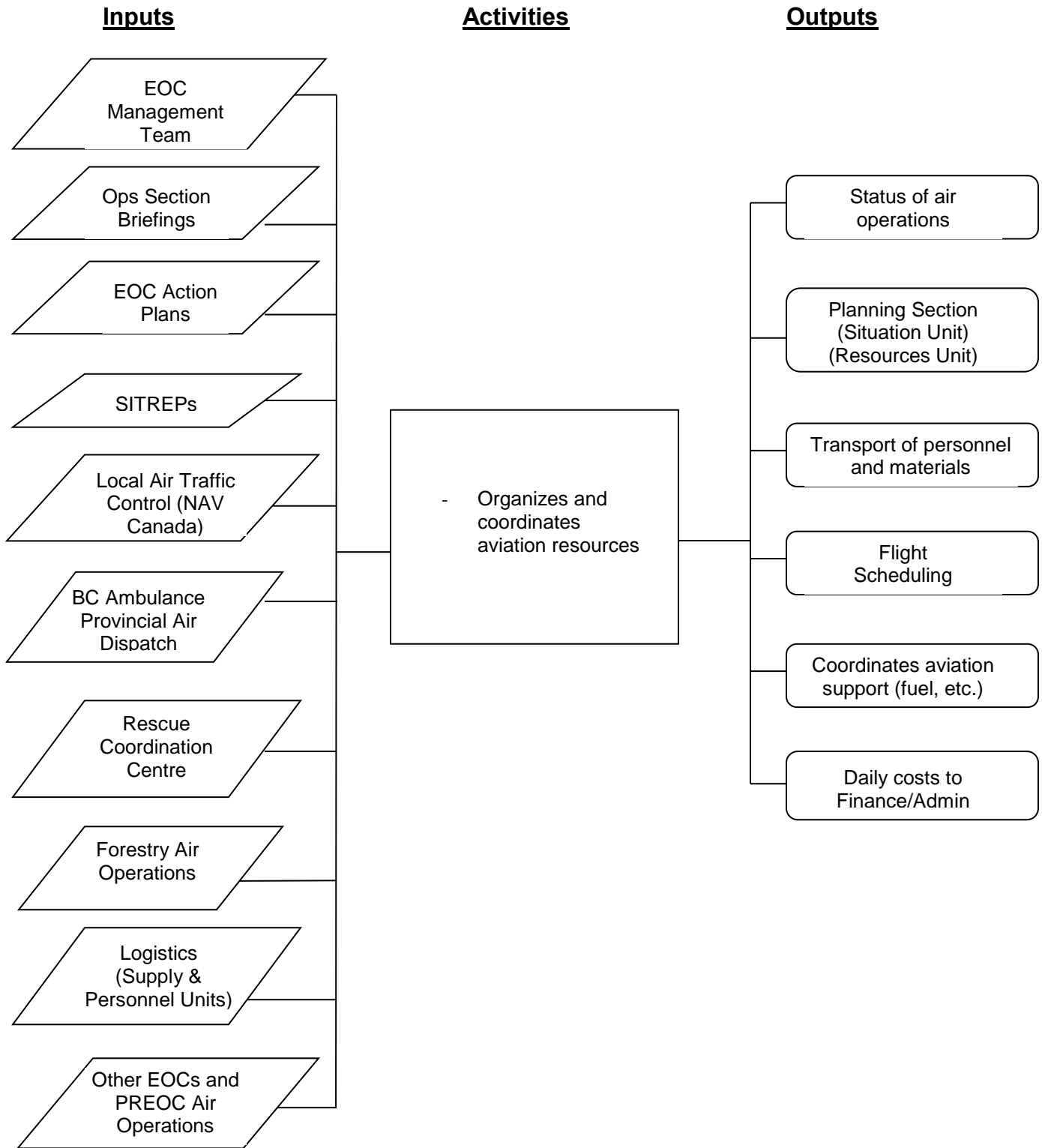
	Time	Init.
Initiate request for NOTAM if required.		
Schedule flights of non-emergency aircraft into the operational area if approved.		
Evaluate requests for non-tactical use of emergency aircraft assigned to the EOC.		
Ensure proper safety and risk management measures are being taken in regards to aircraft.		
Pass critical status information to Operations Section Chief, and Logistics Section (Situation Unit and Resource Unit).		
Provide reports on air operations issues to Operations Section Chief.		
Forward daily air operations costs to Finance Section.		
Date:	Time:	
Print Name:	Signature:	

Demobilization Phase:

	Time	Init.
Determine demobilization status of aviation resources in the operational area and advise Operations Section Chief and Logistics Section (Situation Unit).		
Ensure that all air expenditures and financial claims have been coordinated through the Finance Section.		
Forward input for the EOC After-Action Report to Operations Section Chief.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 – Page 15)		
Date:	Time:	
Print Name:	Signature:	

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AIR OPERATIONS BRANCH COORDINATOR



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SPECIAL OPERATIONS BRANCH COORDINATOR

Report to: EOC Operations Section Chief

Responsibilities:

1. Organize specialized resources at the site support (EOC) level to support site activities.
2. As appropriate, initiate requests for Notice to Mariners.
3. Establish procedures for emergency reassignment of specialized resources such as Heavy Urban Search and Rescue if required.
4. Coordinate with any regional or provincial special operations in the operational area.
5. Liaise with Special Operations at the PREEOC.

Activation Phase:

	Time	Init.
Follow Activation Phase of the Generic EOC Checklist (Sec. 1 – Page 15).		
Assess current level of local, regional and provincial special operations in the operational area.		
Determine activation status of provincial authority specialized resources and establish communication links with their Special Operations Branch if necessary.		
Identify key issues currently affecting special operations; prepare initial report for Operations Section Chief.		
Date:	Time:	
Print Name:	Signature:	

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Operational Phase:

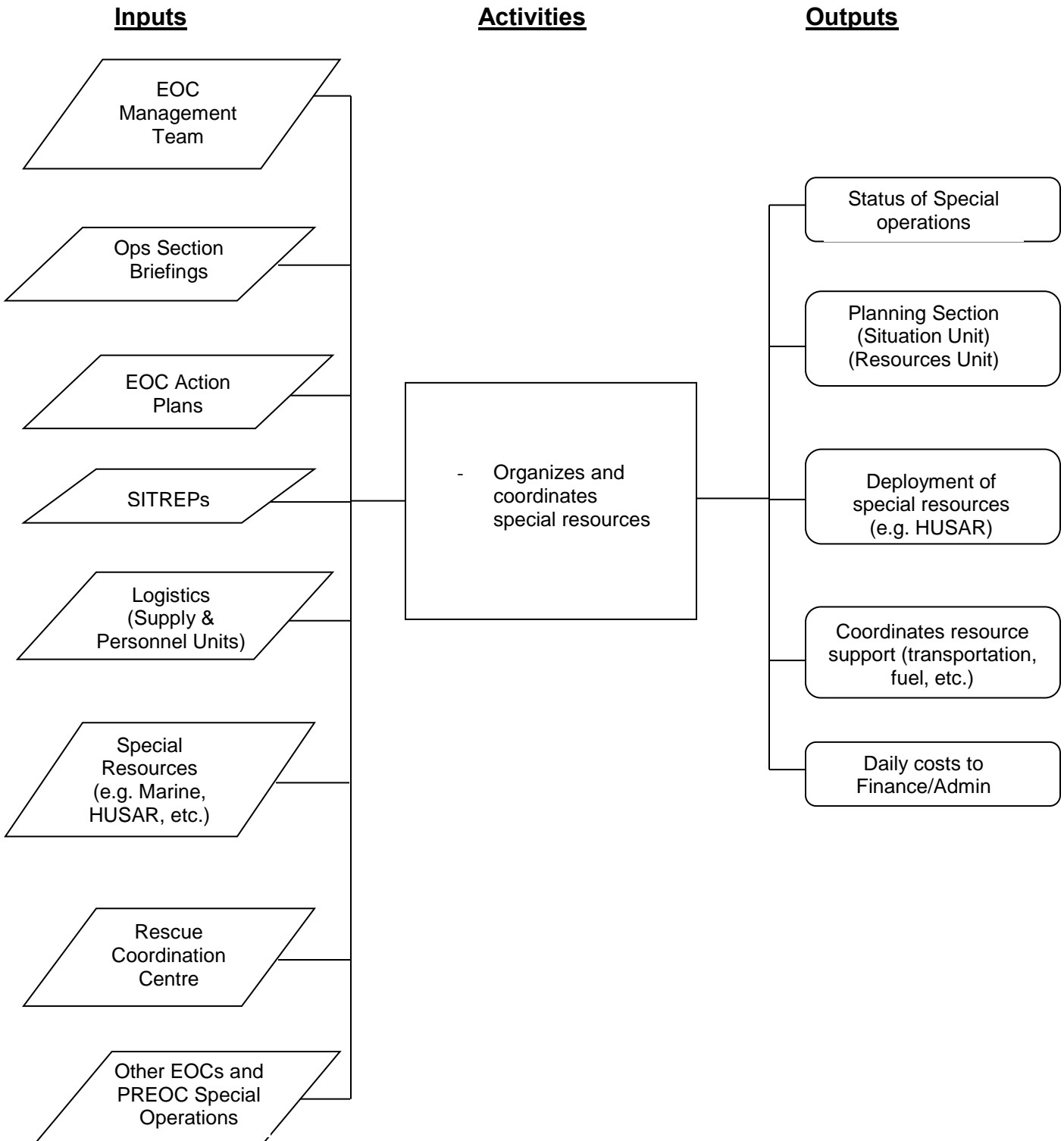
	Time	Init.
Obtain briefing from Operations Section Chief.		
Evaluate requests for tactical and non-tactical use of specialized resources assigned to the EOC.		
Receive resource and operational requests and forward to Operations Section Chief.		
Organize preliminary special operations.		
Initiate request for Notice to Mariners if required.		
Ensure proper safety and risk management measures are being taken in regards to special operations.		
Pass critical status information to Operations Section Chief, Planning Section (Situation Unit and Resource Unit).		
Provide reports on special operations issues to Operations Section Chief.		
Date:	Time:	
Print Name:	Signature:	

Demobilization Phase:

	Time	Init.
Determine demobilization status of any specialized resources in operational area and advise Operations Section Chief and Situation Unit.		
Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration section.		
Forward input for the EOC After-Action Report to Operations Section Chief.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 – Page 15)		
Date:	Time:	
Print Name:	Signature:	

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SPECIAL OPERATIONS BRANCH COORDINATOR



SECTION 7 - PLANNING SECTION

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INTRODUCTION

The Planning Section (the “Thinkers”) is responsible for gathering, analyzing, evaluating, displaying and disseminating technical information and forwarding recommendations on course of action to the EOC Director. The Planning Section is responsible for preparing the Incident Action Plan options for the EOC Management Section and therefore deals primarily with forward planning and contingencies based on knowledge of the current state of the event.

Responsibilities:

- Evaluate the disaster situation including information gathering, verification of information, and status reports.
- Assess damage, gather information, verify and report.
- Post and display pertinent or requested information and or geographical data.
- Brief Section Chiefs on state of the emergency and extent.
- Prepare Incident Action Plans and options for presentation and recommendation to EOC Management Section.

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PLANNING SECTION CHIEF

Report to: EOC Director

Responsibilities:

1. Ensure the following Planning Section responsibilities are addressed as required:
 - Collect, analyze, and display situation information;
 - Prepare periodic Situation Reports;
 - Prepare and distribute EOC Action Plan and facilitate Action Planning process;
 - Track Resources;
 - Conduct advance planning activities and report;
 - Document and maintain files on all EOC activities;
 - Provide technical support services to the various EOC sections and branches.
2. Establish the appropriate level of organization for the Planning Section.
3. Exercise overall responsibility for coordination of Planning Section Branch and Unit activities.
4. Keep EOC Director informed of significant issues affecting the Planning Section.
5. In coordination with the other Section Chiefs, ensures that Status Reports are completed and utilized as a basis for EOC Situation Reports and Action Plans.
6. Supervise the Planning Section.

Activation Phase:

	Time	Init.
Follow Generic EOC Checklist - Activation Phase (Section 1 - Page 15).		
Report to the EOC and obtain a briefing from the Emergency Operations Centre Director (EOCD).		
Ensure Planning Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.		
Based on the situation, activate units within the Planning section as needed and designate Leaders for each unit:		
• Situation Unit		
• Documentation Group		
• Resources Unit		
• Advance Planning Unit		
• Demobilization Unit		
• Recovery Unit		
• Technical Specialists Unit		

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	Time	Init.
Request additional personnel for the section from Logistics as necessary to maintain a 24hour operation.		
Establish contact with the PREOC Planning Section when activated, and coordinate Situation Report requirements with them.		
Meet with Operations Section Chief, obtain and review any major incident reports.		
Review responsibilities of units in Planning section; develop plans for carrying out all responsibilities.		
Make a list of key issues to be addressed by Planning; in consultation with section staff, identify objectives to be accomplished during the initial Operational Period.		
Keep the EOC Director and EOC Management Team informed of significant events.		
Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.		
Date:	Time:	
Print Name:	Signature:	

Operational Phase:

	Time	Init.
Ensure Planning position logs and other necessary files are maintained.		
Ensure Situation Unit is maintaining current information for the EOC Situation Report.		
Ensure major incident reports and branch status reports are completed by the Operations Section and are accessible by Planning Section. It is recommended to provide a Planning liaison to the Operations Section.		
Ensure EOC Situation Report is produced, approved and distributed to Sections, EMBC or PREOC at least once, prior to end of the operational period. Others may be produced as directed by EOC Director.		
Ensure that all status boards and other displays are kept current and that posted information is neat and legible.		
Ensure that the Information Officer has immediate and unlimited access to all status reports and displays.		
Conduct periodic briefings with section staff and work to reach consensus on section objectives for forthcoming operational periods.		
Chair the EOC Action Planning meetings approximately two hours before the end of each operational period.		

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	Time	Init.
Ensure that objectives for each section are completed, collected and posted in preparation for the next Action Planning meeting.		
Ensure that the EOC Action Plan is completed, approved by EOC Director and distributed prior to the start of the next operational period.		
Work closely with Planning Section Units to ensure the objectives, as defined in the current EOC Action Plan are being addressed.		
Ensure the Advance Planning Unit develops and distributes a report that highlights forecasted events or conditions likely to occur beyond the forthcoming operational period; particularly those situations which may influence the overall priorities of the EOC.		
Ensure Documentation Group maintains files on all EOC activities and provides reproduction and archiving services for the EOC, as required.		
Provide technical services, such as environmental advisors and other technical specialists to all EOC sections as required.		
Ensure that fiscal and administrative requirements are coordinated through the Finance Section.		
Ensure Risk Management Officer is involved in Action Planning process.		
Date:	Time:	
Print Name:	Signature:	

Demobilization Phase:

	Time	Init.
Ensure Demobilization Plan for the EOC is complete, approved by the EOC Director and distributed to all EOC sections.		
Oversee EOC After-Action Report preparation, by the Recovery Unit.		
Determine demobilization status of all Planning Units and advise the EOC Director.		
Complete all logs and documentation and forward to Documentation.		
Ensure any open actions are assigned to appropriate Planning staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.		
Review EOC After-Action Report prior to submitting to EOC Director and Management Team for approval.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 – Page 15)		
Date:	Time:	
Print Name:	Signature:	

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SITUATION UNIT COORDINATOR

Report to: EOC Planning Section Chief

Responsibilities:

1. Oversee the collection, organization, and analysis of disaster situation information, including damage assessments.
2. Ensure that information collected from all sources is validated.
3. Ensure Situation Reports are developed for dissemination to EOC and PREOC.
4. Ensure that an EOC Action Plan is developed for each operational period based on objectives developed by each EOC Section.
5. Ensure that an on-going link is established with the Operations Section for the purpose of collecting accurate situation information in a timely manner.
6. Ensure that all maps, status boards and other displays contain current and accurate information.
7. Supervise the Situation Unit.

Activation Phase:

	Time	Init.
Follow Generic EOC Checklist - Activation Phase (Section 1 - Page 15).		
Report to the EOC facility and obtain a briefing from the Planning Section Chief.		
Ensure there is adequate staff, including Observers (if needed) available to collect and analyze information and facilitate the Action Planning Process. Examples: Observers can be placed in the Operations Section as well as out at the sites to help collect necessary information.		
Prepare Situation Unit objectives for initial Action Planning meeting.		
Date:	Time:	
Print Name:	Signature:	

Operational Phase:

	Time	Init.
Assign a Situation Staff member to observe the Operations Section and collect situation status information on a regular basis.		
Ensure each EOC section & branch provides the Situation Unit with status updates on a regular basis.		
Oversee collection and analysis of all incident or disaster related information.		

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	Time	Init.
Oversee the preparation and distribution of the EOC Situation Report.		
Coordinate with the Documentation Group for the reproduction of relevant plans and distribution as required.		
Meet with the Information Officer to coordinate access to current information.		
Prepare a situation briefing for the EOC Action Planning meeting.		
Ensure each EOC section provides their objectives at least 30 minutes prior to each Action Planning meeting.		
Convene the Action Planning meeting and assist Planning Section Chief in facilitating the meeting.		
In preparation for the Action Planning meeting, ensure that all EOC priorities and objectives are posted or distributed, and that the meeting room is set up with appropriate equipment and materials (easels, markers, Sit Reports, etc.)		
Following the meeting, send approved Action Plan to Documentation Group for distribution prior to next operational period.		
Ensure that adequate staff members are assigned to maintain all maps, status boards and other displays. Status Board information should include Event Name, EMBC Task # and columns for: Sequential Numbering System for new incidents, Date and Time, Incident Details, Response taken (includes activities and resources), Open or Closed Status, and a column for Follow-Up Required.		
Date:	Time:	
Print Name:	Signature:	

Demobilization Phase:

	Time	Init.
Determine demobilization status of the Situation Unit and advise the Planning Section Chief.		
Complete all logs and forms and forward to Documentation Group.		
Ensure any open actions are assigned to appropriate Planning staff or other EOC sections to follow-up on.		
Provide input toward the EOC After-Action Report.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 – Page 15)		
Date:	Time:	
Print Name:	Signature:	

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

RESOURCES UNIT COORDINATOR

Report to: EOC Planning Section Chief

Responsibilities:

1. Coordinate with branches and units in Operations and Logistics Sections to capture and centralize resource status information. **Note: This position tracks resource status; it does not obtain or supply them as that is the responsibility of the Logistics Section.**
2. Develop and maintain resource status boards, tracking and display systems.
3. Supervise the Resources Unit.

Activation Phase:

	Time	Init.
Follow Generic EOC Checklist - Activation Phase (Section 1 - Page 15).		
Report to EOC facility and obtain a briefing from Planning Section Chief.		
Ensure there is adequate staff to fill the Resource Unit responsibilities.		
Date:	Time:	
Print Name:	Signature:	

Operational Phase:

	Time	Init.
Coordinate closely with Operations Sections Branches and Logistics Section Units particularly Supply, Personnel, and Transportation.		
Obtain a list of known critical resources.		
Obtain copies of critical resource requests from Logistics Section, post request on a status board and track progress of request until filled.		
Status boards should track requests by providing at a minimum, the following information: date and time of request, items requested, priority designation (precedence level), time request was processed and estimated time of arrival or delivery to requesting party.		
Working closely with Operations and Logistics, assist in notifying requesting parties of status of their resource request. This is particularly critical in situations where delays are expected in filling request.		
An additional status board may be developed to track resources by requesting party. Information categories might include: resource arrival time, location of use, and estimate of how long resource will be needed.		
Date:	Time:	
Print Name:	Signature:	

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Demobilization Phase:

	Time	Init.
Keep Demobilization Unit informed of committed resources.		
Determine demobilization status of the Resource Unit and advise the Planning Section Chief.		
Complete all logs and documentation and forward to Documentation Group.		
Ensure any open actions are assigned to appropriate Planning Staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.		
Provide input towards the EOC After-Action Report.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 – Page 15)		
Date:	Time:	
Print Name:	Signature:	

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

DEMOBILIZATION UNIT COORDINATOR

Report to: EOC Planning Section Chief

Responsibilities:

1. Develop a Demobilization Plan for the EOC based on a review of all pertinent Planning Section documents, and Situation Reports, and status of EOC priorities and objectives.
2. Supervise personnel assigned to the Demobilization Unit.

Activation Phase:

	Time	Init.
Follow Generic EOC Checklist - Activation Phase (Section 1 - Page 15).		
Report to EOC facility and obtain a current situation report from the Planning Section Chief.		
Date:	Time:	
Signature:	Position:	

Operational Phase:

	Time	Init.
Monitor current EOC Action Plans, Situation Reports, and resource assignment lists.		
Consult with Section Chiefs, Branch Coordinators, Liaison Officer and EOC Director for demobilization policies and procedures.		
Draft Demobilization Plan and circulate to the Planning Section Chief EOC Director and EOC Management Team for review.		
Finalize the Demobilization Plan for approval by the EOC Director.		
The Demobilization Plan must be review at least once during each operational period for as long as EOC Sections are formally staffed.		
Work with all Section Chiefs to ensure that demobilized staff complete and forward to Documentation Group all reports, time sheets, and exit surveys prior to leaving the EOC.		
Date:	Time:	
Signature:	Position:	

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Demobilization Phase:

	Time	Init.
Initiate Demobilization Plan for the EOC as approved by EOC Director.		
Complete all logs and documentation and forward to Documentation Group.		
Ensure all equipment and materials are returned to their proper places.		
Provide input towards the EOC After-Action Report.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 – Page 15)		
Date:	Time:	
Signature:	Position:	

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

ADVANCE PLANNING UNIT COORDINATOR

Report to: EOC Planning Section Chief

Responsibilities:

1. Develop an Advance Plan consisting of potential response related issues likely to occur beyond the next operational period, generally within 36 to 72 hours. Work with the Recovery Unit Coordinator to deal with recovery related issues.
2. Review all available Situation Reports, Action Plans, and other significant documents. Determine potential future impacts of the event or disaster; particularly issues that might modify the overall EOC priorities and objectives.
3. Provide periodic briefings for the EOC Director and Management Team addressing Advance Planning issues.
4. Supervise the Advance Planning Unit.

Activation Phase:

	Time	Init.
Follow Generic EOC Checklist - Activation Phase (Section 1 - Page 15).		
Report to EOC facility and obtain situation briefing from Planning Section Chief.		
Ensure adequate staffing level for the Advanced Planning Unit.		
Date:	Time:	
Signature:	Position:	

Operational Phase:

	Time	Init.
Review the current Situation Report and include recent updates.		
Meet individually with the EOC Management Team and determine best estimates of the future direction & outcomes of the event or disaster.		
Develop an Advance Plan identifying future policy related issues, social and economic impacts, significant response or recovery resource needs, and any other key issues likely to affect EOC operations within a 36 to 72 hour time frame.		

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

	Time	Init.
Submit the Advance Plan to the Planning Section Chief for review and approval prior to implementation via briefings with the EOC Director and Management Team.		
Review Action Planning objectives submitted by each section for the forthcoming operational period. In conjunction with the Management Team, recommend a transition strategy to the EOC Director when EOC activity shifts predominately to recovery operations.		
Assist Recovery Unit Coordinator in developing initial relief plans.		
Date:	Time:	
Signature:	Position:	

Demobilization Phase:

	Time	Init.
Determine demobilization status of the Advance Planning Unit and advise EOC Planning Section Chief.		
Complete all logs and documentation and forward to Documentation Group.		
Ensure any open actions are assigned to appropriate Planning staff or other EOC sections to follow-up on.		
Provide input towards the EOC After-action Report.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 – Page 15)		
Date:	Time:	
Signature:	Position:	

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

RECOVERY UNIT COORDINATOR

Report to: EOC Planning Section Chief

Responsibilities:

1. Assess the requirements for assistance for community and individual recovery from a major emergency or disaster (Community Recovery).
2. Identify immediate steps (short-term relief efforts) that can be taken to initiate and speed recovery within the area.
3. Anticipate actions required over the long term to restore local services and return the area to pre-emergency conditions (Local Authority Recovery).
4. Supervise the Recovery Unit and all recovery operations unless otherwise directed by the Planning Section Chief and/or EOC Director.

Activation Phase:

	Time	Init.
Follow Generic EOC Checklist - Activation Phase (Section 1 - Page 15).		
Report to EOC facility and obtain current situation briefing from Planning Section Chief.		
Date:	Time:	
Signature:	Position:	

Operational Phase:

	Time	Init.
Act as the liaison for the EOC and other disaster assistance agencies; to coordinate the recovery process.		
Ensure that short-term relief efforts such as: interim housing, counselling, utility restoration, debris removal, building safety inspections, etc. have been planned for and initiated. Consult with the Operations Section (Infrastructure and ESS Branches).		
Prepare Recovery Plan, including actions required by priority, for recovery of public and private infrastructure, public and private property, mental health, public health, and the social economic fabric.		

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

	Time	Init.
Obtain EOC Director's approval of plan and disseminate to EOC Management Team.		
Coordinate recovery planning with Finance Section.		
Assist the Finance Section with plans for establishing a "One-Stop Shopping" Recovery Centre, as required.		
In consultation with the other Planning Section Units and EOC Management Team prepare the EOC After-Action Report.		
Submit After-Action Report to Planning Section Chief for review and approval prior to conducting briefings with the EOC Director and Management Team.		
Date:	Time:	
Signature:	Position:	

Demobilization Phase:

	Time	Init.
Determine demobilization status of the Recovery Unit and advise the EOC Planning Section Chief.		
Complete all logs and documentation and forward to Documentation Group.		
Ensure any open actions are assigned to appropriate Planning staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 – Page 15)		
Date:	Time:	
Signature:	Position:	

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

DOCUMENTATION UNIT COORDINATOR

Report to: EOC Planning Section Chief

Responsibilities:

1. Collect, organize and file all completed event or disaster related forms, including: all EOC position logs, Situation Reports, EOC Action Plans and any other related information, just prior to the end of each operational period.
2. Provide document reproduction services to EOC staff.
3. Distribute the EOC Situation Reports, EOC Action Plan, and other documents, as requested.
4. Maintain a permanent archive of all Situation Reports and EOC Action Plans associated with the event or disaster.
5. Assist Recovery Unit with preparation and distribution of the EOC After-Action Report.
6. Supervise the Documentation Group.

Activation Phase:

	Time	Init.
Follow Generic EOC Checklist - Activation Phase (Section 1 - Page 15).		
Report to EOC facility and obtain a situation briefing from the Planning Section Chief.		
Date:	Time:	
Print Name:	Signature:	

Operational Phase:

	Time	Init.
Meet with the Planning Section Chief and Risk Management Officer to determine what EOC materials should be maintained as official records.		
Initiate and maintain a roster and organization chart of all activated EOC positions to ensure that position logs are accounted for and submitted to the Documentation Group.		
Meet with the Recovery Unit Coordinator to determine what EOC materials and documents are necessary to provide accurate records and documentation for recovery purposes.		
Reproduce and distribute approved Situation Reports and EOC Action Plans. Ensure distribution includes the PREOC.		

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

	Time	Init.
Keep extra copies of reports and Plans available for special distribution as required.		
Set up and maintain document reproduction services for the EOC.		
Assist the Recovery Unit in preparing the EOC After-Action Report.		
Date:	Time:	
Print Name:	Signature:	

Demobilization Phase:

	Time	Init.
Determine demobilization status of the Documentation Unit and advise the EOC Planning Section Chief.		
Complete all logs and documentation.		
Ensure any open actions are assigned to appropriate Planning staff or other EOC sections to follow-up on.		
Assist with distribution of the EOC After-Action Report.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 – Page 15)		
Date:	Time:	
Print Name:	Signature:	

Suggested Documentation Unit Filing Instructions

Function Files

1. Distribute into Function boxes in advance of an EOC response.
2. If still in Documentation box during an EOC response, distribute to the various functions as they arrive.
3. Replenish checklists and forms as required.

Form Files

1. Distribute forms as requested during an EOC response.
2. Ensure sufficient supply of forms is maintained by photocopying as necessary.

Filing Files

1. Hanging files for filing documentation are provided with labels as follows:
 - Policy Group - Declaration & Cancellation of State of Local Emergency
 - EOC Management
 - Operations Section
 - Planning Section
 - Logistics Section
 - Finance Section
 - Status Reports
 - Action Plans / SITREPS
 - Public Information / Media Releases
 - Recovery
 - Provincial / Federal Assistance
 - 5 blank files for additional file divisions as determined during a response
2. Ensure that documentation is picked up regularly from sections and filed as outlined for reference.

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TECHNICAL SPECIALISTS UNIT COORDINATOR

Report to: EOC Planning Section Chief

Responsibilities:

1. Provide technical observations and recommendations to the EOC in specialized areas, as required.
2. Ensure that qualified specialists are available in the areas required by the particular event or disaster.
3. Supervise the Technical Specialists Unit.

Activation Phase:

	Time	Init.
Follow Generic EOC Checklist - Activation Phase (Section 1 - Page 15).		
Report to the EOC facility and obtain a situation briefing from the Planning Section Chief.		
Date:	Time:	
Print Name:	Signature:	

Operational Phase:

	Time	Init.
Maintain a position log and other necessary files.		
Coordinate with the Logistics Section to ensure that technical staff are located and mobilized.		
Assign technical staff to assist other EOC Sections in coordinating specialized areas of response or recovery.		
Assign technical staff to assist the Logistics Section with interpreting specialized resource capability and requests.		
Maintain inventory of technical specialists.		
On request, provide centralized technical specialties (i.e. meteorological, fire behaviour or engineering expertise for multiple incident sites.		
Provide your relief with a briefing at shift change; inform him / her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information.		
Date:	Time:	
Print Name:	Signature:	

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Demobilization Phase:

	Time	Init.
Determine demobilization status of the Planning Section (Technical Specialists) and advise the EOC Planning Section Chief.		
Complete all logs and documentation and forward to Planning Section (Documentation Group).		
Ensure any open actions are assigned to appropriate Planning Section (Technical Specialists) or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance Section.		
Provide input towards the EOC After-Action Report.		
Follow Demobilization Phase of Generic EOC Checklist (Sec. 1 – Page 15)		
Date:	Time:	
Print Name:	Signature:	

SECTION 8 - LOGISTICS SECTION

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INTRODUCTION

The Logistics Section (the “Getters”) consists of those departments and agencies that have a primary responsibility to support emergency operations in the Local Authority jurisdiction.

Responsibilities:

- Manage resources including assessing needs, allocating, procuring and documenting actions taken and resources obtained.
- Provide shelter, food, transportation, for workers when requested.
- Maintain a master list of resources available.

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LOGISTICS SECTION CHIEF

Report to: EOC Director

Responsibilities:

1. Ensure the Logistics function is carried out in support of the EOC. This function includes providing telecommunication services and information technology, locating or acquiring equipment, supplies, personnel, facilities, and transportation as well as arranging for food, lodging, and other support services as required both for the EOC and responder/site requirements.
2. Establish the appropriate level of branch and/or unit staffing within the Logistics Section, continuously monitoring the effectiveness of the organization and modifying as required.
3. Ensure section objectives as stated in the EOC Action Plan are accomplished within the operational period or within the estimated time frame.
4. Coordinate closely with the Operations Section Chief to establish priorities for resource allocation within the operational area.
5. Keep the EOC Director informed of all significant issues relating to the Logistics Section.
6. Ensure critical resources are allocated according to EOC Action Plan policy, priorities and direction.
7. Coordinate with ESS Branch Coordinator on the provision of food and lodging for EOC and Site Personnel.
8. Supervise the Logistics Section.

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Activation Phase:

	Time	Init.
Follow Generic Activation Phase Checklist (Section 1 – page 15).		
Ensure the Logistics Section is set up properly and that appropriate personnel, equipment and supplies are in place, including maps, status boards, vendor references, and other resource directories.		
Based on the situation, activate branches/units within the section as needed and designate Branch and Unit Coordinators for each element:		
• Information Technology Branch (Communications Team, Computer Systems Team)		
• EOC Support Unit (Facilities Team, Security Team, Clerical Team)		
• Supply Unit		
• Transportation Unit		
• Personnel Unit		
Mobilize sufficient section staffing for 24-hour operations.		
Establish communications with the Logistics Section at the PREOC if activated.		
Advise Units within the section to coordinate with appropriate Branches in the Operations Section to prioritize and validate resource requests from Incident Commanders and other agency/organization operations centres. This should be done prior to acting on a request.		
Meet with the EOC Director and Management Team to identify immediate resource needs.		
Meet with the Finance/Administration Section Chief and determine level of purchasing authority for the Logistics Section.		
Assist Unit Coordinators in developing objectives for the Logistics Section as well as plans to accomplish their objectives within the first operational period, or in accordance with the EOC Action Plan.		
Date:	Time:	
Signature:	Position:	

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Operational Phase:

	Time	Init.
Ensure that Logistic Section position logs and other necessary files are maintained.		
Meet regularly with section staff and work to reach consensus on Logistics Section objectives for forthcoming operational periods.		
Provide the Planning Section Chief with the Logistics Section objectives at least 30 minutes prior to each Action Planning meeting.		
Attend and participate in EOC Action Planning meetings.		
Provide periodic Section Status Reports to the EOC Director and Planning Section (Situation Unit).		
Ensure that the Logistics Section (Supply Unit) coordinates closely with the Purchasing Unit in the Finance/Administration Section, and that all required documents and procedures are completed and followed.		
Ensure Logistics Section (Supply and Personnel Units) coordinate relevant activities with appropriate Functional Branch Coordinators in the various EOC Sections.		
Ensure that transportation requirements, in support of response operations, are met.		
Ensure that all requests for facilities and facility support are addressed.		
Ensure that all resources are tracked and accounted for in cooperation with the Planning Section (Resource Unit), as well as resources ordered through Mutual Aid.		
Provide Section Staff with information updates via section briefings, as required.		
Date:	Time:	
Signature:	Position:	

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Demobilization Phase:

	Time	Init.
Identify high cost resources that could be demobilized early and advise other Section Chiefs.		
Ensure coordination with Operations before commencing demobilization.		
Determine demobilization status of the Logistics Section and advise the EOC Director.		
Complete all logs and documentation and forward to Planning Section (Documentation Group).		
Ensure any open actions are assigned to appropriate Logistics staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance/Administrative Section.		
Provide input towards the EOC After-Action Report.		
Follow Generic Demobilization Phase checklist (Section 1 – page 15).		
Date:	Time:	
Signature:	Position:	

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INFORMATION TECHNOLOGY BRANCH COORDINATOR

Report to: EOC Logistics Section Chief

Responsibilities:

1. Ensure radio, telephone, and computer resources and services are provided to EOC staff as required.
2. Oversee the installation of communications resources within the EOC. Ensure that a communication link is established with Incident Commander(s), other agency/organization operations centres, other EOC's, ESS Headquarters or Reception Centres and PREOC, if established.
3. Determine specific computer requirements for all EOC positions.
4. Implement available computer systems for internal information management and include message and e-mail systems, as available.
5. Ensure that the EOC Communications Centre is established to include sufficient frequencies to facilitate operations, and that adequate communications operators are available for 24-hour coverage.
6. Develop and distribute a Communications Plan (Section 3) which identifies all systems in use and lists specific radio frequencies, email addresses and telephone and fax contact numbers allotted for the event or disaster.
7. Supervise the Information Technology Branch.

Activation Phase:

	Time	Init.
Follow Generic Activation Phase Checklist (Section 1 – page 15).		
Report to EOC facility and obtain a situation briefing from Logistics Section Chief.		
Based on the situation, activate the necessary units within the Information Technology Branch:		
• Communications Team		
• Computer Systems Team		
Prepare objectives for the Information Technology Branch; provide them to the Logistics Section Chief as directed.		
Date:	Time:	
Signature:	Position:	

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Operational Phase:

	Time	Init.
Ensure that Information Technology Branch position logs and other necessary files are maintained.		
Keep all sections informed of the status of communications systems, particularly those that are being restored.		
Coordinate with all EOC Sections/Branches/Units regarding the use of all communication systems.		
Ensure that the EOC Communications Centre is activated to receive and direct all event or disaster related communications to appropriate destinations within the EOC.		
Provide necessary telecommunications when Information Officer establishes a Media Information Centre.		
Provide necessary telecommunications when Information Officer establishes a toll-free Public Information Line or Call Centre.		
Ensure that adequate communications operators and call takers are mobilized to accommodate each discipline, on a 24-hour basis or as required.		
Ensure that a communications link, (if available), is established with the PREOC.		
Continually monitor the operational effectiveness of EOC communication systems. Provide additional equipment as required.		
Ensure that technical personnel are available for communication equipment maintenance and repair.		
Mobilize and coordinate amateur radio resources to augment primary communication systems as required.		
Keep the Logistics Section Chief informed of the status of communication systems.		
Prepare objectives for the Communications Team; provide them to the Logistics Section Chief as directed.		
Refer all contacts with the media to the Information Officer.		
Date:	Time:	
Signature:	Position:	

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Demobilization Phase:

	Time	Init.
Determine demobilization status of the Information Technology Branch and advise the EOC Logistics Section Chief.		
Complete all logs and documentation and forward to Documentation Group.		
Ensure any open actions are assigned to appropriate Logistics staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.		
Follow Generic Demobilization Phase checklist. (Section 1 – page 15).		
Date:	Time:	
Signature:	Position:	

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COMMUNICATIONS GROUP COORDINATOR

Report to: Information Technology Branch Coordinator
or EOC Logistics Section Chief

Responsibilities:

1. Ensure radio resources and services are provided to EOC staff as required.
2. Oversee the installation of communications resources within the EOC. Ensure that a communication link is established with Incident Commander(s), other agency/organization operations centres, other EOC's, ESS Headquarters or Reception Centres and PREOC, if established.
3. Determine specific communications requirements for all EOC positions.
4. Implement available radio systems for internal information management and include message and packet systems, as available.
5. Ensure that the EOC Communications Centre is established to include sufficient frequencies to facilitate operations, and that adequate communications operators are available for 24-hour coverage.
6. Develop and distribute a Communications Plan which identifies all systems in use and lists specific radio frequencies and packet addresses allotted for the event or disaster.
7. Supervise the Communications Group.

Activation Phase:

	Time	Init.
Follow Generic Activation Phase Checklist (Section 1 – page 15).		
Report to EOC facility and obtain a situation briefing from Information Technology Branch Coordinator or the Logistics Section Chief.		
Contact ECT Unit Leaders to advise them of the field communication requirements. Implement required call-out procedures.		
Based on current requirements, deploy radio operators to appropriate operational positions. <ul style="list-style-type: none"> • If within the EOC, direct operators to the radio room • If at another location, direct operators to report to the respective facility 		
Date:	Time:	
Signature:	Position:	

Operational Phase:

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

	Time	Init.
Ensure that Communications Group position logs and other necessary files are maintained.		
Ensure that the EOC Communications Centre is activated to receive and direct all event or disaster related communications to appropriate destinations within the EOC.		
Continually monitor the operational effectiveness of EOC communication systems. Provide additional equipment as required.		
Ensure that technical personnel are available for communication equipment maintenance and repair.		
Mobilize and coordinate amateur radio resources to augment primary communication systems as required.		
Keep the Information Technology Branch Coordinator informed of the status of communication systems.		
Prepare objectives for the Communications Team; provide them to the Logistics Section Chief as directed.		
Refer all contacts with the media to the Information Officer.		
Keep a log of all technical problems encountered and determine action to be taken.		
Ensure any shift change has a brief overlap to hand-off all current issues with a smooth transition of responsibilities.		
Provide communications related advice when requested.		
Date:	Time:	
Signature:	Position:	

Demobilization Phase:

	Time	Init.
Determine demobilization status of the Communications Group and advise the Information Technology Branch Coordinator.		
Complete all logs and documentation, forward to Documentation Group.		
Ensure any open actions are assigned to appropriate Logistics staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.		
Follow Generic Demobilization Phase checklist (Section 1 – page 15).		
Date:	Time:	
Signature:	Position:	

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EMERGENCY COMMUNICATIONS TEAM UNIT LEADER

Report to: Information Technology Branch Coordinator
or EOC Logistics Section Chief

Responsibilities:

1. Ensure an adequate number of radio operators are available to implement both voice and packet radio facilities for the EOC staff as required for a given event.
2. Working with the Communications Group Coordinator, review all operational radio communication facilities.
3. Ensure communications are established with all Zone locations as well as designated home stations.
4. Ensure that adequate staff; both radio operators and support personnel are always available to maintain required radio communications.
5. Ensure the entire radio network is operational at all times.
6. Manage available radio operator resources to ensure adequate coverage for all duties.
7. Maintain privacy of information and confidentiality of radio traffic for a given event.
8. Perform all duties in a professional manner befitting the code of the amateur radio operator.

