

1. Overview

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1.0 OVERVIEW OF EMERGENCY PLAN

The purpose of this emergency response plan is to save lives, reduce suffering, protect property, mitigate damage to the environment, and control the economic consequences of emergencies and disasters that may affect the City of Terrace operations. This plan provides the operational guidelines for coordinating response to incidents arising from hazards and risks faced by the citizens, employees and clients of the City.

The plan outlines the authority and responsibility to act in emergencies, and communicates the policies and procedures to be followed. The plan also takes into account the coordination with outside agencies, both government and private, that may assist the City during an emergency.

The plan reflects a snapshot of the dynamic planning process and will always be subject to change. This plan is not a final goal for the City; it simply reflects a record of policies, procedures and key information currently under development or already in place.

The key to preparedness and response action is based primarily on continuing training and exercising of all aspects of this plan.

The conventions used in this plan are “shall” and “will”. When “shall” is used, it is a required procedure. When “will” is used, it is describing likely events beyond our control, primarily used for other agencies’ response to a given event.

The assumptions on which the planning process was undertaken include the following:

- Emergency procedures will be documented and employees will receive basic training to provide assistance in response for specific incidents.
- The Incident Command system (ICS) and the B.C. Emergency Management System (BCEMS) will be functioning and the Incident Commander will have authority to coordinate on scene response activities during an emergency/disaster situation in conjunction with the Emergency Operations Centre.
- Services, such as the Fire Department, B.C. Ambulance Service and Police Department, will be available to provide first responder emergency assistance. It is also assumed that these agencies will coordinate and command, in conjunction with City officials, the overall specific operation within their respective jurisdictions.

1.1 INTRODUCTION

This “all hazards” Plan is intended for use by all members of the City of Terrace Emergency Program in the event of a major emergency. An “all hazards” plan

utilizes the same management system regardless of the type of emergency. Specific considerations by hazard type are presented in Section 4. The Plan is also intended to provide guidance during the recovery phase.

The guidelines and checklists included reflect the requirements of the British Columbia Emergency Management System (BCEMS). These guidelines represent a recommended best practise for local authorities, private sector and the federal government operating in BC.

This Plan is meant to be used in conjunction with appropriate departmental plans as well as the City of Terrace *Emergency Program Guide*.

1.2 DEFINITIONS AND TERMS

BCEMS - The British Columbia Emergency Management System, or BCEMS is a standardized emergency management system that all provincial agencies are required to use when responding to emergencies. The system is a recommended best practise for local government.

Branch - The organizational level having functional responsibility for major parts of operations. The Branch level is organizationally between Units in the Operations and Logistics Sections. Branches are identified by functional name (e.g., Fire, Engineering, etc.).

Critical Incident Stress Debriefing (CISD) - A mental health process designed to assist emergency services workers who have been subjected to extremely traumatic events.

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.

Department Operations Centre (DOC) - A pre-designated facility established by a Town department to support the departments response to an emergency.

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

Emergency Program Coordinator - The individual within each political subdivision that has coordination responsibility for jurisdictional emergency management.

Emergency Operations Centre (EOC) - A pre-designated facility established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency.

Event - An occurrence based on one of the 53 identified hazards in BC.

Finance/Administration Section - The Section responsible for all event costs and financial considerations. Includes the Time Unit, Procurement Unit, Compensation/Claims Unit, and Cost Unit.

Function - In ICS, function refers to the five major activities in the ICS, i.e., Command, Operations, Planning, Logistics, and Finance/Administration. The term

function is also used when describing the activity involved (e.g., the planning function).

Incident - An occurrence, caused either by human action or natural phenomena, that requires action by emergency service personnel to prevent or minimize loss of life or damage to property and/or natural resources.

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 Commander (IC) - The individual responsible for the management of all incident operations at the incident site.

Incident Command Post (ICP) - The location from where the Incident Commander works.

Incident Command System (ICS) - 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.

Kind - Descriptor of a Single Resource. Engine, Helicopter, Ambulance etc.

Logistics Section - The Section responsible for providing facilities, services, and materials for the incident.

Management - The act of directing and/or controlling resources at the Site Support level by virtue of explicit legal, agency, or delegated authority.

Management Staff - Advisory positions to the EOC Director. The Risk Management Officer, Information Officer and Liaison Officer comprise the Management Staff.

Management By Objectives - In ICS, this is a top-down management activity which involves a three-step process to achieve the incident goal. The steps are: establishing the incident objectives, selection of appropriate strategies to achieve the objectives, and the tactical direction associated with the selected strategy. Tactical direction includes selection of tactics, selection of resources, resource assignments, and performance monitoring.

Marshalling Area - An area used for collecting and holding resources in reserve or prior to being deployed to incident Staging Areas.

Objectives - Statements of "What" must be accomplished within a given Operational Period.

Operational Period - The period of time scheduled for execution of a given set of objectives as specified in the EOC Action Plan. Operational Periods can be of various lengths, although usually not over 24 hours.

Operations Section - Responsible for the coordination of all operational agencies represented at the EOC. Includes the Air Operations, Fire, Police, Engineering, Utilities, Emergency Social Services, Environment and Health Branches.

Planning Section - Responsible for the collection, evaluation, and dissemination of tactical information related to the incident, and for the preparation and documentation of Incident Action Plans. The Planning Section also maintains information on the current and forecasted situation and on the status of resources assigned to the incident. Includes the Situation, Resource, Documentation, and Demobilization Units, as well as Technical Specialists.

PECC - Provincial Emergency Coordination Centre. An Emergency Operations Centre established and operated at the provincial central coordination level to direct and coordinate the provincial government's overall emergency or disaster response and recovery efforts. Located at the Provincial Emergency Program headquarters in Victoria.

PREOC - Provincial Regional Emergency Operations Centre. An Emergency Operations Centre established and operated at the regional level by provincial agencies to coordinate provincial emergency response efforts.

Respite Centre - An area established by Emergency Social Services to provide rest, comfort and nourishment for emergency services workers engaged in long term incidents.

Single Command - Refers to an Incident Commander at a single agency, single jurisdiction incident.

Single Resource - A major piece of equipment with all of the necessary components and personnel to operate it.

Site - The physical location of an incident where emergency responders are working under the direction of an Incident Commander or Unified Command.

Site Support - When the site level response requires off-site support, an Emergency Operations Centre (EOC) or Department Operations Centre (DOC) may be activated.

Staging Area - A location at the site where resources are held prior to being given a tactical assignment.

Strategies - Methods, or "how" Objectives are met.

Strike Team - A combination of the same Kind and Type of resources

Task Force - A combination of different Kinds and Types of resources

TEAMS - Temporary Emergency Assignment Management System. The method used by the provincial government to staff Provincial Regional Emergency Operations Centres.

Type - A further descriptor of a Single Resource that defines it's capability.

Kind: Engine. Type: 1, 2, 3 or 4

Unified Command - In ICS, Unified Command is a unified team effort which allows all agencies with responsibility for the incident, either geographic or functional, to manage an incident by establishing a common set of incident objectives and strategies. This is accomplished without losing or abdicating agency authority, responsibility, or accountability.

1.3 PURPOSE AND SCOPE

This Plan guides the operations, organization, responsibilities, and coordination necessary to provide for effective response and recovery from major emergencies or disasters in the City of Terrace. This Plan does not address emergencies that are normally handled at the scene by the appropriate first responding agencies. The Plan does address incidents that may cause damage of sufficient severity and magnitude to warrant execution of all or part of this Plan.

1.4 EMERGENCY RESPONSE ORGANIZATION

The City of Terrace Emergency Program utilizes the BCEMS Site and Site Support Standard as its organizational structure (Figures 1-2 and 1-3). An Incident Commander must always be present to oversee site activities, and the Emergency Operations Centre (if required) is activated to oversee and coordinate all off-site activities. If the emergency is very large or wide spread, and to support the City of Terrace a Provincial Regional Emergency Operations Centre (PREOC) may be established to provide support and coordination. If a PREOC is established, then the Provincial Emergency Coordination Centre (PECC) in Victoria is also established. Figure 1-3 on page 6 illustrates this structure.

1.5 SITE - INCIDENT COMMAND POST

The Incident Command Post (ICP) is the location from which the Incident Commander directs the response to the emergency. The ICP may be a police car, ambulance or fire apparatus. It is the location to which all responders initially report for incident briefings and assignments. In larger, more complex and extended duration incidents, consideration should be made to relocate the ICP to larger quarters. This could include the Town Office, fire hall, RCMP Detachment or recreation centre or other similar structure. Incident objectives, strategies and tactics are formulated and directed from the ICP.

1.6 SITE SUPPORT – EMERGENCY OPERATIONS CENTRE

- 1.6.1 **OVERVIEW** - In larger complex incidents, responders at the site of the emergency may require policy direction, coordination, and resource

support. City of Terrace Emergency Program primary Emergency Operations Centre (EOC) is located in the basement of the City of Terrace municipal building; the alternate EOC location is the Terrace Arena Banquet room.

The EOC Director provides policy direction to the Incident Commander, who is at or near the site of the emergency. The EOC also coordinates resource requests from the site and manages all offsite activities. The EOC may be activated at the request of the Incident Commander or agency executive from the key responding agency.

1.6.2 **Figure 1-1** (below) summarizes the **roles of the five functions** that comprise the EOC Group.

EOC Function	Role in EOC
Management	Responsible for overall emergency policy and coordination through the joint efforts of government agencies and private organizations.
Operations	Responsible for coordinating all jurisdictional operations in support of the emergency response through implementation of the jurisdiction's action Plan.
Planning	Responsible for collecting, evaluating, and disseminating information; developing the jurisdiction's action Plan in coordination with other functions; maintaining documentation.
Logistics	Responsible for providing facilities services, personnel, equipment and materials.
Finance/ Administration	Responsible for financial activities and other administrative aspects.

Figure 1-1. Roles in EOC Functions

1.6.3 EOC ORGANIZATIONAL CHART

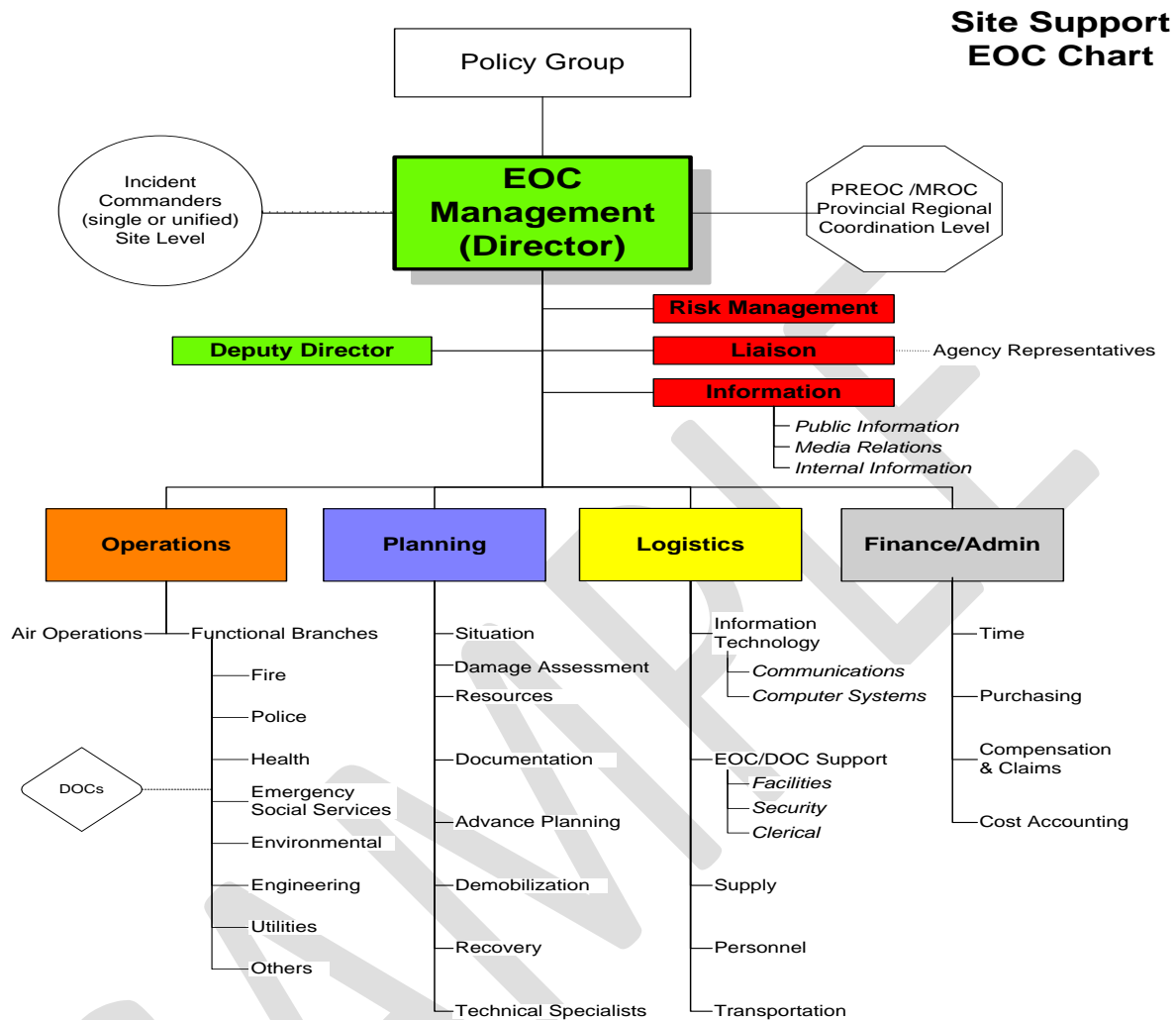


Figure 1-2. EOC Organization Chart

'BCEMS Operations and Management Standard 1000 – Sept 2000 – Issued by PEP and IEPC'

1.6.4 EOC STRUCTURE

The EOC structure for a fully developed response organization is shown in Figure 1-3. **It is important to remember that not every function will be filled or addressed in every emergency.** The situation at hand will dictate the functions required. As a minimum, an active EOC requires only the EOC Director; other functions will be staffed as needed.

The City of Terrace Emergency Program Coordinator will ensure that the EOC is ready for use on short notice by establishing a regular maintenance and exercise schedule.

The EOC will contain information display materials, telecommunications and any additional supporting equipment, materials, and supplies required to ensure efficient operations and effective emergency management on a 24-hour per day basis. In addition, power generation capabilities and other such special facilities to allow continuous operations apart from normal public utilities and services.

a) **Management Staff**

The EOC Director may appoint persons to fill the EOC staff positions of Risk Management Officer, Information Officer, and Liaison Officer.

b) **General Staff**

The Chiefs for Operations, Planning, Logistics and Finance / Administration constitute the EOC General Staff. The EOC Director and General Staff function as the EOC management team. The General Staff are responsible for:

- Overseeing the internal functioning of their section
- Interacting with each other, the EOC Director, and other entities within the EOC to ensure the effective functioning of the EOC organization.

c) **Titles**

The supervisor of each organizational element in the EOC has the following titles:

- EOC Director
- Section Chief
- Branch Coordinator
- Unit Coordinator

d) **Policy Direction**

A Policy Group may be established to provide policy direction to the EOC Director. The EOC also communicates information, seeks clarification of provincial policy, and resource needs with the next higher level of BCERMS, which is the Provincial Regional Emergency Operations Centre.

1.7 PROVINCIAL REGIONAL EMERGENCY OPERATIONS CENTRE

The Provincial Regional Emergency Operations Centre (PREOC) coordinates, facilitates and manages information, policy direction, and provincial resources to support local authorities and provincial agencies responding to an emergency. In circumstances where incidents cross local authority boundaries, or where local authorities are not organized to fulfill their role, the PREOC will define an operational area in order to manage and coordinate the overall provincial response within that area. This level, in conjunction with the provincial central coordination level, integrates overall provincial support to the incident.

The operation of one or more PREOCs is initiated in order to support the response by local government or agencies. PREOCs do not normally communicate directly with Incident Commanders at the site, but communicate with the Site Support Level (Terrace EOC) to help coordinate agency operations. There is a dedicated PREOC located in Victoria.

1.8 CONTACTS AND RESOURCES

All contact numbers and resource lists are found at Appendix C. It is the responsibility of the City of Terrace Emergency Coordinator to ensure these lists are updated annually.

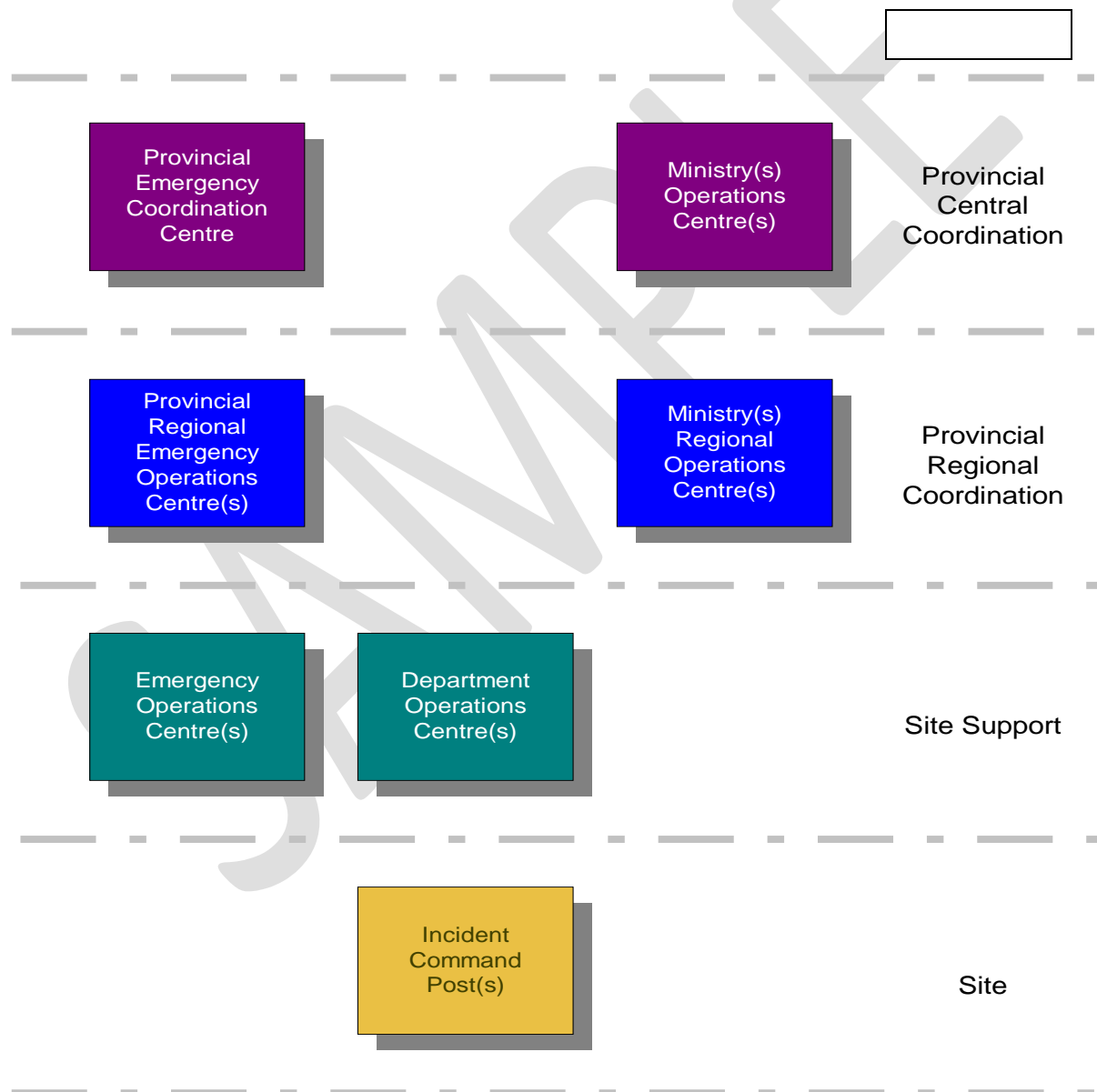


Figure 1-3. BCEMS levels

1.9 EMERGENCY PLAN REVISION PROCEDURE

Upon receipt of a revision fax or email:

1. Ensure the procedure number is the next in sequence to the previous issue.
2. Process the amendments per the fax or email instructions.
3. Complete the Revision Record page.
4. Complete the acknowledgment slip and return it to the Emergency Planning Coordinator.

Please contact the Emergency Planning Coordinator immediately should any discrepancy be noted.

Revision Requests

All requests for additions, deletions or amendments to this plan should be addressed to the Emergency Planning Coordinator.

The reason for the revision should be supplied and the request authorized by the appropriate Supervisor.

Revisions will be presented to the Emergency Management Committee for final approval.

EMERGENCY RESPONSE PLAN

REVISION REQUEST FORM

TO: John Klie
Fire Chief / Emergency Program Coordinator
City of Terrace
3 – 3215 Eby Street
Terrace, B.C. V8G 2X8

FROM:

DATE:

SUBJECT:

SECTION:

PAGE NO:

Please revise the Emergency Response Plan as follows:

Reason for revision:

Print Name: _____

Request Submitted by: _____
(Supervisor)

Action Box:

Date received	Date reviewed	Committee Approval	Plan Amended	Distributed

2. Emergency Response Guidelines

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2.1 Role of the Emergency Operations Centre Management Team

2.1.1 Role of the EOC Management Team

It is the role of the EOC Management Team to ensure that site support activities are coordinated and that departments and agencies have sufficient resources and direction to accomplish their missions.

2.1.2 EOC Organization

The EOC management team is comprised of the EOC Director, Management Staff and the General Staff.

The team must also ensure that response agencies are cooperating and that an early exchange of information is occurring prior to a major mobilization of resources.

2.1.3 EOC Security

During a major emergency, it is important to provide a secure workplace for the staff of the EOC. There is a natural tendency for many people to congregate and learn the latest information on the event. This can be very disruptive to the people operating in the EOC.

It is the responsibility of the **Facilities Unit Coordinator** to arrange for security services to all aspects of the EOC.

Employees, contractors, or volunteers may provide these services. A sign in / sign out system and identification tags will be initiated for any long-term operation. The Check-in Form is located in Appendix F.

2.2 Plan Activation and Termination

2.2.1 Who Can Activate the Plan?

The following people are delegated authority to implement the *Emergency Response and Recovery Plan*, in whole or in part:

- Any member of the EOC Management Team
- Any Incident Commander from the RCMP, Fire Department or BC Ambulance Service.
- Director of the Provincial Emergency Program **after** a Provincial Declaration of State of Emergency

It should be noted that activation of the Plan does not necessarily require the activation of the EOC. Conversely, the activation of the EOC does not require the activation of the Plan.

2.2.2 Termination

Once activated, The Emergency Operations Centre Director will terminate the EOC activity for the current event, when appropriate, and notify all participants.

The Director must consider the requirements of termination virtually from the outset. As individual functions are no longer required at the EOC, their individual (now dormant) responsibilities are passed "upwards" to their immediate supervisor, and so on.

The **Demobilization Unit Leader** supervises and administers this process. A detailed checklist is provided in Section 3.

2.2.3 Declaration Not Required

A declaration of state of local emergency or provincial emergency is **not** required to:

- Implement the plan
- Activate the EOC
- Access emergency funds from the Provincial Emergency Program (PEP).
- Obtain a PEP Task Number

2.3 Notification Procedures

2.3.1 Initial Reports

It is expected that one of the emergency services will receive the initial report of major emergencies or disasters.

The departments in turn should contact the City of Terrace Emergency Program Coordinator or alternate who, after receiving the report, will determine whether or not the EOC Management Team should be notified and which other agencies should be notified.

2.3.2 Call Out

Call-out of the EOC management team should be coordinated through the Fire Department dispatch centre as outlined below.

When requested by any of the people authorized to activate this Plan, the dispatch centre will contact the members of the EOC management team using the following format.

"This is _____ of the Terrace Fire Department.

We have a major emergency situation as follows: (brief description). The _____ (person, as appropriate) has ordered the activation of the EOC team to deal with the emergency. You are requested to immediately attend the EOC located at _____."

2.4 Three Levels of Response Activation

This Plan recognizes three levels of potential activation. The term "event" is used to describe an occurrence based on one of the 53 identified hazards in BC. An "incident" defines one or more occurrences that happen as the direct result of an

event. For example, an earthquake is the event. Any resulting fires, explosions etc. are incidents within the event.

Level 1 action reflects events that are normally managed by agencies on a regular basis. However, there is potential for the event to escalate, and requires monitoring only. There is little or no need for site support activities and the event will be closed in a relatively short time.

Level 2 events are emergencies that are of a larger scale or longer duration and may involve limited evacuations, additional or unique resources, or similar extraordinary support activities. If the event cannot be managed appropriately from the site, then this level requires the notification of the EOC Management Team and possibly a limited activation of the EOC.

Level 3 events are of large magnitude and/or long duration or may have multiple sites that involve multi-agencies and multi-government response. **[This level requires the notification of the EOC Management Team and activation of the EOC.]**

2.5 Response Goals

The BCEMS supports a prescribed set of response goals, set out in priority as follows:

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

All Action Plans will take these goals into consideration.

2.6 Management by Objectives

The management by objectives feature of ICS means that each BCEMS level establishes objectives to be achieved for a given time frame, known as an “operational period.” These objectives always relate to the response goals stated earlier. An objective is an aim or end of an action to be performed. It is commonly stated as “what” must be done. Each objective may have one or more strategies and performance or tactical actions needed to achieve the objective. Strategies are commonly stated as “how” actions should be performed. The EOC does not concentrate on tactics which are accomplished at the site. It does, however, concentrate on establishing priorities that objectives may be based on.

2.7 Operational Periods

An operational period is the length of time set by Command at the site level, and by Management at the EOC, to achieve a given set of objectives. The operational

period may vary in length and will be determined largely by the dynamics of the emergency situation. An operational period should not exceed 24 hours at the EOC level.

2.8 Action Planning

There are two general types of action plans in BCEMS. At the site level, verbal or written Incident Action Plans contain **objectives**, **strategies** and **tactics** for one operational period. At the site support level, action plans address the **policies** and **priorities** that support the Incident Commander at the site.

For small incidents of short duration at the site level, the Action Plan may not be written. However, when several jurisdictions are involved, resources from multiple agencies are required or the incident will require changes in shifts of personnel over another operational period, the Action Plan should be written.

At the site support level (EOC), the use of Action Plans provides personnel with knowledge of the policies and priorities to be achieved and the steps required for achievement. Action Plans are an essential and required element in achieving objectives under BCEMS.

2.8.1 Action Planning Process

Sound timely planning is the foundation of effective incident and emergency management. The planning process is an established method of strategic planning that includes all steps taken by the EOC Director and his/her staff to produce an Action Plan.

The planning process begins with the rapid planning effort of an initial response Incident Commander at the Site and can be improved over the life of the event by implementing the formalized steps at all levels.

Planning goals and five primary steps can guide the systematic process of the EOC Director and of the various members responsible for developing the written plan.

2.8.2 Planning Goals

Clear planning goals are essential in guiding the decision process of individuals as well as the collective planning activities of incident/emergency management teams. The planning process should provide:

- a) Current information that accurately describes the situation.
- b) Predictions of the course of events in incident/disaster dynamics and mitigation actions.
- c) Alternate strategies for all vital incident objectives.
- d) An accurate, realistic Action Plan for the next Operational Period.

2.8.3 Planning Steps

Five primary steps must be followed in sequence to ensure a comprehensive Action Plan. Managing this information process in a

systematic way is as important to the initial IC as it is to the EOC Director. These five steps include:

- a) Understand the Situation.
- b) Establish Priorities, Objectives and Strategies.
- c) Develop the Plan.
- d) Prepare the Plan.
- e) Evaluate the Plan.

2.8.4 **Planning Meeting**

The Planning Section Chief has the primary responsibility to conduct the planning meeting. The following steps will assist in conducting the meeting.

- Step 1** - Provide a Situation Report and conduct the meeting: Planning Section Chief.
- Step 2** - State the emergency priorities, policies and objectives: EOC Director.
- Step 3** - State primary and alternative strategies to meet objectives: Operations Section Chief with contributions from the Planning Section and Logistics Section.
- Step 4** - State assignments and actions necessary to implement the strategies: Operations Section Chief with contributions from Planning and Logistics sections.
- Step 5** - Consider additional support plans such as evacuation, traffic, etc: Planning Section Chief with support from appropriate Sections.
- Step 6** - Finalize, approve and implement the Action Plan: Planning Section Chief finalizes the plan, the EOC Director approves it and the General Staff implement the plan.

The time allotted for the meeting will vary depending on the emergency; however it should be kept as short as possible. All participants must come prepared for the meeting and able to commit their section or agency to the plan requirements. Radios and telephones should be silenced for the duration of the meeting. A useful tool is the EOC Operational Planning Worksheet found in Appendix F.

2.8.5 **Plan Components**

The EOC Action Plan may consist of some or all of the following:

- a) EOC Priorities and Objectives
- b) Organization Chart
- c) Assignment Lists
- d) Communications Plan
- e) Air or Special Operations Summary

- f) Traffic Plan
- g) Risk Management Plan
- h) Map

Once the plan is approved, it is the **Documentation Unit's** responsibility to compile and distribute the Action Plan.

2.8.6 **Plan Implementation**

The General Staff and Management Staff will assume responsibility for implementing their respective portions of the plan.

2.8.7 **Plan Evaluation**

The planning process will include a way to provide for ongoing evaluation of the plan's effectiveness. Three steps to accomplish evaluation are as follows:

- a) Prior to the EOC Director approving the plan for release, the General Staff will review the plan's contents to ensure it accurately reflects the current situation. This is done because some time may have elapsed between plan development and release.
- b) During the Operational Period, The EOC Director and the Planning and Operations Section Chiefs will regularly assess work progress against the priorities, objectives and strategies called for in the plan. If deficiencies are detected, they must be immediately modified / rectified.
- c) The Operations Section Chief may make expedient changes to the plan if required to protect or save lives.

2.9 Personnel Accountability

Check In

Each agency shall verify the presence and functional assignment of all personnel involved in the emergency. This will ensure that proper safeguards are in place to account for all personnel.

Accountability is accomplished by several means, including hierarchy of command or management, check-in lists, position logs or any other status-keeping system. Each agency is required to adopt and routinely use a system for personnel accountability.

All supervisors shall maintain a constant awareness of the position, function and location of all personnel assigned to operate under their supervision. This awareness will serve as the basic means of accountability that is required for operational safety.

The location and function of all resources (human and physical) deployed shall also be accounted for at all times. All personnel who arrive at the EOC must check-in at designated locations, receive their assignments, and be recorded in

the accountability system. Check-in will be recorded on the EOC Check-in Form, found in Appendix F.

The EOC shall ensure that the site has specific procedures to identify and track personnel entering and leaving hazardous areas, such as confined spaces or areas where special protective equipment is required.

The EOC and Agencies at the site must establish operational guidelines to evacuate personnel from an area where an imminent hazard exists and to account for their safety. These guidelines will also include a method for notifying all personnel in the affected area.

2.10 Resource Management

2.10.1 Resource Management

Resources managed by the EOC will usually be in a transit mode, to an affected area, or at a Marshalling Area awaiting disbursement to a Staging Area closer to the scene of the incident(s). Resources assigned to an incident or emergency at any level may be managed in three ways:

- **Single Resource** – Individual company or crew, or piece of equipment used to complete and assigned task
- **Task Force** – A group of any type or kind of resource, with common communications and a leader and a leader, temporarily assembled for a specific mission (not to exceed five resources)
- **Strike Teams** – up to five of the same type of resource, with one common communications and leader.
- **Group** – Organizational level having responsibility for a specified functional assignment at an incident (Evacuation group, water supply, etc.)

2.10.2 Resource Status

These resources will always be in one of three status conditions:

- Available
- Assigned
- Out of Service

Resources will be tracked to ensure accountability. It is the responsibility of the **Resource Unit** to track resources.

2.11 Information Flow / Directions

2.11.1 Types of Information

Information during an emergency must be managed carefully within a response organization at a single level, among the four BCEMS levels and with the media and public. In broad terms, there are six types of information transactions common to emergencies:

- a) Command and Managerial Direction
- b) Situation Reporting
- c) Resource Requests
- d) General Information
- e) Public Information
- f) Media Relations

Public Information and Media Relations are dealt with in Section 2.21

2.11.2 **Managerial Direction**

Managerial directions must follow the lines of authority established for the response organization. These lines are represented in the function and organization charts for Incident Command, EOC, Department Operations Centre, PREOC and PECC presented in BCEMS sections 3.0 through 6.0.

Between the Site and Site Support levels, command decisions and priorities are communicated between the Incident Commander and EOC Director.

Between the EOC and the PREOC, management decisions and priorities are communicated between the EOC Director and the PREOC Director.

2.11.3 **Situation Reports (SIT-REPs)**

Situation reporting is a function most commonly managed through the Planning Section. All personnel must forward incident situation information to the **Situation Unit** in the Planning Section. Collecting situation data may involve a number of sources, including the Operations Section, Logistics Section, and the **Information Officer**. Situation information is also received from lower levels. Following analysis, the Planning function supports operational decisions and summarizes situation information for delivery to the Information Officer and higher levels in the BCEMS structure. In all respects, the EOC Director reviews and approves situation information before transmittal.

The EOC should compile, within a reasonable time from receipt of the periodic Incident Commander situation reports, an amalgamated EOC SITREP for any PREOC that may be established in the operational area.

Verbal or message SITREPs from Section Chiefs to the EOC Director must be submitted at **stated intervals** during the day. The EOC Director will take steps to brief all the staff on the collective situation. A short conference may be most appropriate. SITREP Forms are contained in Appendix F.

2.11.4 **Incident Reports**

Any new developments during an event (i.e., loss of life, mass evacuation) must be communicated as an **immediate** Incident Report without waiting for routine SITREP times.

These may be received from Incident Commanders or a dispatch centre, particularly if it is an incident for which reporting cannot wait until the next periodic SITREP. The EOC Director may, in turn, instruct that an EOC-level Incident Report be drafted for the PREOC.

2.11.5 Resource Requests

Resource requests normally flow from site responders to the Operations Section Chief at the Site Level, who then shares the request through the Planning Section to the Logistics Section for resolution. If the Site Logistics Section cannot fill the need with available resources, through purchasing, or through agency agreements, the Logistics and Operation Section Chiefs forward requests to the Incident Commander for approval. The Incident Commander may pass the request to the Operations Section of the EOC, if activated, or to the EOC Director.

The EOC follows a similar process and forwards resource requests that cannot be filled at the Site Support Level to the PREOC, and further to the PECC, if required. At each level, Operations, in consultation with the Planning Section, sets priorities for multiple requests with the respective Commander or Director. When required resources are obtained, they are directed to the location identified in the original request, with confirmation among the affected Logistics and Operation functions.