Activation Phase:

	Time	Init.
Follow Generic Activation Phase Checklist (Section 1 – page 15).		
Report to EOC facility and obtain a situation briefing from Information Technology Branch Coordinator or the Logistics Section Chief.		
Report to the Communications Group Coordinator for a situation briefing on current communications requirements.		
Contact Local Team Leaders to advise them of the field communication requirements. Implement required call-out procedures.		
Based on current requirements, deploy radio operators to appropriate operational positions. <ul style="list-style-type: none"> • If within the EOC, direct operators to the radio room • If at another location, direct operators to report to the respective facility 		
Date:	Time:	
Signature:	Position:	

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Operational Phase:

	Time	Init.
Establish work schedule, shift rotation and post call out lists of all available operators. Update these lists on a regular basis.		
Ensure radio operator positions have all required logs, files and operational supplies.		
Once voice and packet radio communications have been established, advise the Information Technology Branch Coordinator or Logistics Section Chief giving a status update on numbers of operators available, radio conditions and any operational problems. Refer technical problems to the Communications Group Coordinator.		
Keep a log of all technical problems encountered and action taken.		
Ensure any shift change has a brief overlap to hand-off all current issues with a smooth transition of responsibilities.		
Refer and log all non-standard requests for information to the Communications Group Coordinator.		
Provide communications related advice when requested.		
Date:	Time:	
Signature:	Position:	

Demobilization Phase:

	Time	Init.
Do a man-check of all field operators to ensure they are able to safely return to their point of origin. Log the results.		
Ensure any open actions are assigned to appropriate Logistics staff or other EOC Sections to follow-up on.		
Coordinate return of all communication resources no longer required.		
Ensure that all expenditures and financial claims have been coordinated through the Information Technology Branch Coordinator or the Logistics Section Chief to the Finance/Administration Section.		
Provide input towards the EOC After-Action Report.		
Follow the Generic Demobilization Phase checklist (Section 1 – page 15).		
Date:	Time:	
Signature:	Position:	

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

EMERGENCY COMMUNICATIONS TEAM - TEAM MEMBER

Report to: Information Technology Branch Coordinator
or EOC Logistics Section Chief
or Emergency Communications Team Leader

Responsibilities:

1. Bring both voice and packet radio services on-line as required for a given event.
2. Contact the Communications Group Coordinator if problems are encountered with any in-house radio equipment or service.
3. Test and ensure that communications are established (as directed) between Zone locations, designated home stations and other event-specific locations.
4. Ensure the location-specific radio network is operational at all times.
5. Ensure the entire radio network is operational at all times.
6. Maintain both privacy of information and the confidentiality of radio traffic related to a given event.
7. During a radio operator shift change, ensure the incoming shift members have a complete understanding of all current operational issues.
8. Perform all duties in a professional manner befitting the code of the amateur radio operator.

Activation Phase:

	Time	Init.
Follow Generic Activation Phase Checklist (Section 1 – page 15).		
Report to the designated EOC facility and obtain a situation briefing from the Communications Group Coordinator or the Emergency Communications Team Leader.		
If tasked with radio support at: <ul style="list-style-type: none">• The EOC, report to the Communications Group Coordinator for a situation briefing on current communication requirements and work assignment.• One of the other locations, report to the Emergency Communications Team Leader or Reception Centre Manager (at the specific duty location) for further directions, on-site communications setup requirements and duty assignment.		

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

	Time	Init.
<p>Based on operational requirements, radio operators would deploy to the appropriate operational positions.</p> <ul style="list-style-type: none"> • If within the EOC, radio operators report to the second floor radio room. • If at a primary location, radio operators would report to the respective facility as follows: <ul style="list-style-type: none"> • Facility / Location and establish voice and packet radio service as directed. All radio equipment is ready for service – no assembly is required, just turn on the Pelican case radio and the packet computer to establish communications. Stand-by for calls or check-in with the EOC. • Facility / Location and establish voice and packet radio service as directed. All radio equipment (both voice and packet) for this location is stored in the (location). The radio is a Pelican case and the packet gear is stored in (location). Assemble the packet station as per instructions in the storage container. The antenna connection for this location is (location). Connect the packet station to this connection and install the Pelican case mag-mount antenna on a file cabinet. Stand-by for calls or check-in with the EOC. • Facility / Location and establish voice and packet radio service as directed. All radio equipment is ready for service – minimal assembly is required. (Note: for security, the Pelican case radio is stored in the - location). Upon arrival, obtain the Pelican case and proceed to the radio room. Open the Pelican case and connect the antenna to the available connector and turn on the radio. Power up the packet computer to establish communications. Stand-by for calls or check-in with the EOC. 		
<ul style="list-style-type: none"> • If at a secondary location, radio operators would report to the respective facility and: <ul style="list-style-type: none"> • Check in at the main entry advising you are the Amateur Radio Operator. In turn, you will be directed to the communications area where you will find access to an outside antenna connection and all related operational supplies. Setup your radio equipment and secure your personal gear. Stand-by for calls or check in with the EOC. 		
Date:	Time:	
Signature:	Position:	

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Operational Phase:

	Time	Init.
Ensure the radio operator position has all required logs, files and operational supplies.		
<p>For the primary EOC radio (voice) operator:</p> <ul style="list-style-type: none"> • If calling on the 146.680 frequency, ensure this repeater has been disconnected from the Vancouver Island network – unless otherwise instructed. Codes for disconnection or activation of the network are located at all radio positions. • Initiate calling on the designated emergency net frequency to establish a roll call of available radio operator resources. Once the initial net has ended, advise the Emergency Communications Team Leader of the available resources. 		
For the Zone-specific radio (voice) operator, check in with the EOC radio controller once operational advising local status. Maintain radio silence unless directed otherwise with outbound traffic. Stay on the operational frequency.		
For the primary EOC radio (voice) operator, repeat the check-in process for available radio operator resources on a periodic basis or as duties permit.		
For the primary EOC packet radio operator, initiate calls on the designated packet radio frequency to establish communications with local and agency packet stations. Use standard packet radio talk code procedures to communicate with these stations. Advise the Emergency Communications Team Leader once communications has been established.		
For the local-specific packet radio operator, initiate calls on the designated packet radio frequency to establish communications with the EOC. Use standard packet radio talk code procedures to communicate with these stations. Maintain packet radio silence unless directed otherwise with outbound traffic. Stay on the operational frequency. Advise the Local Team Leader once communications has been established.		
Once voice and packet radio communications have been established, refer any technical problems via the Emergency Communications Team Leader to the Communications Group Coordinator.		
Keep a log of all technical problems encountered and actions taken.		
The primary EOC radio operator should continually monitor and manage all (amateur radio) emergency frequencies to ensure they are available for use.		

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

	Time	Init.
If so directed, establish a radio or packet link with the PREOC or other external agencies. Log this event.		
Handle all radio traffic (both inbound and outbound) via standard logging procedures utilizing the EOC Message (Form 416) for all communications. Log all radio traffic on standard log form.		
Ensure any shift change has a brief overlap to hand-off all current issues with a smooth transition of responsibilities.		
Refer and log all non-standard requests for information to the Communications Group Coordinator.		
Provide communications related advice when requested.		
Refer any request for establishment of communications outside the amateur radio operational spectrum to the Emergency Communications Team Coordinator. Take no action without prior approval of the Emergency Communications Team Coordinator.		
Date:	Time:	
Signature:	Position:	

Demobilization Phase:

	Time	Init.
Do a man-check of all field operators to ensure they are able to safely return to their point of origin. Log the results.		
Ensure any open actions are assigned to appropriate Logistics staff or other EOC Sections to follow-up on.		
Complete all logs and documentation and forward to the Emergency Communications Team Coordinator or the Local Team Leader.		
Coordinate return of all communication resources no longer required.		
Ensure that all expenditures and financial claims have been coordinated through the Information Technology Branch Coordinator or the Logistics Section Chief to the Finance/Administration Section.		
Provide input towards the EOC After-Action Report.		
Follow Generic Demobilization Phase checklist (Section 1 – page 15).		
Date:	Time:	
Signature:	Position:	

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

TRANSPORTATION UNIT COORDINATOR

Report to: EOC Logistics Section Chief

Responsibilities:

1. In coordination with the Infrastructure Branch Coordinator, and Planning's Situation Unit, develop a Transportation Plan to support the EOC Action Plan.
2. Arrange for the acquisition or use of required transportation resources.
3. Coordinate transportation requirements with the Operations Section.
4. Supervise the Transportation Unit.

Activation Phase:

	Time	Init.
Follow the Generic Activation Phase Checklist (Section 1 – page 15).		
Report to EOC facility and obtain a situation briefing from the Planning Section Chief.		
Date:	Time:	
Signature:	Position:	

Operational Phase:

	Time	Init.
Routinely coordinate with the Planning Section (Situation Unit) to determine the status of transportation routes in and around the area.		
Routinely coordinate with the Infrastructure Branch Coordinator to determine progress of route recovery operations.		
Develop a Transportation Plan that identifies routes of ingress and egress; facilitating the movement of response personnel, the affected population, and movement of resources and materials (Form 507).		
Establish contact with local transportation agencies and schools to establish availability of equipment and transportation resources for use in evacuations and other operations as needed.		
Coordinate transportation activities and needs with Logistics Section (Supply and Personnel Units), Branches, Information & Liaison Officers.		
Keep the Logistics Section Chief informed of significant issues affecting the Logistics Section (Transportation Unit).		
Date:	Time:	
Signature:	Position:	

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Demobilization Phase:

	Time	Init.
Coordinate return of all transportation resources, no longer required.		
Determine demobilization status of the Logistics Section (Transportation Unit) and advise the EOC Logistics Section Chief.		
Complete all logs and documentation and forward to Planning Section (Documentation Group).		
Ensure any open actions are assigned to appropriate Logistics staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance / Administration Section.		
Provide input towards the EOC After-Action Report.		
Follow Generic Demobilization Phase checklist (Section 1 – page 15).		
Date:	Time:	
Signature:	Position:	

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

PERSONNEL UNIT COORDINATOR

Report to: EOC Logistics Section Chief

Responsibilities:

1. Provide personnel resources as requested in support of the EOC and Site Operations.
2. Identify, recruit and register staff and volunteers as required.
3. Prepare an EOC organization chart.
4. Supervise the Personnel Unit.

Activation Phase:

	Time	Init.
Follow Generic Activation Phase Checklist (Section 1 – page 15).		
Report to EOC facility and obtain situation briefing from Logistics Section Chief.		
Date:	Time:	
Signature:	Position:	

Operational Phase:

	Time	Init.
Check in all incoming EOC personnel (Forms 511 and 512)		
With Planning Section (Documentation Group), develop a large poster size EOC organization chart depicting each activated position. Upon check in, indicate name of person occupying each position on chart. The chart should be posted and accessible to all EOC personnel.		
Coordinate with the Deputy EOC Director and Risk Management Officer to ensure that all EOC staff, including volunteers, receive a current situation and safety briefing upon check-in.		
Establish communications with volunteer agencies and other organizations that can provide personnel resources.		
Process all incoming requests for personnel. Identify number of personnel, special qualifications or training, where needed and person or unit to report to upon arrival. Determine estimated time of arrival of responding personnel, and advise requesting parties accordingly.		
Maintain status board to keep track of incoming personnel resources.		
Develop shift schedules (Form 503).		

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

	Time	Init.
Coordinate with the Deputy EOC Director and Risk Management Officer to ensure access, badging or identification, and proper direction for responding personnel upon arrival at the EOC.		
Assist Operations Section with ordering of mutual aid personnel resources as required.		
Coordinate all requests for personnel resources from the functional branches with the EOC Operations Section prior to acting on request.		
In coordination with the EOC Deputy Director, determine the need for counselling and critical incident stress debriefing for EOC staff and emergency workers; acquire mental health specialists as needed.		
Arrange for childcare services for EOC personnel as required.		
Establish a staff registration location(s) to register volunteers. Liaise with the Operations Section (ESS Branch).		
Issue worker identification cards. Liaise with Risk Management.		
Ensure accommodation is arranged for out-of-town personnel. Coordinate with Operations Section and Logistics Section (Supply Unit).		
Coordinate ground transportation requirements with Logistics Section (Transportation Unit).		
Keep Logistics Section Chief informed of significant issues affecting Logistics Section (Personnel Unit).		
Date:	Time:	
Signature:	Position:	

Demobilization Phase:

	Time	Init.
Determine demobilization status of the Logistics Section (Personnel Unit) and advise the EOC Logistics Section Chief.		
Complete all logs and documentation and forward to Planning Section (Documentation Group).		
Ensure any open actions are assigned to appropriate Logistics staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance / Administration Section.		
Provide input towards the EOC After-Action Report.		
Follow Generic Demobilization Phase checklist (Section 1 – page 15).		
Date:	Time:	
Signature:	Position:	

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

SUPPLY UNIT COORDINATOR

Report to: EOC Logistics Section Chief

Responsibilities:

1. Oversee the acquisition and allocation of supplies and materials not normally provided through mutual aid or normal agency channels.
2. Coordinate actions with the Finance / Administration Section.
3. Coordinate delivery of supplies and materials as required.
4. Allocate critical resources as required and directed.
5. Supervise the Supply Unit.

Activation Phase:

	Time	Init.
Follow Generic Activation Phase Checklist (Section 1 – page 15).		
Report to EOC facility and obtain situation briefing from Logistics Section Chief.		
Ensure adequate staffing levels for Supply Unit.		
Date:	Time:	
Signature:	Position:	

Operational Phase:

	Time	Init.
Determine if requested types and quantities of supplies and materials are available in inventory or from the area.		
Determine spending limits with the Finance / Admin Section (Purchasing Unit). Obtain a list of pre-designated emergency purchase orders as required.		
Whenever possible, meet personally with the requesting party to clarify types and amount of supplies and materials, and also verify that the request has not been previously filled through another source.		
In conjunction with the Resource Unit, maintain a status board or other reference depicting supply actions in progress and their current status (Form 515).		
Determine if the item can be provided without cost from another jurisdiction or through the PREOC.		

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	Time	Init.
Determine unit costs of supplies and materials from suppliers and vendors and if they will accept purchase orders as payment, prior to completing the order.		
Orders exceeding the purchase order limit must be approved by the Finance / Administration Section before the order can be completed.		
If vendor contracts are required for specific resources or services, refer the request to the Finance / Administration Section for development of necessary agreements.		
Determine if the vendor or provider will deliver the ordered items. If delivery services are not available, coordinate pickup and delivery through the Transportation Unit.		
Coordinate donated goods and services from community groups and private organizations. Establish a Donated Goods Team, if necessary, to provide for the collection, inventory and distribution of useable donations.		
Keep the Logistics Section Chief informed of significant issues affecting the Logistics Section (Supply Unit).		
Date:	Time:	
Signature:	Position:	

Demobilization Phase:

	Time	Init.
Determine demobilization status of the Supply Unit and advise the EOC Logistics Section Chief.		
Complete all logs and documentation and forward to the Documentation Group.		
Ensure any open actions are assigned to appropriate Logistics staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance / Administration Section.		
Provide input towards the EOC After-Action Report.		
Follow Generic Demobilization Phase checklist (Section 1 – page 15).		
Date:	Time:	
Signature:	Position:	

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

EOC SUPPORT UNIT COORDINATOR

Report to: EOC Logistics Section Chief

Responsibilities:

1. Ensure that facilities are provided for the response effort, including securing access to the facilities and providing staff, furniture, supplies, and materials necessary to configure the facilities in a manner adequate to accomplish the mission.
2. Ensure food and refreshments are provided to EOC staff.
3. Ensure security measures are taken to secure all facilities from access by unauthorized people.
4. Ensure acquired buildings, building floors, and or workspaces are returned to their original state when no longer needed.
5. Supervise the EOC Support Unit.

Activation Phase:

	Time	Init.
Follow Generic Activation Phase Checklist (Section 1 – page 15).		
Report to EOC facility and obtain situation briefing from Logistics Section Chief.		
Ensure adequate staffing levels to meet needs of Support Branch.		
Date:	Time:	
Signature:	Position:	

Operational Phase:

	Time	Init.
Activate Facilities Team, Security Team, Clerical Team if required.		
Work with Deputy EOC Director, Logistics Section (Information Technology Branch Coordinator), and other sections in determining facilities and furnishings required for effective operation of the EOC.		
Coordinate with Branches and Units in the Operations Section to determine if assistance with facility acquisition and support is needed at the site level.		
Arrange for continuous maintenance of acquired facilities, ensuring that utilities and restrooms are operating properly.		

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	Time	Init.
Keep inventory lists (Form 523).		
If facilities are acquired away from the EOC, coordinate with assigned personnel and designate a Facility Manager.		
Develop and maintain status board that depicts location of each facility; a general description of furnishings, supplies and equipment at site; hours of operation, and name and phone number of Facility Manager.		
Ensure all structures are safe for occupancy and that they comply with appropriate regulations & bylaws. Coordinate with the Operations Section (Infrastructure Branch).		
Determine food requirements for EOC staff (Form 508). Coordinate activities with Operations Section (ESS Branch Coordinator) and Logistics Section (Supply Unit Coordinator).		
Arrange for and supervise security staff for EOC facilities.		
Arrange for and supervise clerical staff for the EOC.		
Keep the Logistics Section Chief informed of significant issues affecting the Support Branch.		
Date:	Time:	
Signature:	Position:	

Demobilization Phase:

	Time	Init.
As facilities are vacated, coordinate with the facility manager and Logistics Section (Information Technology Branch Coordinator) to return the location to its original state. This includes removing and returning furnishings and equipment, arranging for janitorial services, and locking or otherwise securing the facility.		
Determine demobilization status of the EOC Support Branch and advise the EOC Logistics Section Chief.		
Complete logs and documentation and forward to Documentation.		
Ensure any open actions are assigned to appropriate Logistics staff or other EOC sections to follow-up on.		
Ensure that all expenditures and financial claims have been coordinated through the Finance/Administration Section.		
Provide input towards the EOC After-Action Report.		
Follow Generic Demobilization Phase checklist (Section 1 – page 15).		
Date:	Time:	
Signature:	Position:	

SECTION 9 - FINANCE SECTION

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INTRODUCTION

The Finance Section (the “Payers”) is responsible for supporting the operations of the EOC by providing administrative services not otherwise provided by the other sections. This section will attempt to minimize the financial impact for all local authority jurisdictions.

Responsibilities:

- Account for resources used during the emergency
- Prepare documentation
- Process claims
- Ensure accurate cost recovery for all participants

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FINANCE SECTION CHIEF

Report to: EOC Director

Responsibilities:

1. Ensure that all financial records are maintained throughout the event or disaster.
2. Ensure that all on-duty time is recorded and collected for all personnel.
3. Ensure there is a continuum of the payroll process for all employees responding to the event or disaster.
4. In consultation with EOC Director determine spending limits, if any, for Logistics, Operations, and Management Staff.
5. Ensure that workers' compensation claims, resulting from the response are processed within a reasonable time, given the nature of the situation.
6. Ensure that all travel and expense claims are processed within a reasonable time, given the nature of the situation.
7. Activate units within the Finance Section as required; monitor section activities continuously and modify the organization as needed.
8. Ensure that all recovery documentation and Disaster Financial Assistance paperwork is accurately maintained and submitted to EMBC.
9. Supervise the Finance Section.

Activation Phase:

	Time	Init.
Follow Generic Activation Phase Checklist (Section 1 – Page15).		
Ensure that the Finance Section is set up properly and that appropriate personnel, equipment, and supplies are in place.		
Based on the situation, activate Units within Section, as needed, and designate Unit Coordinators for each element:		
• Time Unit		
• Purchasing Unit		
• Compensation & Claims Unit		
• Cost Unit		
Ensure that sufficient staff is available for a 24-hour schedule, or as required.		
Consult with EOC Director for spending limits.		

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	Time	Init.
Meet with the Logistics and Operations Section Chiefs and review financial and administrative requirements and procedures; determine the level of purchasing authority to be delegated to each.		
Meet with all Unit Coordinators and ensure that responsibilities and procedures are clearly understood.		
In conjunction with Unit Coordinators, determine the initial Finance Action Planning objectives for the first operational period.		
Notify the EOC Director when the Finance Section is operational.		
Date:	Time:	
Signature:	Position:	

Operational Phase:

	Time	Init.
Ensure that Finance position logs and other necessary files are maintained. Note: Jurisdiction should use the same financial, cost accounting and time sheet forms used in non-emergency times.		
Ensure that displays associated with the Finance Section are current, and that information is posted in a legible and concise manner.		
Participate in all Action Planning meetings.		
Provide cost estimates to Action Planning Process.		
Brief all Unit Coordinators and ensure they are aware of the EOC priorities particularly those affecting the Finance Section, as defined in the Action Plan.		
Keep the EOC Director and Management Team aware of the current fiscal situation and other related matters, on an on-going basis.		
Ensure that the Finance Section (Cost Unit) maintains all financial records throughout the event or disaster.		
Ensure that the Finance Section (Time Unit) tracks and records all agency staff time.		

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	Time	Init.
In coordination with the Logistics and Operations Sections, ensure that the Purchasing Unit processes purchase orders and develops contracts in a timely manner.		
Ensure that the Compensation & Claims Unit processes all workers' compensation claims, resulting from the disaster, in a reasonable timeframe, given the nature of the situation.		
Ensure that the Time Unit Processes all timesheets and travel expense claims promptly.		
Ensure that all cost documentation and Disaster Financial Assistance is accurately maintained by the Cost Unit during the response, and submitted on the appropriate forms to EMBC.		
Date:	Time:	
Signature:	Position:	

Demobilization Phase:

	Time	Init.
Determine demobilization status of the Finance Section and advise the EOC Director.		
Ensure that all expenditures and financial claims have been processed and documented.		
Complete all logs and documentation and forward to Documentation Group.		
Ensure any open actions are assigned to appropriate Finance staff or other EOC sections to follow-up on.		
Provide input towards the EOC After-Action Report.		
Follow Generic Demobilization Phase checklist (Section 1 - Page 15).		
Date:	Time:	
Signature:	Position:	

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LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

TIME UNIT COORDINATOR

Report to: EOC Finance Section Chief

Responsibilities:

1. Track, record, and report all on-duty time for personnel, including hired and contracted, working during the event or disaster.
2. Ensure that hired and contracted personnel time records, travel expense claims and other related forms are prepared and submitted to budget and payroll office.
3. Supervise the Time Unit.

Activation Phase:

	Time	Init.
Follow Generic Activation Phase Checklist (Section 1 - Page 15).		
Report to EOC facility and obtain situation briefing from Finance Section Chief.		
Date:	Time:	
Signature:	Position:	

Operational Phase:

	Time	Init.
Initiate, gather, or update time reports (use jurisdictions regular payroll time sheets) from all personnel, including volunteers assigned to each shift; ensure that time records are accurate and prepared according to policy.		
Obtain completed personnel Check-in Lists (Form 511) from the Personnel Unit. Must include all EOC Personnel as well as personnel assigned to the Site level.		
Provide instructions for all supervisors to ensure that time sheets and travel expense claims are completed properly and signed by each employee prior to submitting them.		
Establish a file for each employee or volunteer within the first operational period; to maintain a fiscal record for as long as the employee is assigned to the response.		

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

	Time	Init.
Keep the Finance Section Chief informed of significant issues affecting the Time Unit.		
Date:	Time:	
Signature:	Position:	

Demobilization Phase:

	Time	Init.
Determine demobilization status of the Time Unit and advise the EOC Finance Section Chief.		
Ensure that all expenditures and financial claims have been processed and documented.		
Complete all logs and documentation and forward to Documentation Group.		
Ensure any open actions are assigned to appropriate Finance Section staff or other EOC sections to follow-up on.		
Provide input towards the EOC After-Action Report.		
Follow Generic Demobilization Phase checklist (Section 1 – Page15).		
Date:	Time:	
Signature:	Position:	

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

CONTRACT ADMINISTRATION UNIT COORDINATOR

Report to: EOC Finance Section Chief

Responsibilities:

1. Coordinate vendor contracts not previously addressed by existing approved vendor lists.
2. Coordinate with Supply Unit and Operations Section on all matters involving the purchase hire, contract and leases.
3. Supervise the Purchasing Unit.

Activation Phase:

	Time	Init.
Follow Generic Activation Phase Checklist (Section 1 – Page 15).		
Report to EOC facility and obtain situation briefing from Finance Section Chief.		
Date:	Time:	
Signature:	Position:	

Operational Phase:

	Time	Init.
Review emergency purchasing procedures.		
Provide sufficient copies of Expenditure Authorization Form.		
Prepare and sign contracts as needed; obtain concurrence from the Finance Section Chief.		
Ensure that all EOC personnel know financial processes.		
Ensure that all contracts identify the scope of work and specific site locations.		
Negotiate rental and lease rates not already established, or purchase price with vendors as required.		
Identify and report vendors as necessary, regarding unethical business practices, such as inflating prices or rental rates for their merchandise or equipment during disasters. Share information with the Finance Section and Logistics Section (Supply Unit).		
Finalize all agreements and contracts, as required.		

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	Time	Init.
Verify costs data in the pre-established vendor contracts and/or agreements.		
In coordination with the Logistics and Operations Sections, ensure that the Purchasing Unit processes Expenditure Authorization Forms and Purchase Orders and develops contracts in a timely manner.		
Keep the Finance Section Chief informed of all significant issues involving the Purchasing Unit.		
Date:	Time:	
Signature:	Position:	

Demobilization Phase:

	Time	Init.
Determine demobilization status of the Purchasing Unit and advise the EOC Finance Section Chief.		
Ensure all expenditures and financial claims have been processed and documented.		
Complete all logs and documentation and forward to Documentation Group.		
Ensure any open actions are assigned to appropriate staff or other EOC sections to follow-up on.		
Provide input towards the EOC After-Action Report.		
Follow Generic Demobilization Phase checklist (Section 1 - Page 15).		
Date:	Time:	
Signature:	Position:	

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

COMPENSATION AND CLAIMS UNIT COORDINATOR

Report to: EOC Finance Section Chief

Responsibilities:

1. Oversee the investigation of injuries and property / equipment damage claims arising out of the emergency.
2. Complete all forms required by Worker's Compensation Act and other insurers.
3. Maintain a file of injuries and illnesses associated with the event or disaster including results of investigations.
4. Liaise and consult with the Risk Management Officer on all injury claims.
5. Supervise the Compensation and Claims Unit.

Activation Phase:

	Time	Init.
Follow Generic Activation Phase Checklist (Section 1 – Page 15).		
Report to EOC facility and obtain a situation briefing from Finance Section Chief.		
Date:	Time:	
Signature:	Position:	

Operational Phase:

	Time	Init.
Maintain a chronological log of injuries and illnesses, and property damage reported during the event or disaster.		
Ensure all injury and damage claims are investigated as soon as possible.		
Prepare appropriate forms for all verifiable injury claims and forward them to WCB within the required timeframe consistent with the jurisdictions and/or EMBC policies and procedures.		
Coordinate with the Risk Management Officer regarding loss control and the mitigation of hazards.		
Forward copies of equipment or property damage claims to the Recovery Unit, Cost Accounting Unit and Risk Management Officer.		

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

	Time	Init.
Keep the Finance Section Chief informed of significant issues affecting the Compensation and Claims Unit.		
Date:	Time:	
Signature:	Position:	

Demobilization Phase:

	Time	Init.
Determine demobilization status of the Compensation and Claims Unit and advise the EOC Finance Section Chief.		
Ensure that all expenditures and financial claims have been processed and documented.		
Complete all logs and documentation and forward to Documentation Group.		
Ensure any open actions are assigned to appropriate staff or other EOC sections to follow-up on.		
Provide input towards the EOC After-Action Report.		
Follow Generic Demobilization Phase checklist (Section 1 – Page 15).		
Date:	Time:	
Signature:	Position:	

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

COST ACCOUNTING UNIT COORDINATOR

Report to: EOC Finance Section Chief

Responsibilities:

1. Collect and maintain documentation of all disaster information for reimbursement through EMBC.
2. Gather fiscal recovery information from agencies providing emergency response, support and assistance.
3. Prepare and maintain a cumulative cost report for the event or disaster.
4. Prepare the Disaster Financial Assistance documents and claims with EMBC through the PREOC.
5. Supervise the Cost Accounting Unit and all financial assistance operations.

Activation Phase:

	Time	Init.
Follow Generic Activation Phase Checklist (Section 1 – Page 15).		
Report to EOC facility and obtain a situation briefing from the Finance Section Chief.		
Date:	Time:	
Signature:	Position:	

Operational Phase:

	Time	Init.
Compute costs for use of equipment owned, rented, donated or obtained through aid.		
Obtain information from the Resource Unit regarding equipment use times.		
Ensure that EMBC has provided a task number for the incident.		
Ensure all EOC Sections are provided with relevant EMBC task numbers.		
Ensure that each EOC Section is documenting costs incurred from the onset of the event or disaster; collect required cost recovery documentation daily at the end of each shift. Advise staff of Disaster Financial Assistance rules and procedures.		

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

	Time	Init.
Meet with the Documentation Group Coordinator and review EOC position logs, journals, all status reports and Action Plans to determine additional cost recovery items that may have been overlooked.		
Prepare Disaster Financial Assistance documentation necessary to recover all allowable emergency response funds and financial assistance from EMBC. Work in consultation with the Liaison Officer.		
Contact and assist Incident Commander(s) and Branch Coordinators in obtaining their response agencies cumulative cost totals for the event or disaster, on a daily basis.		
Prepare and maintain a cost report for the Finance Section Chief, EOC Director, and Situation Unit. The report should provide cumulative analyses, summaries, and total emergency related expenditures for the local authority/jurisdiction.		
In coordination with Documentation Group organize and prepare records for EMBC.		
Organize and prepare records for final audit.		
Assist Planning Section with preparation of the EOC After-Action Report.		
Keep the Finance Section Chief informed of all significant issues involving the Cost Accounting Unit.		
Date:	Time:	
Signature:	Position:	

Demobilization Phase:

	Time	Init.
Determine demobilization status of the Cost Accounting Unit and advise the EOC Finance Section Chief.		
Ensure that all expenditures and financial claims have been processed and documented.		
Complete all logs and documentation and forward to Documentation Group.		
Ensure any open actions are assigned to appropriate Finance Section staff or other EOC sections to follow-up on.		
Follow Generic Demobilization Phase checklist (Section 1 – Page 15).		
Date:	Time:	
Signature:	Position:	

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

ELIGIBLE & INELIGIBLE RESPONSE & RECOVERY COSTS

Examples of Eligible and Ineligible Response Costs

(This table presents examples only and is not comprehensive. Refer to the C & DFA Reg for exact wording.)

Response Item	Eligible	Not Eligible
Animal Evacuation and Rescue	<ul style="list-style-type: none"> Evacuation, shelter and feeding for livestock and poultry, including the restoration of facilities used for those purposes 	<ul style="list-style-type: none"> Evacuation and rescue costs for pets, backyard or hobby animals
Assets	<ul style="list-style-type: none"> Assets under \$100 (e.g., white boards) Assets over \$100 pre-approved by EMBC through use of an Expenditure Authorization Form (EAF) 	<ul style="list-style-type: none"> Purchases where there is no approved EAF Assets where there is a suitable rental alternative
Backfilling Positions	<ul style="list-style-type: none"> Backfilling positions to temporarily cover full-time staff coordinating emergency response 	<ul style="list-style-type: none"> Regular wages / benefits of employees Compensatory time off (CTO) or banked time
Civil Litigation	<ul style="list-style-type: none"> Response costs not reimbursed through civil litigation award 	<ul style="list-style-type: none"> Assistance may be withheld pending outcome of proceedings, or amount must be refunded
Clean-up	<ul style="list-style-type: none"> Clean-up necessary to ensure public safety or is essential for public works 	<ul style="list-style-type: none"> Clean-up that is not essential to public safety or for public works
Damaged Equipment	<ul style="list-style-type: none"> Equipment damaged during eligible response activities may be considered as a recovery cost item 	<ul style="list-style-type: none"> Equipment damaged by events other than the emergency or disaster incident
Debris Removal	<ul style="list-style-type: none"> Costs of debris removal necessary to ensure public safety or essential for public works Necessary clearance from channels, streams, intakes & outfalls of sewers & storm drains, water supply reservoirs 	<ul style="list-style-type: none"> Debris removal that is not essential to public safety or for public works
Emergency Operations Centre	<ul style="list-style-type: none"> Facility rental if other than local authority facility EOC assets under \$100 (e.g., white boards) Equipment rental Cost of feeding EOC staff during an emergency Contractors serving in support capacities EOC materials and supplies Telephone and data services, including installation and operation while EOC is active After-action debrief costs, pre-approved by EMBC 	<ul style="list-style-type: none"> EOC assets over \$100, except where EMBC pre-approves the purchase through use of an Expenditure Authorization Form (EAF) Telephone or data services in place prior to EOC activation, and emergency installs that are not removed upon EOC deactivation
Emergency Response Measures	<ul style="list-style-type: none"> Establishment, operation of communication facilities Establishment of registration, inquiry services, emergency control headquarters Determining the areas and extent of the disaster Human rescue, transport & emergency health activities Food, clothing and shelter for evacuees Medical care to casualties and transportation, moving patients or casualties, their return after the disaster Protective health and sanitation facilities Remove hazardous materials, chattels, assets, and related storage and transportation costs Protection of publicly-owned institutions, utilities including equipment, materials, and labour Shelter and feeding for livestock, including the restoration of facilities used for those purposes 	<ul style="list-style-type: none"> Normal operating costs of government owned equipment Purchase of special, additional equipment to fight the disaster Costs incurred as a result of a disaster that are recovered from agencies such as the Canadian Disaster Relief Fund or from disaster fund raising drives

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Examples of Eligible and Ineligible Response Costs

(This table presents examples only and is not comprehensive. Refer to the C & DFA Reg for exact wording.)

Response Item	Eligible	Not Eligible
Emergency Support Services	<ul style="list-style-type: none"> Non-government owned facility rental if serving as a reception centre Materials, supplies required to operate reception centres Transportation of evacuees, including those in need of medical care, to a reception centre or other lodging and return home from same. 	
Environmental Protection	<ul style="list-style-type: none"> Actions needed during response to protect potable water supplies, essential public lands, and health-related air quality 	<ul style="list-style-type: none"> Response activities intended to protect other environments
Equipment	<ul style="list-style-type: none"> Equipment under \$100 (e.g., shovels) Equipment if justified by cost efficiencies of purchase over rental or lease options, or if rentals are not available. Must be pre-approved by EMBC through use of an EAF 	<ul style="list-style-type: none"> Equipment over \$100, except where EMBC pre-approves Normal operating costs or usage charges of local authority-owned equipment Purchase of special, additional equipment
Equipment Rental	<ul style="list-style-type: none"> Equipment needed during response to support objectives Costs of rented equipment in feeding staff during an event 	<ul style="list-style-type: none"> Equipment rented to conduct normal operations Rental equipment rates that exceed <i>BC Equipment Rental Rates Guide</i>
Evacuation	<ul style="list-style-type: none"> Food, shelter, clothing for persons evacuated Evacuation costs for other populations at risk (e.g., elderly in care home) as determined by the EOC and PREOC 	<ul style="list-style-type: none"> Evacuation costs before an Evacuation Order is issued or after an order has been rescinded (e.g., costs of transporting evacuees)
Facility Rental	<ul style="list-style-type: none"> Rental of non-local authority community hall or facility Incremental janitorial and utilities Facility damage due to occupation 	<ul style="list-style-type: none"> Hall, facility rental to own community(self) or loss of use charges
Fire Services	<ul style="list-style-type: none"> Costs of special fire protection of local authority facilities (e.g., external sprinklers) not otherwise reimbursed Use of fire vehicles outside local authority jurisdiction under conditions of EMBC Policy 2.07 	<ul style="list-style-type: none"> Costs of fire protection of private facilities Fire service charges reimbursed through the Office of the Fire Commissioner
Fuel, Oil, Lubricants	<ul style="list-style-type: none"> Incremental costs related to the response efforts during the event 	<ul style="list-style-type: none"> Normal consumption of fuel, oil, lubricants for non-emergency activities
Fundraising	<ul style="list-style-type: none"> Not Applicable 	<ul style="list-style-type: none"> Expenses that are recovered from agencies, such as Canadian Disaster Relief Fund, or from disaster fundraising drives
Goods and Services Tax	<ul style="list-style-type: none"> GST for the portion not recoverable by GST rebate. All local authorities are eligible, except municipalities and regional districts. 	<ul style="list-style-type: none"> GST that is recoverable by rebate GST paid by municipalities and regional districts
Inventory	<ul style="list-style-type: none"> Supplies related to the response operations in support of public safety 	<ul style="list-style-type: none"> Stockpiling of inventory by the local authority
Materials	<ul style="list-style-type: none"> Materials needed during response to protect public safety Costs of materials in feeding response personnel 	<ul style="list-style-type: none"> Materials used to conduct normal operations
Medical Care, Health Services	<ul style="list-style-type: none"> Medical care to casualties, moving patients, and their return following the disaster Protective health and sanitation facilities 	<ul style="list-style-type: none"> Normal medical care and health service operational costs Purchase of special, additional medical or health care equipment to assist response

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Examples of Eligible and Ineligible Response Costs

(This table presents examples only and is not comprehensive. Refer to the C & DFA Reg for exact wording.)

Response Item	Eligible	Not Eligible
Mutual Aid Costs	<ul style="list-style-type: none"> Resources (personnel, equipment, materials) needed during response at site or site support to protect public safety 	<ul style="list-style-type: none"> Costs associated with backfilling personnel by the lending jurisdiction
Office Supplies	<ul style="list-style-type: none"> Related to the operation of special communication facilities, emergency control headquarters, reception centres 	<ul style="list-style-type: none"> Stockpiling of office supplies by the local authority
Overtime Wages	<ul style="list-style-type: none"> Incremental costs related to the event, plus reasonable benefits 	<ul style="list-style-type: none"> Overtime wages that cannot be attributed to event Regular wages, benefits of employees Base operating costs, such as salaries or regular wages of employees, Compensatory Time Off (CTO) or banked overtime Excessive overtime and benefit rate payments
Police Services	<ul style="list-style-type: none"> Costs of police protection and security to enhance public safety, including mutual aid from other municipal police forces, e.g., patrols of hazardous areas, evacuated areas Evacuation costs and resources when evacuation order in place, including mutual aid 	<ul style="list-style-type: none"> Costs of police protection of private facilities Mutual aid charges from RCMP sources under provincial contract
Preventative Works and Mitigation	<ul style="list-style-type: none"> Protection of publicly-owned institutions and utilities from the current threat, including equipment, materials, and labour 	<ul style="list-style-type: none"> Works undertaken as preventative measures to guard against future disasters without prior approval from EMBC Damage to local authority facilities if prior assistance was not used for the preventative work as required
Provincial Sales Tax	<ul style="list-style-type: none"> All PST 	<ul style="list-style-type: none"> Not Applicable
Public Works	<ul style="list-style-type: none"> Emergency repairs to public works required to support response objectives 	<ul style="list-style-type: none"> Repair or replacement of public works may be eligible under recovery Costs to enhance public works to better than pre-disaster condition
Scalping of Gravel Beds	<ul style="list-style-type: none"> Scalping when there is an unusually heavy disaster-related deposition, and then only the cost of removing the deposition 	<ul style="list-style-type: none"> All other scalping of gravel beds
Search and Rescue	<ul style="list-style-type: none"> Rescue, transportation, emergency health arrangements 	<ul style="list-style-type: none"> SAR services not related to the event
Service Contracts	<ul style="list-style-type: none"> Contracts directly related to the response efforts 	<ul style="list-style-type: none"> Contracts not related to the event
Staffing Expenses	<ul style="list-style-type: none"> Paid overtime costs and benefits Feeding emergency response staff during an event that would not usually be provided 	<ul style="list-style-type: none"> Regular wages, benefits of employees Base operating costs, such as salaries or regular wages of employees, Compensatory Time Off (CTO) or banked overtime Excessive overtime and benefit rates
Supplies	<ul style="list-style-type: none"> Supplies from local government stores consumed in response 	<ul style="list-style-type: none"> Stockpiling costs, materials, equipment or other costs related to these activities
Telephone Charges	<ul style="list-style-type: none"> All telephone charges if rented or leased for event Airtime charges only if not rented for event (volunteer or staff private phone) 	<ul style="list-style-type: none"> Telephone charges and equipment used for normal operations
Temporary Wages	<ul style="list-style-type: none"> Costs of backfilling a regular position with a temporary employee due to incident 	<ul style="list-style-type: none"> Base salaries or regular wages of regular employees

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Examples of Eligible and Ineligible Response Costs

(This table presents examples only and is not comprehensive. Refer to the C & DFA Reg for exact wording.)

Response Item	Eligible	Not Eligible
Travel	<ul style="list-style-type: none"> Incremental costs related to the event 	<ul style="list-style-type: none"> Travel costs that cannot be attributed to event
Tree Pruning, Removal	<ul style="list-style-type: none"> Pruning or removal of trees that constitute an imminent threat to public safety 	<ul style="list-style-type: none"> Landscaping not essential to the public welfare
Vehicle Repairs	<ul style="list-style-type: none"> Reimbursement for repair or replacement for damage to or loss of vehicles and related equipment will be limited to the lesser of the insurance deductible or \$1,000. 	<ul style="list-style-type: none"> Cost of maintaining vehicles used in response, including extraordinary maintenance attributable to emergency conditions (e.g., smoke, dust, surface debris)
Volunteer Expenses	<ul style="list-style-type: none"> Volunteer expenses that are attributable to the event (e.g., mileage, meal reimbursement, phone charges) in accordance with EMBC Policy rates 	<ul style="list-style-type: none"> Volunteer expenses that cannot be attributed to event Loss of volunteer personal equipment (e.g., eyeglasses, clothing, computer equipment) reimbursed directly from EMBC under policy. Volunteer may submit claim.
Wages	<ul style="list-style-type: none"> Paid overtime costs and benefits 	<ul style="list-style-type: none"> Regular wages, benefits of employees Base operating costs, such as salaries or regular wages of employees, Compensatory Time Off (CTO) or banked overtime Excessive overtime and benefits rates

For the most current examples of eligible and ineligible response costs see the EMBC website (http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/dfa/financial_assistance_guide.pdf)

For more information on eligible and ineligible response costs, refer to Schedule 5 of the *C & DFA Regulation*, and Part 3 of the Regulation, which can be viewed at the EMBC website (<http://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/emergency-management-bc/legislation-and-regulations>).

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Examples of Eligible and Ineligible Recovery Costs

(This table presents examples only and is not comprehensive. Refer to the C & DFA Reg for exact wording.)

Recovery Item	Eligible	Not Eligible
Administrative Costs	<ul style="list-style-type: none"> • Incremental costs related to recovery plan projects (financial assistance up to 10% of eligible costs as deemed appropriate by EMBC) 	<ul style="list-style-type: none"> • Base operating costs
Appliances	<ul style="list-style-type: none"> • Repair to pre-disaster condition or replacement only of the value of basic models 	<ul style="list-style-type: none"> • Repair or replacement to the value of enhanced models
Appraisals, Inspections	<ul style="list-style-type: none"> • Inspection, planning, or design to determine costs of restoration or replacement 	<ul style="list-style-type: none"> • Base or normal operating costs of local authority staff
Backfilling Positions	<ul style="list-style-type: none"> • Backfilling positions to temporarily cover full-time staff conducting disaster assistance surveys and assessments, if supporting documentation is provided 	<ul style="list-style-type: none"> • Backfilling positions for staff doing non-disaster related work
Books, Paper, Records	<ul style="list-style-type: none"> • Books, papers, records essential to local authority functions and operations 	<ul style="list-style-type: none"> • Books, papers, records that are not essential to local authority functions and operations
Bridges	<ul style="list-style-type: none"> • Repair or replacement of bridges that are essential for local authority functions and operations to pre-disaster condition * 	<ul style="list-style-type: none"> • Repair or replacement of non-essential bridges • Costs to enhance bridge to better than pre-disaster condition
Buildings, Facilities	<ul style="list-style-type: none"> • Repair, replacement of public facilities that are essential to local authority functions to pre-disaster condition * • Removal of damaged buildings that constitute a threat to public safety 	<ul style="list-style-type: none"> • Repair or replacement of non-essential buildings, facilities • Costs to enhance buildings, facilities to better than pre-disaster condition
Business Interruption	<ul style="list-style-type: none"> • Not Applicable 	<ul style="list-style-type: none"> • Loss of operational income, loss of revenue, cancellation of work projects, or other business interruption losses
Civil Litigation	<ul style="list-style-type: none"> • Recovery costs not reimbursed through civil litigation award 	<ul style="list-style-type: none"> • Recovery costs that are reimbursed through civil litigation (amount must be refunded to the Province)
Clean-up	<ul style="list-style-type: none"> • Clean-up necessary to ensure public safety or essential for public works 	<ul style="list-style-type: none"> • Other clean-up costs
Community Recovery Support	<ul style="list-style-type: none"> • Overtime costs and benefits for local authority staff devoted to community recovery • Backfilling positions to temporarily cover full-time staff coordinating emergency response • Facility rental to support community recovery, if other than local authority facility • Recovery Centre assets under \$100 • Contractors serving in support capacities • Telephone and data services, including installation and operation while Recovery Centre is active • Costs of materials, supplies, rented equipment that would not usually be provided • Reasonable volunteer expenses (e.g., mileage, hourly rate, meal reimbursement, phone charges) 	<ul style="list-style-type: none"> • Base operating costs, such as salaries or regular wages of employees, Compensatory Time Off (CTO) or banked overtime • Local authority donations to disaster victims, including businesses • Charges for use of own (local authority) facilities • Volunteer expenses that cannot be attributed to event • Loss of volunteer personal equipment (e.g., eyeglasses reimbursed directly from EMBC under Policy 5.04 Volunteer may submit claim.) • Recovery centre assets over \$100

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Examples of Eligible and Ineligible Recovery Costs

(This table presents examples only and is not comprehensive. Refer to the C & DFA Reg for exact wording.)

Recovery Item	Eligible	Not Eligible
Contents	<ul style="list-style-type: none"> Equipment, material, office supplies, institutional furnishings, books, papers, records essential to local authority functions and operations 	<ul style="list-style-type: none"> Contents not essential to local authority functions and operations
Contractor Rates	<ul style="list-style-type: none"> Contractor rates that do not exceed BC Equipment Rental Rates Guide 	<ul style="list-style-type: none"> Contractor rates in excess of BC Equipment Rental Rates Guide
Damaged Equipment	<ul style="list-style-type: none"> Equipment damaged while undertaking eligible response may be considered 	<ul style="list-style-type: none"> Equipment damaged by events outside eligible response
Damaged Land, Eroded Land	<ul style="list-style-type: none"> Not Applicable 	<ul style="list-style-type: none"> Costs related to non-essential access routes and removal of debris
Dams, Breakwaters	<ul style="list-style-type: none"> Repair or replacement of essential dams and breakwaters to pre-disaster condition * 	<ul style="list-style-type: none"> Repair or replacement of non-essential dams, breakwaters Costs to enhance dams, breakwaters to better than pre-disaster condition
Debris Removal	<ul style="list-style-type: none"> Removal of damaged structures that constitute a threat to public safety pruning or removal of trees that constitute a threat to public safety removal of emergency works and the restoration of their sites to pre-disaster condition, and necessary clearance of debris and wreckage from channels and streams, intakes and outfalls of sewers and storm drains and water supply reservoirs. 	<ul style="list-style-type: none"> Costs for scalping of gravel beds Other debris removal costs that are not a threat to public safety.
Enhancements	<ul style="list-style-type: none"> Defined as any change or difference between pre-event and post-event structural specifications: <ul style="list-style-type: none"> change in specifications with no increased costs building to meet structural specifications due to application of codes, standards, requirements, where copies of orders are provided building to accommodate physical changes where damage reshapes, transforms natural landscapes causing reconstruction changes 	<ul style="list-style-type: none"> Enhancements that will result in increased costs Works undertaken as preventative measure to guard against future disasters without prior approval from PEP
Equipment	<ul style="list-style-type: none"> Equipment essential to local authority functions and operations 	<ul style="list-style-type: none"> Equipment that is not essential to local authority functions and operations
Equipment Rentals	<ul style="list-style-type: none"> Equipment needed to repair damage when not used for normal operations Contractor rates that do not exceed BC Equipment Rental Rates Guide 	<ul style="list-style-type: none"> Equipment rented for use on normal local authority operations Equipment and contractor rates in excess of BC Equipment Rental Rates Guide
Eroded Land	<ul style="list-style-type: none"> Repair of eroded land for essential access routes 	<ul style="list-style-type: none"> Repair of eroded land for non-essential access routes
Facility Rental	<ul style="list-style-type: none"> Facility rental of outside community hall or facility 	<ul style="list-style-type: none"> Hall or facility rental to own local authority community or loss of use charges
Fixtures	<ul style="list-style-type: none"> Repair to pre-disaster condition or replacement only the value of basic models 	<ul style="list-style-type: none"> Costs to purchase fixtures to better than pre-disaster condition or beyond the basic model

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Examples of Eligible and Ineligible Recovery Costs

(This table presents examples only and is not comprehensive. Refer to the C & DFA Reg for exact wording.)

Recovery Item	Eligible	Not Eligible
Food Services	<ul style="list-style-type: none"> • Costs of materials, supplies, rented equipment in feeding staff during recovery operations that would not usually be provided 	<ul style="list-style-type: none"> • Food service costs that would normally be provided to staff
Fundraising	<ul style="list-style-type: none"> • Not Applicable 	<ul style="list-style-type: none"> • Expenses that are recovered from relief agencies or from disaster fundraising drives
Furniture	<ul style="list-style-type: none"> • Furniture repair to pre-disaster condition or replacement only of furniture essential to local authority functions and operations 	<ul style="list-style-type: none"> • Costs to purchase furniture that is not essential to local authority functions and operations
Goods and Services Tax	<ul style="list-style-type: none"> • GST paid is claimable at the portion not recoverable by GST rebate 	<ul style="list-style-type: none"> • GST that is recoverable by rebate
Income Loss	<ul style="list-style-type: none"> • Not Applicable 	<ul style="list-style-type: none"> • Loss of operational income or revenue, or cancellation of work projects
Institutional Furnishings	<ul style="list-style-type: none"> • Institutional furnishings essential to local authority functions and operations 	<ul style="list-style-type: none"> • Institutional furnishings not essential to local authority functions and operations
Insurance	<ul style="list-style-type: none"> • Private insurance deductible amounts 	<ul style="list-style-type: none"> • Insured losses
Inventory	<ul style="list-style-type: none"> • Inventory that is essential to local authority functions and operations (proof of inventory, consumption and replenishment is required) 	<ul style="list-style-type: none"> • Stockpiling costs for materials, equipment, or other related costs
Land Improvement	<ul style="list-style-type: none"> • Compensation of private land owner for legal encroachment under state of local emergency 	<ul style="list-style-type: none"> • Costs for illegal encroachment or improvement of land/property for the purpose of damage reduction
Landscaping	<ul style="list-style-type: none"> • Landscaping if essential to public welfare 	<ul style="list-style-type: none"> • Landscaping not essential to public welfare
Linking of Separate Disasters	<ul style="list-style-type: none"> • Not Applicable 	<ul style="list-style-type: none"> • Accumulating recovery costs of two or more distinct disastrous events
Materials	<ul style="list-style-type: none"> • Materials needed to repair damage when not used for normal operations or work • Replacement of local authority materials / stores damaged or destroyed in responding to emergency or in repairing damaged public facilities • Material damaged by disaster that is essential to local authority functions and operations, e.g., inventory 	<ul style="list-style-type: none"> • Material that is not essential to local authority functions and operations • Construction materials in storage or available for construction purposes
Mitigation	<ul style="list-style-type: none"> • Not Applicable 	<ul style="list-style-type: none"> • Works undertaken as preventative measures to guard against future disasters
Office Furnishings	<ul style="list-style-type: none"> • Office furnishings essential to local authority functions and operations 	<ul style="list-style-type: none"> • Office furnishings that are not essential to local authority functions and operations
Overtime Wages	<ul style="list-style-type: none"> • Paid out incremental costs related to the event, plus benefits • CTO paid out 	<ul style="list-style-type: none"> • Overtime wages not attributed to event • CTO if not paid out • Excessive overtime rate payments
Ownership	<ul style="list-style-type: none"> • Reconstruction or replacement of structures, equipment, and materials for which there is proof of local authority ownership, including any titles, rights, or privileges assigned by way of a lease or permit 	<ul style="list-style-type: none"> • Facilities and materials that are not owned directly by the local authority, or where the local authority can provide no proof of ownership, title, right, or privilege assigned by way of lease or permit

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Examples of Eligible and Ineligible Recovery Costs

(This table presents examples only and is not comprehensive. Refer to the C & DFA Reg for exact wording.)

Recovery Item	Eligible	Not Eligible
Project Admin Costs	<ul style="list-style-type: none"> • Project administration costs 	<ul style="list-style-type: none"> • Normal operating costs
Provincial Sales Tax	<ul style="list-style-type: none"> • All PST 	<ul style="list-style-type: none"> • Not Applicable
Public Works	<ul style="list-style-type: none"> • Repair or replacement of public works (e.g. streets, roads, bridges, dams, breakwaters, wharves, docks, retaining walls) that are essential to local authority functions and operations to pre-disaster condition * 	<ul style="list-style-type: none"> • Repair or replacement of non-essential public works • Restoration to better than pre-disaster condition
Recreational Facilities	<ul style="list-style-type: none"> • Repair, replacement of recreational facilities that are essential to local authority functions and operations to pre-disaster condition * 	<ul style="list-style-type: none"> • Repair or replacement of non-essential recreational facilities • Costs to enhance recreational facilities to better than pre-disaster condition
Retaining Walls	<ul style="list-style-type: none"> • Repair or replacement of retaining walls that are essential to local authority functions and operations to pre-disaster condition * 	<ul style="list-style-type: none"> • Repair or replacement of non-essential retaining walls • Costs to enhance retaining walls to better than pre-disaster condition
Roads	<ul style="list-style-type: none"> • Repair or replacement of local authority streets and roads as public works essential to local authority functions and operations to pre-event condition * 	<ul style="list-style-type: none"> • Repair or replacement of non-essential roads • Costs to enhance roads to better than pre-disaster condition
Salaries	<ul style="list-style-type: none"> • Salaries for backfilled positions when full-time staff conduct recovery project assessments and determination of recovery costs 	<ul style="list-style-type: none"> • Normal, regular salaries and operating expenses of employees
Scalping of Gravel Beds	<ul style="list-style-type: none"> • The cost of removing the unusually heavy event-related deposition in confined water courses 	<ul style="list-style-type: none"> • Other scalping of gravel beds
Structural Repair	<ul style="list-style-type: none"> • Restoration to pre-disaster condition: * <ul style="list-style-type: none"> ◆ Foundations, footings, seals, slab floors, pilings, structural walls and attached garages ◆ Framing, roofing, doors, windows, material, wall coverings, mouldings, fixtures and finishings ◆ Filling and levelling to restore essential access ◆ Parking areas, pumps, services/connections, space and water heating equipment ◆ Retaining walls as part of the public facility or essential to sustain land adjacent to, and critical to a public facility ◆ Existing protective works designed to protect banks from erosion 	<ul style="list-style-type: none"> • Restoration to better than pre-disaster condition
Structure Loss Destroyed	<ul style="list-style-type: none"> • Compensation for loss only when costs for reconstruction exceeds the BC Assessment Authority replacement value 	<ul style="list-style-type: none"> • Compensation for loss of structure when costs do not exceed B.C. Assessment Authority replacement value
Structures – Flood Plain	<ul style="list-style-type: none"> • A public safety facility built or installed in an area after being designated under Municipal Act as flood plain, provided that the Ministry of Water, Land and Air Protection or the Canadian Mortgage & Housing Corporation determine it to have been properly flood protected 	<ul style="list-style-type: none"> • Structures in flood plains that are not properly flood protected

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Examples of Eligible and Ineligible Recovery Costs

(This table presents examples only and is not comprehensive. Refer to the C & DFA Reg for exact wording.)

Recovery Item	Eligible	Not Eligible
Structures Depreciated	<ul style="list-style-type: none"> • Not Applicable 	<ul style="list-style-type: none"> • Neglect or deterioration of structures prior to disaster
Supplies	<ul style="list-style-type: none"> • Supplies needed to repair damage when not used for normal operations, work (proof of inventory, consumption, replenishment required) 	<ul style="list-style-type: none"> • Supplies used for normal operation • Stockpiling supplies
Travel	<ul style="list-style-type: none"> • Incremental costs related to the event 	<ul style="list-style-type: none"> • Travel costs not attributed to the event
Tree Pruning, Removal	<ul style="list-style-type: none"> • Pruning or removal of trees that constitute a threat to public safety due to the event 	<ul style="list-style-type: none"> • Other pruning or removal of trees
Unoccupied Premises	<ul style="list-style-type: none"> • Unoccupied premises under construction will be considered occupied with a valid certificate of occupation for the premises under construction 	<ul style="list-style-type: none"> • Unoccupied government premises under construction
Vehicle Repairs	<ul style="list-style-type: none"> • Not Applicable 	<ul style="list-style-type: none"> • Cost of repairing or replacing vehicles lost or damaged in a disaster
Volunteer Expenses	<ul style="list-style-type: none"> • Volunteer expenses that are attributable to the recovery (e.g., mileage, phone charges) 	<ul style="list-style-type: none"> • Volunteer expenses not attributed to recovery
Wharves, Docks	<ul style="list-style-type: none"> • Repair or replacement of essential public wharves or docks to pre-disaster condition * 	<ul style="list-style-type: none"> • Repair or replacement of non-essential wharves, docks • Costs to enhance wharves, docks to better than pre-disaster condition

* For other than pre-disaster condition, see "Enhancements."

For the most current examples of eligible and ineligible recovery costs see the EMBC website (http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/dfa/financial_assistance_guide.pdf).

For more information on eligible and ineligible recovery costs, refer to Schedule 5 of the *C & DFA Regulation*, and Part 3 of the Regulation, which can be viewed at the EMBC website (<http://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/emergency-management-bc/legislation-and-regulations>).

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SECTION 10 - POLICY GROUP

Composition could include:

- Mayors, Chairperson, or Mayor and Council, or Chair and Board, or Chief and Council along with the Chief Executive Officer, Emergency Program Coordinator and appropriate Senior Management (defined by Level and Type of Response)
- The Policy Group Team Leader will be the Senior Elected Official from the Regional District or Municipality or First Nations depending on the jurisdiction having authority

Cowichan Valley Regional District has determined that the Policy Group responsibilities are delegated to the Board Chair, the Standing Committee Chairs, and the Directors of the areas impacted by the major emergency or disaster.

Responsibilities:

- Provides overall emergency policy and direction to the Emergency Operations Centre Director.
- Sets expenditure limits.
- Formally requests outside support/resources (e.g. Provincial and Federal support).
- Authorizes declaration and termination of "State of Local Emergency."
- Provides direction for emergency public information activities.
- Act as a spokesperson(s) for the jurisdiction as requested.

Activation Phase:

	Time	Init.
Convene as the EOC Policy Group at a designated site as recommended by the EOC Director.		
Obtain current situation status and briefing on priority actions taken and outstanding, from the EOC Director.		
Follow the Generic EOC checklist (Section 1 - Page 15).		
Date:	Time:	
Signature:	Position:	

Operational Phase:

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	Time	Init.
Examine need for new or temporary policies, as required to support response operations.		
Consult with EOC Director to determine appropriate expenditure limits.		
As requested prepare for and participate in any media briefings.		
Ensure adequate public information materials are being issued from the EOC.		
Consult with EOC Director and/or Legal Advisors regarding any potential legal issues and recommended courses of action.		
Consult with EOC Director to determine need for extra-ordinary resources and/or outside assistance.		
Consult with EOC Director to determine need for Declaration and Termination of "State of Local Emergency."		
Keep apprised as to the status of the emergency event by reviewing EOC Situation Reports.		
Date:	Time:	
Signature:	Position:	

Demobilization Phase:

	Time	Init.
Proclaim termination of the emergency response and have EOC proceed with recovery efforts.		
Provide input for the after action report.		
Participate in formal post-operational debriefs.		
Recognize EOC staff members and response personnel for their efforts.		
Follow Generic EOC checklist (Section 1 - Page 15).		
Date:	Time:	
Signature:	Position:	

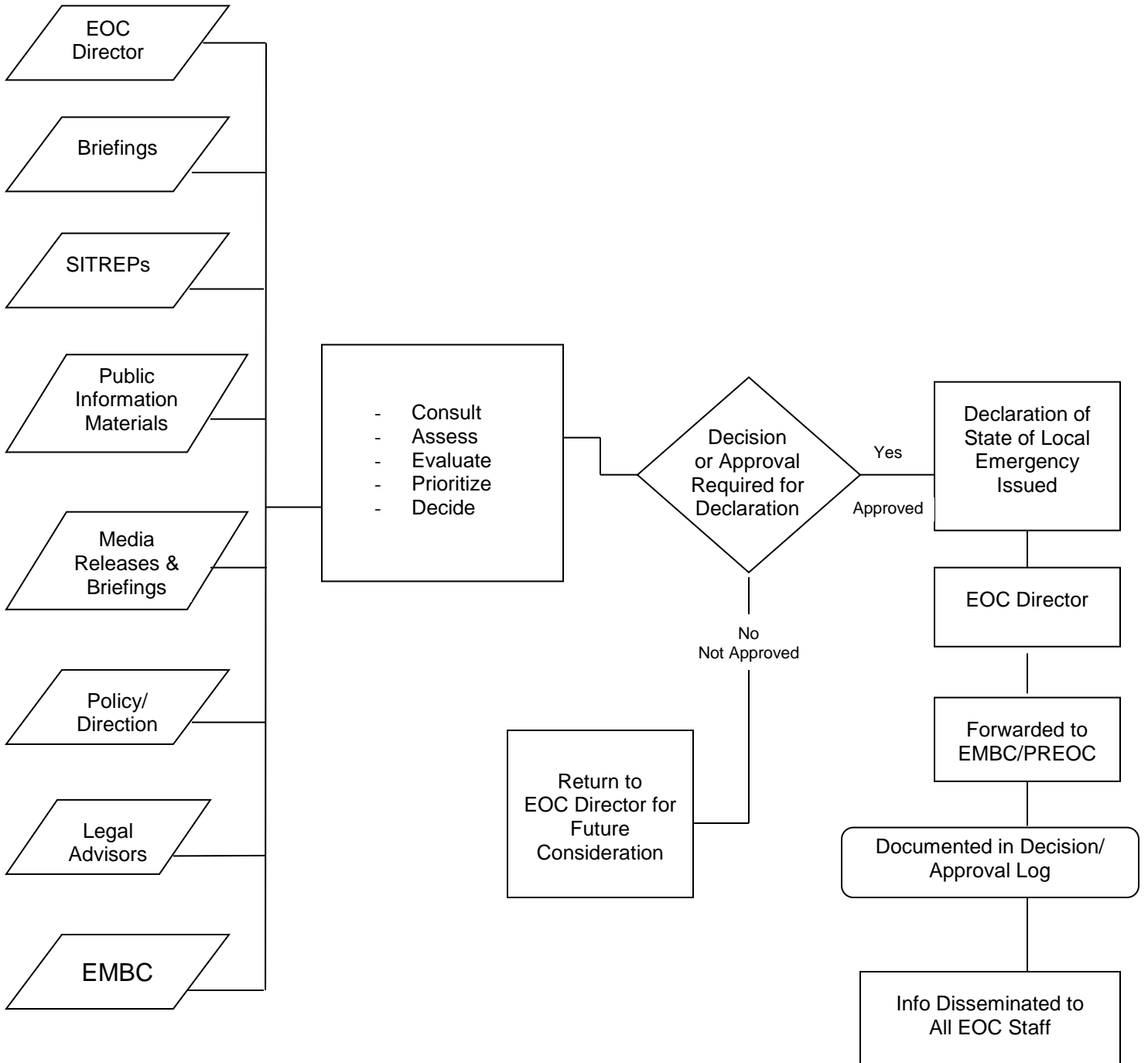
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POLICY GROUP

Inputs

Activities

Outputs



SECTION 11 - CONTINGENCY CHECKLISTS

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AIRCRAFT INCIDENT

Passengers remain the responsibility of the airline although they may request local authority assistance in coordinating those needs.

**Key Agency: Joint Rescue
Coordination Centre
(JRCC)**

- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Evacuation and/or relocation of people and animals
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Contamination of soil, water and/or shorelines affecting fish and animals
- Debris Removal
- Disruption of Travel (road, air and/or water)
- Extensive damage to public and private property

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> • All responding agencies/personnel
Establish emergency communications	<ul style="list-style-type: none"> • All responding agencies/personnel
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> • Fire • Public Works • Utilities / Ministry of Environment
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> • All responding agencies/personnel
Deal with life threatening situations	<ul style="list-style-type: none"> • Police • Fire • Ambulance
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> • Fire • Forestry
Assess health concerns & issues	<ul style="list-style-type: none"> • Medical Health Officer
Activate Emergency Support Services	<ul style="list-style-type: none"> • Emergency Support Services

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Potential Incident Site Actions	Agencies/Persons Responsible
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • Medical Health Officer • Public Works
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> • Fire • Police • Ambulance
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> • Public Works • Utility Companies
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> • Police
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> • Police
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> • Police
Establish crowd control	<ul style="list-style-type: none"> • Police
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> • All responding agencies/personnel • Coroner
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> • Police • Ministry of Agriculture & Lands
Evacuate casualties	<ul style="list-style-type: none"> • Police • Ambulance
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> • Ambulance
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> • Police • Coroner
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> • Police
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> • Public Works • Emergency Support Services (ESS)
Establish direct communications with corporate owner	<ul style="list-style-type: none"> • Police
Determine availability of Spiller to undertake clean-up	<ul style="list-style-type: none"> • Ministry of Environment
Contain spill, protect environment, sewer and drainage systems	<ul style="list-style-type: none"> • Fire • Public Works • Spiller
Dispose of recovered materials and debris	<ul style="list-style-type: none"> • Ministry of Environment • Spiller
Restore spill site	<ul style="list-style-type: none"> • Ministry of Environment • Spiller
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> • Coast Guard • Fire • Ministry of Environment
Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> • Public Works and/or Engineering • Building Inspection

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Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> • EOC Director • Emergency Program Coordinator
Assess situation	<ul style="list-style-type: none"> • EOC Operations Section
Establish emergency communications	<ul style="list-style-type: none"> • EOC Logistics Section
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> • EOC Information Officer
Consider "Declaration of State of Local Emergency" and possible need for Provincial declaration	<ul style="list-style-type: none"> • EOC • Emergency Management BC
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> • EOC
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> • EOC
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> • EOC
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> • EOC
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • EOC • Medical Health Officer • Public Works
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> • EOC • Ministry of Environment
Control allocation of critical resources	<ul style="list-style-type: none"> • EOC
Coordinate restoration of utilities	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate restoration of essential services	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate recovery process	<ul style="list-style-type: none"> • EOC
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> • EOC • Local Authority
Update Emergency Management BC	<ul style="list-style-type: none"> • All agencies/personnel through EOC

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> • Fire • Forestry
Ambulances & medical supplies	<ul style="list-style-type: none"> • Ambulance
Mobile Public Address System	<ul style="list-style-type: none"> • Police • Fire • Public Works
Barricades	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> • Ministry of Environment • Fire • Coast Guard • Private Agencies
Refrigeration units	<ul style="list-style-type: none"> • Private Agencies
Transportation	<ul style="list-style-type: none"> • Public Transit • School Board • Private • Emergency Management BC
Emergency Shelters	<ul style="list-style-type: none"> • Rental
Watercrafts	<ul style="list-style-type: none"> • Search & Rescue • Ministry of Agriculture & Lands • Utilities
Decontamination Equipment	<ul style="list-style-type: none"> • Ministry of Environment • Public Works, Industry
Rescue Equipment	<ul style="list-style-type: none"> • All Agencies
Public service maintenance vehicles	<ul style="list-style-type: none"> • Public Works • Local Private Contractors
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> • Fire • Public Works • Local Industry & Suppliers
Critical infrastructure repairs	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Towing	<ul style="list-style-type: none"> • Police • Private Towing Contractors
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> • Ministry of Environment • Military • Medical Health Officer
Water storage containers	<ul style="list-style-type: none"> • Public Works

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CIVIL DISTURBANCE

Note: Civil Disturbances are not an eligible EMBC expense. Some outcomes may be eligible.

Possible Major Effects:

Key Agency: Police

- Casualties
- Deaths
- Public health issues and concerns
- Convergence
- Shelter-In-Place of people and animals
- Evacuation and/or relocation of people and animals
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Disruption of Travel (road, air and/or water)
- Disruption of Essential Services (Police, Fire, Health)
- Disruption of Communications
- Extensive damage to public and private property
- Overburdening of Information Systems
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> All responding agencies/personnel
Establish emergency communications	<ul style="list-style-type: none"> All responding agencies/personnel
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> Fire Public Works Utilities / Ministry of Environment
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> All responding agencies/personnel

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Deal with life threatening situations	<ul style="list-style-type: none"> • Police • Fire • Ambulance
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> • Fire • Forestry
Assess health concerns & issues	<ul style="list-style-type: none"> • Medical Health Officer
Activate Emergency Support Services	<ul style="list-style-type: none"> • Emergency Support Services
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • Medical Health Officer • Public Works
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> • Public Works • Utility Companies
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> • Police
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> • Police
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> • Police
Establish crowd control	<ul style="list-style-type: none"> • Police
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> • All responding agencies/personnel • Coroner
Evacuate casualties	<ul style="list-style-type: none"> • Police • Ambulance
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> • Ambulance
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> • Ambulance • Healthcare facilities
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> • Police • Coroner
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> • Police
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> • Public Works • Emergency Support Services (ESS)
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> • Emergency Support Services (ESS) • Ambulance
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> • Coast Guard • Fire • Ministry of Environment
Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> • Public Works and/or Engineering • Building Inspection

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Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> • EOC Director • Emergency Program Coordinator
Assess situation	<ul style="list-style-type: none"> • EOC Operations Section
Establish emergency communications	<ul style="list-style-type: none"> • EOC Logistics Section
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> • EOC Information Officer
Consider "Declaration of State of Local Emergency" and possible need for Provincial declaration	<ul style="list-style-type: none"> • EOC • Emergency Management BC
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> • EOC
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> • EOC
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> • EOC
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> • EOC
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • EOC • Medical Health Officer • Public Works
Control allocation of critical resources	<ul style="list-style-type: none"> • EOC
Coordinate restoration of utilities	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate restoration of essential services	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate recovery process	<ul style="list-style-type: none"> • EOC
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> • EOC • Local Authority
Update Emergency Management BC	<ul style="list-style-type: none"> • All agencies/personnel through EOC

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> • Fire • Forestry
Ambulances & medical supplies	<ul style="list-style-type: none"> • Ambulance
Mobile Public Address System	<ul style="list-style-type: none"> • Police • Fire • Public Works
Barricades	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> • Ministry of Environment • Fire • Coast Guard • Private Agencies
Transportation	<ul style="list-style-type: none"> • Public Transit • School Board • Private • Emergency Management BC
Decontamination Equipment	<ul style="list-style-type: none"> • Ministry of Environment • Public Works, Industry
Rescue Equipment	<ul style="list-style-type: none"> • All Agencies
Public service maintenance vehicles	<ul style="list-style-type: none"> • Public Works • Local Private Contractors
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> • Fire • Public Works • Local Industry & Suppliers
Critical infrastructure repairs	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Towing	<ul style="list-style-type: none"> • Police • Private Towing Contractors
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> • Ministry of Environment • Military • Medical Health Officer
Water storage containers	<ul style="list-style-type: none"> • Public Works

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

DAM BREACH

Possible Major Effects:

- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Public health issues and concerns
- Evacuation and/or relocation of people and animals
- Drinking water and food shortages
- Incident sites unsafe or inaccessible to responders
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Extensive flooding
- Landslides, mudslides, tsunamis, seiches and/or sea surges
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Contamination of soil, water and/or shorelines affecting fish and animals
- Debris Removal
- Animal Carcass Removal
- Disruption of Travel (road, air and/or water)
- Disruption of Essential Services (Police, Fire, Health)
- Extensive damage to public and private property
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public
- Long-term infrastructure and community recovery

**Key Agency: Local Authority /
Public Works / BC
Hydro**

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Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> • All responding agencies/personnel
Establish emergency communications	<ul style="list-style-type: none"> • All responding agencies/personnel
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> • All responding agencies/personnel
Deal with life threatening situations	<ul style="list-style-type: none"> • Police • Fire • Ambulance
Assess health concerns & issues	<ul style="list-style-type: none"> • Medical Health Officer
Activate Emergency Support Services	<ul style="list-style-type: none"> • Emergency Support Services
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • Medical Health Officer • Public Works
Determine extent of flooding	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> • Fire • Police • Ambulance
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> • Public Works • Utility Companies
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> • Police
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> • All responding agencies/personnel • Coroner
Clear catch basins and blocked ditches	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> • Police • SPCA • Ministry of Agriculture & Lands
Evacuate casualties	<ul style="list-style-type: none"> • Police • Ambulance
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> • Ambulance
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> • Ambulance • Healthcare facilities
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> • Police • Coroner
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> • Police
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> • Public Works • Emergency Support Services (ESS)
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> • Emergency Support Services (ESS) • Ambulance
Establish direct communications with corporate owner	<ul style="list-style-type: none"> • Police

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Determine type of product and quantity spilled and possible effects	<ul style="list-style-type: none"> • Fire • Coast Guard • Public Works • Ministry of Environment • Police
Determine availability of Spiller to undertake clean-up	<ul style="list-style-type: none"> • Public Works • Ministry of Environment
Contain spill, protect environment, sewer and drainage systems	<ul style="list-style-type: none"> • Fire • Public Works • Spiller
Dispose of recovered materials and debris	<ul style="list-style-type: none"> • Public Works • Ministry of Environment • Spiller
Restore spill site	<ul style="list-style-type: none"> • Public Works • Ministry of Environment • Spiller
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> • Coast Guard • Fire • Ministry of Environment
Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> • Public Works and/or Engineering • Building Inspection
Eliminate or isolate contaminated water source	<ul style="list-style-type: none"> • Public Works • Police
Assess alternate sewer services	<ul style="list-style-type: none"> • Public Works

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> • EOC Director • Emergency Program Coordinator
Assess situation	<ul style="list-style-type: none"> • EOC Operations Section
Establish emergency communications	<ul style="list-style-type: none"> • EOC Logistics Section
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> • EOC Information Officer
Consider "Declaration of State of Local Emergency" and possible need for Provincial declaration	<ul style="list-style-type: none"> • EOC • Emergency Management BC
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> • EOC
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> • EOC
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> • EOC
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> • EOC
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • EOC • Medical Health Officer • Public Works
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> • EOC • Ministry of Environment
Control allocation of critical resources	<ul style="list-style-type: none"> • EOC
Establish donation management	<ul style="list-style-type: none"> • EOC/ROC
Coordinate restoration of utilities	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate restoration of essential services	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate recovery process	<ul style="list-style-type: none"> • EOC
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> • EOC • Local Authority
Update Emergency Management BC	<ul style="list-style-type: none"> • All agencies/personnel through EOC

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> • Fire • Forestry
Ambulances & medical supplies	<ul style="list-style-type: none"> • Ambulance
Mobile Public Address System	<ul style="list-style-type: none"> • Police • Fire • Public Works
Barricades	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> • Ministry of Environment • Fire • Coast Guard • Private Agencies
Refrigeration units	<ul style="list-style-type: none"> • Private Agencies
Transportation	<ul style="list-style-type: none"> • Public Transit • School Board • Private • Emergency Management BC
Emergency Shelters	<ul style="list-style-type: none"> • Rental
Watercrafts	<ul style="list-style-type: none"> • Search & Rescue • Ministry of Agriculture & Lands • Utilities
Decontamination Equipment	<ul style="list-style-type: none"> • Ministry of Environment • Public Works, Industry
Rescue Equipment	<ul style="list-style-type: none"> • All Agencies
Public service maintenance vehicles	<ul style="list-style-type: none"> • Public Works • Local Private Contractors
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> • Fire • Public Works • Local Industry & Suppliers
Critical infrastructure repairs	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Towing	<ul style="list-style-type: none"> • Police • Private Towing Contractors
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> • Ministry of Environment • Military • Medical Health Officer
Water storage containers	<ul style="list-style-type: none"> • Public Works

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DANGEROUS GOODS / HAZARDOUS MATERIALS

SPILLER RESPONSIBLE FOR SPILL: The responsibility to contain and clean up a Dangerous Goods and Hazardous Materials spill rests with the spiller, with Local Authority monitoring and providing advice, as required. If, however, the spiller is unknown, or the spiller refuses or is incapable of taking action, Local Authority will arrange for the work to be done with the costs to be recovered from the spiller. Local Authority will also intervene in any situation where there is a threat to life, property or the environment.

Possible Major Effects:

Key Agency: Fire / Local Authority

- Casualties
- Deaths
- Public health issues and concerns
- Shelter-In-Place of people and animals
- Evacuation and/or relocation of people and animals
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Contamination of soil, water and/or shorelines affecting fish and animals
- Debris Removal
- Disruption of Travel (road, air and/or water)
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> • All responding agencies/personnel
Establish emergency communications	<ul style="list-style-type: none"> • All responding agencies/personnel
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> • Fire • Public Works • Utilities / Ministry of Environment
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> • All responding agencies/personnel
Deal with life threatening situations	<ul style="list-style-type: none"> • Police • Fire • Ambulance
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> • Fire • Forestry
Assess health concerns & issues	<ul style="list-style-type: none"> • Medical Health Officer
Activate Emergency Support Services	<ul style="list-style-type: none"> • Emergency Support Services
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • Medical Health Officer • Public Works
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> • Public Works • Utility Companies
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> • Police
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> • Police
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> • Police
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> • All responding agencies/personnel • Coroner
Clear catch basins and blocked ditches	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> • Police • SPCA • Ministry of Agriculture & Lands
Evacuate casualties	<ul style="list-style-type: none"> • Police • Ambulance
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> • Ambulance
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> • Ambulance • Healthcare facilities
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> • Police • Coroner
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> • Police
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> • Public Works • Emergency Support Services (ESS)

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> • Emergency Support Services (ESS) • Ambulance
Establish direct communications with corporate owner	<ul style="list-style-type: none"> • Police
Determine type of product and quantity spilled and possible effects	<ul style="list-style-type: none"> • Fire • Coast Guard • Public Works • Ministry of Environment • Police
Determine availability of Spiller to undertake clean-up	<ul style="list-style-type: none"> • Public Works • Ministry of Environment
Contain spill, protect environment, sewer and drainage systems	<ul style="list-style-type: none"> • Fire • Public Works • Spiller
Dispose of recovered materials and debris	<ul style="list-style-type: none"> • Public Works • Ministry of Environment • Spiller
Restore spill site	<ul style="list-style-type: none"> • Public Works • Ministry of Environment • Spiller
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> • Coast Guard • Fire • Ministry of Environment
Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> • Public Works and/or Engineering • Building Inspection
Determine water interruption cause and effect	<ul style="list-style-type: none"> • Public Works • Police
Eliminate or isolate contaminated water source	<ul style="list-style-type: none"> • Public Works • Police
Assess alternate sewer services	<ul style="list-style-type: none"> • Public Works

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> • EOC Director • Emergency Program Coordinator
Assess situation	<ul style="list-style-type: none"> • EOC Operations Section
Establish emergency communications	<ul style="list-style-type: none"> • EOC Logistics Section
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> • EOC Information Officer
Activate tsunami warning system	<ul style="list-style-type: none"> • EOC
Consider "Declaration of State of Local Emergency" and possible need for Provincial declaration	<ul style="list-style-type: none"> • EOC • Emergency Management BC
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> • EOC
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> • EOC
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> • EOC
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> • EOC
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • EOC • Medical Health Officer • Public Works
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> • EOC • Ministry of Environment
Control allocation of critical resources	<ul style="list-style-type: none"> • EOC
Establish donation management	<ul style="list-style-type: none"> • EOC/ROC
Coordinate restoration of utilities	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate restoration of essential services	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate recovery process	<ul style="list-style-type: none"> • EOC
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> • EOC • Local Authority
Update Emergency Management BC	<ul style="list-style-type: none"> • All agencies/personnel through EOC

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> • Fire • Forestry
Ambulances & medical supplies	<ul style="list-style-type: none"> • Ambulance
Mobile Public Address System	<ul style="list-style-type: none"> • Police • Fire • Public Works
Barricades	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> • Ministry of Environment • Fire • Coast Guard • Private Agencies
Refrigeration units	<ul style="list-style-type: none"> • Private Agencies
Transportation	<ul style="list-style-type: none"> • Public Transit • School Board • Private • Emergency Management BC
Emergency Shelters	<ul style="list-style-type: none"> • Rental
Watercrafts	<ul style="list-style-type: none"> • Search & Rescue • Ministry of Agriculture & Lands • Utilities
Decontamination Equipment	<ul style="list-style-type: none"> • Ministry of Environment • Public Works, Industry
Rescue Equipment	<ul style="list-style-type: none"> • All Agencies
Public service maintenance vehicles	<ul style="list-style-type: none"> • Public Works • Local Private Contractors
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> • Fire • Public Works • Local Industry & Suppliers
Critical infrastructure repairs	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Towing	<ul style="list-style-type: none"> • Police • Private Towing Contractors
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> • Ministry of Environment • Military • Medical Health Officer
Water storage containers	<ul style="list-style-type: none"> • Public Works

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

EARTHQUAKE

Possible Major Effects:

- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Infected and/or seriously ill populations
- Mass outpatient care
- Mass hospitalization
- Overburdening of health care facilities and workers
- Public health issues and concerns
- Convergence
- Shelter-In-Place of people and animals
- Evacuation and/or relocation of people and animals
- Drinking water and food shortages
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Shortage of water for firefighting capabilities
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Extensive flooding
- Landslides, mudslides, tsunamis, seiches and/or sea surges
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Contamination of soil, water and/or shorelines affecting fish and animals
- Debris Removal
- Animal Carcass Removal
- Disruption of Travel (road, air and/or water)
- Disruption of Essential Services (Police, Fire, Health)
- Disruption of Communications

Key Agency: RCMP / Fire / Local Authority / Public Works

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

- Overburdening of Information Systems
- Disruption of Utilities (Power and Heat – long-term)
- Damaged/collapsed structures (dwellings, fuel storage tanks, industrial)
- Extensive damage to public and private property
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public
- Long-term infrastructure and community recovery

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> • All responding agencies/personnel
Establish emergency communications	<ul style="list-style-type: none"> • All responding agencies/personnel
Activate tsunami warning system	<ul style="list-style-type: none"> • Incident Command • Local Government Representative
Activate Nuclear Emergency Response Plan	<ul style="list-style-type: none"> • CFMETR
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> • Fire • Public Works • Utilities / Ministry of Environment
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> • All responding agencies/personnel
Deal with life threatening situations	<ul style="list-style-type: none"> • Police • Fire • Ambulance
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> • Fire • Forestry
Assess health concerns & issues	<ul style="list-style-type: none"> • Medical Health Officer
Activate Emergency Support Services	<ul style="list-style-type: none"> • Emergency Support Services
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • Medical Health Officer • Public Works
Determine extent of flooding	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> • Fire • Police • Ambulance
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> • Public Works • Utility Companies
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> • Police
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> • Police
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> • Police

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Establish crowd control	<ul style="list-style-type: none"> • Police
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> • All responding agencies/personnel • Coroner
Clear catch basins and blocked ditches	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> • Police • SPCA • Ministry of Agriculture & Lands
Evacuate casualties	<ul style="list-style-type: none"> • Police • Ambulance
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> • Ambulance
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> • Ambulance • Healthcare facilities
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> • Police • Coroner
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> • Police
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> • Public Works • Emergency Support Services (ESS)
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> • Emergency Support Services (ESS) • Ambulance
Establish direct communications with corporate owner	<ul style="list-style-type: none"> • Police
Determine type of product and quantity spilled and possible effects	<ul style="list-style-type: none"> • Fire • Coast Guard • Public Works • Ministry of Environment • Police
Determine availability of Spiller to undertake clean-up	<ul style="list-style-type: none"> • Public Works • Ministry of Environment
Contain spill, protect environment, sewer and drainage systems	<ul style="list-style-type: none"> • Fire • Public Works • Spiller
Dispose of recovered materials and debris	<ul style="list-style-type: none"> • Public Works • Ministry of Environment • Spiller
Restore spill site	<ul style="list-style-type: none"> • Public Works • Ministry of Environment • Spiller
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> • Coast Guard • Fire • Ministry of Environment

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions		Agencies/Persons Responsible
	Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none">• Public Works and/or Engineering• Building Inspection
	Determine water interruption cause and effect	<ul style="list-style-type: none">• Public Works• Police
	Eliminate or isolate contaminated water source	<ul style="list-style-type: none">• Public Works• Police
	Assess alternate sewer services	<ul style="list-style-type: none">• Public Works