2.11.6 General Information

General information may be exchanged among members of the EOC. BCERMS encourages lateral information flow between functions. In addition, a representative of a function at one level may wish to exchange information with a similar function one level above or below them. Verifying general information is an important step before taking action.

Standard three-part "round-trip" memorandum forms should be used for all internal written communications. These communications must be clearly marked with an originator's message number, originating date and time, and identify the originator's name and functional position.

In replying to an internal memorandum (on the same form, as designed), the same information is required.

2.12 Information Tracking

Resource Information

The EOC must have a manual or automated process for recording and tracking directions and decisions originating from the Policy Group and Management Team.

Resource requests frequently require coordination amongst a variety of sections and agency representatives. Multiple requests will be received at the EOC by a wide variety of means and, without tracking; there is a danger that a critical request could be lost.

Requests must be vetted, prioritized, assigned, tracked and signed off by the EOC Director when closed. Requests should be assigned one of the following priority levels:

High → Life-line infrastructure and life safety equipment

Medium → Town property conservation equipment

Low → All other equipment

The EOC management team must be able to determine the current status of all requests, the sections assigned responsibility for action and the details of any action taken or planned. This information is critical during the briefing and hand-over process.

The tracking documents constitute a component of the documentation of the emergency operation and are critical as a risk management tool. Resource Request forms are contained in Appendix F.

2.13 Telecommunications

2.13.1 EOC Communications

Among all BCEMS levels, there must be a dedicated effort to ensure that telecommunications systems, planning and informational flow are being accomplished in an effective manner.

Standard protocols and terminology will be used at all levels of the organization. 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 modes of operation, situation reports, logistics, tactical operations and emergency notifications of imminent safety concerns.

Normal site communications typically involve two-way radio and cellular telephones. For the EOC, telecommunications methods should consider the following priorities:

- E-mail
- Fax
- Telephone (land line)
- Radio Telephone (Auto-Tel, satellite)
- Two-Way Radio (amateur, commercial)
- Video/Web Conferencing

2.13.2 Communications Centre

An EOC Communications Centre should be established by the Communications Unit to provide all modes of telecommunications services. This Centre, while established and operated by the Communications Unit in Logistics, is often physically located near

Operations and receives operational direction from the Operations Section Chief.

2.13.3 **Communications Forms**

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.

EOC message forms should be used for all radio communications. These forms must be clearly filled out by the originator and then subsequently by the radio operator. At times it may be necessary to use the same form and procedure for telephone messages where the originator cannot personally use the telephone.

In drafting messages to be transmitted by an operator, be CLEAR and CONCISE. Once the message form leaves the originator's desk, consider it transmitted "as is"; the operator will not be in a position to understand what you are trying to say, and will simply read it to the destination addressee.

2.13.4 **Priority Messages**

Priority shall be given to the transmission of emergency messages and notification of imminent hazards over routine communications.

2.13.5 **Communications Plan**

These guidelines and procedures are written within the context of the *British Columbia Emergency Communication Plan*. This permanent document generally discusses networks, equipment, permanently assigned frequencies, and task assignment of personnel from ministries and agencies. Copies of the *BC Communication Plan* should be held by the EOC.

The EOCs critical telecommunication requirements are (at a minimum) to:

- Communicate with each activated Incident Command Post; and
- Communicate with a PREOC if established
- Federal agencies attending the EOC provide their own telecommunications link if they require it.

2.13.6 **Operational Instructions**

The *BC Emergency Communications Plan* will normally need to be amplified locally by the development of a **Communications Operational Instruction (COI)**. This document will contain information specific to the emergency operation and the communications resources available to the specific EOC. The COIs are issued by the EOC **Information Technology Branch Coordinator**.

The information, which might be incorporated in the COI, includes:

- network diagram(s);
- frequency assignment (permanent and temporary frequencies);
- telephone directory, and;
- Control arrangements.

2.13.7 Telephone

The telephone, both terrestrial and wireless, can become a hindrance to an effective EOC if certain restrictions are not imposed from the outset.

Therefore, all incoming operational calls will be routed through an exchange established by the **Communications Unit**. The use of wireless Auto-Tel and satellite phones must be monitored to avoid loss of critical emergency information. A person from the **Communications Unit** may be assigned to monitor wireless users and ensure that critical information is relayed.

Another important consideration is to assign a number as a public "hotline" and operate that number from the **Public Information** area. Several phones and operators can be assigned to the hotline if necessary, and the **Information Officer** should regularly brief those operators so that they can answer the majority of public enquiries without interrupting other busy EOC Staff members. ONLY the hotline number should be made known to the public.

Telephone numbers for the EOC Staff, as well as other important external numbers, should be published in an EOC Telephone Directory as soon as possible after activation. The directory should receive limited circulation to those involved in the response operation (local authorities, agencies, etc.), but not to the media or the public.

2.13.8 Satellite

The City of Terrace EOC has satellite communications capability. The intent of the satellite link is to provide disaster-resistant communications between levels of BCEMS.

NOTE: Satellite communications are not fail-safe and terrestrial phone lines should be relied upon if an earth station to earth station link is not made.

2.14 Personnel and Facility Identification

Common Identification

It is essential to have a common identification system for facilities and personnel filling positions. The following identifying colours for specific functions must be used by all agencies that work within the EOC and comply with BCEMS.

Director and Deputy Director	Green
Management Staff	Red
Operations	Orange
Planning	Blue
Logistics	Yellow
Finance / Administration	Grey

The EOC and the appropriate areas within should be marked with appropriate signage.

The City of Terrace uses vests to identify Section Chiefs and specific Management Staff functions. Arm bands may be used to identify Section staff. These identifiers do not preclude any personnel from wearing their agency's insignia or uniform.

2.15 Documentation

2.15.1 Importance

It is extremely important to accurately document actions taken during emergencies. The following items must be documented:

- Policy decisions
- EOC decisions / direction
- Resource requests
- Personal logs
- Functional position logs

This will assist in tracking and monitoring the effectiveness of the response and action plans. Documentation is also important for tracking expenditures for cost accounting. The appropriate forms to be completed are contained in Appendix F.

2.15.2 Functional Position Logs

Logs are required to maintain a record of events, the time at which they occurred, and the actions taken to deal with them. Each functional position in the organization will maintain separate logs, which may be consolidated and typed into a master log by clerical staff.

The following applies to all Logs:

- Must be hand-written and contain sufficient information to provide the gist of *important* telephone calls, messages and actions taken.
- Written messages received are to be filed separately and referred to by a message number in the log.
- Log entries will be numbered in sequence.

- Log sheets are to be photocopied in duplicate. One copy remains at the originator's desk, and the other is passed to the clerical staff for consolidation in the master log maintained by the **Documentation Unit**.

It is important that log keeping not become verbatim recording of all telephone calls and conversations. **Only the important matters need be recorded.** During periods of intense activity, it may be necessary to temporarily suspend log entries or to abbreviate them to note form, for later expansion.

2.15.3 **After Action Reports**

The EOC Director is responsible for preparing after-action evaluation reports on all aspects of emergencies under his/her control. In addition, the Director ensures that the document record is complete and available in the event of a public inquiry.

2.15.4 **Time / Date**

Time recording will utilize the 24-hour clock and be stated as local time. All dates and times will be written as YYYY/MM/DD. All measurements will use the System International (metric) format, except where law or convention dictates that some responders, such as mariners and aviators, use other systems.

2.16 Emergency Personnel Respite and Rehabilitation

EOC management must consider the circumstances of each emergency and make suitable provisions for the rest and rehabilitation of personnel under their control.

At an EOC, these provisions should include the ability to quickly access medical attention, food and fluid replenishment and an area of quiet and rest.

All supervisory personnel shall maintain an awareness of the physical and mental condition of personnel operating within their span of control and shall ensure that adequate measures are taken to provide for their safety and health. Supervisory staff will ensure that fatigued or stressed personnel are put on out-of-service status until it is safe to return to their position. In addition, supervisors will ensure Critical Incident Stress Debriefing (CISD) services are available to staff in the EOC as needed.

If large numbers of field responders are deployed in traumatic situations for extended periods of time, a Respite Centre should be established. The responsibility for establishing these centres belongs to Emergency Social Services (ESS) at the direction of the EOC Director.

2.17 Risk Management

- 2.17.1 Risk management is the process of planning and implementing decisions that will minimize the adverse effects of accidental and business losses on an organization.

The EOC has incorporated the principles of risk management in the development of all Action Plans to:

- Include a policy statement supporting risk management
- Specify risk management procedures

The EOC Director shall ensure that good risk management practices are applied in all incidents throughout the response organization, and that every function contributes to the management of risks. The Director may activate the function of

- 2.17.2 **Risk Management Officer** to assist in this function.

The Risk Management Officer shall provide personnel with basic knowledge of risk management and the objectives to be achieved. The Risk Management Officer informs the EOC Director of all significant risk issues and provides factual information as and when appropriate.

- 2.17.3 **Risk Management Strategies**

The EOC shall apply risk management based upon the following strategies:

- a) Assess damage and loss. Identify and analyze loss exposures in the categories of:
 - Personnel
 - Property
 - Liability
- b) Examine feasible alternative risk management techniques in the following general categories:
 - Exposure avoidance
 - Loss prevention
 - Loss reduction
 - Segregation of exposures:
 - Separation
 - Duplication
 - Contractual risk transfer
 - Risk financing
- c) Select the apparent best techniques.
- d) Implement the chosen techniques.
- e) Monitor and adjust as necessary.
- f) Provide for the overall safety and health of personnel.

- g) Advise on action to reduce loss and suffering.
- h) Advise members of the response organization.

2.17.4 Risk to Personnel

All supervisory positions at the site and in the EOC shall evaluate the risk to personnel under their supervision with respect to the potential results of their actions in each situation.

In situations where the risk to personnel is excessive, activities shall be limited to defensive and protective operations.

NOTE: All workers subject to Part 3 of the BC Workers Compensation Regulations have the right to refuse work due to an unsafe environment.

2.18 EOC Administration

2.18.1 Staffing

The EOC must function on a 24/7 basis from activation until demobilization. The EOC Director will determine appropriate staffing for each activation level based upon an assessment of the current and projected situation. While the immediate solution may be to establish several complete shifts for the duration of operations, there are seldom the resources or facilities to sustain this approach. General and Management Staff positions in the organization should be filled by designated qualified individuals. Initially, all positions may be staffed by the available individual *most qualified* in the function to be performed.

2.18.2 First In

The first individual to enter the EOC upon activation is automatically deemed to be the EOC Director and must be prepared to establish management. If the individual is not qualified to fill this position, they must prepare to transfer management to the first qualified person to arrive.

2.18.3 Transfer of Responsibilities

When a staff member transfers their responsibilities to another, a simple but formal transfer briefing will be required. Shifts, therefore, should overlap by 15 minutes or so to prevent a staff position from being inadequately relieved.

A transfer briefing should:

- Summarize shift activities of the previous shift
- Identify "open" incidents or activities, and;
- Provide a written summary if possible.

2.18.4 Reduced Staffing

Based on the previously described **Activation Levels**, all positions required will be staffed to allow 24-hour operation, after which reduced-strength options can be considered for implementation on a section by section basis, such as:

Duty Officer(s) - a reduced staff of one or two persons handles all incidents affecting a section. This system might require several days' experience or preliminary training, but it is particularly useful during periods of reduced activity.

Reduced Staffing- the branch staff work longer shifts or with fewer people than would usually be attempted in order to provide relief to some others. This is appropriate to allow short breaks for meals, etc. Reduced staffing can also be used to permit other staff activities to occur, such as a VIP briefing or a field visit.

Partial Stand-down- a branch or section within a branch may be left unstaffed temporarily to suit reduced activity levels. This approach may be possible during night hours when supported (or supporting) functional organizations cannot operate, and as response operations cease.

Other Considerations

- **Staff Rest** - Time must be allowed for rest, meals, breaks, etc.
- **Labour Relations** - Rules and regulations regarding safety and over-time, etc. are not suspended during the emergency.

2.18.5 **First Aid**

First Aid services that meet WCB regulations must be provided for all EOC staff.

An ambulance should be called in all cases while first aid is being administered if there is any doubt about the seriousness of the case.

2.18.6 **Theft / Vandalism**

All incidents of theft or vandalism must be reported immediately to the **Risk Management Officer**.

2.18.7 **EOC Evacuation**

In the event that the EOC must be evacuated, the evacuation will be ordered by the sounding of the fire bell system or other such suitable system.

A designated monitor will assist personnel who have medical/physical disabilities and require assistance in evacuating the building.

All personnel are responsible for ensuring sensitive materials are properly secured before evacuating the building. However, in life-threatening situations, safety shall take precedence over other priorities.

2.18.8 **Meals/Overtime**

In the event that a portion or all of the EOC is activated, employees may be required to work regular hours during non-regular shifts (i.e. evening, night or weekend instead of regular weekday shift). Depending on operational requirements, personnel may be required to work some overtime as well.

If an emergency requires employees to be called in on short notice, they will be compensated in accordance with the provisions of the appropriate collective agreement or current Town policy.

In accordance with the provisions of the appropriate collective agreement, employees are usually entitled to a meal break during their shift. Managers will make every effort to ensure staff have an opportunity to rest and eat meals away from their workstation.

2.19 Declaring State of Local and/or Provincial Emergency

2.19.1 SEE APPENDIX E FOR GUIDELINES ON DECLARING A STATE OF EMERGENCY.

2.19.2 Declaration Not Needed For...

A Local Authority **NEED NOT** declare a *state of local emergency* for the following:

- To implement part or all of their *Emergency Response and Recovery Plan*
- To gain liability protection under the *BC Emergency Program Act*
- To qualify for disaster financial assistance under the *BC Emergency Program Act*.

2.19.3 Declaration Needed For...

A Local Authority may declare a state of local emergency for the following:

- Enforcement of a mandatory evacuation
- Access to private property
- Control of goods and services
- Borrowing money for response expenses

2.19.4 Powers Available Under A Declaration

The *BC Emergency Program Act (Part 3, Section 13)* details the powers available to the Town after a declaration has been made. In summary, they are the power to:

- a) Acquire or use any land or personal property.
- b) Authorize or require any person to render assistance.
- c) Control or prohibit travel within the City.
- d) Provide for the restoration of essential facilities and distribution of essential supplies.
- e) Cause the evacuation of persons and livestock.
- f) Authorize entry into a building or on any land without warrant.

- g) Cause the demolition or removal of trees, structures or crops.
- h) Construct any works deemed necessary.
- i) Fix prices or ration food, clothing, fuel, equipment, medical supplies or other essential supplies.

Appendix E contains the legislation which must be referred to when declaring a *State of Local Emergency*

2.19.5 **Steps in Declaring State of Local Emergency**

Section 12 of the *Emergency Program Act* (Appendix A) allows local authority, or head of a local authority (Municipal Council or Mayor) to declare a State of Local Emergency if extraordinary powers are required to deal with the effects of an emergency or disaster.

Once it is apparent to the EOC Management Team that, in their best judgment, emergency conditions warrant a declaration, they must advise the Mayor. The briefing to the Mayor should include a recommendation that they issue a declaration, as well as the nature, extent, probability of loss, resources at risk, and geographic area.

Time permitting; consultation should occur between the City of Terrace and the Director of the Provincial Emergency Program (PEP) prior to the declaration. The Director of PEP is also committed to consultation prior to issuance of a Provincial Declaration, whenever possible. The Director of PEP is responsible for briefing the Solicitor General.

The prior consultation process should include the PREOC, if established, and any neighbouring local governments that could be impacted.

2.19.6 **Steps to consider:**

- a) The local authority must be satisfied that an emergency exists or is imminent.
- b) **Declarations can be made in two ways:**
 - By bylaw or resolution if made by a Local Authority, e.g., Municipal Council.
 - By order, if made by the head of the local authority, e.g., Mayor.
- c) Before issuing a Declaration by order, the Mayor must use their best efforts to obtain the consent of the other members of Council to the Declaration.
- d) As soon as it is practical after issuing a Declaration order, the Mayor must convene a meeting of Council to assist in directing response to the emergency.
- e) The Declaration of State of Local Emergency form (Appendix F) must identify the nature of the emergency and the area where it exists or is imminent. The Mayor or Chair, immediately after making a Declaration of State of Local Emergency, must forward a copy of the Declaration to the Solicitor General, and publish the contents of the Declaration to the population of the affected area. A coordinated public information

communications plan should be available for immediate implementation, following the declaration.

- f) A State of Local Emergency automatically exists for seven (7) days unless cancelled earlier. An extension of a State of Local Emergency beyond seven days must have the approval of the Solicitor General. Steps 2, 3, and 5 above must be followed for each 7-day extension.
- g) Once it is apparent to the head of the response organization that extraordinary powers are no longer required and that the Local State of Emergency may be cancelled, they should advise the Mayor as soon as possible. If the Declaration is cancelled by resolution or order, the Solicitor General (PEP) must be promptly notified.
- h) The Mayor must cause the details of the termination to be published by a means of communication most likely to make the contents of the termination known to the population of the affected area.

2.19.7 **Steps in Declaring State of Provincial Emergency**

Section 9 of the *Emergency Program Act* allows the Solicitor General or the Lieutenant Governor in Council, by order, to declare a state of emergency relating to all or any part of British Columbia. This declaration allows for a number of extraordinary powers that are detailed in the Act (10) and listed at Appendix A of this Plan.