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> • EOC Director • Emergency Program Coordinator
Assess situation	<ul style="list-style-type: none"> • EOC Operations Section
Establish emergency communications	<ul style="list-style-type: none"> • EOC Logistics Section
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> • EOC Information Officer
Activate tsunami warning system	<ul style="list-style-type: none"> • EOC
Consider "Declaration of State of Local Emergency" and possible need for Provincial declaration	<ul style="list-style-type: none"> • EOC • Emergency Management BC
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> • EOC
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> • EOC
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> • EOC
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> • EOC
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • EOC • Medical Health Officer • Public Works
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> • EOC • Ministry of Environment
Control allocation of critical resources	<ul style="list-style-type: none"> • EOC
Establish donation management	<ul style="list-style-type: none"> • EOC/ROC
Coordinate restoration of utilities	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate restoration of essential services	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate recovery process	<ul style="list-style-type: none"> • EOC
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> • EOC • Local Authority
Update Emergency Management BC	<ul style="list-style-type: none"> • All agencies/personnel through EOC

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> • Fire • Forestry
Ambulances & medical supplies	<ul style="list-style-type: none"> • Ambulance
Mobile Public Address System	<ul style="list-style-type: none"> • Police • Fire • Public Works
Barricades	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> • Ministry of Environment • Fire • Coast Guard • Private Agencies
Refrigeration units	<ul style="list-style-type: none"> • Private Agencies
Transportation	<ul style="list-style-type: none"> • Public Transit • School Board • Private • Emergency Management BC
Emergency Shelters	<ul style="list-style-type: none"> • Rental
Watercrafts	<ul style="list-style-type: none"> • Search & Rescue • Ministry of Agriculture & Lands • Utilities
Decontamination Equipment	<ul style="list-style-type: none"> • Ministry of Environment • Public Works, Industry
Rescue Equipment	<ul style="list-style-type: none"> • All Agencies
Public service maintenance vehicles	<ul style="list-style-type: none"> • Public Works • Local Private Contractors
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> • Fire • Public Works • Local Industry & Suppliers
Critical infrastructure repairs	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Towing	<ul style="list-style-type: none"> • Police • Private Towing Contractors
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> • Ministry of Environment • Military • Medical Health Officer
Water storage containers	<ul style="list-style-type: none"> • Public Works

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

FIRE – STRUCTURAL

Possible Major Effects:

Key Agency: Fire

- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Public health issues and concerns
- Evacuation and/or relocation of people and animals
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Shortage of water for firefighting capabilities
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Disruption of Travel (road, air and/or water)
- Disruption of Communications
- Damaged/collapsed structures (dwellings, fuel storage tanks, industrial)
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> • All responding agencies/personnel
Establish emergency communications	<ul style="list-style-type: none"> • All responding agencies/personnel
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> • Fire • Public Works • Utilities / Ministry of Environment
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> • All responding agencies/personnel
Deal with life threatening situations	<ul style="list-style-type: none"> • Police • Fire • Ambulance

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> • Fire • Forestry
Assess health concerns & issues	<ul style="list-style-type: none"> • Medical Health Officer
Activate Emergency Support Services	<ul style="list-style-type: none"> • Emergency Support Services
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> • Fire • Police • Ambulance
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> • Public Works • Utility Companies
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> • Police
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> • Police
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> • Police
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> • All responding agencies/personnel • Coroner
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> • Police • SPCA • Ministry of Agriculture & Lands
Evacuate casualties	<ul style="list-style-type: none"> • Police • Ambulance
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> • Ambulance
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> • Ambulance • Healthcare facilities
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> • Police • Coroner
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> • Police
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> • Public Works • Emergency Support Services (ESS)
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> • Emergency Support Services (ESS) • Ambulance
Establish direct communications with corporate owner	<ul style="list-style-type: none"> • Police
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> • Coast Guard • Fire • Ministry of Environment
Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> • Public Works and/or Engineering • Building Inspection

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> • EOC Director • Emergency Program Coordinator
Assess situation	<ul style="list-style-type: none"> • EOC Operations Section
Establish emergency communications	<ul style="list-style-type: none"> • EOC Logistics Section
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> • EOC Information Officer
Activate tsunami warning system	<ul style="list-style-type: none"> • EOC
Consider "Declaration of State of Local Emergency" and possible need for Provincial declaration	<ul style="list-style-type: none"> • EOC • Emergency Management BC
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> • EOC
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> • EOC
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> • EOC
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> • EOC • Ministry of Environment
Control allocation of critical resources	<ul style="list-style-type: none"> • EOC
Coordinate restoration of utilities	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate recovery process	<ul style="list-style-type: none"> • EOC
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> • EOC • Local Authority
Update Emergency Management BC	<ul style="list-style-type: none"> • All agencies/personnel through EOC

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> • Fire • Forestry
Ambulances & medical supplies	<ul style="list-style-type: none"> • Ambulance
Mobile Public Address System	<ul style="list-style-type: none"> • Police • Fire • Public Works
Barricades	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> • Ministry of Environment • Fire • Coast Guard • Private Agencies
Watercrafts	<ul style="list-style-type: none"> • Search & Rescue • Ministry of Agriculture & Lands • Utilities
Decontamination Equipment	<ul style="list-style-type: none"> • Ministry of Environment • Public Works, Industry
Rescue Equipment	<ul style="list-style-type: none"> • All Agencies
Public service maintenance vehicles	<ul style="list-style-type: none"> • Public Works • Local Private Contractors
Towing	<ul style="list-style-type: none"> • Police • Private Towing Contractors
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> • Ministry of Environment • Military • Medical Health Officer

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

FIRE – WILDLAND / INTERFACE

Possible Major Effects:

- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Public health issues and concerns
- Mass outpatient care
- Mass hospitalization
- Overburdening of health care facilities and workers
- Shelter-In-Place of people and animals
- Evacuation and/or relocation of people and animals
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Shortage of water for firefighting capabilities
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Disruption of Travel (road, air and/or water)
- Disruption of Communications
- Disruption of Utilities (Power and Heat – long-term)
- Extensive damage to public and private property
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public

Key Agency: Fire / BC Wildfire Service)

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> • All responding agencies/personnel
Establish emergency communications	<ul style="list-style-type: none"> • All responding agencies/personnel
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> • Fire • Public Works • Utilities / Ministry of Environment
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> • All responding agencies/personnel
Deal with life threatening situations	<ul style="list-style-type: none"> • Police • Fire • Ambulance
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> • Fire • Forestry
Assess health concerns & issues	<ul style="list-style-type: none"> • Medical Health Officer
Activate Emergency Support Services	<ul style="list-style-type: none"> • Emergency Support Services
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • Medical Health Officer • Public Works
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> • Fire • Police • Ambulance
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> • Public Works • Utility Companies
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> • Police
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> • Police
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> • Police
Establish crowd control	<ul style="list-style-type: none"> • Police
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> • All responding agencies/personnel • Coroner
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> • Police • SPCA • Ministry of Agriculture & Lands
Evacuate casualties	<ul style="list-style-type: none"> • Police • Ambulance
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> • Ambulance
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> • Ambulance • Healthcare facilities
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> • Police • Coroner
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> • Police

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions		Agencies/Persons Responsible
	Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> • Public Works • Emergency Support Services (ESS)
	Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> • Emergency Support Services (ESS) • Ambulance
	Establish direct communications with corporate owner	<ul style="list-style-type: none"> • Police
	Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> • Coast Guard • Fire • Ministry of Environment
	Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> • Public Works and/or Engineering • Building Inspection
	Eliminate or isolate contaminated water source	<ul style="list-style-type: none"> • Public Works • Police

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> • EOC Director • Emergency Program Coordinator
Assess situation	<ul style="list-style-type: none"> • EOC Operations Section
Establish emergency communications	<ul style="list-style-type: none"> • EOC Logistics Section
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> • EOC Information Officer
Consider "Declaration of State of Local Emergency" and possible need for Provincial declaration	<ul style="list-style-type: none"> • EOC • Emergency Management BC
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> • EOC
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> • EOC
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> • EOC
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> • EOC
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • EOC • Medical Health Officer • Public Works
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> • EOC • Ministry of Environment
Control allocation of critical resources	<ul style="list-style-type: none"> • EOC
Establish donation management	<ul style="list-style-type: none"> • EOC/ROC
Coordinate restoration of utilities	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate restoration of essential services	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate recovery process	<ul style="list-style-type: none"> • EOC
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> • EOC • Local Authority
Update Emergency Management BC	<ul style="list-style-type: none"> • All agencies/personnel through EOC

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> • Fire • Forestry
Ambulances & medical supplies	<ul style="list-style-type: none"> • Ambulance
Mobile Public Address System	<ul style="list-style-type: none"> • Police • Fire • Public Works
Barricades	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> • Ministry of Environment • Fire • Coast Guard • Private Agencies
Refrigeration units	<ul style="list-style-type: none"> • Private Agencies
Transportation	<ul style="list-style-type: none"> • Public Transit • School Board • Private • Emergency Management BC
Emergency Shelters	<ul style="list-style-type: none"> • Rental
Decontamination Equipment	<ul style="list-style-type: none"> • Ministry of Environment • Public Works, Industry
Rescue Equipment	<ul style="list-style-type: none"> • All Agencies
Public service maintenance vehicles	<ul style="list-style-type: none"> • Public Works • Local Private Contractors
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> • Fire • Public Works • Local Industry & Suppliers
Critical infrastructure repairs	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Towing	<ul style="list-style-type: none"> • Police • Private Towing Contractors
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> • Ministry of Environment • Military • Medical Health Officer
Water storage containers	<ul style="list-style-type: none"> • Public Works

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

FLOOD INCIDENT

Flooding is defined as a flooding incident that extends over a large geographical region. A flood of this magnitude would normally expand outside the boundaries of a single response agency and its' mutual aid agreements, and normally requires a coordinated response from multiple agencies and/or jurisdictions.

Possible Flooding Effects:

**Key Agency: Local /Authority
Public Works /
MoTI / MoE**

- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Public health issues and concerns
- Evacuation and/or relocation of people and animals
- Drinking water and food shortages
- Incident sites unsafe or inaccessible to responders
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Extensive flooding
- Landslides, mudslides, tsunamis, seiches and/or sea surges
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Contamination of soil, water and/or shorelines affecting fish and animals
- Debris Removal
- Animal Carcass Removal
- Disruption of Travel (road, air and/or water)
- Disruption of Essential Services (Police, Fire, Health)
- Overburdening of Information Systems
- Extensive damage to public and private property
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public
- Long-term infrastructure and community recovery

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> • All responding agencies/personnel
Establish emergency communications	<ul style="list-style-type: none"> • All responding agencies/personnel
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> • All responding agencies/personnel
Deal with life threatening situations	<ul style="list-style-type: none"> • Police • Fire • Ambulance
Assess health concerns & issues	<ul style="list-style-type: none"> • Medical Health Officer
Activate Emergency Support Services	<ul style="list-style-type: none"> • Emergency Support Services
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • Medical Health Officer • Public Works
Determine extent of flooding	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> • Fire • Police • Ambulance
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> • Public Works • Utility Companies
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> • Police
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> • Police
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> • All responding agencies/personnel • Coroner
Clear catch basins and blocked ditches	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> • Police • SPCA • Ministry of Agriculture & Lands
Evacuate casualties	<ul style="list-style-type: none"> • Police • Ambulance
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> • Ambulance
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> • Ambulance • Healthcare facilities
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> • Police • Coroner
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> • Police
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> • Public Works • Emergency Support Services (ESS)
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> • Emergency Support Services (ESS) • Ambulance

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none">• Coast Guard• Fire• Ministry of Environment
Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none">• Public Works and/or Engineering• Building Inspection
Eliminate or isolate contaminated water source	<ul style="list-style-type: none">• Public Works• Police
Assess alternate sewer services	<ul style="list-style-type: none">• Public Works

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> • EOC Director • Emergency Program Coordinator
Assess situation	<ul style="list-style-type: none"> • EOC Operations Section
Establish emergency communications	<ul style="list-style-type: none"> • EOC Logistics Section
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> • EOC Information Officer
Consider "Declaration of State of Local Emergency" and possible need for Provincial declaration	<ul style="list-style-type: none"> • EOC • Emergency Management BC
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> • EOC
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> • EOC
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> • EOC
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> • EOC
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • EOC • Medical Health Officer • Public Works
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> • EOC • Ministry of Environment
Control allocation of critical resources	<ul style="list-style-type: none"> • EOC
Establish donation management	<ul style="list-style-type: none"> • EOC/ROC
Coordinate restoration of utilities	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate restoration of essential services	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate recovery process	<ul style="list-style-type: none"> • EOC
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> • EOC • Local Authority
Update Emergency Management BC	<ul style="list-style-type: none"> • All agencies/personnel through EOC

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Ambulances & medical supplies	<ul style="list-style-type: none"> • Ambulance
Mobile Public Address System	<ul style="list-style-type: none"> • Police • Fire • Public Works
Barricades	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> • Ministry of Environment • Fire • Coast Guard • Private Agencies
Refrigeration units	<ul style="list-style-type: none"> • Private Agencies
Transportation	<ul style="list-style-type: none"> • Public Transit • School Board • Private • Emergency Management BC
Emergency Shelters	<ul style="list-style-type: none"> • Rental
Watercrafts	<ul style="list-style-type: none"> • Search & Rescue • Ministry of Agriculture & Lands • Utilities
Decontamination Equipment	<ul style="list-style-type: none"> • Ministry of Environment • Public Works, Industry
Rescue Equipment	<ul style="list-style-type: none"> • All Agencies
Public service maintenance vehicles	<ul style="list-style-type: none"> • Public Works • Local Private Contractors
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> • Fire • Public Works • Local Industry & Suppliers
Critical infrastructure repairs	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Towing	<ul style="list-style-type: none"> • Police • Private Towing Contractors
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> • Ministry of Environment • Military • Medical Health Officer
Water storage containers	<ul style="list-style-type: none"> • Public Works

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

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LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

FLOOD ACTION LIST

FLOODING COMPLAINT
(telephone call to Local Government)
"I have flooding..."

Level 2 - 4 Flooding

- large geographical region or multiple jurisdictions
- evacuations
- casualties / deaths
- property damage

Level 1 Flooding

- small geographical area
- single jurisdiction
- property damage

Determine Level
of Flooding?

Emergency
Program
Coordinator

- Creeks
- Rivers
- Bank Erosion

- Ditches
- Backyards
- Roads

Source of
Flooding?

Ministry of Environment
(Water, Land & Air Protection Programs)
751-3100
(8:30 – 4:30 M-F)

Emergency Management BC (EMBC)
1-800-663-3456

(EOC Activated)

Ministry of
Environment
(Water, Land & air
Protection Programs)
250-751-3100
(8:30 – 4:30 M-F)

Emergency
Management BC
(EMBC)
1-800-663-3456

Emergency Program
Coordinator

Engineering – 250-746-2530
(weekdays 8 am – 4:30 pm)
Mainroad Comms Centre
1-877-391-7310
1-604-343-3510

EmCon Services
(866) 353-3136

Town of Ladysmith
Public Works Dept - 245-6400
after hours – 741-3373

District of North Cowichan
Public Works - 746-3106
after hours – 746-5112

Town of Lake Cowichan
Public Works - 749-6244
after hours - 715-9730

City of Duncan
Public Works - 746-5321
after hours – 746-7192

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LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

LANDSLIDE

Landslide is defined as a landslide incident that affects a number of properties and buildings over a large geographical region. A landslide of this magnitude would normally require resources of more than a single response agency, and normally requires a coordinated response from multiple agencies and jurisdictions.

Possible Major Effects:

Key Agency: Local Authority / Public Works / MoTI / MoE

- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Public health issues and concerns
- Convergence
- Evacuation and/or relocation of people and animals
- Drinking water and food shortages
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Landslides, mudslides, tsunamis, seiches and/or sea surges
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Debris Removal
- Animal Carcass Removal
- Disruption of Travel (road, air and/or water)
- Damaged/collapsed structures (dwellings, fuel storage tanks, industrial)
- Extensive damage to public and private property
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public
- Long-term infrastructure and community recovery

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> • All responding agencies/personnel
Establish emergency communications	<ul style="list-style-type: none"> • All responding agencies/personnel
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> • Fire • Public Works • Utilities / Ministry of Environment
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> • All responding agencies/personnel
Deal with life threatening situations	<ul style="list-style-type: none"> • Police • Fire • Ambulance
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> • Fire • Forestry
Assess health concerns & issues	<ul style="list-style-type: none"> • Medical Health Officer
Activate Emergency Support Services	<ul style="list-style-type: none"> • Emergency Support Services
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • Medical Health Officer • Public Works
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> • Fire • Police • Ambulance
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> • Public Works • Utility Companies
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> • Police
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> • Police
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> • Police
Establish crowd control	<ul style="list-style-type: none"> • Police
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> • All responding agencies/personnel • Coroner
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> • Police • SPCA • Ministry of Agriculture & Lands
Evacuate casualties	<ul style="list-style-type: none"> • Police • Ambulance
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> • Ambulance
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> • Ambulance • Healthcare facilities
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> • Police • Coroner
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> • Police

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> • Public Works • Emergency Support Services (ESS)
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> • Emergency Support Services (ESS) • Ambulance
Establish direct communications with corporate owner	<ul style="list-style-type: none"> • Police
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> • Coast Guard • Fire • Ministry of Environment
Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> • Public Works and/or Engineering • Building Inspection
Determine water interruption cause and effect	<ul style="list-style-type: none"> • Public Works • Police
Eliminate or isolate contaminated water source	<ul style="list-style-type: none"> • Public Works • Police

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> • EOC Director • Emergency Program Coordinator
Assess situation	<ul style="list-style-type: none"> • EOC Operations Section
Establish emergency communications	<ul style="list-style-type: none"> • EOC Logistics Section
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> • EOC Information Officer
Consider "Declaration of State of Local Emergency" and possible need for Provincial declaration	<ul style="list-style-type: none"> • EOC • Emergency Management BC
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> • EOC
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> • EOC
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> • EOC
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> • EOC
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • EOC • Medical Health Officer • Public Works
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> • EOC • Ministry of Environment
Control allocation of critical resources	<ul style="list-style-type: none"> • EOC
Establish donation management	<ul style="list-style-type: none"> • EOC/ROC
Coordinate restoration of utilities	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate restoration of essential services	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate recovery process	<ul style="list-style-type: none"> • EOC
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> • EOC • Local Authority
Update Emergency Management BC	<ul style="list-style-type: none"> • All agencies/personnel through EOC

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> • Fire • Forestry
Ambulances & medical supplies	<ul style="list-style-type: none"> • Ambulance
Mobile Public Address System	<ul style="list-style-type: none"> • Police • Fire • Public Works
Barricades	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> • Ministry of Environment • Fire • Coast Guard • Private Agencies
Refrigeration units	<ul style="list-style-type: none"> • Private Agencies
Transportation	<ul style="list-style-type: none"> • Public Transit • School Board • Private • Emergency Management BC
Emergency Shelters	<ul style="list-style-type: none"> • Rental
Decontamination Equipment	<ul style="list-style-type: none"> • Ministry of Environment • Public Works, Industry
Rescue Equipment	<ul style="list-style-type: none"> • All Agencies
Public service maintenance vehicles	<ul style="list-style-type: none"> • Public Works • Local Private Contractors
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> • Fire • Public Works • Local Industry & Suppliers
Critical infrastructure repairs	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Towing	<ul style="list-style-type: none"> • Police • Private Towing Contractors
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> • Ministry of Environment • Military • Medical Health Officer
Water storage containers	<ul style="list-style-type: none"> • Public Works

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LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

LANDSLIDE ACTION LIST

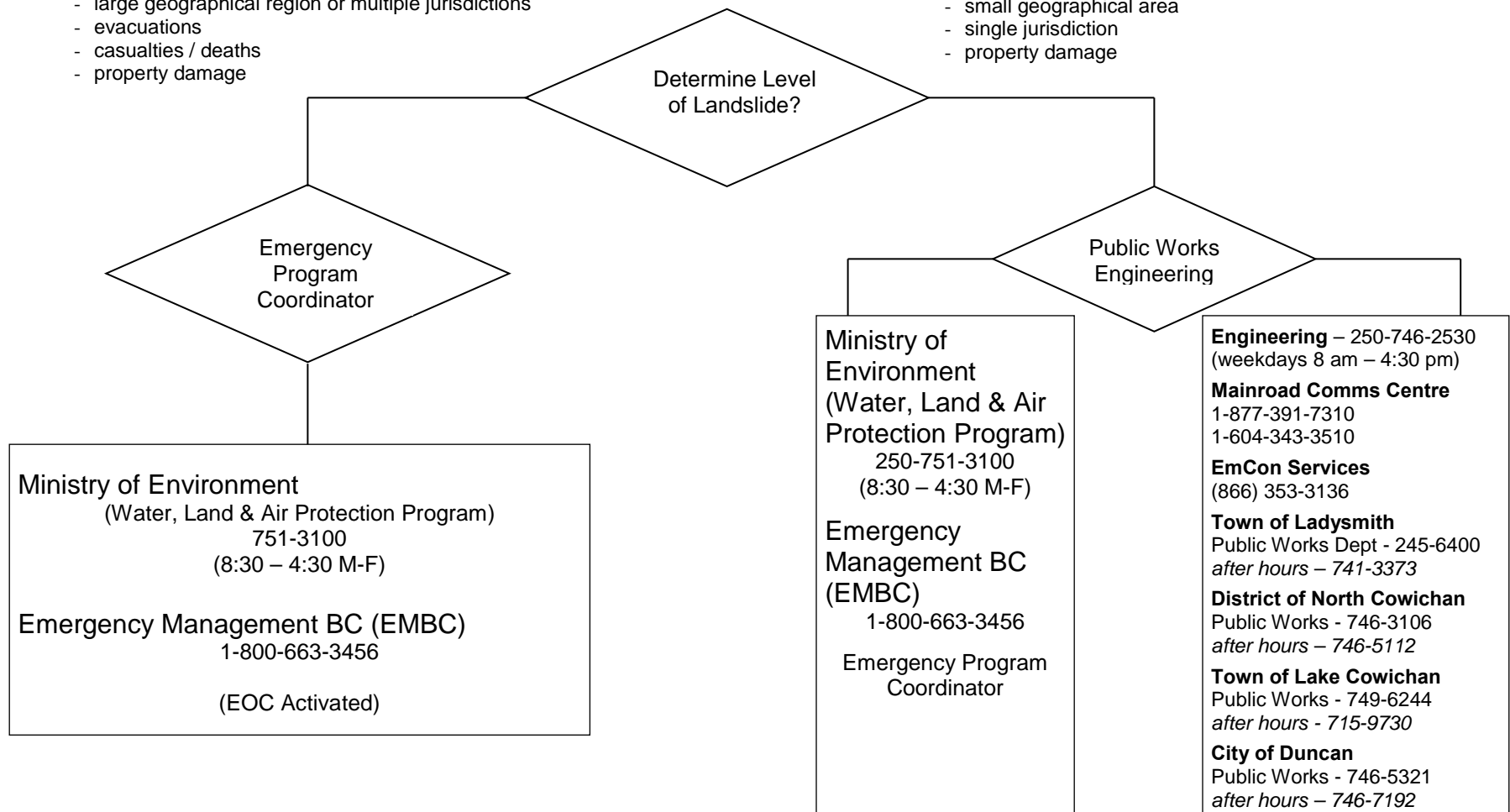
LANDSLIDE COMPLAINT
(telephone call to Local Authority)
"There has been a landslide..."

Level 2 - 4 Landslide

- large geographical region or multiple jurisdictions
- evacuations
- casualties / deaths
- property damage

Level 1 Landslide

- small geographical area
- single jurisdiction
- property damage



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LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

MARINE INCIDENT

Possible Major Effects:

- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Public health issues and concerns
- Evacuation and/or relocation of people and animals
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Contamination of soil, water and/or shorelines affecting fish and animals
- Jurisdictional issues (Foreign vessels need customs & immigration)
- Disruption and economic effect on government, business and/or public

Key Agency: Coast Guard / MoE

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> • All responding agencies/personnel
Establish emergency communications	<ul style="list-style-type: none"> • All responding agencies/personnel
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> • Fire • Public Works • Utilities / Ministry of Environment
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> • All responding agencies/personnel
Deal with life threatening situations	<ul style="list-style-type: none"> • Police • Fire • Ambulance
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> • Fire • Forestry
Assess health concerns & issues	<ul style="list-style-type: none"> • Medical Health Officer
Activate Emergency Support Services	<ul style="list-style-type: none"> • Emergency Support Services
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> • Fire • Police • Ambulance

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> • Police
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> • All responding agencies/personnel • Coroner
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> • Police • SPCA • Ministry of Agriculture & Lands
Evacuate casualties	<ul style="list-style-type: none"> • Police • Ambulance
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> • Ambulance
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> • Ambulance • Healthcare facilities
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> • Police • Coroner
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> • Police
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> • Public Works • Emergency Support Services (ESS)
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> • Emergency Support Services (ESS) • Ambulance
Establish direct communications with corporate owner	<ul style="list-style-type: none"> • Police
Determine type of product and quantity spilled and possible effects	<ul style="list-style-type: none"> • Fire • Coast Guard • Public Works • Ministry of Environment • Police
Determine availability of Spiller to undertake clean-up	<ul style="list-style-type: none"> • Public Works • Ministry of Environment
Contain spill, protect environment, sewer and drainage systems	<ul style="list-style-type: none"> • Fire • Public Works • Spiller
Dispose of recovered materials and debris	<ul style="list-style-type: none"> • Public Works • Ministry of Environment • Spiller
Restore spill site	<ul style="list-style-type: none"> • Public Works • Ministry of Environment • Spiller
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> • Coast Guard • Fire • Ministry of Environment
Eliminate or isolate contaminated water source	<ul style="list-style-type: none"> • Public Works • Police

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

	Potential EOC Actions	Agencies/Persons Responsible
	Activate EOC	<ul style="list-style-type: none"> • EOC Director • Emergency Program Coordinator
	Assess situation	<ul style="list-style-type: none"> • EOC Operations Section
	Establish emergency communications	<ul style="list-style-type: none"> • EOC Logistics Section
	Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> • EOC Information Officer
	Consider "Declaration of State of Local Emergency" and possible need for Provincial declaration	<ul style="list-style-type: none"> • EOC • Emergency Management BC
	Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> • EOC
	Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> • EOC
	Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> • EOC
	Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> • EOC
	Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • EOC • Medical Health Officer • Public Works
	Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> • EOC • Ministry of Environment
	Control allocation of critical resources	<ul style="list-style-type: none"> • EOC
	Coordinate recovery process	<ul style="list-style-type: none"> • EOC
	Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> • EOC • Local Authority
	Update Emergency Management BC	<ul style="list-style-type: none"> • All agencies/personnel through EOC

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> • Fire • Forestry
Ambulances & medical supplies	<ul style="list-style-type: none"> • Ambulance
Mobile Public Address System	<ul style="list-style-type: none"> • Police • Fire • Public Works
Barricades	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> • Ministry of Environment • Fire • Coast Guard • Private Agencies
Refrigeration units	<ul style="list-style-type: none"> • Private Agencies
Transportation	<ul style="list-style-type: none"> • Public Transit • School Board • Private • Emergency Management BC
Emergency Shelters	<ul style="list-style-type: none"> • Rental
Watercrafts	<ul style="list-style-type: none"> • Search & Rescue • Ministry of Agriculture & Lands • Utilities
Decontamination Equipment	<ul style="list-style-type: none"> • Ministry of Environment • Public Works, Industry
Rescue Equipment	<ul style="list-style-type: none"> • All Agencies
Public service maintenance vehicles	<ul style="list-style-type: none"> • Public Works • Local Private Contractors
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> • Fire • Public Works • Local Industry & Suppliers
Critical infrastructure repairs	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Towing	<ul style="list-style-type: none"> • Police • Private Towing Contractors
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> • Ministry of Environment • Military • Medical Health Officer
Water storage containers	<ul style="list-style-type: none"> • Public Works

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

NUCLEAR EMERGENCY RESPONSE (CFMETR)

Possible Major Effects:

Key Agency: CFMETR / NERT

- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Infected and/or seriously ill populations
- Mass outpatient care
- Mass hospitalization
- Overburdening of health care facilities and workers
- Public health issues and concerns
- Shelter-In-Place of people and animals
- Evacuation and/or relocation of people and animals
- Drinking water and food shortages
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Contamination of soil, water and/or shorelines affecting fish and animals
- Animal Carcass Removal
- Disruption of Travel (road, air and/or water)
- Disruption of Essential Services (Police, Fire, Health)
- Overburdening of Information Systems
- Extensive damage to public and private property
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public
- Long-term infrastructure and community recovery

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> • All responding agencies/personnel
Establish emergency communications	<ul style="list-style-type: none"> • All responding agencies/personnel
Activate Nuclear Emergency Response Plan	<ul style="list-style-type: none"> • CFMETR
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> • Fire • Public Works • Utilities / Ministry of Environment
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> • All responding agencies/personnel
Deal with life threatening situations	<ul style="list-style-type: none"> • Police • Fire • Ambulance
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> • Fire • Forestry
Assess health concerns & issues	<ul style="list-style-type: none"> • Medical Health Officer
Activate Emergency Support Services	<ul style="list-style-type: none"> • Emergency Support Services
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • Medical Health Officer • Public Works
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> • Public Works • Utility Companies
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> • Police
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> • Police
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> • Police
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> • All responding agencies/personnel • Coroner
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> • Police • SPCA • Ministry of Agriculture & Lands
Evacuate casualties	<ul style="list-style-type: none"> • Police • Ambulance
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> • Ambulance
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> • Ambulance • Healthcare facilities
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> • Police • Coroner
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> • Police
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> • Public Works • Emergency Support Services (ESS)

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions		Agencies/Persons Responsible
	Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> • Emergency Support Services (ESS) • Ambulance
	Establish direct communications with corporate owner	<ul style="list-style-type: none"> • Police
	Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> • Coast Guard • Fire • Ministry of Environment
	Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> • Public Works and/or Engineering • Building Inspection
	Eliminate or isolate contaminated water source	<ul style="list-style-type: none"> • Public Works • Police

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> • EOC Director • Emergency Program Coordinator
Assess situation	<ul style="list-style-type: none"> • EOC Operations Section
Establish emergency communications	<ul style="list-style-type: none"> • EOC Logistics Section
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> • EOC Information Officer
Consider "Declaration of State of Local Emergency" and possible need for Provincial declaration	<ul style="list-style-type: none"> • EOC • Emergency Management BC
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> • EOC
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> • EOC
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> • EOC
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> • EOC
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • EOC • Medical Health Officer • Public Works
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> • EOC • Ministry of Environment
Control allocation of critical resources	<ul style="list-style-type: none"> • EOC
Coordinate restoration of utilities	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate restoration of essential services	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate recovery process	<ul style="list-style-type: none"> • EOC
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> • EOC • Local Authority
Update Emergency Management BC	<ul style="list-style-type: none"> • All agencies/personnel through EOC

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> • Fire • Forestry
Ambulances & medical supplies	<ul style="list-style-type: none"> • Ambulance
Mobile Public Address System	<ul style="list-style-type: none"> • Police • Fire • Public Works
Barricades	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> • Ministry of Environment • Fire • Coast Guard • Private Agencies
Refrigeration units	<ul style="list-style-type: none"> • Private Agencies
Transportation	<ul style="list-style-type: none"> • Public Transit • School Board • Private • Emergency Management BC
Decontamination Equipment	<ul style="list-style-type: none"> • Ministry of Environment • Public Works, Industry
Rescue Equipment	<ul style="list-style-type: none"> • All Agencies
Public service maintenance vehicles	<ul style="list-style-type: none"> • Public Works • Local Private Contractors
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> • Fire • Public Works • Local Industry & Suppliers
Critical infrastructure repairs	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Towing	<ul style="list-style-type: none"> • Police • Private Towing Contractors
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> • Ministry of Environment • Military • Medical Health Officer
Water storage containers	<ul style="list-style-type: none"> • Public Works

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

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LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

PANDEMIC/DISEASE OUTBREAK EVENT

Possible Major Effects:

- Deaths
- Infected and/or seriously ill populations
- Mass outpatient care
- Mass hospitalization
- Overburdening of health care facilities and workers
- Public health issues and concerns
- Shelter-In-Place of people and animals
- Disruption of Travel (road, air and/or water)
- Disruption of Essential Services (Police, Fire, Health)
- Disruption of Communications
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public

Key Agency: VIHA (MHO) / [Powell River-VCH (MHO)]

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> • All responding agencies/personnel
Establish emergency communications	<ul style="list-style-type: none"> • All responding agencies/personnel
Assess health concerns & issues	<ul style="list-style-type: none"> • Medical Health Officer
Identification of potential outbreak	<ul style="list-style-type: none"> • Health Authorities • Centre for Disease Control
Identification of disease or specific strain	<ul style="list-style-type: none"> • Health Authorities • Centre for Disease Control
Declaration of disease outbreak	<ul style="list-style-type: none"> • Health Authorities
Implement response systems	<ul style="list-style-type: none"> • Health Authorities
Inventory available medical stocks	<ul style="list-style-type: none"> • Health Authorities
Conduct mass immunization clinics	<ul style="list-style-type: none"> • Health Authorities • Local Clinics
Provide health care	<ul style="list-style-type: none"> • Health Authorities • Local Clinics • Local Hospitals
Monitor worker health and medical problems	<ul style="list-style-type: none"> • Medical Health Officer • Health Authorities

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Escalation of event	<ul style="list-style-type: none"> • Medical Health Officer • Health Authorities • PREOC/PECC/CCG
Monitor water, radiological, toxicological and sewage disposal services	<ul style="list-style-type: none"> • Medical Health Officer • Health Authorities
Monitor and provide expertise in handling, evacuation, care and disposal of animals	<ul style="list-style-type: none"> • Ministry of Agriculture & Lands • SPCA
Provide disease forecasts and bulletins	<ul style="list-style-type: none"> • Medical Health Officer • Centre for Disease Control
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> • Police • Coroner
Enforce quarantine and/or evacuation orders	<ul style="list-style-type: none"> • Police
Activate Emergency Support Services	<ul style="list-style-type: none"> • Emergency Support Services
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> • Public Works • Emergency Support Services (ESS)
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> • Emergency Support Services (ESS) • Ambulance
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> • Coast Guard • Fire • Ministry of Environment
Eliminate or isolate contaminated water source	<ul style="list-style-type: none"> • Public Works • Police
Assess alternate sewer services	<ul style="list-style-type: none"> • Public Works

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

	Potential EOC Actions	Agencies/Persons Responsible
	Activate EOC	<ul style="list-style-type: none"> • EOC Director • Emergency Program Coordinator
	Assess situation	<ul style="list-style-type: none"> • EOC Operations Section
	Establish emergency communications	<ul style="list-style-type: none"> • EOC Logistics Section
	Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> • EOC Information Officer
	Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> • EOC
	Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> • EOC
	Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> • EOC
	Control allocation of critical resources	<ul style="list-style-type: none"> • EOC
	Coordinate restoration of utilities	<ul style="list-style-type: none"> • EOC/PREOC
	Coordinate restoration of essential services	<ul style="list-style-type: none"> • EOC/PREOC
	Coordinate recovery process	<ul style="list-style-type: none"> • EOC
	Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> • EOC • Local Authority
	Update Emergency Management BC	<ul style="list-style-type: none"> • All agencies/personnel through EOC

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Emergency Facilities	<ul style="list-style-type: none"> • Medical Health Officer • Emergency Support Services (ESS)
Ambulances & medical supplies	<ul style="list-style-type: none"> • Ambulance
Mobile Public Address System	<ul style="list-style-type: none"> • Police • Fire • Public Works
Barricades	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Communications	<ul style="list-style-type: none"> • EOC
Disposable gowns (non-sterile, impermeable, disposable) Primary Sites – 100 Secondary Sites – 10	<ul style="list-style-type: none"> • Health Authority • Local Authority
Face shields Primary Sites – 100 Secondary Sites – 10	<ul style="list-style-type: none"> • Health Authority • Local Authority
N 95 Face Masks Primary Sites – 100 Secondary Sites – 10	<ul style="list-style-type: none"> • Health Authority • Local Authority
Surgical masks with ties Primary Sites – 100 Secondary Sites – 10	<ul style="list-style-type: none"> • Health Authority • Local Authority
Gloves, disposable, slightly powdered or non-powdered, non-sterile, non-latex, LARGE Primary Sites – 100 Secondary Sites – 5 pairs	<ul style="list-style-type: none"> • Health Authority • Local Authority
Gloves, disposable, slightly powdered or non-powdered, non-sterile, non-latex, MEDIUM Primary Sites – 100 Secondary Sites – 5 pairs	<ul style="list-style-type: none"> • Health Authority • Local Authority
Hand antiseptic gel isopropyl alcohol based Primary Sites – 24 Secondary Sites – 5	<ul style="list-style-type: none"> • Health Authority • Local Authority
Disinfecting surface wipes (60/tub) Primary Sites – 2 Secondary Sites – 1	<ul style="list-style-type: none"> • Health Authority • Local Authority
Disposable thermometers, individually wrapped Primary Sites – 100 Secondary Sites – 10	<ul style="list-style-type: none"> • Health Authority • Local Authority

POWER INTERRUPTION

Possible Major Effects:

- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Public health issues and concerns
- Shelter-In-Place of people and animals
- Evacuation and/or relocation of people and animals
- Drinking water and food shortages
- Incident sites unsafe or inaccessible to responders
- Shortage of water for firefighting capabilities
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Disruption of Travel (road, air and/or water)
- Disruption of Essential Services (Police, Fire, Health)
- Disruption of Communications
- Disruption of Utilities (Power and Heat – long-term)
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public

**Key Agency: Local Authority /
Public Works / BC
Hydro**

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> • All responding agencies/personnel
Establish emergency communications	<ul style="list-style-type: none"> • All responding agencies/personnel
Deal with life threatening situations	<ul style="list-style-type: none"> • Police • Fire • Ambulance
Assess health concerns & issues	<ul style="list-style-type: none"> • Medical Health Officer
Activate Emergency Support Services	<ul style="list-style-type: none"> • Emergency Support Services
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> • Public Works • Utility Companies
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> • Police
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> • Public Works • Emergency Support Services (ESS)
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> • Emergency Support Services (ESS) • Ambulance
Establish direct communications with corporate owner	<ul style="list-style-type: none"> • Police
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> • Coast Guard • Fire • Ministry of Environment
Assess alternate sewer services	<ul style="list-style-type: none"> • Public Works

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

	Potential EOC Actions	Agencies/Persons Responsible
	Activate EOC	<ul style="list-style-type: none"> • EOC Director • Emergency Program Coordinator
	Assess situation	<ul style="list-style-type: none"> • EOC Operations Section
	Establish emergency communications	<ul style="list-style-type: none"> • EOC Logistics Section
	Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> • EOC Information Officer
	Consider "Declaration of State of Local Emergency" and possible need for Provincial declaration	<ul style="list-style-type: none"> • EOC • Emergency Management BC
	Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> • EOC
	Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> • EOC
	Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> • EOC
	Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> • EOC
	Assess water supply & establish alternate supply	<ul style="list-style-type: none"> • EOC • Medical Health Officer • Public Works
	Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> • EOC • Ministry of Environment
	Control allocation of critical resources	<ul style="list-style-type: none"> • EOC
	Coordinate restoration of utilities	<ul style="list-style-type: none"> • EOC/PREOC
	Coordinate restoration of essential services	<ul style="list-style-type: none"> • EOC/PREOC
	Coordinate recovery process	<ul style="list-style-type: none"> • EOC
	Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> • EOC • Local Authority
	Update Emergency Management BC	<ul style="list-style-type: none"> • All agencies/personnel through EOC

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Ambulances & medical supplies	<ul style="list-style-type: none"> • Ambulance
Mobile Public Address System	<ul style="list-style-type: none"> • Police • Fire • Public Works
Barricades	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Refrigeration units	<ul style="list-style-type: none"> • Private Agencies
Transportation	<ul style="list-style-type: none"> • Public Transit • School Board • Private • Emergency Management BC
Emergency Shelters	<ul style="list-style-type: none"> • Rental
Public service maintenance vehicles	<ul style="list-style-type: none"> • Public Works • Local Private Contractors
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> • Fire • Public Works • Local Industry & Suppliers
Water storage containers	<ul style="list-style-type: none"> • Public Works

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

SNOWSTORM

Key Agency: Local Authority Public Works / MOTI

Possible Major Effects:

- Trapped, stranded and/or missing people
- Public health issues and concerns
- Shelter-In-Place of people and animals
- Drinking water and food shortages
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Disruption of Travel (road, air and/or water)
- Disruption of Essential Services (Police, Fire, Health)
- Disruption of Communications
- Disruption of Utilities (Power and Heat – long-term)
- Damaged/collapsed structures (dwellings, fuel storage tanks, industrial)
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> • All responding agencies/personnel
Establish emergency communications	<ul style="list-style-type: none"> • All responding agencies/personnel
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> • All responding agencies/personnel
Deal with life threatening situations	<ul style="list-style-type: none"> • Police • Fire • Ambulance
Assess health concerns & issues	<ul style="list-style-type: none"> • Medical Health Officer
Activate Emergency Support Services	<ul style="list-style-type: none"> • Emergency Support Services
Assess water supply & establish alternate supply	<ul style="list-style-type: none"> • Medical Health Officer • Public Works
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> • Fire • Police • Ambulance
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> • Public Works • Utility Companies
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> • All responding agencies/personnel • Coroner
Clear catch basins and blocked ditches	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Snow Removal	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> • Public Works • Emergency Support Services (ESS)
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> • Emergency Support Services (ESS) • Ambulance
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> • Coast Guard • Fire • Ministry of Environment
Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> • Public Works and/or Engineering • Building Inspection
Assess alternate sewer services	<ul style="list-style-type: none"> • Public Works

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> • EOC Director • Emergency Program Coordinator
Assess situation	<ul style="list-style-type: none"> • EOC Operations Section
Establish emergency communications	<ul style="list-style-type: none"> • EOC Logistics Section
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> • EOC Information Officer
Consider "Declaration of State of Local Emergency" and possible need for Provincial declaration	<ul style="list-style-type: none"> • EOC • Emergency Management BC
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> • EOC
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> • EOC
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> • EOC
Assess water supply & establish alternate supply	<ul style="list-style-type: none"> • EOC • Medical Health Officer • Public Works
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> • EOC • Ministry of Environment
Control allocation of critical resources	<ul style="list-style-type: none"> • EOC
Coordinate restoration of utilities	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate restoration of essential services	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate recovery process	<ul style="list-style-type: none"> • EOC
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> • EOC • Local Authority
Update Emergency Management BC	<ul style="list-style-type: none"> • All agencies/personnel through EOC

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Ambulances & medical supplies	<ul style="list-style-type: none"> • Ambulance
Mobile Public Address System	<ul style="list-style-type: none"> • Police • Fire • Public Works
Refrigeration units	<ul style="list-style-type: none"> • Private Agencies
Transportation	<ul style="list-style-type: none"> • Public Transit • School Board • Private • Emergency Management BC
Emergency Shelters	<ul style="list-style-type: none"> • Rental
Rescue Equipment	<ul style="list-style-type: none"> • All Agencies
Public service maintenance vehicles	<ul style="list-style-type: none"> • Public Works • Local Private Contractors
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> • Fire • Public Works • Local Industry & Suppliers
Critical infrastructure repairs	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Towing	<ul style="list-style-type: none"> • Police • Private Towing Contractors
Water storage containers	<ul style="list-style-type: none"> • Public Works

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

TERRORISM

Defined in Section 2(c) of the Canadian Security Intelligence Security Act as: “Acts within or relating to Canada directed toward or in support of the threat of acts or serious violence against persons or property for the purpose of achieving a political objective within Canada or a foreign state”.