2.19.8 **Steps to consider:**

- a) The Minister or Lieutenant Governor in Council must be satisfied that an emergency exists or is imminent. This is often based on the advice provided by the Director of PEP, who in turn may take advice from local authorities or a PREOC Director.
- b) Once a Declaration is obtained, 12 extraordinary powers are granted to the minister or Lieutenant Governor in Council. Some or all of these powers may in turn be delegated to designated people. This is known as the “written delegation of authority.” The PREOC Director should be prepared to accept some of these powers as the needs arise.
- c) A provincial declaration automatically lasts for 14 days unless cancelled earlier, (as opposed to a local declaration that is of 7 days duration.) Both may be extended.
- d) **Where a local declaration is in place, should a provincial declaration be made, the local declaration is subject to the provincial declaration.**

2.20 Media and Public Relations

2.20.1 **SEE APPENDIX F FOR TERRACE’S MEDIA COMMUNICATION PLAN.**

2.20.2 **Information Demand**

During major emergencies, demand for information is often overwhelming. Local media require information to provide emergency instructions and situation reports to the public. Provincial and national media will demand information and will play a role in informing distant relatives of the situation. It is therefore imperative to work cooperatively with the media to achieve the goals of all concerned.

2.20.3 **Information Officer**

In a major emergency, the **Information Officer** in the EOC plays a vital role. This function manages and coordinates all public and media information needs. **This position may have several assistants from various agencies/jurisdictions. However, it is important to remember, there is only one Information Officer.** Multiple sources of information may confuse the public and could lead to serious life threatening consequences. The Information Officer must ensure that the Policy Group is kept informed and utilized whenever possible. The Information function is responsible for media relations, public information and internal information.

During major emergencies, the Information Officer should coordinate with the Information Officer at the PREOC and any other local governments for the release of all public information.

The EOC Director will authorize all operational information releases before dissemination to the media and the public.

2.20.4 **Joint Information Centre**

Should other jurisdictions be involved in the response, a Joint Information Centre, (JIC) should be established to serve as a focal point for the program's media briefing and information collection and dissemination activities.

The JIC will concentrate their efforts on vital life safety information **first** and general emergency information **second**.

3. Position Checklists

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This section provides checklists for all functional positions required to staff the EOC in a major emergency. **It is important to note that not all positions are required for all emergencies.** Only those positions that are needed to effectively handle the emergency should be staffed. These checklists are to be used in conjunction with the hazard-specific checklists provided in Section 4.

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

As emergencies and exercises are reviewed, the applicability of the checklists should also be reviewed and revised as needed. The responsibility for this review lies with the EOC Director.

3.1 Generic Checklist – For All Positions

Activation Phase:

- ❑ Check in with the Personnel Unit (in Logistics) upon arrival at the EOC. Obtain an identification card and vest, if available.
- ❑ If you are a volunteer, register with the Liaison Officer.
- ❑ Report to EOC Director, Section Chief, or other assigned supervisor.
- ❑ Set up your workstation and review your position responsibilities.
- ❑ Establish and maintain a position log that chronologically describes the actions you take during your shift.
- ❑ Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.

Demobilization Phase:

- ❑ Deactivate your assigned position and close out logs when authorized by the EOC Director or designate.
- ❑ Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning Section (Documentation Unit), as appropriate, prior to your departure.
- ❑ Be prepared to provide input to the after-action report.
- ❑ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation.
- ❑ Clean up your work area and provide a contact number before you leave.

3.2 Elected Officials/Policy Group

Responsibilities:

- a) The Mayor and Council of the City of Terrace are responsible for providing emergency policy direction to the EOC Director and staff. The EOC Director is responsible for interpreting this policy and, in turn, providing response priorities to Incident Commanders, who establish objectives and strategies at the site of the incident.
- b) Elected officials are the only ones permitted by law to declare a state of local emergency. The steps and the officials involved in this process are contained in Section 2 of this plan. It is recommended that the EOC Director and Emergency Program Coordinator, as well as the Director of the Provincial Emergency Program, be consulted and their advice sought prior to any declaration being proclaimed.
- c) Accurate public information is extremely important during major emergencies. Elected officials should work closely with the EOC Director and the Information Officer to ensure that one coordinated message be delivered to the public at risk and the media.

Activation Phase:

- ☐ Monitor ongoing operations.
- ☐ Respond to the EOC and meet with EOC Director and Information Officer.
- ☐ Establish Policy Group adjacent to, but not in, EOC.
- ☐ Request additional representation from Council.
- ☐ Receive briefing from EOC Group and determine if special policies are required.
- ☐ Based on situation briefing, provide priorities to EOC Director.
- ☐ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ☐ Monitor ongoing operations.
- ☐ At request of, and coordinated with the EOC Director and Information Officer, provide updates to media and public from elected officials perspective.
- ☐ Declare state of local emergency if warranted and requested.
- ☐ Provide policy direction to the EOC Director.
- ☐ Liaise with senior elected officials if required.
- ☐ Provide recovery priorities to EOC Director.

- ❑ Establish and maintain contacts with elected officials from adjacent jurisdictions as appropriate.

Demobilization Phase:

- ❑ Continue liaison with EOC Director and Information Officer
- ❑ Ensure recovery policies are established if required.
- ❑ Follow the Generic Demobilization Checklist (3.1).
- ❑ Leave a forwarding phone number where you can be reached.

3.3 EOC Director

Responsibilities:

1. Exercise overall management responsibility for the coordination between emergency response agencies. In conjunction with the General Staff, set priorities for response efforts in the affected area. Provide support to local authorities and provincial agencies and ensure that all actions are accomplished within the priorities established.
2. Establish the appropriate staffing level for the EOC and continuously monitor organizational effectiveness ensuring that appropriate modifications occur as required.
3. Ensure that inter-agency coordination is accomplished effectively within the EOC.
4. In consultation with the Information Officer, direct that appropriate emergency public information actions be implemented using the best methods of dissemination. Approve the issuance of press releases.
5. Liaise with elected officials.
6. In the event of a wide spread emergency, a unified management approach may be taken. In these rare circumstances, one or more senior agency representatives from the regional district should respond to the EOC to provide coordination.
7. Ensure risk management is being practiced by all EOC participants.

Activation Phase:

- ❑ Leave a forwarding phone number where you can be reached.
- ❑ Determine appropriate level of activation based on situation as known.
- ❑ Mobilize appropriate personnel for the initial activation of the EOC.
- ❑ Mobilize Liaison Officer for all EOC activations.
- ❑ Respond immediately to EOC location and determine operational status.
- ❑ Obtain briefing from whatever sources are available.
- ❑ Determine which sections are needed, assign Section Chiefs as appropriate and ensure they are staffing their sections as required.
 - Operations Section Chief
 - Logistics Section Chief
 - Planning Section Chief
 - Finance/Administration Section Chief
- ❑ Determine which additional Management Staff positions are required and ensure they are filled as soon as possible.
 - Information Officer
 - Risk Management Officer

- Liaison Officer
- ❑ Schedule the initial EOC Action Planning meeting.
- ❑ Confer with the 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.
- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Monitor general staff activities to ensure that all appropriate actions are being taken.
- ❑ Ensure that Operational Periods are established and that 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.
- ❑ Based on current status reports, establish initial priorities for the EOC.
- ❑ In coordination with Management Staff, prepare response priorities and management function objectives for the initial EOC Action Planning Meeting.
- ❑ Convene the initial EOC Action Planning meeting. Ensure that 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.
- ❑ Once the Action Plan is completed by the Planning Section, review, approve and authorize its implementation.
- ❑ Conduct periodic briefings with the General Staff to ensure response priorities and objectives are current and appropriate.
- ❑ Establish and maintain contacts with adjacent jurisdictions/agencies and with other organizational levels as appropriate.
- ❑ Conduct periodic briefings for elected officials or their representatives.
- ❑ In conjunction with the Liaison Officer, prepare to brief elected officials on possibility for declaration of a local state of emergency.
- ❑ Ensure local elected officials are informed of State of Provincial Emergency if declared by the Solicitor General, and coordinate local government Proclamations (if any) with other emergency response agencies, as appropriate.

- ❑ Assign in writing, delegated powers allowed under declaration if any are given.
- ❑ Brief your relief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.

Demobilization Phase:

- ❑ Authorize demobilization of sections, branches and units when they are no longer required.
- ❑ Ensure that any open actions not yet completed will be handled after demobilization.
- ❑ Ensure that all required forms or reports are completed prior to demobilization.
- ❑ Be prepared to provide input to the after action report.
- ❑ Proclaim termination of the emergency response and proceed with recovery operations.
- ❑ Follow the Generic Demobilization Phase checklist (3.1).

3.4 Liaison Officer

Responsibilities:

1. Function as a point of contact for and interaction with representatives from other agencies arriving at the EOC. This also includes liaising with any Provincial Regional Emergency Operation Centres and organizations not represented in the EOC.
2. Seek out agency representatives for the EOC as required.
3. Assist and serve as an advisor to the EOC Director and General Staff as needed, providing information and guidance related to the internal functions of the EOC.
4. Assist the EOC Director in ensuring proper procedures are in place for directing agency representatives and conducting VIP/visitor tours of the EOC.
5. Liaise with regional, provincial, federal and other EOCs and organizations as directed.

Activation Phase:

- ❑ Report to EOC.
- ❑ Ensure that an EOC staff check-in Procedure is established immediately.
- ❑ Assist the EOC Director in determining appropriate staffing for the EOC.
- ❑ Ensure that an EOC organization and staffing chart is posted and completed.
- ❑ Provide assistance and information regarding section staffing to all General Staff.
- ❑ Ensure that agency representative's telephone and/or radio communications are established and functioning.
- ❑ Obtain personal telecommunications equipment.
- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Assist the EOC Director and the General Staff in developing overall priorities as well priorities for the Action Plan.
- ❑ Provide information to the Planning Section in the development, continuous updating, and execution of the EOC Action Plan.
- ❑ Provide general advice and guidance to agencies as required.
- ❑ Ensure that all notifications are made to agencies not represented in the EOC.
- ❑ Ensure that communications with appropriate emergency response agencies is established and maintained.
- ❑ Assist the EOC Director in preparing for and conducting briefings with Management Staff, elected officials, the media, and the general public.

- ❑ 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.
- ❑ Assist the Information Officer with coordination of all EOC visits.
- ❑ Provide assistance with shift change activity as required.

Demobilization Phase:

- ❑ Notify external agencies, local authorities, and other appropriate organizations of the planned demobilization, as appropriate.
- ❑ Assist with the deactivation of the EOC at the designated time, as appropriate.
- ❑ Assist the EOC Director with recovery operations.
- ❑ Follow the Generic Demobilization Phase checklist (3.1).

3.5 Risk Management Officer

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 situation for risk exposures and ascertain probabilities and potential consequences of future events.
2. **Safety** – The Risk Management Officer provides 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.
3. **Management Support** – The Risk Management Officer provides support for the EOC Director in the management of the centre. The support consists of, but is not limited to, ensuring key functions are accomplished. Assess alternative courses of action in working with the other EOC functions and highlight relative risks to core objectives.

Activation Phase:

- ❑ Follow the Generic Activation Phase checklist.
- ❑ Tour the entire facility area and determine the scope of ongoing operations.

Operational Phase:

Risk Management

- ❑ Establish and maintain position log and other necessary files.
- ❑ Assess damage and loss, working with the Situation Unit.
- ❑ Identify and document risk and liability issues; keep Planning Section Chief advised at all times.
- ❑ Gather and organize evidence that may assist all EOC organizations in legal defence and that may be more difficult to obtain later.
- ❑ Conduct interviews and take statements to address major concerns.
- ❑ Identify potential claimants and the scope of their needs and concerns.
- ❑ Advise members of the response organization regarding options for risk control, during operational meetings and upon request.
- ❑ Advise on action to reduce loss and suffering and, where appropriate, proactively support response and recovery objectives.

- ❑ Ensure Documentation Unit is secure and operating effectively. Advise Documentation Unit on the types of information to collect, flow of information, and confidentiality.
- ❑ Organize and prepare records for final audit.

Safety

- ❑ Work with the EOC Support Branch Coordinator to become familiar with any hazardous conditions of the facility, especially following a seismic event.
- ❑ Coordinate with EOC Support Branch to obtain assistance for any special safety requirements.
- ❑ Provide guidance to EOC staff regarding actions to protect themselves from the emergency event, such as smoke from a wildfire or aftershocks from an earthquake.
- ❑ Coordinate with Finance / Administration on any EOC personnel injury claims or records preparation as necessary for proper case evaluation and closure.

Management Support

- ❑ Perform supporting duties as assigned by the Director or Deputy.
- ❑ Evaluate conditions and advise the EOC Director of any conditions and actions that might result in liability—e.g. oversights, improper response actions, etc.
- ❑ Assist the EOC Director and Planning Section Chief with preparation of the After-Action Report.
- ❑ Advise members of the response organization.

Demobilization Phase:

- ❑ Follow the generic Demobilization Checklist.
- ❑ Assist the Director in de-activation activities including:
 - Collection of all relevant papers and electronic records
 - Collection of all material necessary for post-operation reporting procedures

3.6 Information Officer

Responsibilities:

1. Serve as the coordination point for all media releases for the EOC.
2. 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.
3. Coordinate media releases with officials representing other affected emergency response agencies by requesting they fill the position(s) of Assistant Information Officer.
4. Develop the format for press conferences, in conjunction with the EOC Director.
5. Maintain a positive relationship with the media representatives.
6. Supervise the Assistant Information Officer(s).

Activation Phase:

- ❑ Determine staffing requirements and make required personnel assignments for the Information Section, as necessary.
- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Obtain policy guidance from the EOC Director with regard to media releases.
- ❑ 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 Situation Unit and identify methods for obtaining and verifying significant information as it develops.
- ❑ 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 staff to answer questions from members of the media.
- ❑ Interact with area EOCs as well as the PREOC and obtain information relative to public information operations.

- ❑ 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.
- ❑ At the request of the EOC Director, prepare media briefings for elected officials and provide other assistance as necessary to facilitate their participation in media briefings and press conferences.
- ❑ Ensure that a rumour control function is established to correct false or erroneous information.
- ❑ Ensure that adequate staff is available at incident sites to coordinate and conduct tours of the disaster areas when safe.
- ❑ Provide appropriate staffing and telephones to efficiently handle incoming media and public calls.
- ❑ Prepare, update and distribute to the public a Disaster Assistance Information Directory, which contains locations to obtain food, shelter, supplies, health services, etc.
- ❑ Ensure that announcements, emergency information and materials are translated and prepared for special populations (non-English speaking, hearing impaired etc.).
- ❑ Monitor all media, using information to develop follow-up news releases and rumour control. Liaise with Risk Management Officer.
- ❑ Ensure that file copies are maintained of all information released.
- ❑ 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.
- ❑ Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase checklist (3.1).

3.7 Operations Section Chief

Responsibilities:

1. Ensure that the Operations Coordination 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 the appropriate level of branch and unit organizations within the Operations Section, continuously monitoring the effectiveness and modifying accordingly.
4. Coordinate with any activated EOCs in the operational area.
5. Ensure that the Planning Section is provided with Branch Status Reports and Major Incident Reports.
6. Conduct periodic Operations briefings for the EOC Director as required or requested.
7. Supervise the Operations Section.

Activation Phase:

- 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.
- Meet with Planning Section Chief and obtain a preliminary situation briefing.
- Based on the situation, activate appropriate branches based on functions or geographical assignments within the section. Designate Branch Coordinators as necessary.
 - Fire
 - Health and B.C. Ambulance
 - Environmental
 - Police
 - Engineering
 - ESS
 - Utilities
 - Air Operations
- Request additional personnel for the section as necessary for 24-hour operation.
- Obtain a current communications status briefing from the Information Technology Branch Coordinator in Logistics. Ensure that there is adequate equipment and frequencies available for the section.
- Determine estimated times of arrival of section staff from the Personnel Unit in Logistics.
- Confer with the EOC Director to ensure that the Planning and Logistics Sections are staffed at levels necessary to provide adequate information and support for operations.

- ❑ Coordinate with the Liaison Officer regarding the need for Agency Representatives in the Operations Section.
- ❑ Establish radio or telephone communications with EOCs, or the PREOC operating in the area, and coordinate accordingly.
- ❑ Determine activation status of other EOCs and establish communication links with their Operations Sections if necessary.
- ❑ Based on the situation known or forecasted, determine likely future needs of the 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 in section; develop an Operations Plan detailing strategies for carrying out Operations objectives.
- ❑ Adopt a proactive attitude. Think ahead and anticipate situations and problems before they occur.
- ❑ Obtain personal telecommunications equipment.
- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Ensure that all section personnel are maintaining their individual position logs.
- ❑ Ensure that situation and resources information is provided to the appropriate units in the Planning Section on a regular basis or as the situation requires, including Branch Status Reports and Major Incident Reports.
- ❑ Ensure that all media contacts are referred to the Information Officer.
- ❑ Conduct periodic briefings and work to reach consensus among staff on objectives for forth-coming operational periods.
- ❑ Attend and participate in EOC Director's Action Planning meetings.
- ❑ Provide the Planning Section Chief with the Operations Section's objectives prior to each Action Planning meeting.
- ❑ Work closely with each Branch Coordinator to ensure that the Operations Section objectives, as defined in the current Action Plan, are being addressed.
- ❑ Ensure that the branches coordinate all resource needs through the Logistics Section.
- ❑ Ensure that intelligence information from Branch Coordinators is made available to the Planning Section (Situation Unit) in a timely manner.
- ❑ Ensure that fiscal and administrative requirements are coordinated through the Finance/Administration Section (notification of emergency expenditures and daily time sheets).