Key Agency: RCMP

Most Common Targets:

1. Government buildings
2. Transportation facilities, including mass transit
3. Political figures and leaders
4. Military installations
5. Nuclear facilities
6. Churches and other facilities of religious significance
7. Popular or symbolic landmarks
8. Public Utilities including part lines, pipelines, etc
9. Emergency Services
10. Regional, municipal, provincial & federal infrastructure (roads, bridges, sewers, etc).
11. Agriculture
12. Manufacturing

Possible Major Effects:

- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Infected and/or seriously ill populations
- Mass outpatient care
- Mass hospitalization
- Overburdening of health care facilities and workers
- Public health issues and concerns
- Convergence
- Shelter-In-Place of people and animals
- Evacuation and/or relocation of people and animals

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

- Drinking water and food shortages
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Shortage of water for firefighting capabilities
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Contamination of soil, water and/or shorelines affecting fish and animals
- Debris Removal
- Animal Carcass Removal
- Disruption of Travel (road, air and/or water)
- Disruption of Essential Services (Police, Fire, Health)
- Disruption of Communications
- Overburdening of Information Systems
- Disruption of Utilities (Power and Heat – long-term)
- Damaged/collapsed structures (dwellings, fuel storage tanks, industrial)
- Extensive damage to public and private property
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public
- Long-term infrastructure and community recovery

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> • All responding agencies/personnel
Establish emergency communications	<ul style="list-style-type: none"> • All responding agencies/personnel
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> • Fire • Public Works • Utilities / Ministry of Environment
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> • All responding agencies/personnel
Deal with life threatening situations	<ul style="list-style-type: none"> • Police • Fire • Ambulance
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> • Fire • Forestry
Assess health concerns & issues	<ul style="list-style-type: none"> • Medical Health Officer
Activate Emergency Support Services	<ul style="list-style-type: none"> • Emergency Support Services
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • Medical Health Officer • Public Works
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> • Fire • Police • Ambulance
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> • Public Works • Utility Companies
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> • Police
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> • Police
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> • Police
Establish crowd control	<ul style="list-style-type: none"> • Police
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> • All responding agencies/personnel • Coroner
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> • Police • SPCA • Ministry of Agriculture & Lands
Evacuate casualties	<ul style="list-style-type: none"> • Police • Ambulance
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> • Ambulance
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> • Ambulance • Healthcare facilities
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> • Police • Coroner
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> • Police

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions		Agencies/Persons Responsible
	Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> • Public Works • Emergency Support Services (ESS)
	Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> • Emergency Support Services (ESS) • Ambulance
	Establish direct communications with corporate owner	<ul style="list-style-type: none"> • Police
	Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> • Coast Guard • Fire • Ministry of Environment
	Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> • Public Works and/or Engineering • Building Inspection
	Eliminate or isolate contaminated water source	<ul style="list-style-type: none"> • Public Works • Police

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> • EOC Director • Emergency Program Coordinator
Assess situation	<ul style="list-style-type: none"> • EOC Operations Section
Establish emergency communications	<ul style="list-style-type: none"> • EOC Logistics Section
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> • EOC Information Officer
Consider "Declaration of State of Local Emergency" and possible need for Provincial declaration	<ul style="list-style-type: none"> • EOC • Emergency Management BC
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> • EOC
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> • EOC
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> • EOC
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> • EOC
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • EOC • Medical Health Officer • Public Works
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> • EOC • Ministry of Environment
Control allocation of critical resources	<ul style="list-style-type: none"> • EOC
Establish donation management	<ul style="list-style-type: none"> • EOC/ROC
Coordinate restoration of utilities	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate restoration of essential services	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate recovery process	<ul style="list-style-type: none"> • EOC
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> • EOC • Local Authority
Update Emergency Management BC	<ul style="list-style-type: none"> • All agencies/personnel through EOC

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> • Fire • Forestry
Ambulances & medical supplies	<ul style="list-style-type: none"> • Ambulance
Mobile Public Address System	<ul style="list-style-type: none"> • Police • Fire • Public Works
Barricades	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> • Ministry of Environment • Fire • Coast Guard • Private Agencies
Refrigeration units	<ul style="list-style-type: none"> • Private Agencies
Transportation	<ul style="list-style-type: none"> • Public Transit • School Board • Private • Emergency Management BC
Emergency Shelters	<ul style="list-style-type: none"> • Rental
Watercrafts	<ul style="list-style-type: none"> • Search & Rescue • Ministry of Agriculture & Lands • Utilities
Decontamination Equipment	<ul style="list-style-type: none"> • Ministry of Environment • Public Works, Industry
Rescue Equipment	<ul style="list-style-type: none"> • All Agencies
Public service maintenance vehicles	<ul style="list-style-type: none"> • Public Works • Local Private Contractors
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> • Fire • Public Works • Local Industry & Suppliers
Critical infrastructure repairs	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Towing	<ul style="list-style-type: none"> • Police • Private Towing Contractors
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> • Ministry of Environment • Military • Medical Health Officer
Water storage containers	<ul style="list-style-type: none"> • Public Works

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

TRANSPORTATION DISASTER - RAIL INCIDENT

Possible Major Effects:

Key Agency: Fire / Rail Company

- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Public health issues and concerns
- Convergence
- Shelter-In-Place of people and animals
- Evacuation and/or relocation of people and animals
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Contamination of soil, water and/or shorelines affecting fish and animals
- Debris Removal
- Disruption of Travel (road, air and/or water)
- Damaged/collapsed structures (dwellings, fuel storage tanks, industrial)
- Extensive damage to public and private property
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public
- Long-term infrastructure and community recovery

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> • All responding agencies/personnel
Establish emergency communications	<ul style="list-style-type: none"> • All responding agencies/personnel
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> • Fire • Public Works • Utilities / Ministry of Environment
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> • All responding agencies/personnel
Deal with life threatening situations	<ul style="list-style-type: none"> • Police • Fire • Ambulance
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> • Fire • Forestry
Assess health concerns & issues	<ul style="list-style-type: none"> • Medical Health Officer
Activate Emergency Support Services	<ul style="list-style-type: none"> • Emergency Support Services
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • Medical Health Officer • Public Works
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> • Fire • Police • Ambulance
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> • Public Works • Utility Companies
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> • Police
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> • Police
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> • Police
Establish crowd control	<ul style="list-style-type: none"> • Police
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> • All responding agencies/personnel • Coroner
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> • Police • SPCA • Ministry of Agriculture & Lands
Evacuate casualties	<ul style="list-style-type: none"> • Police • Ambulance
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> • Ambulance
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> • Ambulance • Healthcare facilities
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> • Police • Coroner
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> • Police

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> • Public Works • Emergency Support Services (ESS)
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> • Emergency Support Services (ESS) • Ambulance
Establish direct communications with corporate owner	<ul style="list-style-type: none"> • Police
Determine type of product and quantity spilled and possible effects	<ul style="list-style-type: none"> • Fire • Coast Guard • Public Works • Ministry of Environment • Police
Determine availability of Spiller to undertake clean-up	<ul style="list-style-type: none"> • Public Works • Ministry of Environment
Contain spill, protect environment, sewer and drainage systems	<ul style="list-style-type: none"> • Fire • Public Works • Spiller
Dispose of recovered materials and debris	<ul style="list-style-type: none"> • Public Works • Ministry of Environment • Spiller
Restore spill site	<ul style="list-style-type: none"> • Public Works • Ministry of Environment • Spiller
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> • Coast Guard • Fire • Ministry of Environment
Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> • Public Works and/or Engineering • Building Inspection
Eliminate or isolate contaminated water source	<ul style="list-style-type: none"> • Public Works • Police

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> • EOC Director • Emergency Program Coordinator
Assess situation	<ul style="list-style-type: none"> • EOC Operations Section
Establish emergency communications	<ul style="list-style-type: none"> • EOC Logistics Section
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> • EOC Information Officer
Consider "Declaration of State of Local Emergency" and possible need for Provincial declaration	<ul style="list-style-type: none"> • EOC • Emergency Management BC
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> • EOC
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> • EOC
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> • EOC
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> • EOC
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • EOC • Medical Health Officer • Public Works
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> • EOC • Ministry of Environment
Control allocation of critical resources	<ul style="list-style-type: none"> • EOC
Establish donation management	<ul style="list-style-type: none"> • EOC/ROC
Coordinate restoration of utilities	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate restoration of essential services	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate recovery process	<ul style="list-style-type: none"> • EOC
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> • EOC • Local Authority
Update Emergency Management BC	<ul style="list-style-type: none"> • All agencies/personnel through EOC

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> • Fire • Forestry
Ambulances & medical supplies	<ul style="list-style-type: none"> • Ambulance
Mobile Public Address System	<ul style="list-style-type: none"> • Police • Fire • Public Works
Barricades	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> • Ministry of Environment • Fire • Coast Guard • Private Agencies
Refrigeration units	<ul style="list-style-type: none"> • Private Agencies
Transportation	<ul style="list-style-type: none"> • Public Transit • School Board • Private • Emergency Management BC
Emergency Shelters	<ul style="list-style-type: none"> • Rental
Decontamination Equipment	<ul style="list-style-type: none"> • Ministry of Environment • Public Works, Industry
Rescue Equipment	<ul style="list-style-type: none"> • All Agencies
Public service maintenance vehicles	<ul style="list-style-type: none"> • Public Works • Local Private Contractors
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> • Fire • Public Works • Local Industry & Suppliers
Critical infrastructure repairs	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Towing	<ul style="list-style-type: none"> • Police • Private Towing Contractors
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> • Ministry of Environment • Military • Medical Health Officer
Water storage containers	<ul style="list-style-type: none"> • Public Works

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LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

TSUNAMI

Possible Major Effects:

**Key Agency: Local Authority /
Public Works**

- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Mass outpatient care
- Mass hospitalization
- Overburdening of health care facilities and workers
- Public health issues and concerns
- Evacuation and/or relocation of people and animals
- Drinking water and food shortages
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Shortage of water for firefighting capabilities
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Extensive flooding
- Landslides, mudslides, tsunamis, seiches and/or sea surges
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Contamination of soil, water and/or shorelines affecting fish and animals
- Debris Removal
- Animal Carcass Removal
- Disruption of Travel (road, air and/or water)
- Disruption of Essential Services (Police, Fire, Health)
- Disruption of Communications
- Overburdening of Information Systems
- Disruption of Utilities (Power and Heat – long-term)
- Damaged/collapsed structures (dwellings, fuel storage tanks, industrial)

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

- Extensive damage to public and private property
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public
- Long-term infrastructure and community recovery

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> • All responding agencies/personnel
Establish emergency communications	<ul style="list-style-type: none"> • All responding agencies/personnel
Activate tsunami warning system	<ul style="list-style-type: none"> • Incident Command • Local Government Representative
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> • Fire • Public Works • Utilities / Ministry of Environment
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> • All responding agencies/personnel
Deal with life threatening situations	<ul style="list-style-type: none"> • Police • Fire • Ambulance
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> • Fire • Forestry
Assess health concerns & issues	<ul style="list-style-type: none"> • Medical Health Officer
Activate Emergency Support Services	<ul style="list-style-type: none"> • Emergency Support Services
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • Medical Health Officer • Public Works
Determine extent of flooding	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> • Fire • Police • Ambulance
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> • Public Works • Utility Companies
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> • Police
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> • Police
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> • Police
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> • All responding agencies/personnel • Coroner
Clear catch basins and blocked ditches	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> • Police • SPCA • Ministry of Agriculture & Lands
Evacuate casualties	<ul style="list-style-type: none"> • Police • Ambulance
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> • Ambulance

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> • Ambulance • Healthcare facilities
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> • Police • Coroner
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> • Police
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> • Public Works • Emergency Support Services (ESS)
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> • Emergency Support Services (ESS) • Ambulance
Establish direct communications with corporate owner	<ul style="list-style-type: none"> • Police
Determine type of product and quantity spilled and possible effects	<ul style="list-style-type: none"> • Fire • Coast Guard • Public Works • Ministry of Environment • Police
Determine availability of Spiller to undertake clean-up	<ul style="list-style-type: none"> • Public Works • Ministry of Environment
Contain spill, protect environment, sewer and drainage systems	<ul style="list-style-type: none"> • Fire • Public Works • Spiller
Dispose of recovered materials and debris	<ul style="list-style-type: none"> • Public Works • Ministry of Environment • Spiller
Restore spill site	<ul style="list-style-type: none"> • Public Works • Ministry of Environment • Spiller
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> • Coast Guard • Fire • Ministry of Environment
Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> • Public Works and/or Engineering • Building Inspection
Eliminate or isolate contaminated water source	<ul style="list-style-type: none"> • Public Works • Police
Assess alternate sewer services	<ul style="list-style-type: none"> • Public Works

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

	Potential EOC Actions	Agencies/Persons Responsible
	Activate EOC	<ul style="list-style-type: none"> • EOC Director • Emergency Program Coordinator
	Assess situation	<ul style="list-style-type: none"> • EOC Operations Section
	Establish emergency communications	<ul style="list-style-type: none"> • EOC Logistics Section
	Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> • EOC Information Officer
	Activate tsunami warning system	<ul style="list-style-type: none"> • EOC
	Consider “Declaration of State of Local Emergency” and possible need for Provincial declaration	<ul style="list-style-type: none"> • EOC • Emergency Management BC
	Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> • EOC
	Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> • EOC
	Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> • EOC
	Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> • EOC
	Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • EOC • Medical Health Officer • Public Works
	Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> • EOC • Ministry of Environment
	Control allocation of critical resources	<ul style="list-style-type: none"> • EOC
	Establish donation management	<ul style="list-style-type: none"> • EOC/ROC
	Coordinate restoration of utilities	<ul style="list-style-type: none"> • EOC/PREOC
	Coordinate restoration of essential services	<ul style="list-style-type: none"> • EOC/PREOC
	Coordinate recovery process	<ul style="list-style-type: none"> • EOC
	Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> • EOC • Local Authority
	Update Emergency Management BC	<ul style="list-style-type: none"> • All agencies/personnel through EOC

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> • Fire • Forestry
Ambulances & medical supplies	<ul style="list-style-type: none"> • Ambulance
Mobile Public Address System	<ul style="list-style-type: none"> • Police • Fire • Public Works
Barricades	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> • Ministry of Environment • Fire • Coast Guard • Private Agencies
Refrigeration units	<ul style="list-style-type: none"> • Private Agencies
Transportation	<ul style="list-style-type: none"> • Public Transit • School Board • Private • Emergency Management BC
Emergency Shelters	<ul style="list-style-type: none"> • Rental
Watercrafts	<ul style="list-style-type: none"> • Search & Rescue • Ministry of Agriculture & Lands • Utilities
Decontamination Equipment	<ul style="list-style-type: none"> • Ministry of Environment • Public Works, Industry
Rescue Equipment	<ul style="list-style-type: none"> • All Agencies
Public service maintenance vehicles	<ul style="list-style-type: none"> • Public Works • Local Private Contractors
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> • Fire • Public Works • Local Industry & Suppliers
Critical infrastructure repairs	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Towing	<ul style="list-style-type: none"> • Police • Private Towing Contractors
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> • Ministry of Environment • Military • Medical Health Officer
Water storage containers	<ul style="list-style-type: none"> • Public Works

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

WATER SUPPLY INTERRUPTION

Possible Major Effects:

- Casualties
- Deaths
- Public health issues and concerns
- Shelter-In-Place of people and animals
- Evacuation and/or relocation of people and animals
- Drinking water and food shortages
- Shortage of water for firefighting capabilities
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Contamination of soil, water and/or shorelines affecting fish and animals
- Disruption of Essential Services (Police, Fire, Health)
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public

**Key Agency: Local Authority /
Public Works / MoE /
VIHA (MHO) [Powell
River VCH (MHO)]**

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> • All responding agencies/personnel
Establish emergency communications	<ul style="list-style-type: none"> • All responding agencies/personnel
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> • All responding agencies/personnel
Assess health concerns & issues	<ul style="list-style-type: none"> • Medical Health Officer
Activate Emergency Support Services	<ul style="list-style-type: none"> • Emergency Support Services
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • Medical Health Officer • Public Works
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> • Public Works • Emergency Support Services (ESS)
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> • Emergency Support Services (ESS) • Ambulance
Establish direct communications with corporate owner	<ul style="list-style-type: none"> • Police

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Determine type of product and quantity spilled and possible effects	<ul style="list-style-type: none"> • Fire • Coast Guard • Public Works • Ministry of Environment • Police
Determine availability of Spiller to undertake clean-up	<ul style="list-style-type: none"> • Public Works • Ministry of Environment
Contain spill, protect environment, sewer and drainage systems	<ul style="list-style-type: none"> • Fire • Public Works • Spiller
Dispose of recovered materials and debris	<ul style="list-style-type: none"> • Public Works • Ministry of Environment • Spiller
Restore spill site	<ul style="list-style-type: none"> • Public Works • Ministry of Environment • Spiller
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> • Coast Guard • Fire • Ministry of Environment
Determine water interruption cause and effect	<ul style="list-style-type: none"> • Public Works • Police
Eliminate or isolate contaminated water source	<ul style="list-style-type: none"> • Public Works • Police

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> • EOC Director • Emergency Program Coordinator
Assess situation	<ul style="list-style-type: none"> • EOC Operations Section
Establish emergency communications	<ul style="list-style-type: none"> • EOC Logistics Section
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> • EOC Information Officer
Consider “Declaration of State of Local Emergency” and possible need for Provincial declaration	<ul style="list-style-type: none"> • EOC • Emergency Management BC
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> • EOC
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> • EOC
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> • EOC
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> • EOC
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • EOC • Medical Health Officer • Public Works
Control allocation of critical resources	<ul style="list-style-type: none"> • EOC
Coordinate restoration of utilities	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate restoration of essential services	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate recovery process	<ul style="list-style-type: none"> • EOC
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> • EOC • Local Authority
Update Emergency Management BC	<ul style="list-style-type: none"> • All agencies/personnel through EOC

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Equipment	Potential Source
Ambulances & medical supplies	<ul style="list-style-type: none"> • Ambulance
Mobile Public Address System	<ul style="list-style-type: none"> • Police • Fire • Public Works
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> • Ministry of Environment • Fire • Coast Guard • Private Agencies
Decontamination Equipment	<ul style="list-style-type: none"> • Ministry of Environment • Public Works, Industry
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> • Fire • Public Works • Local Industry & Suppliers
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> • Ministry of Environment • Military • Medical Health Officer
Water storage containers	<ul style="list-style-type: none"> • Public Works

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

GENERIC INCIDENT

Key Agency:

Possible Major Effects:

- Casualties
- Deaths
- Trapped, stranded and/or missing people
- Infected and/or seriously ill populations
- Mass outpatient care
- Mass hospitalization
- Overburdening of health care facilities and workers
- Public health issues and concerns
- Convergence
- Shelter-In-Place of people and animals
- Evacuation and/or relocation of people and animals
- Drinking water and food shortages
- Explosions and/or fire hazards
- Incident sites unsafe or inaccessible to responders
- Shortage of water for firefighting capabilities
- Dangerous goods/hazardous materials spills, escaping gases and/or nuclear waste
- Decontamination issues
- Extensive flooding
- Landslides, mudslides, tsunamis, seiches and/or sea surges
- Disruption and/or damage to critical infrastructure (roads, bridges, docks, utilities, water, sewer and drainage systems)
- Contamination of soil, water and/or shorelines affecting fish and animals
- Debris Removal
- Animal Carcass Removal
- Disruption of Travel (road, air and/or water)
- Disruption of Essential Services (Police, Fire, Health)

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

- Disruption of Communications
- Overburdening of Information Systems
- Disruption of Utilities (Power and Heat – long-term)
- Damaged/collapsed structures (dwellings, fuel storage tanks, industrial)
- Extensive damage to public and private property
- Jurisdictional issues
- Disruption and economic effect on government, business and/or public
- Long-term infrastructure and community recovery

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Assess situation	<ul style="list-style-type: none"> • All responding agencies/personnel
Establish emergency communications	<ul style="list-style-type: none"> • All responding agencies/personnel
Activate tsunami warning system	<ul style="list-style-type: none"> • Incident Command • Local Government Representative
Activate Nuclear Emergency Response Plan	<ul style="list-style-type: none"> • CFMETR
Assess danger of fire or explosion and eliminate potential ignition sources	<ul style="list-style-type: none"> • Fire • Public Works • Utilities / Ministry of Environment
Take precautions if Hazardous Materials involved	<ul style="list-style-type: none"> • All responding agencies/personnel
Deal with life threatening situations	<ul style="list-style-type: none"> • Police • Fire • Ambulance
Firefighting, suppression and/or fire breaks	<ul style="list-style-type: none"> • Fire • Forestry
Assess health concerns & issues	<ul style="list-style-type: none"> • Medical Health Officer
Activate Emergency Support Services	<ul style="list-style-type: none"> • Emergency Support Services
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • Medical Health Officer • Public Works
Determine extent of flooding	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Conduct Search & Rescue Operations	<ul style="list-style-type: none"> • Fire • Police • Ambulance
Eliminate hazards from damaged utilities	<ul style="list-style-type: none"> • Public Works • Utility Companies
Divert traffic and clear routes for emergency vehicles	<ul style="list-style-type: none"> • Police
Secure scene and protect evidence for investigation	<ul style="list-style-type: none"> • Police
Establish & secure inner & outer perimeters & control points	<ul style="list-style-type: none"> • Police
Establish crowd control	<ul style="list-style-type: none"> • Police
Assess numbers of dead, trapped and missing	<ul style="list-style-type: none"> • All responding agencies/personnel • Coroner
Clear catch basins and blocked ditches	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Snow Removal	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Evacuate affected and surrounding area and/or shelter in place as required	<ul style="list-style-type: none"> • Police • SPCA • Ministry of Agriculture & Lands

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential Incident Site Actions	Agencies/Persons Responsible
Evacuate casualties	<ul style="list-style-type: none"> • Police • Ambulance
Ensure proper distribution of casualties and notify hospital of number and type	<ul style="list-style-type: none"> • Ambulance
Arrange evacuation of hospital and/or special care facilities	<ul style="list-style-type: none"> • Ambulance • Healthcare facilities
Arrange temporary morgue and removal of deceased	<ul style="list-style-type: none"> • Police • Coroner
Arrange security and patrol evacuated areas	<ul style="list-style-type: none"> • Police
Arrange for collection and distribution of water and food	<ul style="list-style-type: none"> • Public Works • Emergency Support Services (ESS)
Provide special assistance to elderly, infirm and home patients	<ul style="list-style-type: none"> • Emergency Support Services (ESS) • Ambulance
Establish direct communications with corporate owner	<ul style="list-style-type: none"> • Police
Determine type of product and quantity spilled and possible effects	<ul style="list-style-type: none"> • Fire • Coast Guard • Public Works • Ministry of Environment • Police
Determine availability of Spiller to undertake clean-up	<ul style="list-style-type: none"> • Public Works • Ministry of Environment
Contain spill, protect environment, sewer and drainage systems	<ul style="list-style-type: none"> • Fire • Public Works • Spiller
Dispose of recovered materials and debris	<ul style="list-style-type: none"> • Public Works • Ministry of Environment • Spiller
Restore spill site	<ul style="list-style-type: none"> • Public Works • Ministry of Environment • Spiller
Determine resources required and request assistance via Emergency Operations Centre	<ul style="list-style-type: none"> • Coast Guard • Fire • Ministry of Environment
Inspect damaged buildings and critical infrastructure	<ul style="list-style-type: none"> • Public Works and/or Engineering • Building Inspection
Determine water interruption cause and effect	<ul style="list-style-type: none"> • Public Works • Police
Eliminate or isolate contaminated water source	<ul style="list-style-type: none"> • Public Works • Police
Assess alternate sewer services	<ul style="list-style-type: none"> • Public Works

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Potential EOC Actions	Agencies/Persons Responsible
Activate EOC	<ul style="list-style-type: none"> • EOC Director • Emergency Program Coordinator
Assess situation	<ul style="list-style-type: none"> • EOC Operations Section
Establish emergency communications	<ul style="list-style-type: none"> • EOC Logistics Section
Establish Public Information System in coordination with Lead Agency	<ul style="list-style-type: none"> • EOC Information Officer
Activate tsunami warning system	<ul style="list-style-type: none"> • EOC
Consider "Declaration of State of Local Emergency" and possible need for Provincial declaration	<ul style="list-style-type: none"> • EOC • Emergency Management BC
Determine Federal, Provincial or Municipal Jurisdiction	<ul style="list-style-type: none"> • EOC
Notify adjacent jurisdictions as required	<ul style="list-style-type: none"> • EOC
Determine resources required and request assistance via Emergency Management BC	<ul style="list-style-type: none"> • EOC
Coordinate emergency transportation (land, water and/or snow)	<ul style="list-style-type: none"> • EOC
Assess water supply contamination & establish alternate supply	<ul style="list-style-type: none"> • EOC • Medical Health Officer • Public Works
Obtain weather update and forecast extent of problem	<ul style="list-style-type: none"> • EOC • Ministry of Environment
Control allocation of critical resources	<ul style="list-style-type: none"> • EOC
Establish donation management	<ul style="list-style-type: none"> • EOC/ROC
Coordinate restoration of utilities	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate restoration of essential services	<ul style="list-style-type: none"> • EOC/PREOC
Coordinate recovery process	<ul style="list-style-type: none"> • EOC
Request Provincial Disaster Financial Assistance (DFA)	<ul style="list-style-type: none"> • EOC • Local Authority
Update Emergency Management BC	<ul style="list-style-type: none"> • All agencies/personnel through EOC

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Equipment	Potential Source
Firefighting & rescue	<ul style="list-style-type: none"> • Fire • Forestry
Ambulances & medical supplies	<ul style="list-style-type: none"> • Ambulance
Mobile Public Address System	<ul style="list-style-type: none"> • Police • Fire • Public Works
Barricades	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Chemical response equipment and protective clothing	<ul style="list-style-type: none"> • Ministry of Environment • Fire • Coast Guard • Private Agencies
Refrigeration units	<ul style="list-style-type: none"> • Private Agencies
Transportation	<ul style="list-style-type: none"> • Public Transit • School Board • Private • Emergency Management BC
Emergency Shelters	<ul style="list-style-type: none"> • Rental
Watercrafts	<ul style="list-style-type: none"> • Search & Rescue • Ministry of Agriculture & Lands • Utilities
Decontamination Equipment	<ul style="list-style-type: none"> • Ministry of Environment • Public Works, Industry
Rescue Equipment	<ul style="list-style-type: none"> • All Agencies
Public service maintenance vehicles	<ul style="list-style-type: none"> • Public Works • Local Private Contractors
Auxiliary power, mobile generators and lighting	<ul style="list-style-type: none"> • Fire • Public Works • Local Industry & Suppliers
Critical infrastructure repairs	<ul style="list-style-type: none"> • Public Works • Highways Contractor
Towing	<ul style="list-style-type: none"> • Police • Private Towing Contractors
Testing/Monitoring Equipment for contamination	<ul style="list-style-type: none"> • Ministry of Environment • Military • Medical Health Officer
Water storage containers	<ul style="list-style-type: none"> • Public Works

SECTION 12 – GLOSSARY

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GLOSSARY

This Local Authority Emergency Plan Glossary contains **definitions** and **acronyms** of terms and titles used in this plan. It does not contain acronyms or definitions related to specific resources or local areas.

Users should supplement this glossary with agency-specific acronyms and definitions, as appropriate, while at the same time constantly endeavouring to use a “common” terminology to fit the incident or occasion.

Definitions and acronyms in this glossary follow, as closely as possible, those provided within the British Columbia Emergency Response Management System (BCERMS), the Incident Command System (ICS) and the Local Government Act.

Where acronyms or definitions are not referenced in this plan, users should reference the above noted documents or the Concise Oxford Dictionary.

- A -

Agency:

An agency is a division of government with a specific function, or a non-governmental organization (e.g., private contractor, business, etc.) that offers a particular kind of assistance. In ICS, agencies are defined as jurisdictional (having statutory responsibility for incident mitigation) or assisting and/or cooperating (providing resources and/or assistance).

Agency Executive or Administrator:

Chief Executive Officer (or designee) of the agency or jurisdiction that has responsibility for the incident.

Agency Dispatch:

The agency or jurisdictional facility from which resources are allocated to incidents.

Agency Representative(s):

An individual assigned to an incident from an assisting or cooperating agency who has been delegated authority to make decisions on matters affecting that agency's participation at the incident. Agency Representatives report to the Liaison Officer.

Air Operations Branch Director:

The person primarily responsible for preparing and implementing the air operations portion of the Incident Action Plan. Also responsible for providing logistical support to helicopters operating on the incident.

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Allocated Resources:

Resources dispatched to an incident.

Area Command:

An organization established to: 1) oversee the management of multiple incidents that are each being handled by an Incident Command System organization; or 2) to oversee the management of a very large incident that has multiple incident Management Teams assigned to it. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources based on priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed.

Assigned Resources:

Resources checked in and assigned work tasks on an incident.

Assignments:

Tasks given to resources to perform within a given operational period, based upon tactical objectives in the Incident Action Plan.

Assistant(s):

Title for subordinates of the Command Staff positions. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions. Assistants may also be used to supervise unit activities at camps.

Assisting Agency:

An agency directly contributing tactical or service resources to another agency.

Available Resources:

Incident-based resources that are ready for deployment.

- B -

Base:

The location at which primary logistics functions for an incident are coordinated and administered. There is only one Base per incident. (Incident name or other designator will be added to the term Base). The Incident Command Post may be co-located or shared with the Base.

BCAS: British Columbia Ambulance Service.

An organizational structure of the BC Ministry of Health responsible for emergency operations involving assessment, care and transportation of victims of accidents, emergencies or disasters.

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BCEMS: British Columbia Emergency Management System.

BCEMS is a comprehensive framework that helps ensure a coordinated and organized approach to emergencies/disasters. It provides a structure for a standardized approach to developing, coordinating, and implementing emergency management programs across the province.

Branch:

The organizational level having functional or geographic responsibility for major parts of incident operations. The Branch level is organizationally between Section and Division/Group in the Operations Section, and between Section and Units in the Logistics Section. Branches are identified by the use of Roman Numerals or by functional name (e.g., medical, security, etc.).

- C -

Cache:

A pre-determined complement of tools, equipment, and/or supplies stored in a designated location, available for incident use.

Camp(s):

A geographical site, within the general incident area, separate from the Incident Base, equipped and staffed to provide sleeping, food, water, and sanitary services to incident personnel.

CFMETR Nanoose:

Canadian Forces Maritime Experimental and Test Ranges Nanoose Bay. This important Canadian military installation is Canada's only instrumented maritime weapons test range.

Check-In:

The process whereby resources first reports to an incident. Check-in locations include: Incident Command Post (Resources Unit), Incident Base, Camps, Staging Areas, Helibases, Helispots, and Division/Group Supervisors (for direct line assignments).

Chain of Command:

A series of management positions in order of authority.

Chief:

The Incident Command System title for individuals responsible for command and/or management of functional sections, Operations, Planning, Logistics and Finance. The term Chief is used at all BCERMS levels.

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Clear Text:

The use of plain English in all communications. No “Ten Codes” or agency-specific codes are used when utilizing Clear Text.

Command:

The act of directing and/or controlling resources by virtue of explicit legal, agency, or delegated authority. May also refer to the Incident Commander.

Command Section:

A component of BCEMS that directs, orders and/or controls resources through legal agency or delegated authority. Command shall assess problems, determine priorities, develop action plan and assign tasks.

Command Staff:

Consists of the Information Officer, Safety Officer and Liaison Officer. They report directly to the Incident Commander at the site and the same positions in the other levels report to the Director. They may have an assistant or assistants, as needed. Other positions may be added to command staff, as determined by Incident Commander or Director.

Communications Unit:

An organizational unit in the Logistics Section responsible for providing communication services at an incident. A Communications Unit may also be a facility (e.g. a trailer or mobile van) used to provide the major part of an Incident Communication Centre.

Compensation Unit / Claims Unit

Units with the Finance Section responsible for financial concerns resulting from property damage, injuries, or fatalities at the incident.

Cooperating Agency(s):

An agency supplying assistance other than direct tactical or support functions or resources to the incident control effort (e.g. Emergency Support Services, utility companies, etc.).

Coordination:

The process of systematically analyzing a situation, developing relevant information, and informing appropriate command authority of viable alternatives for selection of the most effective combination of available resources to meet specific objectives. The coordination process (which can be either intra- or inter-agency) does not involve dispatch actions. However, personnel responsible for coordination may perform command or dispatch functions within the limits established by specific agency delegations, procedures, legal authority, etc.

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Coordination Centre:

A facility that is used for the coordination of agency or jurisdictional resources in support of one or more incidents.

Cost Sharing Agreement:

Agreements between agencies or jurisdictions to share designated costs related to incidents. These agreements are normally written (see Mutual Aid Agreement) but may also be oral between authorized agency or jurisdictional representatives at the incident.

Cost Unit:

Unit within the Finance Section responsible for tracking costs, analyzing cost data, making cost estimates, and recommending cost-saving measures.

Critical Resource:

Material, personnel and finances that are in short supply and are needed by more than one incident management team, or are needed for high priority assignments.

- D -

Delegation of Authority:

A statement provided to the Incident Commander by the Agency Executive delegating authority and assigning responsibility. The Delegation of Authority can include objectives, priorities, expectations, constraints and other considerations or guidelines as needed. Agencies may require written Delegation of Authority to be given to Incident Commanders prior to their assuming command on larger incidents.

Deputy:

A fully qualified individual who, in the absence of a superior, could be delegated the authority to manage a functional operation or perform a specific task. In some cases, a Deputy could act as relief for a superior and therefore must be fully qualified in the position. Deputies can be assigned to the Incident Commander, General Staff and Branch Directors. Deputies can also be utilized at the site support level (e.g. EOC, EOC, PREOC, PECC).

Demobilization Unit:

Unit within the Planning Section responsible for assuring controlled, orderly, safe and efficient demobilization of incident resources.

Director(s):

The Incident Command System title for individuals responsible for supervision of an Emergency Operations Centre Branch.

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Dispatch:

The implementation of a command decision to move a resource or resources from one place to another.

Dispatch Centre:

A facility from which resources are assigned to an incident.

Division:

Divisions are used to divide an incident into geographical areas of operation. A Division is located within the ICS organization between the Branch and the Task Force / Strike Team. Divisions are identified by alphabetic characters for horizontal applications and often by floor numbers when used in buildings.

DOC: Department Operations Centre.

An operations centre established and operated by a department of a jurisdiction or agency to coordinate their emergency response efforts. A group of senior staff and the facility within a department who coordinate the department's activities in support of the department's responsibilities and commitment to the emergency response. DOCs interact with the overall EOC and their agency representatives or senior personnel at the scene (e.g. Fire Department, Public Works Department, etc.).

Documentation Unit:

Unit within the Planning Section responsible for collecting, recording, and safeguarding all documents relevant to the incident.

- E -

EC / EM / EPC: Emergency Coordinator / Emergency Manager / Emergency Program Coordinator

The individual within a local authority that has coordination responsibility for jurisdictional emergency management. Within the EOC structure, and where functional, the emergency coordinator may carry out the Command structure duties of the Liaison Officer and/or the Risk Management Officer.

EMBC: Emergency Management British Columbia

The branch of a provincial government ministry that will coordinate the response of the provincial government to an emergency or disaster.

ECT: Emergency Communications Team

Volunteer radio operators who provide communications support in the event of an emergency.

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Emergency:

A situation as defined by Emergency Program Act, Environment Management Act and other provincial acts and regulations.

Emergency Management Agreement:

Written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request, by furnishing resources and being reimbursed for them.

Emergency Medical Assistant (EMA)

A health-care specialist licensed under the Health Emergency Act with particular skills, knowledge, and certification in pre-hospital emergency care and transportation.

Emergency Response Plan:

The plan that each jurisdiction has and maintains for responding to incidents based on hazard and risk analysis.

EOC: Emergency Operations Centre

A pre-designated facility established by a local authority, jurisdiction or agency to coordinate the site response and support in an emergency.

EOCD:

Emergency Operations Centre Director

This individual manages and controls the emergency organization and reports to the senior elected officials responsible.

ESS: Emergency Support Services (Emergency Support Services)

ESS are those services that are provided short term (generally 72 hours) to preserve the emotional and physical well-being of evacuees and response workers in emergency situations.

Event:

A planned, non-emergency activity. ICS can be used as the management system for a wide range of events (e.g. parades, concerts, or sporting events).

- F -

Facilities Unit:

Unit within the Support Branch of the Logistics Section that provides facilities for the incident resources. These facilities may include the Incident Base, feeding areas, sleeping areas, sanitary facilities, etc.

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Field Operations Guide:

A pocket-size manual of instructions on the application of the ICS.

Finance Section:

The Section responsible for all incident costs and financial considerations. Includes the Time Unit, Contract Administration Unit, Compensation / Claims Unit and Cost Unit.

Food Unit:

Unit within the Service Branch of the Logistics Section responsible for providing food services for incident personnel.

Function:

In BCERMS, function refers to the five major activities in the Incident Command System, Command, Operations, Planning, Logistics and Finance. The term function is also used when describing the activity involved, e.g., the planning function.

- G -

General Staff:

The group of management personnel reporting to the Incident Commander at the site and Director at the other BCERMS levels. They may each have a Deputy, as needed. The General Staff consists of:

- Operations Section Chief
- Planning Section Chief
- Logistics Section Chief
- Finance Section Chief

Ground Support Unit:

Unit within the Support Branch of the Logistics Section responsible for the fueling, maintaining and repairing of vehicles, and the surface transportation of personnel and supplies.

Group:

Groups are established to divide the incident into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division.

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-H-

Helibase:

The main location for parking, fueling, maintenance, and loading of helicopters operating in support of an incident.

Helispot:

Any designated location where a helicopter can safely take off and land. Some helispots may be used for loading and unloading of supplies, equipment, personnel and medical evacuation.

-I-

Incident(s):

An occurrence either human caused or by natural phenomena, that requires action by response personnel to prevent or minimize loss of life or damage to property, environment and reduce economic and social losses.

Incident Action Plan:

Contains objectives reflecting the overall incident strategy and specific tactical actions and supporting information for the next operational period. The Plan may be oral or written. When written, the Plan may have a number of forms as attachments (e.g. traffic plan, safety plan, communications plan, map, etc.).

Incident Base:

Location at the incident where the primary logistics functions are coordinated and administered. Incident name will be added to the term Base. The Incident Command Post may be co-located or shared with the Base. There is only one Base per incident.

IC: Incident Commander

The individual responsible for the management of all incident operations at the site including overall responsibility for the safety and health of all personnel or persons operating within the Incident Command System. The term 'Incident Commander' when used throughout this standard, shall be deemed to include Unified Command.

ICP: Incident Command Post

The location at which the primary command functions are executed. The ICP may be co-located or shared with the incident base or other incident facilities.

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ICS: Incident Command System

A standardized on-scene emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries.

Incident Communications Centre:

The location of the Communications Unit and the Message Centre.

Incident Complex:

Two or more individual incidents located in the same general area.

Incident Management Team:

The Incident Commander and appropriate Command and General Staff personnel assigned to an incident.

Incident Name:

When multi-agencies are responding to an incident the jurisdictional agency will name the incident (in clear text) using a common geographical or functional reference. All cooperating and assisting agencies will use the identified incident name.

Incident Objectives:

Statements of guidance and direction necessary for the selection of appropriate strategy(s), and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been assigned. Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.

Incident Support Organization:

Includes any off-incident support to an incident. Examples would be Emergency Operations Centre, Emergency Operations Centre, Agency Dispatch Centres, Airports, Mobilization Centres, etc.

Incident Termination:

The conclusion of response operations at the scene of an incident.

Information Officer:

A member of the Command Staff responsible for interfacing with the public and media or with other agencies requiring information directly from the incident. There is only one Information Officer per incident. The Information Officer may have assistants.

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Initial Action:

The actions taken by resources that are the first to arrive at an incident.

Initial Response:

Resources initially committed to an incident.

- J -

Jurisdiction (Jurisdictional):

The range or sphere of authority. Agencies have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation. Jurisdictional authority at an incident can be political, geographical or functional.