- ❑ Brief the EOC Director on all major incidents.
- ❑ Complete a Major Incident Report for all major incidents and forward a copy to the Planning Section.
- ❑ Brief Branch Coordinators periodically on any updated information you may have received.
- ❑ Share status information with other sections as appropriate.

Demobilization Phase:

- ❑ Deactivate branches when no longer required. Ensure that all paperwork is complete and logs are closed.
- ❑ Authorize deactivation of organizational elements within the section when they are no longer required. Ensure that any open actions are handled by section or transferred to other EOC elements as appropriate.
- ❑ Deactivate the Section and close out logs when authorized by the EOC Director.
- ❑ Ensure that any open actions are assigned to the appropriate agency or element for follow-on support.
- ❑ Ensure that any required forms or reports are completed prior to your release and departure.
- ❑ Be prepared to provide input to the After-Action Report.
- ❑ Follow the Generic Demobilization Phase Checklist (3.1).

3.8 Air Operations Branch Coordinator

Responsibilities:

1. Organize aviation resources at the local level to support field 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 regional air operations in the operational area.
5. Liaise with Air Operations at the PREOC.

Activation Phase:

- ❑ Determine current level of provincial regional 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.
- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Establish and maintain individual position log.
- ❑ Obtain briefing from Operations Section Chief.
- ❑ Liaise with BCAS Unit.
- ❑ Receive resource requests and pass on to OSC.
- ❑ Organize preliminary air operations.
- ❑ 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 Situation Unit and Resource Unit.
- ❑ Provide reports on air operations issues to OSC.

Demobilization Phase:

- ❑ Determine demobilization status of any aviation resources in operational area and advise OSC and Situation Unit.
- ❑ Follow the Generic Demobilization Phase Checklist (3.1).

3.9 Fire Branch Coordinator

Responsibilities:

1. Coordinate or arrange for urban and interface fire suppression, 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 provincial and federal response support and maintain status of unassigned fire and hazmat resources in the area in conjunction with the Resources Unit.
5. Implement the objectives of the EOC Action Plan assigned to the Fire Branch.
6. Overall supervision of the Fire Branch.

Activation Phase:

- ❑ Based on the situation, activate the necessary Units within the Fire Branch:
 - Structural Fire Suppression Unit
 - Wildland Fire Suppression Unit
- ❑ If local authority mutual aid system is activated, coordinate use of area fire suppression resources with the respective EOCs.
- ❑ 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; provide them to the Operations Section Chief prior to the first Action Planning meeting.
- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Ensure that Branch and Unit position logs and other files are maintained.
- ❑ Ensure that all interface fire operations are being managed utilizing 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 Operational Area Coordinator(s) at the PREOC if established.
- ❑ Maintain current status on Fire suppression missions being conducted in the area.

- ❑ 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/Administration 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.
- ❑ Provide your relief with a briefing at shift change; inform him/her of all on going activities, branch objectives for the next operational period, and any other pertinent information.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase Checklist (3.1).

3.10 Police Branch Coordinator

Responsibilities:

1. Coordinate movement and evacuation operations during a major emergency.
2. Alert and notify the public of the impending or existing emergency within the region if required.
3. Coordinate law enforcement and traffic control operations during the major emergency.
4. Coordinate all ground and inland waters search and rescue operations in the jurisdiction of local authorities.
5. Coordinate Police Mutual Aid requests.
6. Supervise the Police Branch.

Activation Phase:

- ❑ Based on the situation, activate the necessary Units within the Police Branch:
 - Police Operations Unit
 - Search and Rescue Unit
 - Coroner Unit
 - Evacuation Unit
- ❑ Contact the PREOC Police Branch Coordinator, if established, for the coordination of mutual aid resources requested.
- ❑ Provide an initial situation report to the Operations Section Chief.
- ❑ Based on the initial EOC priorities prepare objectives for the Police Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.
- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Ensure that Branch and Unit position logs and other appropriate files are maintained.
- ❑ Maintain current status on Police and SAR 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.
- ❑ On a regular basis, complete and maintain the Police Branch Status Report.
- ❑ Refer all contacts with the media to the Information Officer but be prepared to speak when requested by the Information Officer on technical matters.
- ❑ Determine need for Police mutual aid.
- ❑ Determine need for Search and Rescue mutual aid.

- ❑ Determine need for Coroner's mutual aid.
- ❑ 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.
- ❑ 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.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase Checklist (3.1).

3.11 Health Branch Coordinator

Responsibilities:

1. Ensure coordination of hospitals, health units, continuing care, mental health and environmental health occurs.
2. Coordinate with BCAS Unit Coordinator to ensure casualties are evenly distributed to receiving facilities.
3. Coordinate the provision of public health measures including epidemic control and immunization programs.
4. Ensure potable water supplies are inspected and monitored.
5. Ensure food quality is regulated and inspected.
6. Coordinate support and supervision services for physically challenged or medically disabled persons.
7. Coordinate the use of emergency hospital and advanced treatment centres supplied by Health Canada.
8. Ensure that all available ambulance and auxiliary ambulance resources are identified and mobilized as required.
9. Coordinate emergency medical needs at Reception Centres with ESS Branch Director.
10. Determine the status of medical facilities within the affected area.
11. Coordinate the transportation of injured victims to appropriate medical facilities as required.

Activation Phase:

- ☐ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ☐ Establish and maintain position logs and other necessary files.
- ☐ Determine the status and availability of medical facilities in the area.
- ☐ Establish communications with Environmental Health Officers and Public Health Nurses.
- ☐ Prioritize health issues.
- ☐ Establish BC Ambulance Service Unit and Regional Health Authorities Unit.
- ☐ Liaise with ESS Branch Coordinator to assist with sheltering of displaced home care clients if needed.

- ❑ Request Logistics Section assistance to move and establish advanced treatment centre and/or 200 bed emergency hospital if needed. **REMEMBER:** These units are not small and take time to establish.
- ❑ 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 is inspected.
- ❑ Consider need for critical incident stress debriefings for responders and victims.
- ❑ Work closely with all Operations Section Branch Coordinators to determine the scope of ambulance assistance required.
- ❑ Determine the status and availability of mutual aid resources in the operational area, specifically industrial first-aiders, and private/industrial ambulances.
- ❑ Establish radio or telephone communication with the Mills Memorial Hospital and other medical facilities to determine their capability to treat disaster victims.
- ❑ Establish radio or telephone communication with BCAS Regional Dispatch Centre.
- ❑ Determine status and availability of specialized treatment facilities such as burn centres.
- ❑ Coordinate with the Search and Rescue Unit Leader to ensure adequate resources available at rescue sites to triage treat and transport extricated victims.
- ❑ Coordinate with the Logistics Section to acquire suitable non-ambulance transportation such as buses for injured victims as required or requested.
- ❑ Establish and maintain communication with the EOC and determine status and availability of ambulance resources.
- ❑ Coordinate with the Logistics Section to obtain necessary supplies and equipment to support disaster medical operations in the field.
- ❑ Inform the Fire Branch Coordinator of all significant events.
- ❑ Reinforce the use of proper Procedures for media contacts. This is particularly critical in emergency medical situations where statistical information is requested by the media.
- ❑ Liaise with Operational Area Coordinator.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase Checklist (3.1).

3.12 Environmental Branch Coordinator

Responsibilities:

1. Coordinate local response to hazardous spills, waste disposal and water system failure.
2. Liaise with regional provincial environment officials and the private sector.

Activation Phase:

- ❑ Report to EOC as directed.
- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Establish and maintain position logs and other necessary files.
- ❑ Work closely with all Operations Section Branch Coordinators to determine the scope of environmental assistance required.
- ❑ Determine the status and availability of waste storage and disposal facilities in the area.
- ❑ Liaise with Environmental Health Officers as needed.
- ❑ Prioritize environmental issues.
- ❑ Liaise with Engineering and Utilities Branch Coordinators to assist with water system safety issues as required.
- ❑ Liaise with Fire Branch Coordinator to provide Hazmat support as required.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase Checklist (3.1).

3.13 Emergency Social Services Branch Coordinator

Responsibilities:

1. In coordination with volunteer and private agencies, provide clothing, shelter and other mass care services as required to disaster victims within the area.
2. Supervise the ESS Branch.

Activation Phase:

- ❑ Follow the Generic Activation Phase Checklist (3.1).

Operational Phase:

- ❑ Establish and maintain an ESS position log and other necessary files.
- ❑ Provide the Operations Section Chief and the Planning Section with an overall summary of ESS operations periodically during the operations period or as requested.
- ❑ Coordinate activities with other volunteer agencies as required.
- ❑ Prepare objectives for the ESS 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.
- ❑ Refer all contacts with the media to the Information Officer.
- ❑ Be prepared to open a Respite Centre for emergency responders in the field.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase Checklist (3.1).

3.14 Engineering Branch Coordinator

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 and bridges within the Town.
3. Assist other sections, branches, and units as needed.
4. Supervise the Engineering Branch.
5. Liaise with local authorities engineering representatives.

Activation Phase:

- ❑ Based on the situation, activate the necessary units within the Engineering Branch:
 - Roads and Bridges Unit
 - Damage/Safety Assessment Unit
- ❑ Provide an initial situation report to the Operations Section Chief.
- ❑ Based on the initial EOC priorities prepare objectives for the Engineering Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.
- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Ensure that branch and unit position logs and other necessary files are maintained.
- ❑ Maintain current status on all engineering activities being conducted in the Town.
- ❑ 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.
- ❑ Coordinate debris removal services as required.
- ❑ Liaise with Ministry of Transportation and highway contractor regarding road conditions.
- ❑ Provide the 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 Status Reports, as well as the Initial Damage Assessment are completed and forwarded to the Situation Unit.

- ❑ Refer all contacts with the media to the Information Officer.
- ❑ 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 Engineering 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.
- ❑ 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.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase Checklist (3.1).

3.15 Utilities Branch Coordinator

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:

- ❑ Provide an initial situation report to the Operations Section Chief.
- ❑ Based on the initial EOC priorities prepare objectives for the Utilities Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.
- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ 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 ensure that 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 regional threats regarding water contamination issues.
- ❑ Keep the Engineering Branch Coordinator informed of the restoration status.
- ❑ Complete and maintain the Utilities Status Reports.
- ❑ Refer all contacts with the media to the Information Officer.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase Checklist (3.1).

3.16 Electrical Branch Coordinator

Responsibilities:

1. Survey all electrical and communication utilities (telephone, cable, satellite and TV) 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:

- ❑ Provide an initial situation report to the Operations Section Chief.
- ❑ Based on the initial EOC priorities, prepare objectives for the Electrical Branch and provide them to the Operations Section Chief prior to the first Action Planning meeting.
- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ 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 ensure that 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 Engineering Branch Coordinator informed of the restoration status.
- ❑ Complete and maintain the Utilities Status Reports.
- ❑ Refer all contacts with the media to the Information Officer.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase Checklist (3.1).

3.17 Planning Section Chief

Responsibilities:

Ensure that the following responsibilities of the Planning Section are addressed as required:

1. Collect, analyze, and display situation information.
2. Prepare periodic Situation Reports.
3. Prepare and distribute EOC Action Plan and facilitate Action Planning meeting.
4. Conduct Advance Planning activities and report.
5. Provide technical support services to the various EOC sections and branches, and document and maintain files on all EOC activities.
6. Establish the appropriate level of organization for the Planning Section.
7. Exercise overall responsibility for the coordination of branch/unit activities within the section.
8. Keep the EOC Director informed of significant issues affecting the Planning Section.
9. In coordination with the other Section Chiefs, ensure that Branch Status Reports are completed and utilized as a basis for Situation Status Reports, and the EOC Action Plan.
10. Supervise the Planning Section.

Activation Phase:

- ❑ Ensure that the 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 section as needed and designate Unit Leaders for each element:
 - Situation Unit
 - Resources Unit
 - Demobilization Unit
 - Technical Specialists Unit
 - Documentation Unit
 - Advance Planning Unit
 - Recovery Unit
 - Damage Assessment Unit
- ❑ Request additional personnel for the section as necessary to maintain a 24-hour operation.
- ❑ Establish contact with the PREOC when activated, and coordinate Situation Status Reports with their Planning Section.

- ❑ Meet with Operations Section Chief; obtain and review any major incident reports.
- ❑ Review responsibilities of units in 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 informed of significant events.
- ❑ Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.
- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Ensure that Planning position logs and other necessary files are maintained.
- ❑ Ensure that the Situation Unit is maintaining current information for the situation status report.
- ❑ Ensure that major incident reports and branch status reports are completed by the Operations Section and are accessible by the Planning Section.
- ❑ Ensure that a situation status report is produced and distributed to EOC Sections and the PREOC at least once, prior to the end of the operational period.
- ❑ 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 among staff on section objectives for forthcoming operational periods.
- ❑ Facilitate the EOC Director's Action Planning meetings approximately two hours before the end of each operational period.
- ❑ 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 and distributed prior to the start of the next operational period.
- ❑ Work closely with each branch/unit within the Planning Section to ensure the section objectives, as defined in the current EOC Action Plan are being addressed.
- ❑ Ensure that the Advance Planning unit develops and distributes a report, which 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 that the Documentation Unit 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/Administration Section.
- ❑ Ensure Risk Management Officer involved in Action Planning process.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase Checklist (3.1).

3.18 Situation Unit Coordinator

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 prior to posting on status boards.
3. Ensure that situation status reports are developed for dissemination to EOC staff and also to the 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 all maps, status boards and other displays contain current and accurate information.
6. Supervise the Situation Unit.

Activation Phase:

- ❑ Ensure there is adequate staff, including Field Observers (if needed) available to collect and analyze incoming information and facilitate the Action Planning Process.
- ❑ Prepare Situation Unit objectives for the initial Action Planning meeting.
- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Ensure position logs and other necessary files are maintained.
- ❑ Oversee the collection and analysis of all incident or disaster related information.
- ❑ Oversee the preparation and distribution of the Situation Status Report. Coordinate with the Documentation Unit for Plan distribution and reproduction as required.
- ❑ Ensure that each EOC Section provides the Situation Unit with Status Reports on a regular basis.
- ❑ Meet with the Information Officer to determine the best method for ensuring access to current information.
- ❑ Prepare a situation summary for the EOC Action Planning meeting.
- ❑ Ensure each section provides their objectives at least 30 minutes prior to each Action Planning meeting.
- ❑ Convene and facilitate the Action Planning meeting following the meeting Process guidelines.

- ❑ In preparation for the Action Planning meeting, ensure that all EOC priorities are posted on chart paper, and that the meeting room is set up with appropriate equipment and materials (easels, markers, situation status reports, etc.).
- ❑ Following the meeting, ensure that the Documentation Unit publishes and distributes the Action Plan prior to the beginning of the next operational period.
- ❑ Ensure that adequate staff members are assigned to maintain all maps, status boards and other displays.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase Checklist (3.1).

3.19 Damage Assessment Unit Coordinator

Responsibilities:

1. Oversee the collection of damage information.
2. Identify and evaluate the nature and extent of damage caused by the event.
3. Provide damage information to EOC members and others requesting damage information.
4. Prepare a regular damage assessment report for the PREOC if one established.
5. Supervise the Damage Assessment Unit.

Activation Phase:

- ❑ Collect maps of the appropriate scale for the affected area and other property assessment information.
- ❑ Prepare Damage Assessment Unit objectives for the initial Action Planning meeting.
- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Ensure position logs and other necessary files are maintained.
- ❑ Oversee the collection and analysis of all damage related information.
- ❑ Determine the geographic extent of damaged area.
- ❑ Ensure that each EOC Section provides the Unit with Status Reports on a regular basis.
- ❑ Meet with the Information Officer to determine the best method for ensuring access to current information.
- ❑ Prepare a damage summary for the EOC Action Planning meeting.
- ❑ Determine the need for field damage observers.
- ❑ Obtain photographic and video documentation of damage. Ensure copies for Risk Management and Documentation.
- ❑ Identify the type of primary and secondary losses from the event. A widespread loss of electrical power, for example, may also result in the loss of access to potable water and firefighting water where residents rely on electrically powered pumps.

- ❑ Determine or estimate and display on maps the following: Geographic extent, fatalities, injuries, damaged households, businesses, transportation and infrastructure.
- ❑ Provide lists of above to Planning Section Chief and Situation Unit. NOTE: Keep identities of all people who suffered losses confidential.

Demobilization Phase:

- ❑ Ensure all materials that identify persons who suffered a loss are placed in sealed envelopes marked “confidential” and delivered to Documentation Unit.
- ❑ Liaise with Recovery Unit, Compensation and Claims Unit and Risk Management Officer.
- ❑ Follow the Generic Demobilization Phase Checklist (3.1).

3.20 Resource Unit Coordinator

Responsibilities:

1. Coordinate with the other units in the Logistics Section to capture and centralize resource status information. **Note: This position tracks resources; it does not obtain or supply them.**
2. Develop and maintain resource status boards.
3. Supervise the Resource Unit.

Activation Phase:

- Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- Establish and maintain a position log and other necessary files.
- Coordinate closely with all units in the Logistics Section particularly Supply, Personnel and Transportation.
- As resource requests are received in the Logistics Section, post the request on a status board and track the progress of the request until filled.
- Status boards should track requests by providing, at a minimum, the following information: date and time of the request, items requested, priority designation, time the request was processed and estimated time of arrival or delivery to the requesting party.
- Work closely with logistics units and assist in notifying requesting parties of the status of their resource request. This is particularly critical in situations where there will be delays in filling the request.
- An additional status board may be developed to track resource use by the requesting party. Information categories might include the following: actual arrival time of the resource, location of use and an estimate of how long the resource will be needed.
- Keep in mind that it is generally not necessary to track mutual aid resources unless they are ordered through the Logistics Section.

Demobilization Phase:

- Follow the Generic Demobilization Phase checklist (3.1).

3.21 Demobilization Unit Coordinator

Responsibilities:

1. Develop a Demobilization Plan for the EOC based on a review of all pertinent Planning Section documents and status reports.
2. Supervise personnel assigned to the Demobilization Unit.

Activation Phase:

- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Monitor the current situation report to include recent updates.
- ❑ Meet individually with the General Staff and administer the section worksheet for the Demobilization Plan.
- ❑ Meet with the EOC Director and administer the EOC Director's worksheet for the Demobilization Plan.
- ❑ Utilizing the worksheets, develop a draft Demobilization Plan and circulate to the EOC Director and General Staff for review.
- ❑ Finalize the Demobilization Plan for approval by the EOC Director.
- ❑ Demobilization Planning must occur at least once during the operational period for as long as EOC Sections are formally staffed.
- ❑ Advise all Section Chiefs to ensure that demobilized staff complete all reports, time sheets and exit surveys in coordination with the personnel unit prior to leaving the EOC.

3.22 Advance Planning Unit Coordinator

Responsibilities:

1. Develop an Advance Plan consisting of potential response and recovery related issues likely to occur beyond the next operational period, generally within 36 to 72 hours.
2. Review all available status 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.
3. Provide periodic briefings for the EOC Director and General Staff addressing Advance Planning issues.
4. Supervise the Advance Planning Unit.

Activation Phase:

- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Maintain a position log.
- ❑ Monitor the current situation report to include recent updates.
- ❑ Meet individually with the General Staff 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.
- ❑ Submit the Advance Plan to the Planning Section Chief for review and approval prior to conducting briefings for the General Staff and EOC Director.
- ❑ Review Action Planning objectives submitted by each section for the forthcoming operational period. In conjunction with the General Staff, recommend a transition strategy to the EOC Director when EOC activity shifts predominately to recovery operations.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase checklist (3.1).

3.23 Recovery Unit Coordinator

Responsibilities:

1. Assess the requirements for assistance to community and individual recovery from a major emergency or disaster.
2. Identify immediate steps 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 to return the area to pre-emergency conditions.
4. Initiate the Town Business Continuation Plan to ensure mission critical operations continue to function.
5. Supervise the Recovery Unit and all recovery operations unless otherwise directed by EOC Director.

Activation Phase:

- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Establish and maintain position log and other necessary files.
- ❑ Act as the liaison for the EOC and other disaster assistance agencies to coordinate the recovery process.
- ❑ Prepare Recovery Plan, including actions required, by priority, for recovery of roads, potable water, sewers systems, hospitals and methods for recovery.
- ❑ Assist the Liaison Officer and Planning Section Chief with preparation of the After-Action Report.
- ❑ Coordinate with the Compensation & Claims Unit.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase checklist (3.1).

3.24 Documentation Unit Coordinator

Responsibilities:

1. Collect, organize and file all completed event or disaster related forms, to include: all EOC position logs, situation status 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 status reports, EOC Action Plan, and other documents, as required.
4. Maintain a permanent archive of all situation reports and Action Plans associated with the event or disaster.
5. Assist the Liaison Officer in the preparation and distribution of the After-Action Report.
6. Supervise the Documentation Unit.

Activation Phase:

- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Maintain a position log.
- ❑ Meet with the Planning Section Chief to determine what EOC materials should be maintained as official records.
- ❑ Meet with the Recovery Unit Leader to determine what EOC materials and documents are necessary to provide accurate records and documentation for recovery purposes.
- ❑ Initiate and maintain a roster of all activated EOC positions to ensure that position logs are accounted for and submitted to the Documentation Unit at the end of each shift.
- ❑ Reproduce and distribute the Situation Status Reports and Action Plans. Ensure distribution includes the PREOC.
- ❑ Keep extra copies of reports and Plans available for special distribution as required.
- ❑ Set up and maintain document reproduction services for the EOC.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase checklist (3.1).

3.25 Technical Specialists Unit Coordinator

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:

- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ 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, prepare to provide centralized technical specialties such as meteorological, fire behaviour or engineering expertise for multiple incident sites.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase checklist (3.1).

3.26 Logistics Section Chief

Responsibilities:

1. Ensure the Logistics function is carried out in support of the EOC. This function includes providing communication services, resource locating; acquiring equipment, supplies, personnel, facilities, and transportation services; as well as arranging for food, lodging, and other support services as required both for the EOC and field 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. Supervise the Logistics Section.

Activation Phase:

- 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 section as needed and designate Branch and Unit Leaders for each element:
 - Information Technology Branch
 - Communications Unit,
 - Computer Systems Unit
 - Transportation Unit
 - EOC Support Branch
 - Facilities Unit, Security Unit, Clerical Unit
 - Supply 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 DOCs. This should be done prior to acting on the request.
- Meet with the EOC Director and General Staff and identify immediate resource needs.
- Meet with the Finance/Administration Section Chief and determine level of purchasing authority for the Logistics Section.

- ❑ Assist Unit Leaders in developing objectives for the section as well as plans to accomplish their objectives within the first operational period or in accordance with the Action Plan.
- ❑ Provide periodic Section Status Reports to the EOC Director.
- ❑ Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.
- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Ensure that Logistic Section position logs and other necessary files are maintained.
- ❑ Meet regularly with section staff and work to reach consensus on 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.
- ❑ Ensure that the 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 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 Resources Unit, as well as resources ordered through Mutual Aid.
- ❑ Provide section staff with information updates as required.

Demobilization Phase:

- ❑ Identify high cost resources that could be demobilized early and advise other section chiefs.
- ❑ Ensure coordination with Operations before commencing demobilization.
- ❑ Follow the Generic Demobilization Phase checklist (3.1).

3.27 Information Technology Branch Coordinator

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 communications link is established with Incident Commander(s), PREOC and any other established EOCs or DOCs.
3. Determine specific computer requirements for all EOC positions.
4. Implement emergency management software (EM 2000, e-Team) if available, for internal information management to include message and e-mail systems.
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 that identifies all systems in use and lists specific frequencies allotted for the event or disaster.
7. Supervise the Communications Branch.

Activation Phase:

- ❑ Based on the situation, activate the necessary units within the Information Technology Branch:
 - Communications Unit
 - Computer Systems Unit
- ❑ Prepare objectives for the Information Technology Branch; provide them to the Logistics Section Chief prior to the initial Action Planning meeting.
- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ 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.

- ❑ Ensure that adequate communications operators are mobilized to accommodate each discipline on a 24-hour basis or as required.
- ❑ Ensure that communications links, if available, are established with the PREOC.
- ❑ Continually monitor the operational effectiveness of EOC communications systems. Provide additional equipment as required.
- ❑ Ensure that technical personnel are available for communications equipment maintenance and repair.
- ❑ Mobilize and coordinate amateur radio resources to augment primary communications systems as required.
- ❑ Keep the Logistics Section Chief informed of the status of communications systems.
- ❑ Prepare objectives for the Communications Unit; provide them to the Logistics Section Chief prior to the next Action Planning meeting.
- ❑ Refer all contacts with the media to the Information Officer.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase checklist (3.1).

3.28 Transportation Unit Coordinator

Responsibilities:

1. In coordination with the Engineering Branch Coordinator and the Situation Unit, develop a Transportation Plan to support field operations.
2. Arrange for the acquisition or use of required transportation resources.
3. Supervise the Transportation Unit.

Activation Phase:

- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Establish and maintain a position log and other necessary files.
- ❑ Routinely coordinate with the Situation Unit to determine the status of transportation routes in and around the area.
- ❑ Routinely coordinate with the Engineering Branch Coordinator to determine progress of route recovery operations.
- ❑ Develop a Transportation Plan that identifies routes of ingress and egress; thus facilitating the movement of response personnel, the affected population and shipment of resources and materiel.
- ❑ 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.
- ❑ Keep the Logistics Section Chief informed of significant issues affecting the Transportation Unit.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase checklist (3.1).

3.29 Personnel Unit Coordinator

Responsibilities:

1. Provide personnel resources as requested in support of the EOC and Field Operations.
2. Identify, recruit and register volunteers as required.
3. Develop an EOC organization chart.
4. Supervise the Personnel Unit.

Activation Phase:

- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Establish and maintain personal log and other necessary files.
- ❑ In conjunction with the Documentation Unit, develop a large poster size EOC organization chart depicting each activated position. Upon check in, indicate the name of the person occupying each position on the chart. The chart should be posted in a conspicuous place, accessible to all EOC personnel.
- ❑ Coordinate with the Liaison Officer and Risk Management Officer to ensure that all EOC staff, including volunteers, receives 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 support. Identify the number of personnel, special qualifications or training, where they are needed and the person or unit they should report to upon arrival. Determine the estimated time of arrival of responding personnel, and advise the requesting parties accordingly.
- ❑ Maintain a status board or other reference to keep track of incoming personnel resources.
- ❑ Coordinate with the Liaison Officer and Risk Management Officer to ensure access or identification, and proper direction for responding personnel upon arrival at the EOC.
- ❑ Assist the Fire Branch and Police Branch with ordering of mutual aid resources as required.
- ❑ To minimize redundancy, coordinate all requests for personnel resources from the field level through the EOC Operations Section prior to acting on the request.
- ❑ In coordination with the Risk Management Officer, determine the need for crisis counselling for emergency workers; acquire mental health specialists as needed.

- ❑ Arrange for childcare services for EOC personnel as required.
- ❑ Establish registration locations with sufficient staff to register volunteers, and issue them disaster service worker identification cards.
- ❑ Keep the Logistics Section Chief informed of significant issues affecting the Personnel Unit.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase checklist (3.1).

3.30 Supply Unit Coordinator

Responsibilities:

1. Oversee the allocation of supplies and materiel not normally provided through mutual aid or normal agency channels.
2. Coordinate actions with the Finance/Administration Section.
3. Coordinate delivery of supplies and materiel as required.
4. Supervise the Supply Unit.

Activation Phase:

- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Establish and maintain a position log and other necessary files.
- ❑ Determine if requested types and quantities of supplies and materiel are available in inventory.
- ❑ Determine spending limits with the Purchasing Unit in Finance/Administration. 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 materiel 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.
- ❑ Determine if the item can be provided without cost from another jurisdiction or through the PREOC.
- ❑ Determine unit costs of supplies and materiel, 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 pick up and delivery through the Transportation Unit.
- ❑ Coordinate donated goods and services from community groups and private organizations. Set up procedures for collecting, inventorying and distributing usable donations.

- ❑ Keep the Logistics Section Chief informed of significant issues affecting the Supply Unit.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase checklist (3.1).

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3.31 EOC Support Branch Coordinator

Responsibilities:

1. Ensure that adequate essential 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 adequate and nutritious food and refreshment is provided to EOC staff.
3. Ensure adequate security measures are taken to secure all facilities from access by un-authorized people.
4. Ensure acquired buildings, building floors and/or workspaces are returned to their original state when no longer needed.
5. Supervise the Support Branch.

Activation Phase:

- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Establish and maintain a position log and other necessary files.
- ❑ Activate Facilities Unit, Security Unit and Clerical Unit if required.
- ❑ Work closely with the Liaison Officer 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 field level.
- ❑ Arrange for continuous maintenance of acquired facilities, to include ensuring that utilities and restrooms are operating properly.
- ❑ If facilities are acquired away from the EOC, coordinate with assigned personnel and designate a Facility Manager.
- ❑ Develop and maintain a status board or other reference, which depicts the location of each facility; a general description of furnishings, supplies and equipment at the site; hours of operation, and the name and phone number of the Facility Manager.
- ❑ Ensure all structures are safe for occupancy and that they comply with appropriate legislation.
- ❑ Arrange for and supervise food-catering services for EOC staff.
- ❑ Arrange for and supervise security staff for EOC facilities.
- ❑ Arrange for and supervise clerical staff for the EOC.

- ❑ As facilities are vacated, coordinate with the facility manager 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.
- ❑ Keep the Logistics Section Chief informed of significant issues affecting the Support Branch

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase checklist (3.1).

3.32 Finance/Administration Section Chief

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. Determine purchase order limits, if any, for Logistics.
5. Ensure that any 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/Administration Section as required; monitor section activities continuously and modify the organization as needed.
8. Ensure that all recovery documentation is accurately maintained during the response and submitted on the appropriate forms to PEP.
9. Supervise the Finance/Administration Section.

Activation Phase:

- ☐ Ensure that the Finance/Administration 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.
- ☐ Meet with the Logistics Section Chief and review financial and administrative support requirements and Procedures; determine the level of purchasing authority to be delegated to Logistics Section.
- ☐ Meet with all Unit Leaders and ensure that responsibilities are clearly understood.
- ☐ In conjunction with Unit Leaders, determine the initial Action Planning objectives for the first operational period.
- ☐ Notify the EOC Director when the Finance/Administration Section is operational.

- ❑ Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.
- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Ensure that Finance/Administration position logs and other necessary files are maintained.
- ❑ Ensure that displays associated with the Finance/Administrative Section are current and that information is posted in a legible and concise manner.
- ❑ Participate in all Action Planning meetings.
- ❑ Brief all Unit Leaders and ensure they are aware of the EOC priorities as defined in the Action Plan.
- ❑ Keep the EOC Director, General Staff, and elected officials aware of the current fiscal situation and other related matters, on an on-going basis.
- ❑ Ensure that the Cost Unit maintains all financial records throughout the event or disaster.
- ❑ Ensure that the Time Unit tracks and records all agency staff time.
- ❑ In coordination with the Logistics Section, 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 time frame, given the nature of the situation.
- ❑ Ensure that the Time Unit Processes all timesheets and travel expense claims promptly.
- ❑ Ensure that all cost documentation is accurately maintained by the Cost Unit during the response, and submitted on the appropriate forms to PEP.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase checklist (3.1).

3.33 Time Unit Coordinator

Responsibilities:

1. Track, record and report all on-duty time for personnel working during the event or disaster.
2. Ensure that personnel time records, travel expense claims and other related forms are prepared and submitted to budget and payroll office.
3. Supervise the Time Recording Unit.

Activation Phase:

- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Establish and maintain position logs and other necessary files.
- ❑ Initiate, gather or update time reports from all personnel, including volunteers assigned to each shift; ensure that time records are accurate and prepared according to policy.
- ❑ Obtain complete personnel rosters from the Personnel Unit. Rosters must include all EOC Personnel as well as personnel assigned to the field 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.
- ❑ Keep the Finance/Administration Section Chief informed of significant issues affecting the Time-Recording Unit.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase checklist (3.1).

3.34 Purchasing Unit Coordinator

Responsibilities:

1. Coordinate vendor contracts not previously addressed by existing approved vendor lists.
2. Supervise the Purchasing Unit. Coordinate with Supply Unit on all matters involving the need to exceed established purchase order limits.

Activation Phase:

- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Establish and maintain position logs and other necessary files.
- ❑ Review emergency purchasing procedures.
- ❑ Prepare and sign contracts as needed; obtain concurrence from the Finance/Administration Section Chief.
- ❑ Ensure that all contracts identify the scope of work and specific site locations.
- ❑ Negotiate rental 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.
- ❑ Finalize all agreements and contracts, as required.
- ❑ Verify costs data in the pre-established vendor contracts and/or agreements.
- ❑ In coordination with the Logistics Section, ensure that the Purchasing Unit processes purchase orders and develops contracts in a timely manner.
- ❑ Keep the Finance/Administration Section Chief informed of all significant issues involving the Purchasing Unit.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase checklist (3.1).

3.35 Compensation and Claims Unit Coordinator

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.
3. Maintain a file of injuries and illnesses associated with the event or disaster, which includes results of investigations.
4. Supervise the Compensation and Claims Unit.

Activation Phase:

- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Establish and maintain a position log and other necessary files.
- ❑ Maintain a chronological log of injuries and illnesses, and property damage reported during the event or disaster.
- ❑ Ensure all injury and damage claims are investigate as soon as possible.
- ❑ Prepare appropriate forms for all verifiable injury claims and forward them to WCB within the required time frame consistent with Program policies and procedures.
- ❑ Coordinate with the Risk Management Officer regarding the mitigation of hazards.
- ❑ Keep the Finance/Administration Chief informed of significant issues affecting the Compensation and Claims Unit.
- ❑ Forward all equipment or property damage claims to the Recovery Unit.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase checklist (3.1).

3.36 Cost Accounting Unit Coordinator

Responsibilities:

1. Collect and maintain documentation of all disaster costs for reimbursement through PEP.
2. Coordinate all fiscal recovery with agencies offering emergency assistance.
3. Prepare and maintain a cumulative cost report for the event or disaster.
4. Supervise the Cost Accounting Unit and all financial assistance operations.

Activation Phase:

- ❑ Follow the Generic Activation Phase checklist (3.1).

Operational Phase:

- ❑ Establish and maintain a position log and other necessary files.
- ❑ 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 PEP has provided a task number for the incident.
- ❑ Ensure that each section is documenting cost recovery information from the onset of the event or disaster; collect required cost recovery documentation daily at the end of each shift.
- ❑ Meet with the Documentation Unit Leader and review EOC position logs, journals, all status reports and Action Plans to determine additional cost recovery items that may have been overlooked.
- ❑ Prepare all required provincial documentation necessary to recovery all allowable emergency response funds and disaster financial assistance, according to Chapter 6 of the Provincial Emergency Program Policy and Procedures Plan.
- ❑ Contact and assist Incident Commanders, and obtain their cumulative cost totals for the event or disaster, on a daily basis.
- ❑ Prepare and maintain a cost report for the Finance/Administration Chief, EOC Director, and local authorities. The report should provide cumulative analyses, summaries and total emergency related expenditures for the local authority.
- ❑ Organize and prepare records for final audit.
- ❑ Assist the Liaison Officer and Planning Section with preparation of the After-Action Report.