Jurisdictional Agency:

The agency having jurisdiction and responsibility for a specific geographical area, or a mandated function and includes key ministries as defined in the Emergency Program Act.

- K -

Key Agency (Agencies):

The agency/agencies identified as the subject matter expert(s), and with whom the EOC Operation Section Chief would liaise during an event.

Key Ministry (Ministries):

The provincial ministry responsible for coordinating the government's response to the occurrence of any of the hazards for which it is responsible by regulation. See "Section 6 and Schedule 1, Emergency Program Management Regulation, B.C. Reg. 477/94 of the Emergency Program Act".

- L -

Leader:

The ICS title for an individual responsible for a Task Force, Strike Team or functional unit.

LERN: Local Emergency Response Neighbourhoods

A program established at the neighbourhood level to provide short term self-sufficiency during an emergency or disaster. Neighbour helping neighbour. (See Neighbourhood Program).

Liaison Officer:

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A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies.

Local Emergency Operations Centre:

An EOC activated to coordinate the response from only one local government/jurisdiction.

Logistics Section:

The BCERMS Section responsible for providing services and support to the incident. (i.e. facilities, services, personnel, equipment and materials).

Life-Safety:

Refers to the joint consideration of both the life and physical well being of individuals.

- M -

Managers:

Individuals within ICS organizational units that are assigned specific managerial responsibilities (e.g. Staging Area Manager or Camp Manager).

Management by Objectives:

In BCERMS, this is a top-down management activity that involves a three-step process to achieve the goals. The steps are establishing the incident objectives, selecting the appropriate strategy(s) to achieve objectives and implementing the strategy.

Medical Unit:

Unit within the Service Branch of the Logistics Section responsible for the development of the Medical Emergency Plan, and for providing emergency medical treatment for incident personnel.

Message Centre:

The Message Centre is part of the Incident Communications Centre and is co-located or shared or placed adjacent to it. It receives, records, and routes information about resources reporting to the incident, resource status, and administrative and tactical traffic.

Ministry Emergency Operations Centre (MEOC):

The Ministry Emergency Operations Centre is the provincial coordination centre for ministry's resources.

Mobilization:

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The process and procedures used by all agencies and organizations activating, assembling and transporting all resources that have been requested to respond to or support an incident.

Mobilization Centre:

Off-incident locations at which emergency service personnel and equipment are temporarily located pending transfer to the site. This is not a staging area.

MoE:

BC Ministry of Environment

MoFLNRO:

BC Ministry of Forests, Lands and Natural Resource Operations

MoTI:

BC Ministry of Transportation and Infrastructure

Multi-Agency Incident:

An incident where one or more agencies assist a jurisdictional agency or agencies. May be single or unified command.

Multi-Jurisdictional Incident:

An incident requiring action from multiple agencies that have a statutory responsibility for incident mitigation. In ICS these incidents will be managed under Unified Command.

Mutual Aid Agreement (Emergency Management Agreement):

Written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request, by furnishing resources.

- N -

Neighbourhood Program

A program established at the neighbourhood level to provide short term self-sufficiency during an emergency or disaster. Neighbour helping neighbour.

NERT:

Nuclear Emergency Response Team

Notice to Airmen (NOTAMS):

Temporary airspace restrictions for non-emergency aircraft in the incident area. NOTAMS are established by Transport Canada to ensure aircraft safety.

- O -

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OG's Operational Guidelines

An agency's written procedures that establish a commonly accepted course of action and specifies the functional limitations of personnel in performing emergency operations. A guideline which an organization or agency, e.g., Police, Fire/Rescue, Ambulance, Public Works, etc., should have in place to assist responding personnel in carrying out tasks or duties during an emergency or incident. OG's are guidelines only and different from organizational policy.

Officer:

The ICS title for the personnel responsible for the Command Staff positions of Safety, Liaison and Information.

Operational Period:

The period of time scheduled for execution of a given set of operational actions as specified in the action plan. Operational Periods can be of various lengths, although usually not over 24 hours.

Operations Section:

The BCERMS Section responsible for all tactical operations at the incident and includes Branches, Divisions and/or Groups, Task Forces, Strike Teams, Single Resources and Staging Areas.

Out-of-Service Resources

Resources allocated to an incident but temporarily unable to respond for mechanical, rest or staffing reasons.

- P -

Packet:

A system of radio communications, usually through amateur radio operations, which utilizes computer devices to enhance communications where audio interference may be problematic. Packet also provides written documentation of ongoing communications during an incident.

Provincial Central Coordination Level:

A coordination level within the BC Emergency Response Management System that is activated to coordinate all provincial resources. This level interacts with the Provincial Regional Coordination level.

PECC: Provincial Emergency Coordination Centre.

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A Provincial Emergency Coordination Centre will be established to manage activities at the Provincial Central Coordination level. The five functions provided are Management, Operations, Planning, Logistics and Finance and follows the same basic organizational support levels outlined in BCERMS.

Planning Meeting:

A meeting held as needed throughout the duration of an incident, to select specific strategies and tactics for incident control operations, and for service and support planning. On larger incidents, the planning meeting is a major element in the development of the Incident Action Plan.

Planning Section:

The BCERMS Section that collects, evaluates, documents and disseminates information related to the incident and for the preparation and documentation of action plans. Provides status information to Command, Operations and Logistics and forecasts resource needs during the emergency.

Policy Group:

The BCERMS Group comprised of those persons responsible for the overall management of the emergency or disaster. The policy group will develop policies and, as necessitated by the situation, will discuss the economic, political, legal, and social implications that may arise from the emergency and or impact the response or recovery efforts. This group will include individuals appointed by local authority departments and appointed agency representatives.

PREOC: Provincial Regional Emergency Operations Centre.

A Provincial Regional Emergency Operations Centre manages activities at the Provincial Regional Coordination level and coordinates the joint efforts of government and non-government agencies.

Provincial Regional Coordination Level:

A coordination level within the BC Emergency Response Management System that is activated to coordinate provincial resources on a regional basis. This level interacts with Municipal and Ministry EOCs / EOCs.

Purchasing Unit:

Unit within the Finance Section responsible for financial matters involving vendor contracts.

- R -

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Radio Cache:

A supply of radios stored in a pre-determined location for assignment to incidents.

Recorders:

Individuals within the BCERMS organizational units that are responsible for recording information. Recorders may be found in Planning, Logistics and Finance Units.

Recovery Operations Centre (ROC):

An operations centre established by the Local Authority to coordinate recovery efforts in an emergency.

Regional Emergency Operations Centre (REOC)

An Emergency Operations Centre (EOC) activated to coordinate the response from more than one local government/jurisdiction (i.e. a region)

ROCD:

Recovery Operations Centre Director

Reporting Locations:

Locations or facilities where incoming resources can check-in at the incident.

Resources Unit:

Unit within the Planning Section responsible for recording the status of resources committed to the incident. The unit also evaluates resources currently committed to the incident(s), the impact that additional responding resources will have on the incident(s) and the anticipated resource needs.

Resources:

Personnel and equipment available, or potentially available, for assignment to incident(s). Resources are described by kind and type (e.g. ground, water, air, etc.) and may be used in tactical support or management capacities at an incident(s).

Risk Management:

Risk Management is the process of making and carrying out decisions that will minimize the adverse effects of injuries, accidental losses and liability upon an organization. Making these decisions requires the five steps in the decision process. The five steps in the decision process are:

- Identifying exposure to loss
- Examining alternative techniques for dealing with the exposures
- Selecting the best techniques
- Implementing the chosen techniques, and

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- Monitoring and improving the response.

Carrying out these decisions requires the four functions in the management process. The four functions in the management process are:

- Planning
- Organizing
- Leading, and
- Controlling.

- S -

Safety Officer:

A member of the Command Staff responsible for monitoring and assessing safety hazards or unsafe situations, and for developing measures for ensuring personnel safety. The Safety Officer may have assistants.

SAR: Search and Rescue

An organizational structure responsible for conduction search and rescue efforts, usually under the direction of the RCMP (Police). SAR components include land, sea, swift water, mountain and air incidents.

Section:

That organization level with responsibility for a major functional area of the incident, e.g., Operations, Planning, Logistics, Finance. The Section is organizationally between Branch and Incident Commander.

Section Chief:

The ICS title for individuals responsible for command of functional Sections.

Segment:

A geographical area in which a task force/strike team leader or supervisor of a single resource is assigned authority and responsibility for the coordination of resources and implementation of planned tactics. A segment may be a portion of a division or an area inside or outside the perimeter of an incident. Segments are identified with Arabic numbers.

Service Branch:

A Branch within the Logistics Section responsible for service activities including the Communications, Medical and Food Units.

Single Command:

Single Command has one Incident Commander.

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Single Resource:

An individual, a piece of equipment and its personnel complement, or a crew or team of individuals with an identified work Supervisor that can be used on an incident.

Site Support Level:

A coordination level within the BC Emergency Response Management System that is activated to provide policy direction and resources support to an Incident Commander.

SITREP: Situation Report.

A pre-authorized reporting system using written forms which provide a detailed chronological accounting of information relative to an emergency or disaster.

Situation Unit

Unit within the Planning Section responsible for the collection, organization and analysis

Span of Control:

To maintain supervisory levels within the command structure an effective span of control is required. Span of Control within the range of 1 to 3 and 1 to 7 individuals reporting to a supervisory level. The range of 1 to 5 is considered being the optimum number of individuals reporting to the next higher supervisory level.

State of Local Emergency:

A legal process whereby a local jurisdiction officially makes a declaration that it is or may soon be encountering an emergency that requires prompt action to prevent harm or damage to the safety, health or welfare of persons or to prevent damage to property. The declaration of a state of local emergency is, when an incident satisfactorily subsides, shall be officially declared cancelled by the local authority.

Staging Area:

Staging Areas are locations set up at an incident where resources can be placed while awaiting a tactical assignment. Staging Areas are managed by a staging area manager in the Operations Section.

Strategy:

The general plan or direction selected to accomplish incident objectives.

Strike Team:

Specified combinations of the kind and type of resources, with common communications and a leader. There should be no more than five or any specified combinations under one leader.

Supervisor(s):

The ICS title for individuals responsible for command of a Division or Group.

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

Supply Unit:

Unit within the Support Branch of the Logistics Section responsible for ordering equipment and supplies required for incident(s).

Support Branch:

A Branch within the Logistics Section responsible for providing personnel, equipment and supplies (includes Supply, Facilities, and Ground Support Units).

Supporting Agency:

The term used in the BCERMS to designate assisting and cooperating agencies.

Supporting Materials:

Refers to the several attachments that may be included with an action plan (e.g. communications plan, map, safety plan, traffic plan and medical plan).

Support Resources:

Non-tactical resources under the supervision of the Logistics, Planning, Finance Sections or the Command Staff. Also includes resources under the supervision of the Operations Coordination Sections of the Site Support Levels.

- T -

Tactical Direction:

Directions given by the Operations Section Chief that include the tactics appropriate for the selected strategy, the selection and assignment of resources, tactics implementation and performance monitoring for each operational period.

Task Force:

A combination of single resources assembled for a particular tactical need, with common communications and a leader.

Technical Specialists:

Personnel with special skills that can be used where required within the ICS organization.

Time Unit:

Unit within the Finance Section responsible for recording time for personnel and hired equipment.

Type:

Refers to resource capability. A Type 1 resource provides a greater overall capacity due to power, size, capacity, etc. than would be found in a Type 2 resource. Resource typing

LOCAL AUTHORITY EOC OPERATIONAL GUIDELINES

provides the Incident Management Team with additional information in selecting the best resource for the task.

- U -

Unified Area Command:

A Unified Area Command should be established when incidents under an Area Command are multijurisdictional.

Unified Command:

A unified team effort which allows all agencies with jurisdictional responsibility for the incident, either geographically or functional, to manage an incident by establishing a common set of incident objectives, strategies and action plans. This is accomplished without losing or abdicating agency authority, responsibility or accountability. The term 'Incident Command' when used throughout this standard, shall be deemed to include Unified Command.

Unit(s):

The organizational element having functional responsibility for a specific incident planning, logistics or finance activity.

Unity of Command:

The concept by which each person within an organization reports to one and only one designated supervisor.

- V -

VCH:

Vancouver Coastal Health

VIHA (Island Health):

Vancouver Island Health Authority

SECTION 13 – FORMS

State of Local Emergency Forms

- SOLE Declaration Template
- SOLE Authorization Matrix Form
- SOLE Extension Form
- SOLE Cancellation Order Form

Evacuation/Shelter in Place & Temporary Access

- Evacuation Templates – Tactical-SIP-Alert-Order-Rescind – CowichanVRD
- Evacuation Template – Extraordinary Evacuee Authorization Form
- Evacuation Template – Temporary Access Permit
- Evacuation Template – Temporary Pass-Through Permit
- Evacuation Template – Temporary Access into Evacuated Areas Master List
- Evacuation Template – Temporary Checkpoint One-Pager

EOC Section & Function Forms

- Action Plan
- Check-in/Check-Out
- Debriefing Report
- EOC Management Team Briefing Agenda
- Emergency Support Services Local Situation Report
- Facility/Equipment Inventory
- Incident Report
- Position Log
- Radio Communications Log
- Resource Request Form
- Shift Schedule
- Situation Report
- Staff Food and Lodging
- Status Report
- Task Registration Form

Media/Public Information

- Media - Message Development Worksheet
- Media Conference Attendance Report
- Media Tracking Report

Finance Forms

- EOC Expenditure Authorization Form
- EOC Expenditures - Daily Overtime Spreadsheet
- EOC Expenditures – Event Totals Form
- EOC Expenditures – Response Claim Submission Form

- Community Recovery Capacity and Needs Assessment Form
- JIBC EOC Quick Reference Guide
- JIBC Instructions for Form Completion
- Livestock – Request for Livestock Relocation Assistance Form

Declaration of State of Local Emergency

ORDER

WHEREAS *[type of hazard]* in *[name of local authority]*;

AND WHEREAS *[explanation of ongoing or imminent threat to life or property]*;

AND WHEREAS this *[type of hazard]* emergency requires prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of people or to limit damage to property;

NOW THEREFORE:

IT IS HEREBY ORDERED pursuant to Section 12 (1) of the *Emergency Program Act* (RS, 1996, Chap 111) that a state of local emergency exists in *[specific geographic boundaries of designated area]* due to *[short hazard description]* and *[short consequence statement]*;

IT IS FURTHER ORDERED THAT the *[name of local authority]*, its employees, servants and agents are empowered pursuant to Section 13 (1) of the *Emergency Program Act* to do all acts and implement all procedures that are considered necessary to prevent or to alleviate the effects of the emergency.

ORDERED by the *[head of local authority]* this date *[date]* to remain in force for seven days until *[date]* at midnight unless cancelled by order of *[name of local authority]* or the Minister responsible.

(Head of local authority)

Authorization of Emergency Powers Matrix

Reference: *Emergency Program Act* Section 10

Emergency Powers	Assigned to			
	[functional position]	[functional position]	[functional position]	[functional position]
Acquire or use any land or personal property considered necessary to prevent, respond to or alleviate the effects of an emergency or disaster.				
Authorize or require any person to render assistance of a type that the person is qualified to provide or that otherwise is or may be required to prevent, respond to or alleviate the effects of an emergency or disaster.				
Control or prohibit travel to or from any area of British Columbia.				
Provide for the restoration of essential facilities and the distribution of essential supplies and provide, maintain and coordinate emergency medical, welfare and other essential services in any part of British Columbia.				
Cause the evacuation of persons and the removal of livestock, animals and personal property from any area of British Columbia that is or may be affected by an emergency or a disaster and make arrangements for the adequate care and protection of those persons, livestock, animals and personal property.				
Authorize the entry into any building or on any land, without warrant, by any person in the course of implementing an emergency plan or program or if otherwise considered by the minister to be necessary to prevent, respond to or alleviate the effects of an emergency or disaster.				
Cause the demolition or removal of any trees, structures or crops if the demolition or removal is considered by the minister to be necessary or appropriate in order to prevent, respond to or alleviate the effects of an emergency or disaster.				
Construct works considered by the minister to be necessary or appropriate to prevent, respond to or alleviate the effects of an emergency or disaster.				
Procure, fix prices for or ration food, clothing, fuel, equipment, medical supplies or other essential supplies and the use of any property, services, resources or equipment within any part of British Columbia for the duration of the state of local emergency.				

NOTE: Other individuals/agencies may be included in the matrix at the discretion of the head of a local authority.

Extension Request For State Of Local Emergency

WHEREAS life and property remain at risk due to _____
short hazard description
in _____;
name of the local authority

AND WHEREAS response to this _____ continues to require
short hazard description
use of the emergency powers to regulate persons or property to protect the health, safety
or welfare of people or to limit damage to property;

The Mayor/Chair of _____ has requested to extend the
name of the local authority
duration of the declaration of a state of local emergency due to expire on
_____ at midnight.
date

(Head of the local authority)

Date Signed

Minister Decision

IT IS HEREBY APPROVED / NOT APPROVED pursuant to Section 12(6) of the
circle decision
Emergency Program Act (RS, 1996, Chap.111) that _____ may
name of the local authority
extend the duration of a state of local emergency for a further seven days to
_____ at midnight.
date

(Minister responsible)

Date Signed

State of Local Emergency

CANCELLATION ORDER

Date: *[date]*

WHEREAS *[description of hazard and emergency]* in *[name of local authority]*;

AND WHEREAS this *[hazard type]* emergency no longer requires prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of people or to limit damage to property;

IT IS HEREBY ORDERED pursuant to Section 14 (2) (ii) of the *Emergency Program Act* (RS, 1996, Chap 111) that a state of local emergency no longer exists in *[specific geographic boundaries of designated area]* and is therefore cancelled effective this date at *[time]*.

Printed Name
[Head of the Local Authority]

Signature

Insert Logo

Here

EVACUATION ALERT

[DESCRIPTOR OF AREA]

[DATE (mm/dd/yyyy) AND TIME (24-hr clock)]

An Evacuation Alert has been issued by [Local Authority/First Nation] at the Emergency Operations Centre (EOC).

[Briefly describe event and potential risk]

Because of the potential danger to life and health, the [Local Authority/First Nation] has issued an **Evacuation Alert** for the following areas:

[Geographic description including boundaries and properties potentially impacted]

An Evacuation Alert has been issued to prepare you to evacuate your premises or property should it be found necessary. Residents will be given as much advance notice as possible prior to evacuation; however you may receive limited notice due to changing conditions.

[Provide map or description of potential evacuation route and map of evacuation alert area]

WHAT YOU SHOULD DO:

- Locate all family members and designate a meeting area outside the evacuation area, should an Evacuation Order be called while separated.
- Pack essential items such as government-issued ID, medications, eyeglasses, valuable papers (e.g. insurance, credit, and mortgage information), immediate care needs for dependents and, if time and space permits, keepsakes for quick departure.
- Prepare to move disabled persons, children and/or neighbours, if assistance is needed.
- Prepare to take pets with you and move livestock to a safe area (if possible).
- Arrange transportation for all your household members. Fill the gas tanks of personal vehicles. If transportation assistance is needed, call [contact number].
- Arrange accommodation for all members of the residence, if possible.
- Wait for an Evacuation Order to be issued before evacuating. Monitor [news/radio/online source] for information on evacuation orders and location of Reception Centres.

Further information will be issued at [date/time/meeting location], or visit [website/social media page] for more information.

[Signature of Board/Chair or designate, Mayor or Designate, Chief or Designate]

[Name of Local Authority/First Nation]

Insert Logo

Here

EVACUATION ORDER

[DESCRIPTOR OF AREA]

[DATE (mm/dd/yyyy) AND TIME (24-hr clock)]

Pursuant to [Section 12 (1) of the BC *Emergency Program Act* / Band Council] an **Evacuation Order** has been issued by [Local Authority/First Nation] due to immediate danger to life safety caused by: [briefly describe event].

Members of the [local police department and other agencies] and other applicable agencies will be expediting this action.

The Evacuation Order is in effect for the following areas:

[Geographic description including boundaries and properties impacted.
Include map of evacuation area and evacuation route]

YOU MUST LEAVE THE AREA IMMEDIATELY

WHAT YOU SHOULD DO:

- Follow the travel route provided and register at: [ESS Reception Centre address and name of facility].
- If you need transportation assistance from the area, advise the person providing this notice or call [contact number].
- Shut off all gas and electrical appliances, other than refrigerators and freezers.
- Close all windows and doors.
- Close gates (latch) but do not lock.
- Gather your family and, if you have room, take a neighbour or someone needing transportation. Do not use more vehicles than you have to.
- Take critical items (medicine, purse, wallet, and keys) only if they are immediately available. Take pets in pet kennels or on leash.
- Do not use the telephone unless you need emergency service.

Further information will be issued at [date/time/meeting location], or visit [website/social media page] for more information.

[Signature of Board/Chair or designate, Mayor or Designate, Chief or Designate]

[Name of Local Authority/First Nation]

Insert Logo

Here

EVACUATION RESCIND

[DESCRIPTOR OF AREA]

[DATE (mm/dd/yyyy) AND TIME (24-hr clock)]

The Evacuation Order, pursuant to [Section 12 (1) of the BC *Emergency Program Act* / Band Council] issued at [date/time] to the area(s) [geographic locations] has been rescinded.

[Indicate if an Evacuation Alert remains in effect]

An Evacuation Order may need to be reissued; however, if that is deemed necessary, the Evacuation Order process will re-commence.

WHAT YOU SHOULD DO:

- Fill the gas tank of personal vehicles
- Bring a minimum of three days of food and essential supplies (e.g. medications, pet supplies) with you as local grocery stores may not yet have adequate stock
- If your animals or livestock have been relocated, call [contact number] to coordinate their safe return

For more information contact: [Local Authority/First Nation contact number]

[Signature of Board/Chair or designate, Mayor or Designate, Chief or Designate]

[Name of Local Authority/First Nation]



EMERGENCY OPERATIONS CENTRE

EXTRAORDINARY EVACUEE AUTHORIZATION FORM

Evacuation authorization is in effect for the individual(s)/property stated in this Form, as per below:

		EMBC TASK #	
APPROVAL RESTRICTIONS			
START DATE / TIME		EXPIRY DATE / TIME	
RECEPTION CENTRE LOCATION			
REASON FOR EVACUATION			
ROUTE TO DESTINATION			

EVACUEES' INFORMATION			
FULL LEGAL NAME of INDIVIDUAL(S)/PROPERTY			
CONTACT INFORMATION			
HOME ADDRESS			
ESCORT/SUPPORT PERSON REQUIRED	<input type="checkbox"/> Yes <input type="checkbox"/> No	ESCORT/SUPPORT PERSON NAME/CONTACT	

WHAT EVACUEE SHOULD DO	
INSTRUCTIONS FOR EVACUEE(S)	[e.g. add applicable content from Evacuation Order template (Appendix E)]
TAKE CRITICAL ITEMS	<input type="checkbox"/> Medicine <input type="checkbox"/> Important papers (e.g. insurance) <input type="checkbox"/> Purse/wallet <input type="checkbox"/> Pets, in pet kennel or on leash <input type="checkbox"/> Keys <input type="checkbox"/> [other]

EVACUEE SIGNATURE [or signature of legal guardian]	
Name (print):	Signature:

RECOMMENDATION FOR APPROVAL OF EVACUATION					
RECOMMENDATION	<input type="checkbox"/> Approve <input type="checkbox"/> Deny	POSITION		SIGNATURE	

ON BEHALF OF [LOCAL AUTHORITY/FIRST NATION], AUTHORIZED BY					
POSITION		POSITION (e.g. EOC Director)		SIGNATURE	

Further information will be issued at [date/time/location] or visit [website] for more information.

APPROVAL HOLDER(S) MUST PRESENT APPROVED FORM AT RECEPTION CENTRE TO REGISTER.

Action Plan

Incident/ Event Name:		Jurisdiction/ Agency:	
Date Prepared:		Time Prepared:	Task No.:
Prepared for Operational Period No.:		Start Date&Time:	End Date&Time:

Objectives/Priorities: What high-level activities are necessary to complete during this next operational period?

1.			
Related Tasks		Responsible	
Related Tasks		Responsible	
Related Tasks		Responsible	
2.			
Related Tasks		Responsible	
Related Tasks		Responsible	
Related Tasks		Responsible	
3.			
Related Tasks		Responsible	
Related Tasks		Responsible	
Related Tasks		Responsible	
4.			
Related Tasks		Responsible	
Related Tasks		Responsible	
Related Tasks		Responsible	
5.			
Related Tasks		Responsible	
Related Tasks		Responsible	
Related Tasks		Responsible	
6.			
Related Tasks		Responsible	
Related Tasks		Responsible	
Related Tasks		Responsible	

Recommended by:	Planning Chief	Approved by:	Director	Date/Time Approved
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Distribution: Mgmt Team Planning EOCD EOC Personnel Other: _____

Event – Debrief Report

Function / Section / Site Command (Operations Section, Incident Command, or ESS Reception Centre Manager, etc.):

What Went Well:

-

What Needs Improvement:

-

Anticipated Action Items:	Responsibility:

Additional Comments:

Distribution:		Incident Commander		EOC /ROC Director
		Emergency Program Coordinator		ESS Reception Centre Manager

EOC Management Team Briefing Agenda

Event:		Date:	Time:
Operational Period:	From: To:	PEP Task #:	Chaired By:

Agenda Items		Responsible Function
1.	Status Reports (Use EOC 401A)	All Functions
2.	Old Business (Follow-up from last Briefing)	EOC Director
3.	Resource Status	Planning Section Chief
4.	Probabilities and Predictions	Planning Section Chief
5.	Public Information and Media	Information Officer
6.	Priorities and Objectives	EOC Director
7.	Attachments	Planning Section Chief
8.	New/Other Business	All Functions

	Tasks / Assignments (Outcomes from briefing)	Responsible Function	Estimated Completion Time
a)			
b)			
c)			
d)			
e)			
f)			
g)			
h)			
i)			
j)			

Briefing Notes/Minutes:	
Recorder (Notes taken by):	Approved By (EOC Director):

- Distribution:**
- | | |
|--|---|
| <input type="checkbox"/> EOC Director | <input type="checkbox"/> Operation Section Chief |
| <input type="checkbox"/> Risk Management Officer | <input type="checkbox"/> Planning Section Chief |
| <input type="checkbox"/> Liaison Officer | <input type="checkbox"/> Logistics Section Chief |
| <input type="checkbox"/> Information Officer | <input type="checkbox"/> Finance & Administration Section Chief |
| <input type="checkbox"/> | <input type="checkbox"/> |

EOC Staff Food & Lodging

Event:			Date:
Operational Period	From:	To:	EMBC Task #:
			Prepared by:

Food

	Time:	Menu	Supplier	Delivered or Picked Up	Qty
B					
L					
D					
S					
Legend:		B = Breakfast L = Lunch	D = Dinner S = Snack		

Lodging

Lodging Location	# of Staff	# of Rooms	Date From:	Date To:
Comments:				

Emergency Support Services Local Situation Report

FROM: EOC - ESS BRANCH COORDINATOR EMBC Task #:

TO: PREOC - ESS BRANCH COORDINATOR

Community Name:	Date:	Time:
Community Contact:	Position:	
Phone Number: () -	Fax Number: () -	

Response Outlook: Improving Unchanged Deteriorating

Reporting Period: From: _____ To: _____
Current ESS Reception Centre

& Group Lodging Status:

Reception Centre / Group Lodging Name	Address or Location

Total number of evacuees registered to date	
Number of Evacuees in group lodging (current number)	
Number of Evacuees in commercial accommodation (current number)	

Number of ESS workers activated this reporting period (total):	
<input type="checkbox"/> Volunteers	
<input type="checkbox"/> Community Staff	
<input type="checkbox"/> Local Authority Staff	

Estimated cost of referrals (food, clothing, lodging) this reporting period	\$
Estimated cost of on-site ESS operations this reporting period	\$

Current ESS Priority Needs

(Personnel / Supplies / Information)

Resource Request Attached: Yes or No

Future Outlook / Planned Actions:

Comments:

Signed off by:

Name

Position

PREOC Use Only

Check One: This Report was

Received by fax or email from community

Created at PREOC via phone call to community contact

Completed at PREOC by:

Name

Position

Facility / Equipment Inventory for the EOC

Event:			EMBC Task #:			Date:		
Control/ Inventory #	# of Items	Item Description	Owner	Issued to	Qty	Time	Comments	
					Issued:			
					Returned:			
					Issued:			
					Returned:			
					Issued:			
					Returned:			
					Issued:			
					Returned:			
					Issued:			
					Returned:			

					Issued:			
					Returned:			
					Issued:			
					Returned:			
					Issued:			
					Returned:			
					Issued:			
					Returned:			

Prepared by (Logistics):

Incident Report

Original Report: **OR** Incident Update: Update #:

Date of Incident or Update: Time of Incident or Update: Task No.

Reported by: Name Dept/Agency Contact Number

Critical Information

Incident Type:	<input style="width: 95%;" type="text"/>	Location/ Site Name:	<input style="width: 95%;" type="text"/>
Incident Name:	<input style="width: 95%;" type="text"/>	Incident Status:	<input type="checkbox"/> Major Assistance Required <input type="checkbox"/> Assistance Required <input type="checkbox"/> Under Control <input type="checkbox"/> Resolved <input type="checkbox"/> Unknown <input type="checkbox"/> Closed
Incident Prognosis:	<input type="checkbox"/> Worsening <input type="checkbox"/> Improving <input type="checkbox"/> Stable <input type="checkbox"/> Unknown	Severity:	<input type="checkbox"/> Major <input type="checkbox"/> Unknown <input type="checkbox"/> Moderate <input type="checkbox"/> Minor
Lead Agency:	<input style="width: 95%;" type="text"/>		
Related Event:	<input style="width: 95%;" type="text"/>		
Initial Situation Summary/ Nature of Update:	<input style="width: 95%;" type="text"/>		
Anticipated Actions/ Support Required:	<input style="width: 95%;" type="text"/>		

Location

Location/ Site Name:	<input style="width: 95%;" type="text"/>		
Street Address:	<input style="width: 95%;" type="text"/>	City, Province:	<input style="width: 95%;" type="text"/>
Intersection Street 1:	<input style="width: 95%;" type="text"/>	Intersection Street 2:	<input style="width: 95%;" type="text"/>

Casualties & Infrastructure

	Confirmed	Estimated		Heavy	Moderate	Light	None
Fatalities	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	Building Damage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Injuries	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	Utilities Damage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evacuees	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	Road Damage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other

Supporting Agencies:

Other Responding Agencies and Contact Information:

ICP Established: Yes No ICP Location:

Completed by: Name Function/Title Date & Time Logged/ Entered:

Distribution: Operations Planning EOCD Other:

Resource Request

Date of Request: Time of Request: Request No.

Priority: High (Emergency) Medium (Priority) Low (Routine) Task No.

Requested by: Name Dept/Agency/Function Contact Number

What is being Requested?

Resource Type/Kind: Quantity:

Units of Measure: When Required:

Mission (Purpose for Resource)

Resource must come with: Fuel Meals Operator(s) Water Maintenance Lodging Power
Other:

Special Instructions (e.g. Safety message, ingress/egress routes...)

Forward Request To: (Organization/Agency/Vendor who ultimately obtains resource – use required fields only)

Contact Name/Position: Organization/ Agency/Vendor:

Contact No.: Estimated Cost:

Actions Taken:

Delivery/Assigned Location (use required fields only)

Location/ Site Name: Street Address:

City, Province: Report To: Contact Number:

Intersection Street 1: Intersection Street 2:

Completed by: Name Function/Title Date & Time Entered

Financial Approval

Spending Authority: Name Function/Title Signature

Distribution: Operations Planning Logistics Finance Other:

Situation Report – Part 1: Summary

Jurisdiction/ Agency: City, Province:

Date of Report: Time of Report: Report Number:

Primary Contact Information

Final Report:

Name: Function/Title:
 Phone: Satellite/Other Phone:
 Email: Frequency/Call Sign:

Site-Support Facility

EOC/ECC Activated: Yes No Activation Level: Level 1 Level 2 Level 3 Hours of Operation:

General Incident/Event Information

Event Name: Task No.:

Overall Status: Major Assistance Required
 Assistance Required
 Under Control
 Resolved
 Unknown
 Closed

Incident Prognosis: Worsening
 Stable
 Improving
 Unknown

Overall Severity: Major
 Moderate
 Minor
 Unknown

Initial Situation Summary *(What has happened and/or changed since the last Situation Report? **Bold** new information.)*

Current Objectives/Priorities:

Future Objectives/Priorities:

Concerns/Problems:

Prepared by: Name Function/Title Date & Time

Approved by: Planning Chief EOC Director Date & Time

Distribution: Planning EOCD Other: _____

Situation Report – Part 2: Details (Local Authority)

Jurisdiction/ Agency: City, Province:

Date of Report: Time of Report: Report Number:

Site-Support Activities

Declaration Issued: Yes No Effective Date: Anticipated Cancellation Date:

Protective Measures in EFFECT:

Shelter-in-Place:	Yes <input type="checkbox"/> No <input type="checkbox"/>	Coverage Area(s):	<input style="width: 95%; height: 30px;" type="text"/>	# Persons Impacted:	<input style="width: 90%; height: 30px;" type="text"/>
Evacuation ALERTs:	Yes <input type="checkbox"/> No <input type="checkbox"/>	Coverage Area(s):	<input style="width: 95%; height: 30px;" type="text"/>	# Persons Alerted:	<input style="width: 90%; height: 30px;" type="text"/>
Evacuation ORDERS:	Yes <input type="checkbox"/> No <input type="checkbox"/>	Coverage Area(s):	<input style="width: 95%; height: 30px;" type="text"/>	# Persons Evacuated:	<input style="width: 90%; height: 30px;" type="text"/>

Reception Centre(s)/Group Lodging Facilities ACTIVATED: Yes No

#	Facility Name	Address	Capacity	Total Registered	Comments <small>(Hours of Operations)</small>
1	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>
2	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>
3	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>

Disaster Response Routes ACTIVATED: Yes No

Details/Routes Activated:

Major Impacts

People Impacts: None

	Under Alert	Evacuated	Homeless	Injured	Fatalities	Missing
Confirmed	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>
Unconfirmed <small>(In addition to confirmed)</small>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>

Details/Comments:

Livestock/Animal Impacts: None

Animal Type	Under Alert	Evacuated	Homeless	Injured	Fatalities	Disposed
<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>
<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>

Details/Comments:

Transportation Impacts: None

Area(s)/Location(s) of Impact	Nature of Impact <small>(closure, shutdown, blockage, reduced service...)</small>	Details/Comments: <small>(length of closure, anticipated opening...)</small>
Roads/Highways	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>
Bridges/Tunnels	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>
Railways	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>
Waterways	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>
Public Transit	<input style="width: 95%; height: 25px;" type="text"/>	<input style="width: 95%; height: 25px;" type="text"/>

Utility Impacts:

	Water	Sewer	Electricity	Gas	Telephone	Cellular
<input type="checkbox"/> None # Without Service						
% of Community Without Service						
Details/Comments:						

Structure Impacts:

	% Minor Damage	% Moderate Damage (Limited Use)	% Severe Damage (Unusable)	Details/Comments:
<input type="checkbox"/> None				
Residential				
Commercial				
Industrial				
Institutional				

Rapid Damage Assessment CONDUCTED:

Yes Not Planned To be Implemented

# of Buildings Inspected/Tagged	Red (Unsafe)	Yellow (Restricted Use)	Green (Inspected)	Details/Comments:

Resource Information

Surplus/ Available	Resource Type/Name	Location	Details/Comments
Resources:			
<input type="checkbox"/> None			

Critical Resources DESIGNATED:

Yes No

Name of Critical Resource(s)/Details:

--

Public Information and Media Issues

--

Other Comments

--

Attachments:

--

Distribution:

--

Status Report

Incident/ Event Name:	<input type="text"/>	Section/Function Reporting:	<input type="text"/>
Date:	<input type="text"/>	Time:	<input type="text"/>
Task No.	<input type="text"/>		
Prepared by:	Name <input type="text"/>	Dept/Agency <input type="text"/>	Contact Number <input type="text"/>

Current Situation: What is currently occurring within the area of responsibility for the Section/Function?

Outstanding Issues/Challenges: What issues within the current operational period still need to be resolved?

Anticipated Priorities/Activities: What will the Section/Function priorities be during the next operational period?

Other Comments/Issues: Are there any public information (media), safety or other issues that need to be reviewed?

Distribution: Section/Function Personnel Planning EOCD Other: _____

Message Development Worksheet

Event Name: _____

Message Number: _____ Date/Time: _____

Step 1: Decide on the three key message topics:

1. _____
2. _____
3. _____

Step 2: Consider the following:

Audience:	Purpose of Message:	Method of Delivery:
<input type="checkbox"/> Demographics (age, language, culture)	<input type="checkbox"/> Call to action/public direction	<input type="checkbox"/> Through spokesperson/in-person
<input type="checkbox"/> Relationship to event	<input type="checkbox"/> Clarify event status	<input type="checkbox"/> Web release
<input type="checkbox"/> Level of concern	<input type="checkbox"/> Give facts and/or provide update	<input type="checkbox"/> Call centre/frontline personnel
	<input type="checkbox"/> Address rumours	<input type="checkbox"/> Radio
	<input type="checkbox"/> Satisfy media requests	<input type="checkbox"/> Print media release
		<input type="checkbox"/> Other: _____

Step 3: Consider the six emergency message components:

1. Expression of empathy: _____
2. Clarify Facts
 - Who: _____
 - What: _____
 - Where: _____
 - When: _____
 - Why: _____
 - How: _____
3. What we are doing: _____
4. Potentially questions: _____
5. Statement of commitment: _____
6. For more info: _____

Step 4: Develop complete key message for each of the three message topics

Topic 1:

Complete
Message:

Supporting
Facts:

Topic 2:

Complete
Message:

Supporting
Facts:

Topic 3:

Complete
Message:

Supporting
Facts:

Step 5: Check your message for the following and revise as needed

- | | | |
|---|---|--|
| <input type="checkbox"/> Positive action steps | <input type="checkbox"/> Tested for clarity | <input type="checkbox"/> Humour avoided |
| <input type="checkbox"/> Honest open tone | <input type="checkbox"/> Jargon avoided | <input type="checkbox"/> Judgmental phrases avoided |
| <input type="checkbox"/> Speaking only on behalf of your organization | <input type="checkbox"/> Simple words, short sentences used | <input type="checkbox"/> Speculation and assumptions avoided |
| <input type="checkbox"/> Information is confirmed | <input type="checkbox"/> Aware of difficult ?s | <input type="checkbox"/> Negativity avoided |

Media Tracking Report

Event: _____

Date: _____

Time	Media Source	Reporter's Name	Phone Number	Questions/Notes
			() -	
			() -	
			() -	
			() -	
			() -	
			() -	

			() -	
			() -	
			() -	
			() -	
			() -	
			() -	
			() -	

EOC EXPENDITURES - EVENT TOTALS

Event: _____

EMBC Task #: _____

Prepared by: _____

Date	Payee	Invoice #	Wages	Travel	Materials	Total
			\$	\$	\$	\$
			\$	\$	\$	\$
			\$	\$	\$	\$
			\$	\$	\$	\$
			\$	\$	\$	\$
			\$	\$	\$	\$
			\$	\$	\$	\$
			\$	\$	\$	\$
			\$	\$	\$	\$
			\$	\$	\$	\$
Totals			\$	\$	\$	\$

Approved by: _____

Distribution: EOC Director
 PREOC
 Other: _____



Date: _____

Claimant: _____

Address: _____

City: _____ Postal Code: _____

Event Name: _____ Task #: _____ Claim #: _____

Incident # (s): _____ Final Claim: Yes No

Total Claim: _____

Claim Prepared By: _____ Position: _____

Contact Information: Phone: _____ Email: _____

Signature of Claimant: _____

By signing and submitting this Response Claim Submission Invoice, the claimant acknowledges and agrees that:
(a) Her Majesty the Queen in right of British Columbia, as represented by the Minister of Public Safety and Solicitor General (the "Province"), will only pay for items that meet eligibility requirements from eligible claimants as set out in Emergency Program Act, the regulations, and policies, and that payment to claimants or for items that do not meet these requirements may be denied; and
(b) the Province's obligation to pay the claimant is subject to the Financial Administration Act, which makes that obligation subject to an appropriation being available in the fiscal year of the Province during which payment becomes due.

EMBC ADMINISTRATIVE USE ONLY:

Date Received Stamp:	Qualified Received Date: _____			
	Qualified Receiver Signature (Print Name)			
	CERTIFIED THAT THE AMOUNT TO BE PAID is correct is in accordance with appropriate statute or owner authority for payment and/or contract and where applicable, that the work has been performed, and goods supplied and the services rendered and/or conditions met.			
	Spending Authority Signature (Print Name)			
	RESP	SERV LINE	STOB	PROJECT
	COMMIT	SUPPLIER	SITE	INVOICE#



CVRD

**EMERGENCY SUPPORT SERVICES
RECEPTION CENTRE PLAN**



Acknowledgement:

The following individuals worked together to develop the Cowichan Valley Regional District's Emergency Support Services (ESS) Reception Centre Plan:

Ron Austen, General Manager, CVRD Parks, Recreation and Culture
Linda Blatchford, Manager, Cowichan Lake Recreation
John Elzinga, Manager, Island Savings Centre
Kate Glenn, Programmer, Frank Jameson Recreation Centre
Kim Liddle, Manager, South Cowichan Recreation
Alana Plunet, Administrative Assistant, Island Savings Centre
Sybille Sanderson, Manager, Public Safety
Kirsten Schrader, Manager, CVRD Arts & Culture
John Van Horne, Manager, CVRD Human Resources

ESS Reception Centre Plan Overview

The Provincial Emergency Program Act states: "the board of a Regional District must establish and maintain an emergency management organization to develop and implement emergency plans and other preparedness, response and recovery measures for emergencies and disasters".