Demobilization Phase:

- ❑ Follow the Generic Demobilization Phase checklist (3.1).

4. Hazard-Specific Roles & Procedures

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4.1 AIRCRAFT CRASHES

POLICIES

- In the City of Terrace, primary responsibility for aircraft crashes rests with the RCMP and the Transportation Safety Board (TSB) with the Department of National Defence (DND) providing search and rescue service. The RCMP will provide security and assist the Coroner. The TSB conducts the investigation.
- An EOC is not commonly activated for an aircraft crash. However, in the event of a catastrophic incident, the EOC may be activated to provide support as needed and requested. The Combined Services building is the designated command post for all airside incidents. The parking area airside is the designated staging area for all emergency service equipment.

HAZARD SPECIFIC CHECKLISTS

EOC DIRECTOR

- ❑ Notify PEP/PREOC when EOC is activated.
- ❑ Consider RCMP or alternate as Operations Section Chief.
- ❑ Establish contact with air carrier and request representative to attend either the EOC or the site Incident Command Post.
- ❑ Ensure Transportation Safety Board and Joint Rescue Coordination Centre – Victoria is contacted.
- ❑ Staff Liaison Officer, Information Officer, and Risk Management Officer positions.
- ❑ Establish news release system (Information Officer).
- ❑ Establish family inquiry system to liaise with Operations and ESS (Information Officer).

OPERATIONS

- ❑ Establish a Registration and Inquiry Centre (ESS / Red Cross).
- ❑ Support Incident Commander in defining working area, establishing control perimeter and securing the scene for subsequent investigation (Police Branch).
- ❑ Coordinate routes for emergency vehicles (Police Branch & Planning Section).
- ❑ Coordinate traffic and crowd control (Police Branch).
- ❑ Notify Health Centre and BCAS of casualties, including number and type (Health Branch).
- ❑ Establish temporary morgue (Police Branch, Coroner Unit).
- ❑ Coordinate elimination of hazards from damaged utilities (Public Works / Utilities).
- ❑ Supervise ESS accommodation and feeding of EOC and response personnel (ESS Branch).

PLANNING

- Consider possible major effects (Advance Planning Unit):
 - Injuries and fatalities
 - Fire
 - Explosion
 - Damage to property
 - Involvement of dangerous goods, e.g., fuels
 - Special cargo problems
 - Sudden health centre requirements
 - Disruption of traffic and communications
 - Disruption of utilities
 - Convergence of media, photographers, politicians
 - Convergence of friends and family members and need for grieving
 - International considerations
 - Terrorism considerations

LOGISTICS

- Prepare to support long-term recovery and investigation operations.
- Identify potential temporary morgue and warehouse facilities (Facilities Unit).
- Consider equipment needs and sources (Supply Unit):

▪ Fire fighting and rescue equipment	Fire / Public Works / DND / Industry
▪ Ambulances	BCAS / Industry
▪ Communication Equipment	Town / Ambulance / RCMP / Amateur Radio / MCTS
▪ Auxiliary lighting	Public Works / Utilities
▪ Barricades	Public Works / Fire
▪ Mobile public address system	RCMP / Fire / BCAS
▪ Dangerous Goods response team	PEP / Industry
▪ Oil / Fuel Spill clean up	Burrard Clean / Quantum

4.2 ATMOSPHERIC HAZARDS (EXTREME WINDS, SEVERE STORMS)

POLICIES

- Whenever and wherever possible, the EOC will continue to warn citizens of impending severe weather, working with meteorological services and news media.
- First priority is snow/debris removal for emergency services and transportation of essential staff.
- RCMP should consider waiving enforcement of on-road use of quads, ATVs and other off-road vehicles for emergency response.

HAZARD SPECIFIC CHECKLISTS

EOC DIRECTOR

- ❑ Notify PEP/PREOC when EOC is activated.
- ❑ Ensure snow/debris removal activities are coordinated throughout the area (Operations, Public Works, Planning, Logistics).
- ❑ Advise public of status and what self-help measures they can take (Information Officer).
- ❑ Establish news release system (Information Officer).
- ❑ Establish public inquiry system (Information Officer).
- ❑ Staff Liaison Officer, Information Officer and Risk Management Officer positions.

OPERATIONS

- ❑ Coordinate working area and establish control perimeter (Police Branch).
- ❑ Coordinate routes for emergency vehicles (Police Branch & Planning Section).
- ❑ Establish temporary morgue, if required (Police Branch, Coroner Unit).
- ❑ Coordinate the protection of property (Police Branch).
- ❑ Assist emergency agencies with special transport problems (Transportation Unit).
- ❑ Coordinate the elimination of hazards from damaged utilities (Public Works, Utilities Branch).
- ❑ Coordinate provision of auxiliary power (Utilities Branch).
- ❑ Coordinate clearing and disposal of debris (Public Works Branch).
- ❑ Coordinate SAR and checks for stranded motorists (Police Branch).
- ❑ Coordinate search for trapped persons (Police Branch).

- ❑ Notify health centre and BCAS of casualties, including type and number (Health Branch).
- ❑ Coordinate transport of food, fuel, pharmaceutical supplies, medical personnel and others to points of need (ESS Branch and Logistics Section).
- ❑ Supervise ESS accommodation and feeding of stranded persons (ESS Branch).
- ❑ Supervise ESS accommodation and feeding of EOC and response personnel (ESS Branch)

PLANNING

- ❑ Provide Operations Section with updated meteorological data (Situation Unit or Meteorological Technical Specialist if available).
- ❑ Provide Operations Section with updated transportation route information (Situation Unit).
- ❑ Track and relay road condition reports and closures (Situation Unit).
- ❑ Consider possible major effects (Advance Planning Unit):
 - Injuries and fatalities
 - Disruption of community
 - Disruption of utilities
 - Closure of traffic routes
 - Damage to property, e.g., roof collapse from weight of snow, ice, trees etc.
 - Disruption of communications

LOGISTICS

- ❑ Contact all snow/debris clearing apparatus available (Supply Unit).
- ❑ Contact all off-road and ATV vehicle owners as required (Supply Unit).
- ❑ Contact food suppliers and determine on-hand supplies (Supply Unit).
- ❑ Consider equipment needs and sources (Supply Unit):

▪ Rescue equipment	Police / PEP / Fire / BCAS
▪ Fire equipment	Fire
▪ Ambulances	BCAS / Industry
▪ Road clearing equipment	Public Works
▪ Auxiliary generators	Public Works / Utilities
▪ Barricades	Public Works / Fire
▪ Mobile public address system	RCMP / Fire / BCAS

Finance/Administration

- ❑ Prepare equipment contracts for snow/debris removal (Purchasing Unit).

4.3 EARTHQUAKE

POLICIES

- In the event of a major earthquake, the EOC should consider an automatic Level 3 response.
- Should the operational area of this EOC not be affected, it is our policy to provide support and assistance to other areas affected as needed and requested. This may include providing resources/materiel or receiving evacuees from the Regional District.

HAZARD SPECIFIC CHECKLISTS

EOC DIRECTOR

- ☐ Notify PEP/PREOC when EOC is activated.
- ☐ Select Fire Chief or alternate as Operations Chief.
- ☐ Ensure all agency representatives are contacted and requested to attend the EOC.
- ☐ Establish adequate communications and news release systems (Information Officer).
- ☐ Establish public inquiry system (Information Officer).
- ☐ Request outside assistance (including military) from PREOC as required.
- ☐ Staff Liaison Officer, Information Officer and Risk Management Officer positions.

OPERATIONS

- ☐ Coordinate search for trapped or injured persons (Police Branch).
- ☐ Coordinate rescue of trapped or injured persons (Fire Branch).
- ☐ Staff ESS positions for possible reception centres (ESS Branch).
- ☐ Coordinate the evacuation of personnel (Police Branch).
- ☐ Coordinate traffic control (Police Branch).
- ☐ Coordinate temporary morgue (Police Branch, Coroner Unit).
- ☐ Coordinate the protection of property and relocate resources where necessary (Police Branch).
- ☐ Coordinate salvage operations of essential items (Fire Branch).
- ☐ Coordinate the elimination of hazards from roadways or damaged utilities (Public Works Branch).
- ☐ Coordinate emergency public health facilities (Health Branch).
- ☐ Supervise ESS accommodation and feeding of clients (ESS Branch)

- ❑ Supervise ESS accommodation and feeding of EOC and response personnel (ESS Branch).

PLANNING

- ❑ Obtain and disseminate current seismic data (Situation Unit).
- ❑ Deploy field observers to gather damage intelligence as soon as possible (Damage Assessment Unit).
- ❑ Consider possible major effects (Advance Planning Unit):
 - Injuries and fatalities
 - Trapped persons
 - Damage to property
 - Damage to roads, bridges, utilities, buildings
 - Fire hazards and explosions
 - Escape of dangerous gases, e.g., propane
 - Flooding from broken water mains
 - Hypothermia if event occurs in winter
 - Landslides
 - Panic
 - Contamination of normal water supplies
 - Dangers to public health
 - Adjacent communities may be affected as well, slowing assistance
 - Losses to local economy

LOGISTICS

- ❑ Anticipate long term feeding / accommodation support of field workers.
- ❑ Consider equipment needs and sources (Supply Unit):

▪ Transportation	Road / Water / Air
▪ Rescue equipment of all kinds	All agencies
▪ Public service maintenance vehicles	Public Works / Utilities
▪ Communication Equipment	PEP / RCMP / Ham Radio / Fire
▪ Heavy equipment (bulldozers, etc.)	Public Works / Industry
▪ Auxiliary lighting	Public Works / Utilities
▪ Auxiliary power facilities	Public Works / Utilities
▪ Medical and health supplies	Health
▪ Food and lodging	Emergency Social Services
▪ Piping for water, sewer repairs	Public Works / Industry
▪ Tanks cars for potable water supplies	Utilities / Industry / Fire
▪ Mobile public address system	RCMP / Fire / BCAS
▪ Barricades	Public Works / Fire

4.4 FLOODING

POLICIES

- Ministry of Environment (MOE), Ministry of Transportation (MOT) and PEP are the key provincial agencies.
- Private property owners are responsible for the development of their own preparedness plans and protective works on their property.
- The EOC / City will keep the public informed by releasing all confirmed flood warning information through local information sources.
- A state of local or provincial emergency must be declared to cause an evacuation due to flooding.

HAZARD SPECIFIC CHECKLISTS

EOC DIRECTOR

- ☐ Notify PEP/PREOC of EOC activation.
- ☐ Select Director of Engineering as Operations Chief.
- ☐ Ensure representatives from DFO are contacted and requested to attend the EOC if needed.
- ☐ Establish adequate communications and news release systems (Information Officer).
- ☐ Establish public inquiry system (Information Officer, ESS and Red Cross).
- ☐ Establish proper jurisdiction.
- ☐ Staff Liaison Officer, Information Officer, and Risk Management Officer positions.

OPERATIONS

- ☐ Staff ESS positions for possible reception centres (ESS Branch).
- ☐ Coordinate the evacuation of personnel (Police Branch).
- ☐ Coordinate the evacuation of livestock (Ministry of Agriculture and Food).
- ☐ Coordinate traffic control (Police Branch).
- ☐ Coordinate the establishment of dikes as required (Public Works Branch).
- ☐ Identify the priority areas for sand bag deployment (Public Works Branch).
- ☐ Coordinate the elimination of hazards from damaged utilities (Utilities Branch and Public Works).
- ☐ Establish emergency public health facilities (Health Branch).

- ❑ Provide emergency medical care to civilians and responders. (BC Ambulance Unit)
- ❑ Supervise ESS accommodation and feeding for clients (ESS Branch).
- ❑ Supervise ESS accommodation and feeding for EOC and response personnel (ESS Branch).

PLANNING

- ❑ Obtain and disseminate current meteorological data and flood forecasts by working with MOT, MOE and Atmospheric Environment Services.
- ❑ Deploy field observers to gather flood intelligence as soon as possible (Damage Assessment Unit).
- ❑ Consider possible major effects (Advance Planning Unit):
 - Disruption of community
 - Damage to property
 - Contamination of normal water supplies
 - Casualties
 - Evacuation of population
 - Dangers to public health
 - Losses to local economy

LOGISTICS

- ❑ Contact PREOC for additional sandbagging personnel.
- ❑ Identify and locate additional sandbags / heavy equipment resources in anticipation of field requests (Supply Unit).
- ❑ Anticipate long term feeding / accommodation support of field workers (ESS Branch).
- ❑ Consider equipment needs and sources (Supply Unit):

▪ Transportation	Road / Water
▪ Communication Equipment	PEP / RCMP / Amateur Radio / Town / Fire
▪ Equipment for constructing dikes	Public Works / Industry
▪ Heavy equipment (bulldozers, etc.)	Public Works / Industry
▪ Auxiliary lighting	Utilities
▪ Auxiliary power facilities	Utilities
▪ Medical and health supplies	Health
▪ Food and lodging	Emergency Social Services
▪ Pumps	Public Works
▪ Storage facilities for equipment furnishings and livestock	Province
▪ Mobile public address system	RCMP / Fire / BCAS
▪ Barricades	Public Works / Fire

FINANCE/ADMINISTRATION

- ❑ Establish Compensation and Claims Unit and Cost Accounting Unit.

4.5 HAZARDOUS MATERIALS

POLICIES

- Responders should take a defensive role until product and actions are identified.
- Spiller is responsible for clean up and restoration and may be billed for extraordinary expenses incurred by the Town
- The community has a right to know both the hazard and risk.

HAZARD SPECIFIC CHECKLISTS

EOC DIRECTOR

- ☐ Notify PEP/PREOC that EOC is activated.
- ☐ Select Fire Chief or alternate as Operations Chief.
- ☐ Ensure Safety Officer appointed at scene.
- ☐ Ensure Ministry of Environment and other appropriate agencies notified.
- ☐ Notify Office of the Fire Commissioner that EOC is activated.
- ☐ Establish adequate communications and news release systems (Information Officer).
- ☐ Establish public inquiry system (Information Officer).
- ☐ Request representative from spiller/carrier/owner attend the EOC.
- ☐ Staff Liaison Officer, Information Officer, and Risk Management Officer positions.

OPERATIONS

- ☐ Ensure Public Health Officer is notified.
- ☐ Provide support to the Incident Commander.
- ☐ Confirm Hot / Warm / Cold zones established and communicated to all agencies.
- ☐ Coordinate traffic control (Police Branch).
- ☐ Coordinate evacuation routes (Police Branch).
- ☐ Activate ESS for possible evacuation.
- ☐ Coordinate evacuation of high-hazard zones, considering responder safety (Police Branch).
- ☐ Notify health centre of casualties (BC Ambulance Unit).
- ☐ Establish temporary morgue, if needed (Police Branch, Coroner Unit).
- ☐ Supervise ESS accommodation and feeding for clients (ESS Branch).
- ☐ Supervise ESS accommodation and feeding for EOC and response personnel (ESS Branch).

PLANNING

- ❑ Ensure appropriate technical specialists contacted and available (Technical Specialists Unit).
- ❑ Determine nature of substance spilled, weather conditions and possible effects and inform Operations Section Chief, EOC Director and Incident Commander (Situation Unit).
- ❑ Define the area of risk.
- ❑ Commence evacuation planning, if required, and warn adjacent areas.
- ❑ Establish identification of spiller for cost recovery purposes (Recovery Unit).
- ❑ Consider possible major effects (Advance Planning Unit):
 - Injuries and fatalities
 - Tendency of people to disperse
 - Damage to property
 - Disruption of traffic
 - Subsequent explosions and fire
 - Need to decontaminate site responders, equipment, and vehicles
 - Contamination of normal water supplies
 - Need to evacuate population
 - Dangers to public health and livestock
 - Disruption of business and industrial activities
 - Convergence of media, photographers, politicians

LOGISTICS

- ❑ Check on availability of specialized hazardous material supplies and consultants (Supply Unit).
- ❑ Consider support of long-term field operations (ESS Branch).
- ❑ Consider equipment needs and sources (Supply Unit):

▪ Ambulances	BCAS / Industry
▪ Fire and rescue equipment	Fire / Industry
▪ Communication Equipment	RCMP/ Amateur Radio / Town / Fire / BCAS
▪ Decontamination equipment	Industry
▪ Barricades	Public Works / Fire
▪ Mobile public address system	RCMP / Fire / BCAS
▪ Advisory services	Canutec, WLAP, Spiller

FINANCE/ADMINISTRATION

- ❑ Ensure cost accounting is taking place for charge back to spiller (Cost Unit).

4.6 LANDSLIDES

POLICIES

- Regardless of where the incident occurs, responder safety will be considered first.
- Many landslides / slips involve multiple agencies and jurisdictions.

HAZARD SPECIFIC CHECKLISTS

EOC DIRECTOR

- ❑ Ensure representatives from MOT, MOE, PEP (as appropriate) are contacted and requested to attend the EOC.
- ❑ Establish adequate communications and news release systems (Information Officer).
- ❑ Establish public inquiry system (Information Officer).
- ❑ Establish proper jurisdiction.
- ❑ Staff Liaison Officer, Information Officer and Risk Management Officer positions.