On November 20, 2009, the Cowichan Valley experienced a large scale flood, which resulted in a State of Local Emergency activating an Emergency Operations Centre (EOC), an ESS Reception Centre and a Resilience Centre for evacuee support. In the months following, key action items were identified as requiring improvement including clear definition of the role of the Reception Centres.

The ESS Reception Centre Plan is a direct result of those recommendations.

An effective ESS Reception Centre Plan is a 'living' document that will need revision and updating on a continuing basis. This document is intended to be the basis from which to build an effective and coordinated process for the facilities that have been identified as possible Reception Centres.

For information regarding the ESS Reception Centre Plan, please contact:

Cowichan Valley Regional District
Public Safety Division
Phone: 746-2560
Toll Free: 1-800-665-3955
Fax: 746-2563
Email: ep@cvrld.bc.ca

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Introduction

Situation and Assumptions

Emergency Support Services (ESS) is a community-based program facilitated by the CVRD and supported with training & response funding by Emergency Management BC (EMBC). ESS provides essential services to restore dignity and preserve well-being of people affected by emergencies, ranging from house fires to catastrophic events involving mass evacuation.

The goal of the ESS Program is to empower people to re-establish themselves as quickly as possible after a disaster. ESS is typically available for 72 hours immediately following the start of an event. ESS Reception Centres are set up to provide:

- Emotional support;
- Accurate and up-to-date information regarding the disaster and recovery efforts;
- Reunification assistance for families separated by disaster;
- Referrals for food, clothing and lodging as required; and
- Specialized services as required.

The purpose of the ESS Reception Centre Plan is to set out the concepts, policies and operational guidelines. The intent is to provide realistic expectations with transparency, and to clarify the framework for collaboration among the Reception Centres identified in the plan.

ESS Activation Levels

There are three levels of ESS response:

Level 1 - A small localized event such as a fire affecting one or two households; usually less than 12 people. This service is provided by the Public Safety Division.

Level 2 - A significant event affecting more than 12 people, such as an apartment fire. A Reception Centre/Group Lodging is established – usually for a short duration. An EOC may be established to support ESS needs. Informal Community Recovery processes may be initiated.

Level 3 - A major emergency, such as large scale flooding or interface wild fires, involving large scale evacuation. More than one Reception Centre/Group Lodging may be established. Duration of operation may last days or weeks. An EOC will be established. Formal Community Recovery may be initiated.

Reception Centres

A Reception Centre typically is operational for up to 72 hours, depending on the severity of the situation. When the emergency consists of numerous evacuees requiring more time to move into recovery, Reception Centres may be open longer.

Following the ESS response, formal or informal Community Recovery may be implemented and will be the responsibility of the Public Safety Division and Recovery/Resilience Centre team. The Resilience Centre may be co-located at the ESS Reception Centre.

For Resilience Centres, Recreation Centre staff is responsible for:

- Anticipating that the facility part that is hosting the Resilience Centre will likely be unavailable for other rentals during the Resilience Centre activation that could last from several weeks to several months or more.
- Other than facility maintenance, no other staffing requirements are anticipated.

Reception Centres

Reception Centres by Zones

Primary Reception Centres		
Facility	Address	Zone
Kerry Park Recreation Centre	1035 Shawnigan-Mill Bay Road, Mill Bay	1
Cowichan Community Centre	2687 James Street, Duncan	2
Frank Jameson Community Centre	810 - 6th Avenue, Ladysmith	3
Cowichan Lake Sports Arena	311 South Shore Road, Lake Cowichan	4
Secondary Reception Centres		
Facility	Address	Zone
Camp Pringle	2520 W Shawnigan Lake Rd, Shawnigan Lake	1
Cobble Hill Farmer's Institute	3550 Watson Avenue, Cobble Hill	1
Coverdale Watson Park	Wilmot Rd, Cowichan Bay	1
Shawnigan Lake Community Centre	2804 Shawnigan Lake Rd, Shawnigan Lake	1
Chemainus Seniors Centre	9824 Willow Street, Chemainus	2
Siem Leium Gym – Cowichan Tribes	5574 River Road, Duncan	2
Crofton Community Centre	8104 Musgrave Street, Crofton	2
Glenora Community Hall	3660 Glenora Road, Duncan	2
Bethel Tabernacle	1149 - 4 th Avenue, Ladysmith	3
Ladysmith Eagles Hall	921 - 1 st Avenue, Ladysmith	3
North Oyster School	13470 Cedar Road, Ladysmith	3
Saltair Community Hall	3850 South Oyster School Road, Ladysmith	3
Thetis Island Forbes Hall	270 Forbes Drive, Thetis Island	3
Honeymoon Bay Community Hall	10022 Park Drive, Honeymoon Bay	4
Mesachie Lake Community Hall	9315 South Shore Road, Mesachie Lake	4
Youbou Community Hall	8550 Hemlock Street, Youbou	4

Reception Centre Staff Guidelines

The following Reception Centre Guidelines are provided for staff, with the understanding that situations will require flexibility to accommodate the needs of those that have been evacuated.

Facilities

- Although Primary Reception Centres are generally the first choice facility, the Reception Centre has the ability to move to a Secondary facility if needed.
- Primary Reception Centre Managers have the discretion to suggest another reception centre be used if their facilities are booked for a pre-planned large event. The rotating shifts will continue at the alternate location, either until after the booked event has been cleared or for the duration of the ESS response.
- At least one diagram of each floor plan will be included in the Reception Centre Plan.
- No rent will be charged for facility use as a Reception Centre, Resilience Centre or Emergency Operations Centre as these charges are not reimbursable.

Staffing

- The designated ESS Director becomes the ESS Branch Coordinator in the EOC and is the direct contact for the Reception Centre Manager.
- ESS Director trained exempt staff may be called upon to act as the Emergency Support Services Branch Coordinator in the Emergency Operations Centre when and if activated.
- In the event of an emergency, community recreation and facility staff may be called upon to work in any of the primary Reception Centres. The location for the Reception Centre cannot be determined in advance and as a result staff may be asked to change their regular work location to assist at any of the primary Reception Centres.
- To activate a reception centre, the ESSD or ESS Branch Coordinator on duty will call the manager of the identified facility with a description of the event and what type of ESS coverage will be needed. The manager will then proceed to call out their teams taking into account their availability.
- It is acknowledged that staff may have to adjust their normal work schedules and may be called out at unusual hours.
- If additional staff is needed for a response, consideration will be given to seniority principles but only if this works operationally as the facility generally will be expected to continue functioning with normal programs.
- In addition, recreation staff duties while involved in an emergency event may have to be adjusted. An example is that in an emergency they may be in charge of pet care or managing refreshments which most likely have not been identified in their job description.

- When manageable, the shifts will consist of 6 hours with an overlap of .5 hour on either side to accommodate for transfer of information during the shift change.
- Staff identified on the rotation schedule will not be called back from vacation unless deemed absolutely necessary.
- Night Shifts may be asked to stand down or manpower decreased if not required (i.e. no Group Lodging required). Determinations are made with the Reception Centre Manager and the ESS Director or the ESS Branch Coordinator.

Scheduling

- In the reciprocal schedule agreement (over a 72-hour ESS activation) each 24-hour period will be 4 – 6 hour shifts. Each shift will be filled by designated teams from Cowichan Community Centre, South Cowichan Recreation, Cowichan Lake Recreation and Ladysmith Frank Jameson Community Centre and will rotate on a daily basis.
- Each Recreation Centre will provide 24 trained ESS personnel as 21 are necessary for the first shift with three spares to accommodate average staff unavailability.

Example – 6 hour shifts / operational periods:

- The host facility at the Cowichan Community Centre is activated as a Reception Centre.
- Host Team 1 consisting of 12 people begins the first shift and depending on the number of evacuees, requests 3 personnel from each of the other 3 Recreation Centres.
- Bolded team provides the Reception Centre Manager for that shift

Shift	Day 1	Day 2	Day 3
1	Cowichan Community (12) South Cowichan Rec. (3) Cowichan Lake Rec. (3) Frank Jameson (3)	Cowichan Community (3) South Cowichan Rec. (3) Cowichan Lake Rec. (3) Frank Jameson (3)	Cowichan Community (3) South Cowichan Rec. (3) Cowichan Lake Rec. (3) Frank Jameson (3)
2	Cowichan Community (3) South Cowichan Rec. (3) Cowichan Lake Rec. (3) Frank Jameson (3)	Cowichan Community (3) South Cowichan Rec. (3) Cowichan Lake Rec. (3) Frank Jameson (3)	Cowichan Community (3) South Cowichan Rec. (3) Cowichan Lake Rec. (3) Frank Jameson (3)
3	Cowichan Community (3) South Cowichan Rec. (3) Cowichan Lake Rec. (3) Frank Jameson (3)	Cowichan Community (3) South Cowichan Rec. (3) Cowichan Lake Rec. (3) Frank Jameson (3)	Cowichan Community (3) South Cowichan Rec. (3) Cowichan Lake Rec. (3) Frank Jameson (3)
4	Cowichan Community (3) South Cowichan Rec. (3) Cowichan Lake Rec. (3) Frank Jameson (3)	Cowichan Community (3) South Cowichan Rec. (3) Cowichan Lake Rec. (3) Frank Jameson (3)	Cowichan Community (3) South Cowichan Rec. (3) Cowichan Lake Rec. (3) Frank Jameson (3)

Compensation

- If activated, staff will be paid through their regular wage budgets at their current rate of pay. Overtime, backfilling regular positions and ESS Reception Centre expenses (meals, supplies, etc.) will be paid by Public Safety Division. Consistent with past practices, overtime will be paid versus banked, so that reimbursement can be obtained from Emergency Management BC.
- In the case of an extraordinary event with longevity, the CVRD has included information in the Overtime Policy that states:
 “An exception may be made when an emergency response requires exempt employees to work more than eight (8) hours of overtime during an emergency response event. In such cases, and provided that the overtime is reimbursable by the Province, the Employer may consider the payment of overtime worked above the eight (8) hour threshold while a Primary Reception Centre is open or an Emergency Operations Centre is active.”
- Staff in the ESS rotational schedule will be paid from regular wages and budget accounts.

Mileage

- Staff and volunteers may claim mileage at the current government rate when using a privately owned vehicle on an operational task that is not at their normal work location. For staff, mileage will be calculated as the lesser amount of travel, either from home to the reception centre or from work to the reception centre. Assistance with mileage is not to be a lucrative decision but a best case scenario. Mileage claims for a training task must be pre-authorized by the Public Safety Manager.

Training

- The ESS Site Management course replaces the Reception Centre Managers course.
- Each facility will have at least 24 trained personnel including recreation centre and operations staff (full-time, part-time and regular casuals). Each facility must have three (3) individuals trained and designated as Reception Centre Managers, with Site Management Training.
- General ESS training should occur annually for 1 full day with training in the morning and an exercise in the afternoon. Emergency Preparedness Week (1st full week of May) is the target time for training. Personnel are expected to attend training once every two years.

Recommended training:

ESS Workers		ESS Leaders
Introduction to ESS	Reception Centre Support Essentials	Intro to Emergency Management
Psychological First Aid	Group Lodging Essentials	ESS Site Management
Reception Centre Essentials	Family Reunification Essentials	

Reception Centre Set-up / Activation

All staff should know where Reception Centre supplies are stored and be able to access them.

1. Receive briefing from Reception Centre Manager regarding evacuee numbers and arrival ETA.
2. Determine which facility area will be used for Reception Centre / Group Lodging if needed.
3. Set up waiting area within the facility with chairs for the number of evacuees expected
4. Set up Registration & Referrals workstations (1 admin kit, 1 goods kit, 1 table, 2 chairs for 2 workers for each workstation on wall side, 2-3 chairs for evacuees on waiting area side)
 - a. 20-100 evacuees = 3 workstations (2 - Registration & Referrals, 1 – Registrations Only)
 - b. 100-200 evacuees = 6 workstations (4 - Registration & Referrals, 2 – Registrations Only)
5. Set up 1 workstation for Documentation (1 ESS File kit, 1 admin kit, 1 table and 1-2 chairs)
6. Set up 1-2 tables for Comfort Food/Refreshments near waiting area
7. Set up kits with clothing, comfort kits & teddy bears behind Registration & Referrals tables
8. Set up a separate area for Emotional Support with 5-10 chairs as needed

Once workers arrive, they pick up their function box and set up their workstations. Post sample forms and Task Number on each Registration & Referrals workstation. Keep forms in function box and pull out as needed to keep them secure.

Documentation distributes and accounts for all Referral forms to the Registration & Referrals workers. Other forms can be in function boxes or distributed as needed. Documentation tracks resources used and files evacuee records as they are received.

Resource Acquisition (Public Safety provides annually updated list of suppliers) determines availability of commercial lodging to be distributed by Registration & Referrals workers.

Registration & Referrals workers register individuals and use ESS Rates Sheet / Needs Assessment Matrix to determine evacuee needs and refer them to appropriate resources.

Registration & Referrals supervisor carries a backpack (provided by PSD) to secure all “confidential” files. Supervisor provides guidance to workers and checks forms for completion.

Note: The Initial callout requires additional resources up to a maximum of 21:

- 1 Reception Centre Manager
- 1 Safety Officer (ideally Facility staff)
- 1 Documentation Worker
- 2 Facility Support (set up RC & GL as needed & ramp up increased facility maintenance)
- 2 Onsite Goods Distribution (comfort foods, meals, if needed)
- 1 Registration & Referrals Supervisor
- 3 Meet & Greet Workers
- 2 Registration Only (i.e. for those not wanting referrals or to gather prescription needs etc.)
- 8 Registration & Referrals Worker

This ensures enough workers to meet the most demanding first shift requirements and allows teams to work together and gain confidence in their respective roles. This also ensures that the evacuees are served promptly and not required to wait for long periods of time.

Evacuee meetings often generate significant additional paperwork so it is recommended that teams ramp up again for this process to ensure prompt service for evacuees.

Reception Centre Management

Reception Centre Manager

Responsibilities:

- Overall responsibility for the Reception Centre/Group Lodging
- Ensure required services are provided as available
- Reception Centre Manager supported by ESSD/EPC

Process:

1. Receive call from ESS Director or Emergency Program Coordinator regarding need to activate ESS Reception Centre
2. Refer to ESS Reception Centre Plan (in Reception Centre Operational Guidelines binder)
3. Call out teams as needed for potential number of evacuees
4. Refer to Reception Centre Manager Checklist (in Reception Centre Operational Guidelines binder)

Safety Officer

Responsibilities:

- Ensures safety of workers and evacuees
- Ensures worker care is implemented (food, water, breaks)
- Ensures WorkSafeBC requirements are met

Process:

1. Receive call from Reception Centre Manager or Call Out Tree regarding need to activate ESS Reception Centre
2. Refer to Safety Officer Checklist (in Reception Centre Operational Guidelines binder)

Liaison Officer / Information Officer

Responsibilities:

- Work with outside agencies and media
- Generally provided through the ESSD/EPC/EOC

Process:

1. Receive call from Reception Centre Manager or Call Out Tree regarding need to activate ESS Reception Centre
2. Refer to Liaison or Information Officer Checklist (in Reception Centre Operational Guidelines binder)

Operations (Doers)

Responsibilities:

- Provide services directly to evacuees (Meet & Greet, Registration & Referrals, Onsite Goods Distribution, etc. as needed)

Meet & Greet

Responsibilities:

- Provide services directly to evacuees by initiating conversations and providing basic triage (what services does this person or family need first)

Process:

1. Invite evacuees to sit down in the waiting area
2. Walk around greeting the evacuees and identifying potential needs and priorities
 - a. Does anyone need first aid?
 - b. Does anyone need medications? (refer to Registration table to get medication needs identified and resolved)
 - c. Do individuals need to get to work? (refer to Registration table for quick registration)
3. Respond to questions and answer to the best of your ability, seek input from Supervisor or Reception Centre Manager as needed
4. Prioritize Registration & Referrals for those with small children or with disabilities

Registration & Referrals

Responsibilities:

- Provide services directly to evacuees by taking evacuees through the registration and referrals process.

Process:

1. Tell me what happened? (provides an opportunity for them to tell their story, helps begin the healing process and gives you understanding of their situation)
2. Do you have family and friends that you can stay with? (this is ideal as it ensures that they have support to help them deal with the situation)
3. Do you have insurance? (encourage them to contact insurer as soon as possible to start claim process)
4. Register the evacuee and family members as applicable
5. Referrals based on Referrals Matrix **as expressly needed**

Referrals Matrix

Situation	Lodging	Food	Clothing	Transportation	Incidentals
Family & Friends available	1 Referral for Billeting	1 Referral for Groceries	Provide clothing as needed	\$50 fuel for car or 1 Day PASS or sheet of 10 bus tickets if needed	Comfort Kit
Group Lodging required	1 Referral for Meals and Group Lodging		1 Referral as needed (Extreme weather if coat or boots needed)		1 Referral for Incidentals (can be included with Referral for food or clothing)
Hotel Required (physical constraints)	Hotel or Bed & Breakfast	Restaurant Meals or Groceries if dietary issues			

Planning (Thinkers)

Responsibilities:

- Documentation Unit manages all RC/GL documentation (ESS Files, Referrals & Statistics)
- Develop Action Plans and Situation Reports as needed

Process:

1. Receive call from Reception Centre Manager or Call Out Tree regarding need to activate ESS Reception Centre
2. Refer to Documentation Unit Checklist in function kit or Reception Centre Operational Guidelines

Logistics (Getters)

Responsibilities:

- Resource Acquisition determines the resources available (i.e. # of hotel rooms available)
- Locates facilities, services, personnel, equipment and materials

Process:

1. Receive call from Reception Centre Manager or Call Out Tree regarding need to activate ESS Reception Centre
2. Refer to Resource Acquisition Unit Checklist in function kit or Reception Centre Operational Guidelines
3. In larger events, work through EOC to ensure resource sharing

Finance / Administration (Payers)

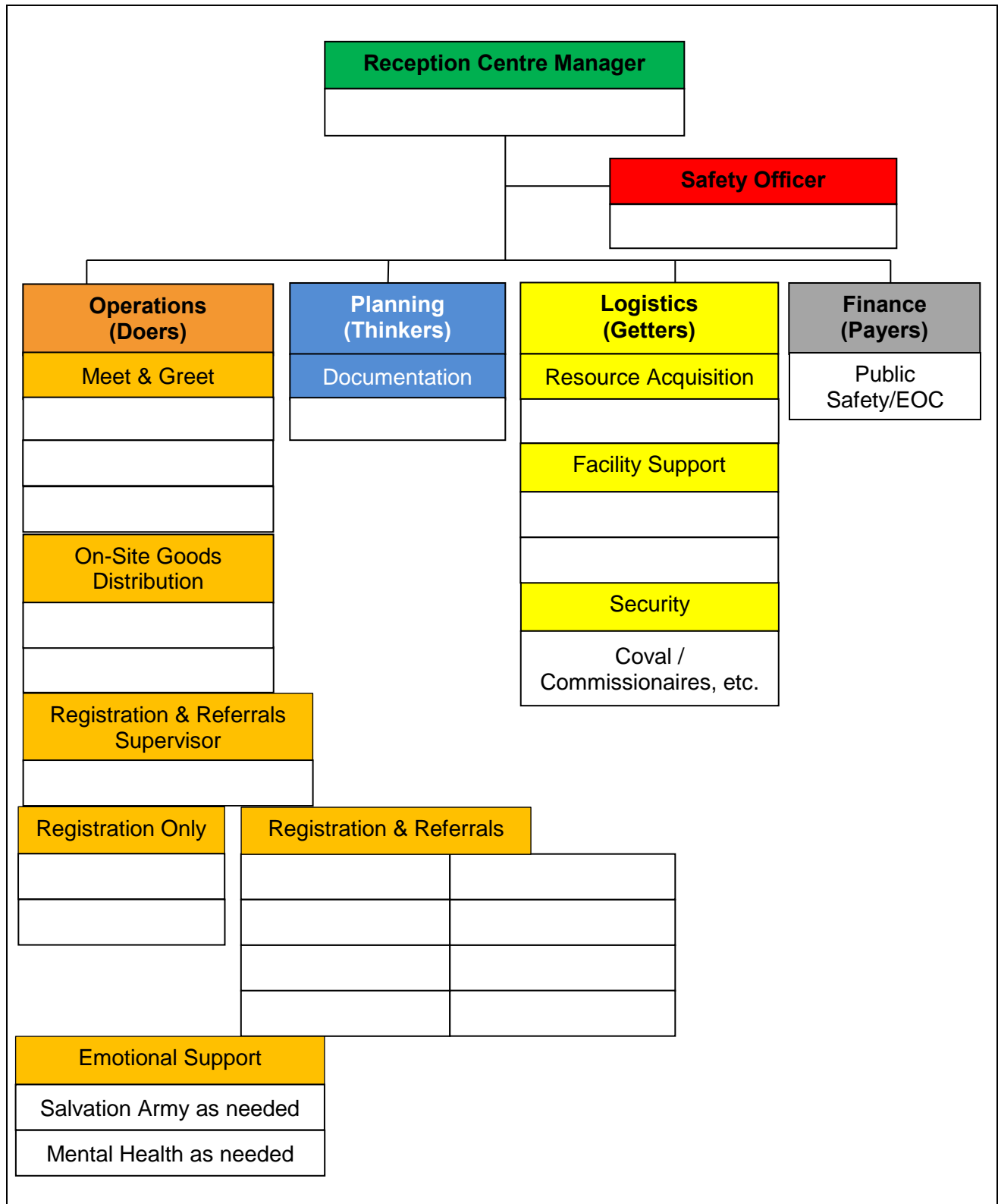
Responsibilities:

- Arranges purchasing and payment options
- **Generally provided through the ESSD/ EPC/EOC**

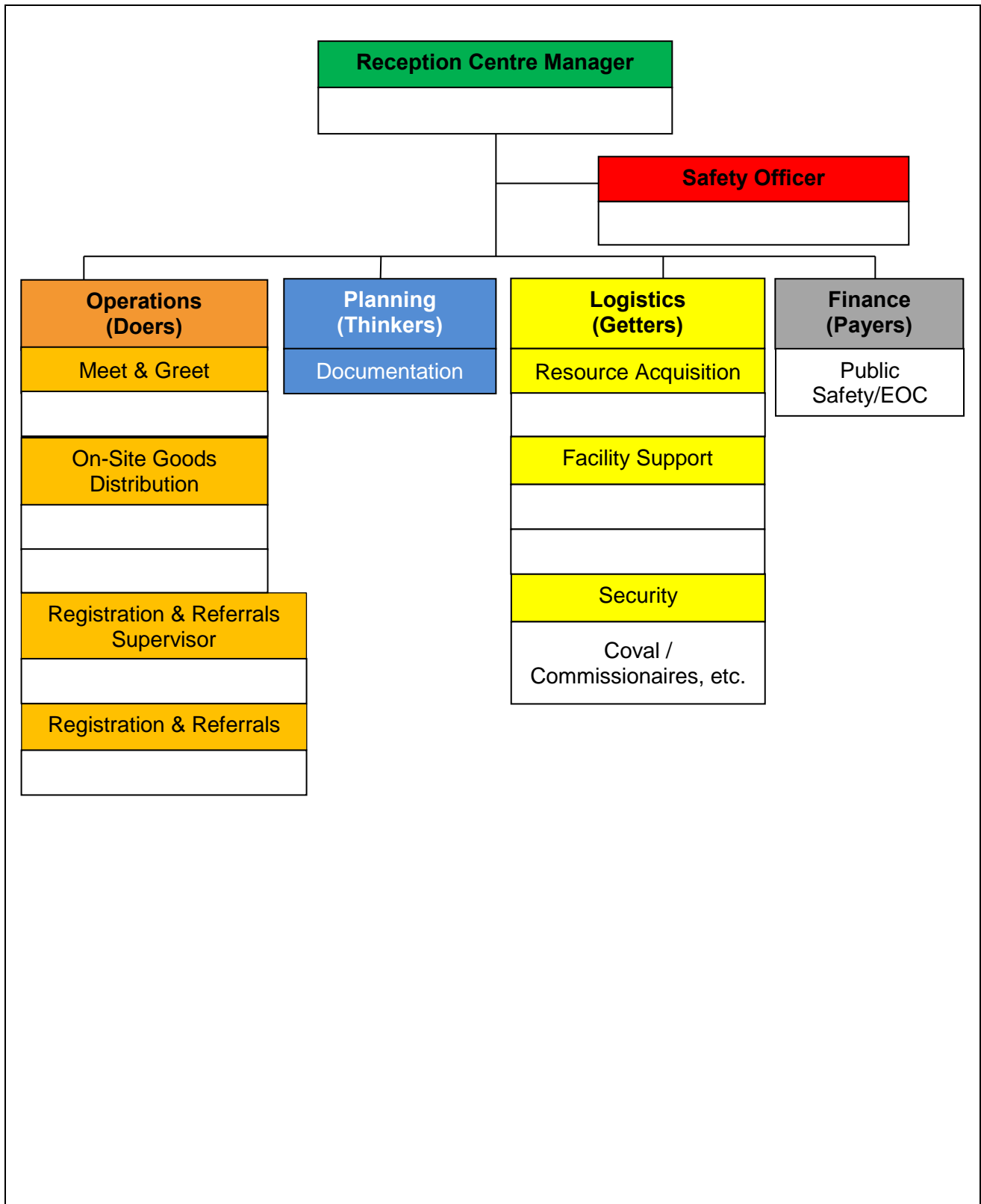
Process:

1. Refer to Finance / Admin Section Chief Checklist in function kit or Reception Centre Operational Guidelines

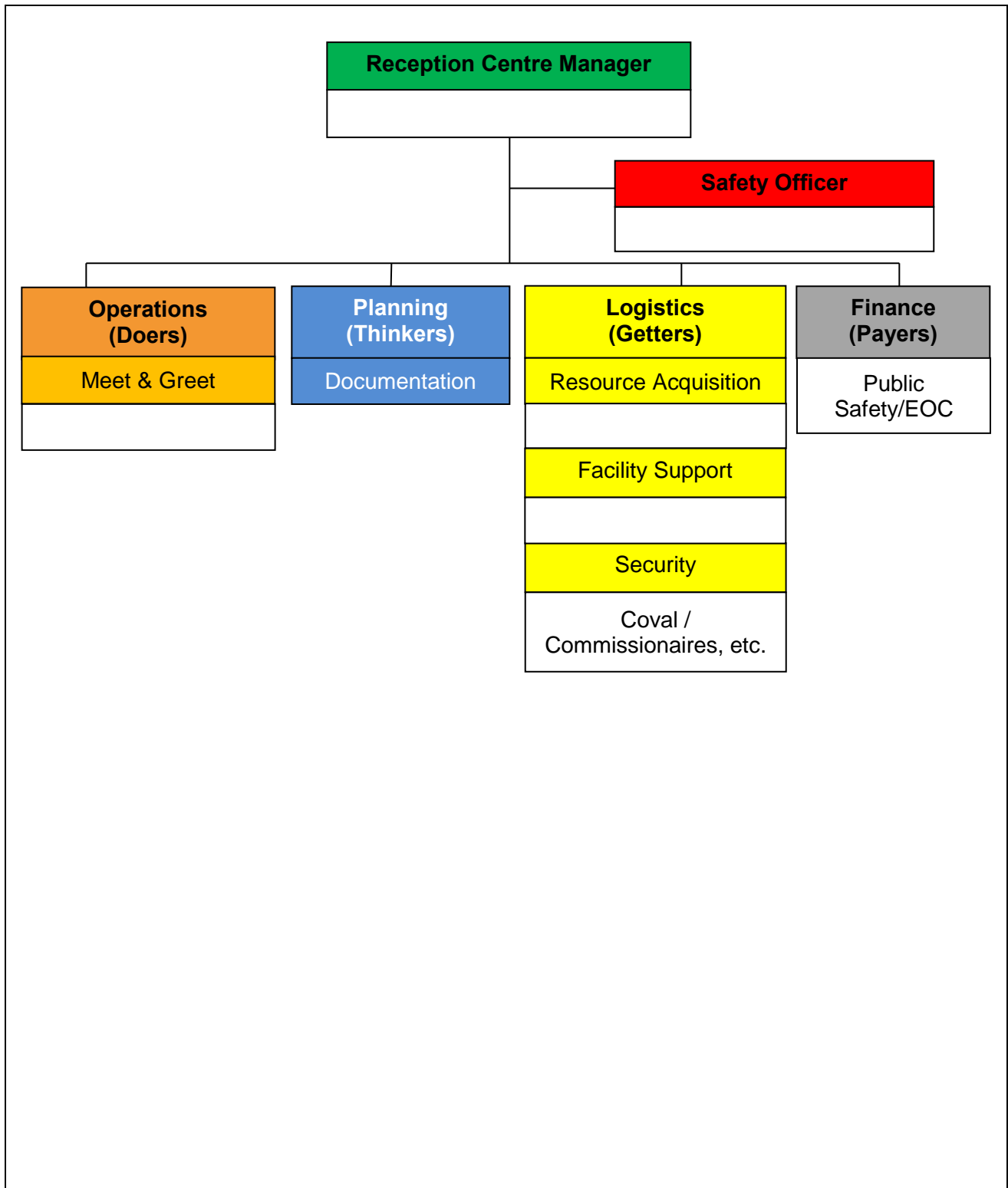
Organizational Chart – Maximum - 21 Workers for First Shift



Organizational Chart – Minimum Day Shift – 8 Workers



Organizational Chart – Minimum Night Shift – 4 Workers





Template Agriculture Appendix for BC Local Authority Emergency Plans



Acknowledgement

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Disclaimer

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Executive Summary

Agriculture producers are ultimately responsible for protecting their farm operations from major emergencies, such as floods and wildfires. However, in some events, producers may lack ready access to trucks and other resources needed to protect their livestock.

The (local authority) may be able to help in such situations. Through our Emergency Operation Centre (EOC), we already coordinate emergencies within the region. The EOC is practiced at locating and contracting with local suppliers to meet emergency demands.

Purpose of Agriculture Plan

This Plan contains guiding policies, procedures, and forms for EOC personnel, and suggests that agriculture specialists can assist in an EOC setting.

The Province of BC can also help. For example, the BC Ministry of Agriculture can assist with information and guidance. BC legislation allows the province to reimburse local authorities for costs of relocating and feeding livestock in an emergency.

While acknowledging the broad impacts of major emergencies, this Plan focuses on livestock relocation as a critical opportunity for agriculture protection.

Livestock Policies and Procedures

The Ministry of Agriculture and Emergency Management BC (EMBC) have jointly developed four provincial documents that support local authority assistance to livestock owners:

- Policy
- Procedure
- Rate Cards
- FAQs

All of the above are accessible at:
<http://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/emergency-management-bc/policies>

The policy allows for the reimbursement of response costs incurred by local authorities engaged in relocating livestock from “qualifying farm businesses” during an evacuation alert, or during an evacuation order if safe to do so.

Agriculture Specialists

This Plan anticipates that the (local authority) EOC will include one or more agriculture specialists from a range of sources, such as the BC Ministry of Agriculture, the Ministry of Forests, Lands & Natural Resource Operations (FLNRO), agriculture associations, veterinarians, and contractors.

The (local authority) EOC will also receive ongoing advice and support through the Provincial Regional Emergency Operations Centre (PREOC).

Agriculture in the EOC

The Plan offers checklists and materials for three agriculture-specific EOC functions:

- *Agriculture Liaison Assistant* keeps farm owners and related agriculture businesses informed on the status of the emergency.
- *Agriculture Branch Coordinator* works with private farm and animal owners in protecting livestock and responders.
- *Agriculture Planning Manager* determines potential future impacts on agricultural resources.

The EOC Director may assign other agriculture functions, depending on need at the time of the event.

EOC contacts for assistance with agriculture in emergency response:

EMBC Reg. Office: _____
Ministry of Agriculture: 1-888-221-7141

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Template Agriculture Appendix for BC Local Authority Emergency Plans

1. Agriculture Considerations in Emergency Response

With agriculture operations throughout the region, emergencies will inevitably impact farm operators and livestock. The (local authority) often considers agriculture in emergency response.

Helping local agriculture producers during an emergency enhances the care of people. Farm owners have often invested a great deal in their livestock operations, and may be reluctant to leave them when an evacuation is ordered. There are also psychological benefits for producers who know they are taking every possible effort to protect their livelihoods.

Like other major industrial sectors, farm businesses contribute to the local economy and tax base. The (local authority) and electoral areas have invested in building and supporting agricultural operations, with the expectation of long-term community benefits.

In some circumstances, farm businesses may need assistance with relocating livestock to safety. This is especially true when animal transportation resources may be limited, or beyond the ability of a producer to procure. For example, a livestock owner may experience limited availability of transport trucks during a widespread flooding event.

At such times, the (local authority) Emergency Operations Centre may coordinate tactical assistance to farm operators, based on formal requests. Such assistance may include and not be limited to:

- Livestock transportation to relocate animals out of harm's way;
- Transportation to return livestock when the hazard has abated.

(Local authority) assistance is not intended to replace or dissuade response by farm operators who can manage. It is only intended as a backup measure when farm operators are overwhelmed.

The (local authority) voluntarily aids agriculture operations, and provincial policy allows for the reimbursement of eligible response costs related to livestock relocation, including transportation.

The current provincial policy relating to livestock relocation is shown on the following page.

Provincial Policy

	POLICY 2.01 Created: 2011 MAR 24 Revised: 2016 AUG 04
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PROPOSED FOR REVISION – FEB 2017

2.01 PROVINCIAL SUPPORT FOR LIVESTOCK RELOCATION DURING AN EMERGENCY

2.01.1 GENERAL

Farm businesses are an important source of livelihood in many communities across British Columbia. During emergencies, high levels of logistics and time are required to relocate agricultural livestock and this process is ideally initiated as soon as a potential threat is identified.

Agriculture producers are ultimately responsible for protecting their livestock and operations from major emergencies, such as floods and wildfires. However, in some events, producers may lack ready access to the resources needed to protect their assets.

In recognition of the time and resources required to relocate livestock, this policy allows for the reimbursement of eligible response costs incurred by local authorities engaged in relocating livestock from “qualifying farm businesses” during an evacuation alert, or during an evacuation order, if safe to do so.

2.01.2 DEFINITIONS

“Qualifying farm businesses” – Livestock operations that have “farm” classification under the BC Assessment Act, Classification of Land as a Farm Regulation.

“Livestock” – The Livestock Act defines livestock as “cattle, goats, horses, sheep and game and includes any other animal designated by regulation.” Local authorities will not be reimbursed for relocating hobby farms, horses not raised for sale, exotic animals, or pets, such as *Canus*, *Felis*, or other animals kept within the confines of a home.

“Game” – Although there is some ambiguity among provincial agencies as to what constitutes game, the term generally refers to fallow deer, bison, and reindeer.

2.01.3 POLICY STATEMENT

- (1) EMBC will reimburse local authorities and First Nations for response costs related to their support of livestock relocations during an emergency response.
- (2) Livestock relocation that occurs in the evacuation alert or order phases will be reimbursed if relocation is deemed necessary when assessing the risk.
- (3) Rates for reimbursement shall be based on Livestock Relocation Rate Cards negotiated between Ministry of Agriculture and Emergency Management BC prior to the time of event.

2.01.4 CONDITIONS/RESPONSIBILITIES

- (1) This procedure will only be considered when the listed conditions are met.
 - a. An EMBC task number has been issued for the emergency.
 - b. The Local Authority has issued an evacuation alert or evacuation order.

- c. The farm business operator has requested assistance through the local authority EOC.
 - d. The farm business property receiving assistance is classed as a "farm" by the BC Assessment Authority.
- (2) Reimbursement, including costs for the return of relocated livestock, will only be considered for a maximum of 96 hours (4 days) following a cancelled alert or an evacuation rescind, unless a specific exception is approved by EMBC.
- (3) Animals not claimed after the evacuation rescind is issued plus 96 hours (4 days) shall be considered impounded at the relocation site and dealt with using the procedures of the Pound District Regulation of the Livestock Act.

2. Provincial Legislation

Elements of BC provincial legislation pertain to (local authority) management of agricultural resources in an emergency within our jurisdiction. The *BC Emergency Program Act* states that, following a Declaration of State of Local Emergency, the (local authority) may:

Section 10(1)(h) "...cause the evacuation of persons and the removal of livestock, animals and personal property from any area of British Columbia that is or may be affected by an emergency or a disaster and make arrangements for the adequate care and protection of those persons, livestock, animals and personal property..."

Under the *BC Local Authority Emergency Management Regulation*, the (local authority) must:

Section 3 (e) "...establish procedures by which those persons who may be harmed or who may suffer loss are notified of an emergency or impending disaster..."

(Local authority) response actions that may be eligible for financial assistance from the province include transportation of livestock.

Definitions

The following definitions are important in managing agriculture emergency response.

"Qualifying farm businesses" – Livestock operations that have "farm" classification under the BC Assessment Act, Classification of Land as a Farm Regulation. The PREOC may apply some exceptions, such as for including livestock located on grazing leases, community pastures, and FLNRO tenures at the time of the emergency.

"Livestock" – Includes cattle, goats, horses, sheep, swine, poultry, game and any other animal designated by regulation. The local authority may be reimbursed for relocating horses that are for sale, including horse breeding and raising operations, if the property has "farm" status with the BC Assessment Authority (as determined when the EOC receives a request for farm assistance). The local authority will not be reimbursed for relocating horses used in boarding, training, rental, showing, or racing operations.

"Poultry" – Includes domesticated chickens, turkeys, ducks, geese, guinea fowl, ratites, squab and pheasants.

"Game" – Although there is some ambiguity among provincial agencies as to what constitutes game, the term generally refers to fallow deer, bison, and reindeer. If game animals are on a property that is designated as a "farm" by BC Assessment Authority,

the local authority would be able to claim reimbursement for eligible expenses. The PREOC may consider caribou as game, on request.

“Hobby Farm Animals” – Animals maintained by the resident for personal use. Local authority assistance to hobby farms typically is not eligible for provincial reimbursement.

“Pets” – Members of the genus *Canus*, *Felis* or animals kept within the confines of a home. Local authority costs of pet rescue or relocation are not eligible for financial assistance. The local authority may be reimbursed for temporarily housing domestic pets while evacuees are at a Reception Centre.

3. Roles and Responsibilities in Agriculture Emergencies

When an emergency of any type or magnitude threatens agriculture resources in the region, several organizations may work together to support farm operators, ranging from hazard mitigation and emergency response, to disaster recovery.

This section summarizes the private and public entities that may be active in emergency preparedness and response. The roles reflect the BC Emergency Management System (BCEMS).

Organization	Roles and Responsibilities
<p>Farm Producer or Livestock Owner</p>	<ul style="list-style-type: none"> • The primary responsibility for animal protection lies with individual producers and livestock owners. • Arrange for appropriate insurance or other coverage for unexpected loss. • Prepare for emergencies by arranging for a safe place to relocate animals, including a “buddy” farm that may be able to hold and service relocated livestock when a hazard threatens. • Plan to protect livestock and poultry from hazards. At times, the responsible action by a farm operator facing an imminent threat to livestock premises may be to relocate the livestock. • Consider the welfare of animals at risk, i.e., suffering that would be incurred by abandoned animals. In cases of animal welfare contraventions, the BC SPCA will consider whether livestock producers had documented protection plans in place and had followed them to the best of their ability. • Farm operators may contract individually with livestock relocation services and pay either directly or indirectly. However, such costs are not eligible for reimbursement from the province or the (local authority).

Organization	Roles and Responsibilities
Agriculture Associations	<ul style="list-style-type: none"> • Share information with association members during an emergency. • If requested, send Agriculture Technical Specialists to the (local authority) EOC, if appropriate and able to do so. • In some large events, if requested, provide Agriculture Technical Specialists to the Provincial Regional Emergency Operations Centre to assist multiple local authority EOCs.
Local Authority (local authority)	<ul style="list-style-type: none"> • Advise farm operators of threats and ongoing status of emergency. Personnel from the Ministry of Agriculture or the relevant agriculture associations may assist with this activity. • May coordinate transportation logistics needed to relocate livestock and poultry to safety. Note: The (local authority) may not establish or manage centralized livestock relocation sites or provide associated support services. Refer to the current (local authority) policy on livestock relocation.
BC Ministry of Agriculture	<ul style="list-style-type: none"> • If requested, send Agency Representatives to a local authority Emergency Operations Centre, or to a Provincial Regional Emergency Operations Centre. A Ministry EOC may be established in some large-scale events. • Provide advice to farmers on the protection of livestock, including plans for relocating livestock and poultry from hazardous areas, and returning them when the threat has subsided. • Coordinate the emergency evacuation and care of poultry and livestock. • Provide general information related to specific planning for and responding to specific hazards that can affect the agricultural sector through the Ministry of Agriculture website. • Keep agriculture association representatives informed regarding the status of the emergency and response tactics. • Coordinate business risk management programs and claims.
BC Ministry of Forests, Land, and Natural Resource Operations	<ul style="list-style-type: none"> • If requested, send Agency Representative(s) to the (local authority) Emergency Operations Centre, or to a Provincial Regional Emergency Operations Centre. • Work with the (local authority), agricultural business owners and applicable associations to seek the most effective livestock relocation plans in the case of a wildfire or flood.

Organization	Roles and Responsibilities
Emergency Management BC	<p>Activate a Provincial Regional Emergency Operations Centre to:</p> <ul style="list-style-type: none"> • Coordinate regional information on risks to agriculture; share with local Emergency Operations Centres. • Liaise on regional selection of transportation routes designated for livestock relocation and return of livestock. • Respond to requests for resources or assistance from local Emergency Operations Centres. In a wide-spread event affecting many local authorities, the Provincial Regional Emergency Operations Centre would coordinate support for logistics, such as calling technical specialists and transport trucks into the region. <p>Emergency Management BC Headquarters will</p> <ul style="list-style-type: none"> • Inform the (local authority) of eligibility requirements for financial assistance with response costs and the process for submitting a claim to Emergency Management BC. • Emergency Management BC will review and reimburse the (local authority) for eligible response costs related to their support of livestock relocation during emergency response.
BC Ministry of Health	<ul style="list-style-type: none"> • If requested, send Agency Representative(s) to the Provincial Emergency Coordination Centre, (local authority) Emergency Operations Centre, or to a Provincial Regional Emergency Operations Centre. • Assess potential agriculture impacts on public health, such as: <ul style="list-style-type: none"> ○ Contamination of potable water sources due to agriculture, e.g., manure spills, pesticide releases, increased turbidity, decomposition of carcasses and other livestock waste. ○ Air pollution and health risks from agriculture structure fires involving pesticides and other toxic materials. • Potential spread of zoonotic diseases, such as Avian Influenza, to farm workers, families, or the public.
Canadian Food Inspection Agency	<ul style="list-style-type: none"> • If requested, send Agency Representative(s) to the (local authority) Emergency Operations Centre, or to a Provincial Regional Emergency Operations Centre. • May be available to provide oversight from an animal welfare perspective during the loading of livestock for relocation.

4. Agriculture Technical Specialists in an EOC

BCEMS allows the (local authority) EOC Director to include agriculture specialists within the EOC organization. Figure 1 suggests optional agriculture specialists in three added EOC positions, although others are possible at the EOC Director's discretion.

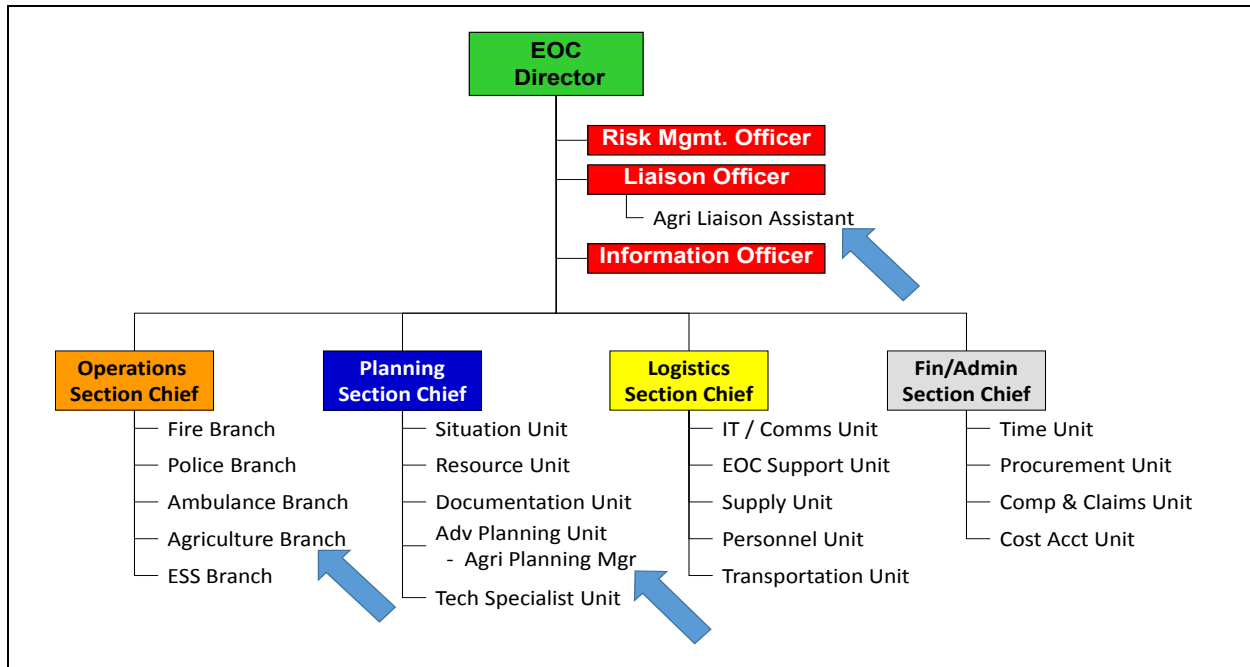


Figure 1. Potential Agriculture Functions in an EOC

The EOC Director may include agriculture functions in the Emergency Operations Centre at any time. As with all EOC positions, these functions may be performed by one or more persons.

Criteria for Agriculture Technical Specialists

Technical Specialists added to the EOC must possess adequate skills and knowledge. Criteria that should be considered in selecting agriculture Technical Specialists include:

- Expertise as a farm operator, or completion of agriculture education programs
- Knowledge of livestock needs
- ICS training to Level 300 or EOC Level 3

Industry-specific Technical Specialists may be needed, such as for beef, dairy, pork, and poultry, depending on the emergency. Potential sources of agriculture Technical Specialists include:

- BC Ministry of Agriculture staff
- BC Ministry of Forests, Lands and Natural Resource Operations, Range staff
- Association representatives from different commodity groups (e.g., cattle, dairy, swine)
- Professional veterinarians
- Contractors

The Ministry of Agriculture may be able to help identify Technical Specialists in advance of an emergency.

Activating the Livestock Relocation Plan

As with any feature of the Emergency Operations Centre, the EOC Director may activate all or any part of this plan at her or his discretion. The EOC Director should assign at least one Agriculture Technical Specialist in any of the following conditions:

1. Threat or existence of an emergency within the region that may affect commercial farm operations with livestock.
2. An emergency that may ultimately affect an area that includes livestock, and where relocation may enhance animal safety.
3. Request for assistance with livestock relocation from a farm operator or livestock owner.

Agriculture Liaison Assistant

In situations where a significant number of farms may be affected by an emergency, the EOC Director may wish to add an “Agriculture Liaison Assistant” to work with the Liaison Officer. The checklist that follows should be considered when including an Agriculture Liaison Assistant in the (local authority) EOC.

Checklist and Function Aids for Agriculture Liaison Assistant

Agriculture Liaison Assistant	
Responsibilities:	<p>The Agriculture Liaison Assistant helps the Liaison Officer with keeping the agriculture community and associations informed on the status of the emergency. The Assistant proactively informs representatives of the local affected agriculture industry on the status of the situation and response objectives.</p> <ol style="list-style-type: none"> 1. Liase with Agriculture Stakeholders – Serve as the principal point of contact for representatives with the agriculture community affected by the emergency. 2. Keep Stakeholders Informed – Liase with individuals and organizations not represented in the EOC. 3. Engage Stakeholders in Decisions – Work with stakeholder groups to include their concerns, objectives and capabilities in EOC Action Plans.
Report To:	EOC Liaison Officer
Main Checklist:	<ol style="list-style-type: none"> 1. Liase with Agriculture Stakeholders <ul style="list-style-type: none"> <input type="checkbox"/> <u>Identify Agriculture Agencies and Organizations</u> – Consult the attached “Provincial Agriculture Contacts” and use existing Ministry of Agriculture and CFIA contacts to identify external organizations with an agricultural interest in the emergency. <input type="checkbox"/> <u>Contact Agriculture Industry</u> – Establish connections with the relevant agriculture industry representatives. <u>Note:</u> The BC Ministry of Agriculture should be engaged in these connections, as they have established long-term relationships with many associations on a regional and provincial level. <input type="checkbox"/> <u>Establish Communications</u> – Ensure that communications with appropriate external agencies are operational.

Agriculture Liaison Assistant

	<p>2. Keep Stakeholders Informed</p> <ul style="list-style-type: none"><input type="checkbox"/> <u>Share Information</u> – Assist the EOC by making your local knowledge and information available, including support for all functions. Forward copies of all approved EOC Situation Reports to government and industry representatives.<input type="checkbox"/> <u>Assist Agency Representatives</u> – Support agency representatives attending the EOC from assisting First Nations, federal, provincial, local organizations. <p>3. Engage Stakeholders in Decisions</p> <ul style="list-style-type: none"><input type="checkbox"/> <u>Help Agriculture Industry Participate in EOC Decisions</u> – Facilitate agriculture industry advisory groups and individuals, as required, to ensure their suggestions and preferences are considered in EOC Action Plans.
<p>Function Aids:</p>	<p><u>Aids</u></p> <ul style="list-style-type: none">• Provincial Agriculture Contacts <p><u>Forms</u></p> <ul style="list-style-type: none">• Contact Log (EOC Form 410)

Provincial Agriculture Contacts

Agriculture
Liaison
Assistant

Instructions: Select the appropriate contacts for your region among the following. Verify and update the contact information at least annually.

<p>AgSafe (formerly FARSHA) Suite 311, 9440 – 202 Street Langley, BC V1M 4A6 Toll Free: 1-877-533-1789 www.agsafebc.ca/</p>	<p>BC Angus Association 1035 Douglas Street Kamloops, BC V2C 3E1 250-562-5200 www.bcangus.ca</p>
<p>BC Association of Cattle Feeders 800 - 15355 24th Ave., Suite 495 White Rock, BC V4A 2H9 604-608-3454 www.bcacf.ca</p>	<p>BC Bison Association RR 1 Site 1 Comp 1 Fort St John, BC V1J 4M6 250-785-4183 www.bcbuffalo.ca</p>
<p>BC Broiler Hatching Egg Producers Assn 464 Riverside Road Abbotsford, BC V2S 7M1 604-850-1854 www.bcbhec.com/</p>	<p>BC Cattlemen's Association #4-10145 Dallas Dr. Kamloops, BC V2C 6T4 250-573-3611 www.cattlemen.bc.ca/</p>
<p>BC Charolais Association RR-2 Lumby, BC V0E 2G0 250-547-9979 http://charolais.com/</p>	<p>BC Chicken Growers' Association #180 - 32160 South Fraser Way Abbotsford, BC V2T 1W5 http://bcchicken.ca/</p>
<p>BC Chicken Marketing Board 101 – 32450 Simon Avenue Abbotsford, BC V2T 4J2 604-859-2868 http://bcchicken.ca/</p>	<p>BC Cutting Horse Association 6501 Barnhartvale Road Kamloops, BC V2C 6V7 250-573-2541 www.bccha.ca/</p>
<p>BC Dairy Council 207 - 288 West 8th Avenue Vancouver, BC V5Y 1N5 604-675-7163 www.bcdairycouncil.ca/</p>	<p>BC Egg Marketing Board 150 – 32160 South Fraser Way Abbotsford, BC V2T 1W5 604-556-3410 www.bcegg.com/</p>
<p>BC Goat Milk Producers Association 3072 Keith Wilson Road Chilliwack, BC V2R 4B4 604-823-0186</p>	<p>BC Llama and Alpaca Association Tocino Alpacas Salmon Arm, BC 250-804-2611 www.bclaa.com/</p>
<p>BC Milk Marketing Board 200 - 32160 South Fraser Way Abbotsford, BC V2T 1W5 Kelly Harris, Transportation Coordinator 604-854-4479 kharris@milk-bc.co</p>	<p>BC Milk Producers Association 3236 Beta Avenue Burnaby, BC V5G 4K4 604-294-3737 http://bcdairy.ca</p>
<p>BC Percheron Breeders Association Box 2854 Dawson Creek, BC V1G 5A1 250-219-9272 www.bcpercherons.com/</p>	<p>BC Pork Producers' Association PO Box 8000 – 280 Abbotsford, BC V2S 6H1 604-287-4647 http://bcpork.ca</p>

<i>Provincial Agriculture Contacts</i>		Agriculture Liaison Assistant
BC Poultry Association 230 - 32160 South Fraser Way Abbotsford, BC V2T 1W5 604-854-4454	BC Sheep Federation 250-629-3817 or 250-676-9234 www.bcsheepfed.com/	
BC Turkey Growers Association 106 - 19329 Enterprise Way Surrey, BC V3S 6J8 604-534-5644 www.bcturkey.com/	Canadian Food Inspection Agency BC Coastal 4321 Still Creek Drive, Suite 400 Burnaby, BC V5C 6S7 604-292-5700	
First Nations Agricultural Association 7410 Dallas Drive Kamloops, BC V2C 6X2 778-469-5040	Horse Council of BC 27336 Fraser Highway Aldergrove, BC V4W 3N5 604-856-4304 www.hcbc.ca	
Livestock Producers Cooperative Assn BC Livestock operates four stockyards, located in Kamloops, Williams Lake, Okanagan Falls and Vanderhoof, BC 250-961-1970 www.bclivestock.bc.ca		

Emergency Management Regional Offices in BC		
Location	Address	Telephone
South West Region	14292 Green Timbers Way, Surrey, BC	604-586-4390
Central Region	1255-D Dalhousie Drive, Kamloops, BC	250-371-5240
South East Region	403 Vernon Street, Nelson, BC	250-354-5904
North East Region	3235 Westwood Drive, Prince George, BC	250-612-4172
North West Region	Suite 1B - 3215 Eby Street, Terrace, BC	250-615-4800
Vancouver Island Region	Block A - Suite 200, 2261 Keating Cross Road, Saanichton, BC	250-952-5848

Ministry of Agriculture Offices in BC		
Location	Address	Telephone
Abbotsford	1767 Angus Campbell Rd, Abbotsford, BC	604-556-3001
Courtenay	2500 Cliffe Avenue, Courtenay, BC	250-897-7540
Cranbrook / Invermere	635 - 4th Street, Invermere, BC	250-342-4219
Dawson Creek	1201 103rd Avenue, Dawson Creek, BC	250-784-2601
Duncan	Service BC Building, 5785 Duncan St., Duncan, BC	250-746-1210
Fort St. John	10043 100th St. Fort St John, BC	250-787-3240
Kamloops	441 Columbia Street, Kamloops, BC	250-828-4510

Kelowna	Room 200 - 1690 Powick Rd, Kelowna, BC	250-861-7211
Kelowna	Unit 200 -1500 Hardy Street (Hardy Place), Kelowna, BC	250-712-3797
Oliver	#201 – 583 Fairview Road, Oliver, BC	250-498-5250
Prince George	2000 South Ospika Blvd, Prince George, BC	250-614-7438
Smithers	Skeena-Stikine Resource Building, 3333 Tatlow Rd, Smithers, BC	250-847-6379
Vernon	2501 – 14th Avenue, Vernon, BC	250-260-4610
Victoria	808 Douglas Street, Victoria, BC	250-387-5121
Williams Lake	300 - 640 Borland St., Williams Lake, BC	250-398-4500

District Operations	Range Branch, Ministry of Forests, Lands & Natural Resource Operations	
Location	Title	Telephone
100 Mile House	Range Officer	250-395-7815
Cariboo/Chilcotin	District Agrologist	250-394-4706
Cariboo/Chilcotin	Range Technician	250-394-4700
Cascades	Range Officer	250 378-8477
Central Cariboo	Range Officer	250-398-4362
Chilliwack	See Cascades	
Fort Nelson	Resource Forester	250-774-5518
Kamloops	Range Officer	250-371-6585
Nadina	Range Officer	250-692-2238
Okanagan-Shuswap	Range Officer	250-558-1768
Okanagan-Shuswap	District Agrologist	250-260-4605
Peace	Range Officer	250-784-1264
Prince George	District Range Officer	250-614-7420
Quesnel	Range Agrologist	250-992-4415
Rocky Mountain	Range Officer	250-426-1700
Selkirk	Range Agrologist	250-442-4377
Skeena-Stikine	Range Officer	250-847-6329
Vanderhoof	Range Officer	250-567-6318

Agriculture Branch Coordinator

In an emergency that involves the agriculture community, the EOC Director may establish an Agriculture Branch Coordinator who reports to the Operations Section Chief. This level of coordination is equivalent to the Police Branch, where public evacuations are managed.

The Agriculture Branch Coordinator function may be filled by a (local authority) staff member, a representative of the Ministry of Agriculture, a representative of an involved agriculture association, or a local contractor. The person filling the role of Agriculture Branch Coordinator in the EOC would benefit from considering the following checklist.

Checklist and Function Aids for Agriculture Branch Coordinator

Agriculture Branch Coordinator	
Responsibilities:	<p>The Agriculture Branch Coordinator assists private farm and animal owners in the community in the protection of livestock.</p> <ol style="list-style-type: none"> 1. Determine Need for Agriculture Support – Determine status of emergency and assess the level of agriculture coordination needed with EOC Director. 2. Communicate with Livestock Producers – Assist producers in assessing risks. Receive and document requests for assistance from farm producers. 3. Coordinate Livestock Transportation for Relocation – Notify any agriculture volunteers active in the jurisdiction of the need for assistance. Prepare Resource Requests, as required. 4. Coordinate Temporary Access to Evacuated Farm Land – Coordinate temporary access to farms during evacuation orders. 5. Manage the Agriculture Branch – Oversee the development of branch objectives, status reports, and daily expenditures.
Report To:	EOC Operations Section Chief
Main Checklist:	<ol style="list-style-type: none"> 1. Determine Need for Agriculture Support <ul style="list-style-type: none"> <input type="checkbox"/> <u>Identify Emergency Management BC Task Number</u> – Note the EMBC Task Number and record it on all documents. <input type="checkbox"/> <u>Determine Agriculture Needs</u> – Determine status of the emergency and assess the level of agriculture support that may be needed, e.g., transportation of livestock to safety. <input type="checkbox"/> <u>Identify Safe Areas and Routes</u> – Determine the status of Evacuation Alerts and Orders in the area. Consult the Incident Commander to determine safe transport routes for removing livestock from the affected area. 2. Communicate with Livestock Producers <ul style="list-style-type: none"> <input type="checkbox"/> Determine an EOC telephone number and email address that farm producers can use to reach you, and share it with the Information Officer for publication. <input type="checkbox"/> <u>Receive Calls from Producers for Information</u> – Through telephone, email and other methods, help producers understand the risks of the emergency and the appropriate actions for livestock protection, considering:

Agriculture Branch Coordinator

- Onset of hazards and time available
- Number and type of animals to be relocated
- If animals would suffer more by moving them
- Potential problems and priorities for resolving them
- Potential relocation sites and routes
- Available resources

Provide a copy of the Function Aid entitled "*Livestock Relocation Decision Guide for Producers*" by way of photocopy, fax, email, or through the (local authority) website.

Record Resource Requests – Document producer requests for assistance with livestock transportation, using the EOC Resource Request form (EOC 514). Refer to the sample Resource Request attached to this checklist. Resource requests may include:

- Trucks and drivers
- Ramps, chutes
- Personnel to load animals
- Feed, water at relocation site

Prepare one Resource Request for each kind of resource for each farm, considering the following:

- Note 1: Confirm that the property is classified as a "farm" by the BC Assessment Authority. The land classification appears on the individual's Property Assessment Notice. Farmers may also provide their Farmer ID Card number. If in doubt, request assistance through the Ministry of Agriculture or PREOC.
- Note 2: Producers should confirm that trucks of a certain size can access the site where animals will be picked up (liners may not be able to negotiate farm access roads).
- Note 3: Ensure the Resource Request identifies the exact location for animal pickup, including road address, Premises Identification (PID), and/or GPS coordinates, if available.
- Note 4: All loading personnel must be at least 18 years old, experienced with handling the animals to be loaded, and registered with the EOC as a contractor or emergency volunteer to ensure WorkSafe BC coverage.

3. Coordinate Livestock Transportation for Relocation

Alert Agriculture Organizations – Notify appropriate specialists in agriculture associations of producer requests.

Match Needs with Community Resources – Work with the EOC Information Officer to create a Webpage or Facebook page that connects farmers in need of support with community members willing to volunteer their assistance.

Forward Resource Requests to Logistics – Deliver each Resource Request to the Operations Section Chief for approval. If livestock transporters are in short supply, the PREOC will likely categorize trucks as a "critical resource" and set regional priorities.

4. Coordinate Temporary Access to Evacuated Farm Land

Determine Need for Access – Assess the need for temporary producer access to farm properties within evacuated areas.

Agriculture Branch Coordinator

	<ul style="list-style-type: none"> <input type="checkbox"/> <u>Set Criteria for Access</u> – Working with the Operations Section Chief and Incident Commander, determine the criteria for safe temporary re-entry, e.g., time of day, need for escort with radio, time limitations, need for permit using personal identification, etc. <input type="checkbox"/> <u>Prepare a Notice of Access</u> – Develop a written notice of producer re-entry, working with the Operations Section Chief for review and approval by the EOC Director. <input type="checkbox"/> <u>Publicize Access Procedures</u> – If approved, work with the EOC Information Officer to publicize access procedures. <input type="checkbox"/> <u>Monitor Access</u> – Track the number of farm owners seeking access and evaluate any comments on the procedure. <p>5. Manage the Agriculture Branch</p> <ul style="list-style-type: none"> <input type="checkbox"/> <u>Set Objectives for Each Operational Period</u> – Prepare objectives for the Agriculture Branch for the coming operational period. Provide Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting. <input type="checkbox"/> <u>Report on Status</u> – Forward Agriculture Branch status reports to the EOC Planning Section. <input type="checkbox"/> <u>Support Financial Objectives</u> – Ensure that all fiscal and administrative requirements are coordinated through the Finance / Administration Section, including notification of any emergency expenditures and daily time sheets.
Function Aids:	<p><u>Aids</u></p> <ul style="list-style-type: none"> • Local Authority Reimbursement of Livestock Relocation Costs • Livestock Relocation Decision Guide for Producers • Livestock Relocation Plan for Producers <p><u>Forms</u></p> <ul style="list-style-type: none"> • Request for Resources or Assistance (EOC Form 514)

Local Authority Reimbursement of Livestock Relocation Costs

Agriculture Branch
Coordinator

Introduction	The (local authority) will be reimbursed by the Province for response costs of assisting producers under certain conditions, identified below.
Eligibility Criteria	<p>The (local authority) will be reimbursed for eligible costs of assisting farm operators with the relocation of livestock <u>if all the following conditions</u> are met:</p> <ol style="list-style-type: none"> 1. An Emergency Management BC task number has been issued for the emergency. 2. The (local authority) has issued an evacuation alert or evacuation order. 3. The farm business operator has requested assistance through the (local authority) EOC. 4. The farm business property receiving assistance is classed as a "farm" by the BC Assessment Authority. <p>When a farm contacts the EOC to request assistance, the call-taker should ask the requestor to confirm that the property is classified as a "farm" by the BC Assessment Authority. The land classification appears on the individual's <i>Property Assessment Notice</i>. Farmers may also prove farm status by providing their Farmer ID Card number. If in doubt, request assistance through the Ministry of Agriculture or PREOC.</p>
Actions of Farm Operators	<p>To receive the noted support with livestock relocation, farm operators must:</p> <ol style="list-style-type: none"> 1. Request assistance from the (local authority) through the designated EOC contact. 2. Confirm that the property has been classed by BC Assessment as a "farm" in the Property Assessment Notice. 3. Provide appropriate information for the EOC to prepare a resource request form (Form 514). 4. The Farm Operator may also contact and make pickup arrangements with a suitable service provider. The farmer would inform the provider of the Rate Card limits, and provide the telephone number for an EOC contact in Logistics to arrange a contract.
Suppliers of Service	<p>Suppliers of services will obtain authorization from the EOC prior to provision of the service. Authorization will likely take the form of a Purchase Order or contract, organized through the EOC Logistics Section.</p> <p>Suppliers of services will send invoices to the (local authority) for all goods and services that have been approved and provided. The (local authority) must certify that the goods and services were received prior to payment, and include proof of payment with claims for reimbursement.</p>

Livestock Relocation Decision Guide for Producers

Agriculture Branch
Coordinator

Introduction

Provide the following guidelines to producers who may request help with deciding how best to protect their livestock. Share the following information by photocopy, fax or email.

Options for Livestock Protection	Date
Option 1: Shelter-in-place.	Keeping my animals on-site is the best option because: <ul style="list-style-type: none"> <input type="checkbox"/> My animals are contained in a building that provides sufficient protection. <input type="checkbox"/> I have further protected the structures that shelter my animals from the hazard, such as putting berms in place.
Option 2: Move animals to a safe on-farm location.	Moving my animals to a safe on-site location is best because: <ul style="list-style-type: none"> <input type="checkbox"/> I have a site on my farm where the animals will be safely away from the hazard (i.e., high ground). <input type="checkbox"/> Animals have access to food sources, clean water, and ample living space. <input type="checkbox"/> I have sufficient time, personnel, and equipment to round up and relocate my animals to this area.
Option 3: Relocate my animals to off-farm locations.	Relocation off-site is the best option because: <ul style="list-style-type: none"> <input type="checkbox"/> I have located and prearranged an off-farm site for my livestock. <input type="checkbox"/> I can determine safe routes to these locations, considering alternate routes. <input type="checkbox"/> I can arrange for trucks, trailers, drivers, and handlers. <input type="checkbox"/> I can arrange for feed, water, and care at the site.
Option 4: Free my animals.	Freeing my animals is the best option because: <ul style="list-style-type: none"> <input type="checkbox"/> I cannot move livestock into a safer area. I will open gates and/or cut fences to allow my animals to avoid the hazard. <input type="checkbox"/> I determine that there is no danger to people or vehicular traffic from freeing my animals. <input type="checkbox"/> I am contacting the (local authority) about my decision to free my livestock and am aware that emergency responders may further open gates and cut fences.

Livestock Relocation Plan for Producers

Agriculture Branch
Coordinator

Introduction

To help producers plan for relocating their livestock, share the following form with them by photocopy, fax or email.

Livestock Relocation Plan		Date	
Originator Farm		Destination Site	
Farm name:		Facility name:	
Farm Address:		Facility Address:	
Farm Status in BC:		Facility Owner:	
Farm contact person's name and position:		Destination contact person's name and position:	
Telephone no.:		Telephone no.:	
Fax no.:		Fax no.:	
Mobile phone no.:		Mobile phone no.:	
E-mail address:		E-mail address:	
Current livestock location (if off farm):		Destination location (if other than facility address):	
Type of Livestock	Number	Type of Livestock	Number
Non-lactating dairy		Horses	
Lactating dairy		Sheep	
Cattle		Game	
Goats			
Transportation			
Organization	Contact Name	Phone	E-mail
<input type="checkbox"/> Yes <input type="checkbox"/> No I need a ramp / chute to load livestock		<input type="checkbox"/> Yes <input type="checkbox"/> No I need a ramp to unload livestock	
Information that should accompany each animal group: <input type="checkbox"/> Medications <input type="checkbox"/> Feed <input type="checkbox"/> Animal Identification <input type="checkbox"/> Owner information			
Prepared by: _____ <div style="display: flex; justify-content: space-around; width: 100%;"> (name) (signature) </div>			

Agriculture Planning Manager

The EOC Director may designate an Agriculture Planning Manager, who would report to the Advance Planning Unit Coordinator. The Agriculture Planning Manager could consider the action items in the following checklist.

Checklist and Function Aids for Agriculture Planning Manager

Agriculture Planning Manager	
Responsibilities:	<p>The Agriculture Planning Manager looks forward in time to determine potential future impacts on agricultural resources.</p> <ol style="list-style-type: none"> 1. Identify Approaching EOC Issues – Review current plans and available information to identify potential agriculture response and recovery issues likely to occur within the next 2 to 5 days. 2. Recommend EOC Objectives – Recommend agriculture response objectives and strategies for the Advanced Plan. 3. Plan for Livestock Relocation and Return – Forecast the need for livestock relocation, and develop a <i>Livestock Relocation Plan</i> that identifies needed resources. 4. Plan for Livestock Return – Anticipate the return of livestock to original farms after the event.
Report To:	EOC Advance Planning Unit Coordinator
Main Checklist:	<ol style="list-style-type: none"> 1. Identify Approaching EOC Issues <ul style="list-style-type: none"> <input type="checkbox"/> <u>Review Information</u> – Review available situation reports, status reports, action plans, and other significant documents relevant to agriculture impacts and protection. Determine the effect of weather forecasts on the need for agriculture response. <input type="checkbox"/> <u>Review Available Maps</u> – Consult the EOC Mapping Unit, Ministry of Agriculture, and FLNRO for elevation maps and other forecasting dike information. Identify areas and farm locations likely to be affected in the coming week. <input type="checkbox"/> <u>Identify Potential Future Implications</u> – Identify potential response and recovery related issues likely to occur beyond the next operational period, generally within the coming 2 to 5 days. 2. Recommend EOC Objectives <ul style="list-style-type: none"> <input type="checkbox"/> <u>Brief Advance Planning Unit Coordinator</u> – Provide periodic briefings to the Advance Planning Unit Coordinator on approaching issues that may affect agricultural interests. 3. Plan for Livestock Relocation <ul style="list-style-type: none"> <input type="checkbox"/> <u>Forecast the Future Need for Livestock Relocation</u> – Identify which farms may need assistance and may be under threat based on probable future scenarios. Estimate the number of livestock at risk by geographic location. <input type="checkbox"/> <u>Determine if Livestock Relocation is Possible</u> – Determine if livestock relocation would be a viable future option, assessing: <ul style="list-style-type: none"> - Onset of hazards and time available - What farm operators want to do - If animals would suffer more by moving them

Agriculture Planning Manager

- Potential problems and priorities for resolving them
- Number and type of animals to be relocated
- Livestock relocation sites and routes
- Availability and source of transportation
- Priorities for relocation

Estimate the resources required to assist producers in the coming days, and mobilize them ahead of time for rapid deployment. Resources may include:

- o Trucks and other road vehicles for hauling livestock
- o Location of portable milking facilities
- o Personnel to assist with livestock loading

4. Plan for Livestock Return

Develop a Livestock Return Plan – Identify resources needed to support the return of livestock. The contents of the Livestock Return Plan may include:

- o Livestock transportation service providers
- o Potential hazards on the farm property caused by the emergency, such as chemical contamination resulting from flooding
- o Carcass collection and disposal
- o Cleaning barns
- o Replacing lost feed crops

Advise on Agriculture Recovery – Working with the Recovery Unit Coordinator, recommend an agriculture transition strategy to the Advance Planning Unit Coordinator when EOC activity shifts from response to recovery.

5. Additional EOC Checklist Items for Agriculture

The following checklist items should be considered in addition to the checklists for EOC functions contained in the (local authority) Emergency Response Plan.

EOC Director

- Advise the Policy Group that the EOC is addressing threats to the agriculture industry in the jurisdiction. Let Policy Group members know of any public meetings that may include farm or livestock owners.
- If required by the situation, establish new positions in the EOC Operations Section in consultation with the Operations Section Chief:
 - Agriculture Liaison Assistant to help the Liaison Officer
 - Agriculture Branch Coordinator, in the Operations Section
 - Agriculture Planning Manager in the Advance Planning Unit, Planning Section
- The Agriculture Branch in Operations should serve as a central point for all agriculture efforts in the EOC. Any EOC staff member engaged in supporting agricultural interests should check with the Agriculture Branch if there are any questions.
- Activate the agriculture positions in the EOC early in the emergency so staff can plan for agriculture needs.
- Invite agriculture association representatives to the Incident Debrief.

Risk Management Officer

- Consider the following agriculture-specific notes:
 - Attempts to capture and load livestock are potentially dangerous operations; no one should be allowed to work with a species with which they are unfamiliar.
 - Ensure that all field staff, contracted personnel, and volunteers are at least 18 years old. Volunteers must register with the (local authority) Emergency Program to receive WorkSafe BC coverage.
 - All field teams should have an Incident Commander and a Safety Officer, as well as appropriate safety equipment and training.
- Work with the Finance / Admin Section Chief on the procedures needed to ensure (local authority) is reimbursed for eligible costs related to livestock relocation.

Liaison Officer

- Assign a local agriculture representative as an Agriculture Liaison Assistant to help with liaison. Refer to the Checklist in this Appendix.
- Ensure the new Agriculture Liaison Assistant receives basic EOC training and orientation.
- Contact the EOCs of member municipalities within the (local authority) to coordinate information exchange concerning livestock relocation.

Information Officer

- Work with an Agriculture Specialist to develop messages targeted to the agricultural community regarding the emergency.

- Identify a local representative of the agriculture industry or Ministry of Agriculture who may serve as a Spokesperson for the EOC in public meetings.
- Determine and publish a phone number for the EOC where producers can call if they want to consult with an Agriculture Specialist. Consult the Agriculture Branch Coordinator.
- Instruct Call Centre staff to refer farm owners to the agriculture associations operating within the jurisdiction. Refer to the list entitled, "Provincial Agriculture Contacts" in this Appendix.
- Work with the Agriculture Branch Coordinator to develop a needs-matching website that connects farmers in need of support with community members willing to volunteer their assistance.

Operations Section Chief

- Determine the need for an Agriculture Branch and agriculture technical specialists.
- Ensure the new Agriculture Branch Coordinator receives basic EOC training and orientation.
- Identify the primary contacts with the Incident Command team that may assist the Agriculture Branch Coordinator in understanding and communicating risks to producers.
- The Operations Section can support livestock relocation by arranging for traffic control (i.e., flaggers) at potential bottlenecks.
- Operations can support producers by blocking news media at key points into the affected area, and restricting air space over farm operations.
- Coordinate temporary permits that allow farmers to briefly return to their properties to tend to animals, working with the Incident Command team.

Planning Section Chief

- Advise Planning Section personnel on the need for agriculture specific information and evaluation.

Situation Unit Coordinator

- Indicate in each Situation Report the number of farm operations directly affected by the hazard, including those with relocated livestock.

Advanced Planning Unit Coordinator

- Designate an Agriculture Planning Manager to assist with planning future elements of operations.
- Work with the Agriculture Branch Coordinator to anticipate the need for livestock transportation and other services in the coming days.

Mapping Unit Coordinator

- Consult with Ministry of Agriculture on their Land Use Inventory and Premises ID Program maps for the jurisdiction. Use these data to help estimate the number of farms and animals at risk.
- Create simple maps to help producers and haulers identify and use safe routes for livestock transport.

Logistics Section Chief

- Consult the Finance / Admin Section Chief on the procedures for engaging suppliers in relocating livestock under an Evacuation Alert or Order before committing funds.
- Identify Agriculture Specialists willing to come into the EOC, and arrange for just-in-time EOC training.

Supply Unit Coordinator

- Ensure contracts with transporters require drivers to have WorkSafeBC coverage, valid drivers licence, and vehicle insurance.
- Require a manifest for every shipment. The hauler should be able to prepare a manifest (must be carried in truck) and send an electronic copy to the EOC. The manifest should match the original Resource Request.
- Consider the use of gooseneck trailers and other smaller vehicles in lieu of cattle liners. Liners are difficult to maneuver on some farms, and need chutes for loading and unloading, which not all farms have. Trailers and other smaller vehicles that can move 8-to-10 animals at a time are more maneuverable on the farms, accessible to most livestock producers, and do not require a chute.
- Instruct all service providers to send invoices to the (local authority) for payment. Advise the Finance / Admin Section of the EOC, who may then include such invoices in a response cost claim to Emergency Management BC.
- If the EOC is unable to fill the resource request, consult the Logistics Section Chief about forwarding Resource Requests (EOC 514) to the Provincial Regional Emergency Operations Centre (PREOC).

Finance / Admin Section Chief

- As instructed by the EOC Director, prepare an Expenditure Authorization Form (EAF - EOC 530) for delivery to the PREOC for decision. Refer to the attached sample. An initial EAF may be submitted early for later amendment as information arrives.
- Include estimations of livestock relocation costs in daily financial roll-up that is submitted to the PREOC.
- Refer to the current Rate Card at: <http://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/emergency-management-bc/policies>

6. EOC Forms for Use in Agriculture Emergencies

Sample Resource Request (EOC 514)

Date of Request: **Time of Request:** **Request No.:**

Priority: **High** (Emergency) **Medium** (Priority) **Low** (Routine) **Task No.:**

Requested by: **Name** **Dept/Agency/Function** **Contact Number**

What is being Requested?

Resource Type/Kind: **Quantity:**

Units of Measure: **When Required:**

Mission
(Purpose of Resource)

Resource must come with:

Fuel **Meals** **Operators** **Water** **Maintenance** **Lodging** **Power**

Other: ramps, chutes, panels

Special Instructions (e.g., Safety messages, ingress/egress routes...)

Destination: 10789 N. Deroche Road
Take route west to Dewdney, then east on Hawkins Pickle Rd to destination farm.

Forward Request To: (Organization/Agency/Vendor who ultimately obtains resource – use required fields only)

Name / Position:	<input type="text" value="Fred Able, Owner"/>	Organization/ Agency/Vendor:	<input type="text" value="BC Livestock Transport"/>
Contact No.:	<input type="text" value="250-987-6543"/>	Estimated Cost:	<input type="text" value="\$4,000"/>

Actions Taken:

Delivery/Assigned Location (use required fields only)

Location/Site Name:	<input type="text" value="Circle K Dairy for livestock pickup"/>	Street Address:	<input type="text" value="39039 Nicomen Island Trunk Road"/>	
City, Province	<input type="text" value="(local authority) Electoral Area G, BC"/>	Report To:	<input type="text" value="Greg Farmer"/>	Contact Number: <input type="text" value="604-567-8910"/>
Intersection Street 1:	<input type="text" value="Lougheed Highway"/>	Intersection Street 2:	<input type="text" value="Nicomen Island Trunk Road"/>	

Completed by: **Name** **Function/Title** **Date & Time** Entered

Financial Approval

Spending Authority: **Name** **Function/Title** **Signature**

Distribution **Operations** **Planning** **Logistics** **Finance** **Other:** _____

Sample Expenditure Authorization Form (EOC 530)

Event: Fraser River Flooding	Date: 6 Jun 2017	
EMBC Task#: 20170606	Time: 1100 hrs	

Requesting Organization/Community: (local authority) EOC		
Authorized Representative:	Name: Kathryn H., EOC Finance & Admin Section Chief	Location: (local authority) EOC, Chilliwack, BC
Telephone: 604-555-6666	Fax: N/A	Email: FinAdminChief@EOC.ca

<p>Description of Expenditure: (include nature of goods and/or services being acquired/provided, desired outcome, location, date/time planned...)</p> <p>The (local authority) EOC has issued an Evacuation Alert, and intends to assist dairy producers with the relocation of livestock.</p> <p>This Expenditure Authorization Form refers to the costs of transporting about 950 dairy cows from four Nicomen Island farms to buddy farms in the Deroche area for temporary relocation during the flood hazard period.</p> <p>Cost estimates include trucks, drivers, handlers, ramps, and chutes.</p> <p>Truck / driver services: 12 trucks x 8 hours/truck = 96 truck-hours Truck estimate: 96 truck-hours x \$140/hour = \$13,500</p> <p>Site personnel: 2 teams x 6 persons/team x 8 hours/person = 96 person-hours Personnel estimate: 96 person-hours @ \$25/hour = \$2,400</p> <p>Equipment use: 2 ramps, 2 chutes, = 4 items x 8 hours = 32 item-hours Equipment rental estimate: 32 item-hours @ \$20/hr = \$640</p> <p><u>Total: \$16,540</u></p>
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Amount Requested:	\$17,000	Expenditure Not to Exceed:	\$25,000
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EOC Approvals	Approved for Processing by: Kathryn H.	Expenditure Request Approved by: Janice M.
	Position: Finance & Admin Chief	Position: EOC Director (or designate)
	Date/Time: 1200 hrs	Date/Time: 06 Jun 2017
PREOC Approvals	Approved for Processing by: <input type="checkbox"/> Not Approved	Expenditure Authorized by:
	Position: Operations Section Chief	Position: PREOC Director (or designate)
	Date/Time:	Date/Time:

Distribution:	<input type="checkbox"/> EOC Director <input type="checkbox"/> EOC Operations Section <input type="checkbox"/> EOC Planning Section <input type="checkbox"/> EOC Logistics Section <input checked="" type="checkbox"/> EOC Finance & Admin Section <input type="checkbox"/> Other	<input type="checkbox"/> PREOC Director <input type="checkbox"/> PREOC Operations Section <input type="checkbox"/> PREOC Planning Section <input type="checkbox"/> PREOC Logistics Section <input checked="" type="checkbox"/> PREOC Finance & Admin Section <input type="checkbox"/> Other
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<p>Comments: EAF may be amended as operations proceed.</p>

7. Provincial Policy and Bulletins

Policy

The BC Ministry of Agriculture and Emergency Management British Columbia have jointly developed four documents that explain and support provincial policy around livestock relocation.

- Policy – Provincial Support for Livestock Relocation during an Emergency (3 pgs)
- Procedure – Procedure for Reimbursement (2 pgs)
- Livestock Relocation Rate Card (3 pgs)
- Frequently Asked Questions (4 pgs)

To access these documents, follow this link:

<http://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/emergency-management-bc/policies>

Bulletins Related to Agriculture Emergencies

The Ministry of Agriculture offers several bulletins designed for agriculture producers.

- Emergency Preparedness Tips (4 pgs)
http://www2.gov.bc.ca/assets/gov/farming-natural-resources-and-industry/agriculture-and-seafood/farm-management/emergency-management/factsheets/900_200-3_emergency_preparedness.pdf
- Emergency Management Guidebooks for Producers
 - Beef (50 pgs) - http://www2.gov.bc.ca/assets/gov/farming-natural-resources-and-industry/agriculture-and-seafood/farm-management/emergency-management/beef_emergency_management_guide.pdf
 - Dairy (34 pgs) - http://www2.gov.bc.ca/assets/gov/farming-natural-resources-and-industry/agriculture-and-seafood/farm-management/emergency-management/dairy_emergency_management_guide.pdf
 - Pork (68 pgs) - http://www2.gov.bc.ca/assets/gov/farming-natural-resources-and-industry/agriculture-and-seafood/farm-management/emergency-management/bc_pork_emergency_management_guide_march2015.pdf
- Business Insurance and Risk Management Tools for Agriculture (3 pgs)
http://www2.gov.bc.ca/assets/gov/farming-natural-resources-and-industry/agriculture-and-seafood/farm-management/emergency-management/factsheets/900500-1_business_insurance_and_risk_management_tools_for_agriculture_2015.pdf
- Planning for Livestock Relocation During an Emergency – Factsheet (2 pgs)
http://www2.gov.bc.ca/assets/gov/farming-natural-resources-and-industry/agriculture-and-seafood/farm-management/emergency-management/factsheets/91_900400-1_planning_for_livestock_relocation_during_an_emergency_july_2016.pdf
- Agriculture Sector Flood Preparedness (1 pg)
<http://www2.gov.bc.ca/gov/content/industry/agriculture-seafood/farm-management/emergency-preparedness/flood-preparedness>