OPERATIONS

- ❑ Coordinate search and rescue of victims (Fire Branch, Police Branch).
- ❑ Staff ESS positions for possible reception centres (ESS Branch).
- ❑ Coordinate the evacuation of personnel, (Police Branch).
- ❑ Coordinate the evacuation of livestock (Ministry of Agriculture, Fisheries and Foods).
- ❑ Coordinate traffic control (Police Branch).
- ❑ Coordinate the protection of property and relocate resources where necessary (Police Branch).
- ❑ Coordinate removal and disposal of slide material as required (Public Works Branch).
- ❑ Coordinate the elimination of hazards from damaged utilities (Public Works Branch).

PLANNING

- ❑ Deploy field observers to gather damage intelligence as soon as possible (Situation Unit).
- ❑ To consider further slide potential, obtain current meteorological data.

- ❑ Consider possible major effects (Advance Planning Unit):
 - Casualties
 - Damage to property
 - Closure of roads and highways
 - Damage to utilities and communication systems
 - Contamination of normal water supplies
 - Evacuation of population from danger areas
 - Dangers to public health
 - Possible convergence of families and friends to help with search
 - Disruption of community
 - Losses to local economy

LOGISTICS

- ❑ Identify additional heavy equipment in anticipation of field requests (Supply Unit).
- ❑ Anticipate long term feeding / accommodation support of field workers.
- ❑ Consider equipment needs and sources (Supply Unit):

▪ Transportation	Road / Air / Water
▪ Communication Equipment	RCMP / Amateur Radio / Fire / BCAS
▪ Heavy equipment (bulldozers, etc.)	Public Works / Industry
▪ Auxiliary lighting	Public Works / Utilities
▪ Auxiliary power facilities	Utilities
▪ Medical and health supplies	Health
▪ Food and lodging	ESS
▪ Barricades	Public Works

ADMINISTRATION

- ❑ Establish Compensation and Claims Unit and Cost Accounting Unit.
- ❑ Establish Disaster Financial Assistance Unit.

4.7 POWER OUTAGES

POLICIES

- BC Hydro is responsible for restoration of electrical power.
- The EOC may assist with actions such as coordinating the clearing of fallen trees from routes used by utility line crews.
- The EOC will determine and provide priorities for energy restoration.
- Under no circumstances should non-utility responders handle power lines, as they may still be energized.

HAZARD SPECIFIC CHECKLISTS

EOC DIRECTOR

- ❑ Notify PEP/PREOC that EOC has been activated.
- ❑ Select Director of Engineering as Operations Chief.
- ❑ Request utility representative attend at the EOC.
- ❑ Staff Liaison Officer, Information Officer and Risk Management Officer positions.

OPERATIONS

- ❑ Assist utility crews where possible.
- ❑ Coordinate the elimination of hazards from damaged utilities (Public Works Branch).
- ❑ Coordinate provision of auxiliary power (Utilities Branch).
- ❑ Coordinate transport of food, fuel, pharmaceutical supplies, medical personnel and others to points of need (ESS Branch and Logistics Section).
- ❑ Supervise ESS accommodation and feeding of stranded persons (ESS Branch).
- ❑ Supervise ESS accommodation and feeding of EOC and response personnel (ESS Branch).
- ❑ Establish ESS Reception Centres for the aged/infirm.
- ❑ Staff Engineering Branch Director.

PLANNING

- ❑ Identify critical power needs (Situation Unit).
- ❑ Identify if alternate suppliers available (Supply Unit).
- ❑ Provide Operations Section with updated meteorological data (Situation Unit).

- ❑ Consider possible major effects (Advance Planning Unit):
 - Injuries and fatalities, indirectly due to lack of power
 - Disruption of traffic
 - Disruption of utilities and communications
 - Convergence of media, photographers, politicians

LOGISTICS

- ❑ Locate power generation equipment (Supply Unit).
- ❑ Locate fuel for power generation equipment (Supply Unit).
- ❑ Ensure EOC and public safety facilities have auxiliary power (Supply Unit).
- ❑ Contact food suppliers and determine on-hand supplies (ESS Branch).
- ❑ Consider equipment needs and sources (Supply Unit):

▪ Auxiliary generators	Public Works / Fire
▪ Auxiliary heaters	Public Works
▪ Auxiliary lighting	Fire / Public Works
▪ Mobile public address system	RCMP / Fire / BCAS
▪ Community welfare equipment	Emergency Social Services

FINANCE/ADMINISTRATION

- ❑ Establish manual timekeeping / payroll system (Time Unit).

4.8 PUBLIC DISTURBANCE

In case of a major social disturbance, civil disobedience or riot:

POLICIES

- The RCMP is the responsible agency.
- The EOC will provide support and assistance as needed or requested.

HAZARD SPECIFIC CHECKLISTS

EOC DIRECTOR

- ❑ Select Police or alternate as Operations Chief.
- ❑ Staff Liaison Officer, Information Officer and Risk Management Officer positions.
- ❑ Establish news release system (Information Officer).
- ❑ Establish family inquiry system (Information Officer).

OPERATIONS

- ❑ Establish a Registration and Inquiry Centre (ESS / Red Cross).
- ❑ Support Incident Commander in defining working area, establishing control perimeter, and securing the scene for subsequent investigation (Police Branch).
- ❑ Coordinate routes for emergency vehicles (Police Branch).
- ❑ Coordinate requests for ambulance, wreckers, fire trucks and heavy equipment, as needed.
- ❑ Coordinate traffic and crowd control (Police Branch).
- ❑ Notify health centre of casualties, including number and type (BC Ambulance Service Unit).
- ❑ Establish temporary morgue (Police Branch).
- ❑ Coordinate the elimination of hazards from roads (Public Works / Utilities).

PLANNING

- ❑ Consider possible major effects (Advance Planning Unit):
 - Injuries and fatalities
 - Fire
 - Explosion
 - Trapped motorists
 - Damage to property
 - Sudden health centre requirements
 - Disruption of traffic and communications

- Convergence of media, photographers, politicians
- Convergence of supporters

LOGISTICS

- Prepare to support long-term recovery and investigation operations.
- Consider equipment needs and sources (Supply Unit):

▪ Wrecker / tower with cutting torches	Police / Garage
▪ Fire fighting and rescue equipment	Fire / Public Works / SAR
▪ Ambulances	BCAS / Industry
▪ Communication equipment	BCAS / RCMP / Amateur Radio / Fire
▪ Auxiliary lighting	Public Works
▪ Traffic barricades	Public Works
▪ Mobile public address system	RCMP / Fire / BCAS

4.9 TERRORISM (CHEMICAL, BIOLOGICAL, RADIOACTIVE, NUCLEAR- CBRN)

POLICIES

- While the City of Terrace is not at direct risk, targets close to the U.S. are. Therefore, in the event of a major terrorist attack involving unknown CBRN agents, the EOC should consider an automatic Level 3 response.

HAZARD SPECIFIC CHECKLISTS

EOC DIRECTOR

- ☐ Notify PEP/PREOC when EOC is activated.
- ☐ Select Police or alternate as Operations Chief.
- ☐ Staff Liaison Officer, Information Officer and Risk Management Officer positions.
- ☐ Establish news release system (Information Officer).
- ☐ Establish public inquiry system (Information Officer).

OPERATIONS

- ☐ Establish communication link with PEP/PREOC as appropriate.
- ☐ Determine need for evacuation through Fire Commissioner or declaration (Fire Branch).
- ☐ Ensure Utilities are advised (Fire Branch).
- ☐ Monitor potential spread of contaminant.
- ☐ Coordinate the evacuation of personnel, (Police Branch).
- ☐ Coordinate the evacuation of livestock (Ministry of Agriculture, Fisheries and Foods).
- ☐ Coordinate in defining working area and establish control perimeter (Police Branch).
- ☐ Coordinate traffic control and routes for emergency vehicles (Police Branch).
- ☐ Coordinate the protection of property and relocate resources where necessary (Police Branch).
- ☐ Notify health centre of casualties (Health Branch).
- ☐ Establish emergency public health facilities (Health Branch).
- ☐ Establish temporary morgue, if needed (Police Branch, Coroner Unit).
- ☐ Establish ESS (ESS Branch).
- ☐ Staff ESS positions for possible reception centres (ESS Branch).

PLANNING

- ❑ Supervise damage assessment.
- ❑ Ensure risk management activities are being conducted.
- ❑ Consider possible major effects (Advance Planning Unit):
 - Injuries and fatalities
 - Fire
 - Radioactive fallout
 - Damage to property
 - Collapse of buildings and other structures
 - Sudden health centre requirements
 - Release of toxic smoke, fumes
 - Disruption of traffic and communications
 - Disruption of utilities
 - Convergence of media, photographers, politicians

LOGISTICS

- ❑ Anticipate requests for additional supplies.
- ❑ Anticipate requests for food and accommodation.
- ❑ Consider equipment needs and sources (Supply Unit):

▪ Fire fighting and rescue equipment	Fire / Public Works / SAR
▪ Ambulances	BCAS/ Industry
▪ Water tankers	Public Works / Fire
▪ Relay pumps	Public Works
▪ Communication Equipment	BCAS / RCMP / Amateur Radio / Fire
▪ Auxiliary lighting	Public Works
▪ Blankets and food	Emergency Social Services
▪ Mobile public address system	RCMP / Fire / BCAS
▪ Chemical response team	PEP / WLAP / Industry
▪ Barricades	Public Works

FINANCE/ADMINISTRATION

- ❑ Anticipate compensation/claims.

4.10 WILDFIRES

POLICIES

- Interface fires will be managed using unified command with Incident Commanders supplied by the Ministry of Forests and the City of Terrace Fire Department. The EOC will provide support and assistance to the fire department and Ministry of Forests as and when requested.
- In the event of a pure wildfire, the EOC will provide support and assistance to the Ministry of Forests if and when requested.

HAZARD SPECIFIC CHECKLISTS

EOC DIRECTOR

- ☐ Select Fire Chief or alternate as Operations Chief.
- ☐ Establish link with any activated DOC/MROCs.
- ☐ Notify PREOC that EOC is established.
- ☐ Monitor that interface fire command is unified.
- ☐ Staff Liaison Officer, Information Officer and Risk Management Officer positions.
- ☐ Establish news release system (Information Officer).
- ☐ Establish public inquiry system (Information Officer).

OPERATIONS

- ☐ Establish communication link with DOC/MROC/PREOC as appropriate.
- ☐ Determine need for evacuation through Fire Commissioner or declaration (Fire Branch).
- ☐ Notify Fire Commissioner (Fire Branch).
- ☐ Ensure Utilities are advised (Fire Branch).
- ☐ Monitor potential spread of fire and need for fire breaks (Fire Branch).
- ☐ Coordinate the evacuation of personnel (Police Branch).
- ☐ Coordinate the evacuation of livestock (Ministry of Agriculture, Fisheries and Foods).
- ☐ Coordinate in defining working area and establish control perimeter (Police Branch).
- ☐ Secure disaster scene for subsequent investigation (Police Branch).
- ☐ Coordinate traffic control and routes for emergency vehicles (Police Branch).
- ☐ Coordinate the protection of property and relocate resources where necessary (Police Branch).

- ❑ Coordinate the elimination of hazards from damaged utilities (Public Works Branch).
- ❑ Notify health centre of casualties (BC Ambulance Service Unit).
- ❑ Establish emergency public health facilities (Health Branch).
- ❑ Establish temporary morgue, if needed (Police Branch, Coroner Unit).
- ❑ Establish ESS (ESS Branch).
- ❑ Staff ESS positions for possible reception centres (ESS Branch).
- ❑ Clear fire breaks (Fire, Public Works, Outside Agencies)

PLANNING

- ❑ Supervise damage assessment.
- ❑ Ensure risk management activities are being conducted.
- ❑ Consider possible major effects (Advance Planning Unit):
 - Injuries and fatalities
 - Fire
 - Explosions of propane tanks and other hazards
 - Damage to property
 - Collapse of buildings and other structures
 - Sudden health requirements
 - Release of toxic smoke, fumes
 - Disruption of traffic and communications
 - Disruption of utilities
 - Convergence of media, photographers, politicians

LOGISTICS

- ❑ Anticipate requests for additional supplies.
- ❑ Anticipate requests for food and accommodation.
- ❑ Consider equipment needs and sources (Supply Unit):

▪ Fire fighting and rescue equipment	Fire / Public Works / SAR
▪ Ambulances	BCAS/ Industry
▪ Water tankers	Public Works / Fire / Industry
▪ Relay pumps	Public Works
▪ Communication Equipment	BCAS / RCMP / Amateur Radio / Fire
▪ Auxiliary lighting	Public Works / Utilities
▪ Blankets and food	Emergency Social Services
▪ Mobile public address system	RCMP / Fire / BCAS
▪ Barricades	Public Works

ADMINISTRATION

- ❑ Anticipate compensation/claims.

5. Recovery Roles and Procedures

Recovery operations in the EOC utilize the same functional positions as in response, but may involve different tasks. This section summarizes the core functions in recovery to assist the effort. Note that the functions may be decentralized due to the duration of the recovery process.

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5.2 OPERATIONS SECTION.....	5-3
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5.3 PLANNING SECTION.....	5-4
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5.4 LOGISTICS SECTION	5-5
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5.5 FINANCE / ADMINISTRATION SECTION.....	5-6
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5.1 EOC DIRECTOR

RESPONSIBILITIES

The EOC Director is responsible for leading the overall recovery effort. If the response actions are substantially completed, the person filling the function of EOC Director may transfer management to a more appropriate agency or department. During prolonged recovery efforts, consideration should be given to staffing this position with a dedicated employee or contractor.

RECOVERY PHASE

- ❑ Inform and brief elected officials
- ❑ Provide leadership for policy decisions
- ❑ Issue public information releases
- ❑ Ensure safety of recovery activities
- ❑ Ensure Action Plans are prepared as required.

5.2 OPERATIONS SECTION

RESPONSIBILITIES

The Operations Section is responsible for restoring community services and utilities to normal pre-emergency/disaster day-to-day operations.

RECOVERY PHASE

- ❑ Provide building and public safety inspections
- ❑ Remove debris
- ❑ Restore medical facilities and services
- ❑ Restore government facility functions
- ❑ Demolish buildings
- ❑ Restore utilities
- ❑ Provide emergency housing

5.3 PLANNING SECTION

RESPONSIBILITIES

The Planning Section documents and provides management with direction for recovery activities. Planning involves consideration of long-term hazard mitigation as part of the recovery process.

RECOVERY PHASE

- ❑ Provide documentation of response and recovery for disaster assistance
- ❑ Provide after-action reports consistent with BCERMS requirements
- ❑ Provide direction in land use and zoning issues
- ❑ Issue building permits (e.g. a decentralized function with link to recovery).
- ❑ Develop alternative building regulations and code enforcement
- ❑ Review and revise the Community Plan, as needed
- ❑ Provide an Action Plan for recovery operations
- ❑ Prepare redevelopment plans
- ❑ Prepare recovery situation reports
- ❑ Document recovery operations
- ❑ Recommend mitigation plans

5.4 LOGISTICS SECTION

RESPONSIBILITIES

The Logistics Section is responsible for obtaining resources necessary to carry out recovery operations. This includes coordination of volunteers and staging areas for heavy equipment.

RECOVERY PHASE

- ❑ Allocate office space
- ❑ Provide recovery supplies and equipment
- ❑ Provide vehicles and personnel

5.5 FINANCE/ADMINISTRATION SECTION

RESPONSIBILITIES

Finance/Administration handles the community's recovery financial transactions, including the recovery of funds associated with assisting other agencies.

RECOVERY PHASE

- ❑ Facilitate application process for Emergency Response Funding and Disaster Financial Assistance
- ❑ Manage public finances
- ❑ Prepare and maintain the recovery budget
- ❑ Develop and maintain contracts
- ❑ Process accounting and claims
- ❑ Manage insurance settlements
- ❑ Ensure correct PEP task number and authorization by contacting the Emergency Coordination Centre at PEP in Victoria (1-800-663-3456). Determine if funding is for response or recovery. (100% cost recovery for response, 80% cost recovery for recovery)
- ❑ Complete appropriate PEP claims and task forms.
- ❑ Submit forms to PEP Regional Manager within 60 days of authorized emergency response task.

6.2 Bylaws & Legislation

- 6.2.1 City of Terrace Emergency Bylaw**
- 6.2.2 A Guide to the Emergency Program Act**
- 6.2.3 Emergency Program Act**
- 6.2.4 Emergency Program Management Regulation**
- 6.2.5 Emergency Program Compensation & Disaster
Financial Assistance Regulation**

CITY OF TERRACE

BYLAW NO. 1915 – 2008

"A BYLAW TO ESTABLISH AN EMERGENCY PROGRAM WITHIN THE CITY OF TERRACE"

WHEREAS the Council for the City of Terrace is required by the Emergency Program Act, as amended from time to time, to establish an Emergency Plan to prepare for, respond to and recover from emergencies and disasters;

AND WHEREAS Council may appoint such Committees as it considers necessary or desirable to assist it in meeting its obligations under the Act;

NOW THEREFORE the Council of the City of Terrace, in open meeting assembled, enacts as follows:

1.0 DEFINITIONS

Unless otherwise specifically stated, the words used in this Bylaw shall have the same meaning as words have in the Act.

- 1.1 **"Act"** means the Emergency Program Act, RSBC 1996, c.111, as amended or replaced from time to time, and any regulations thereto;
- 1.2 **"Chief Administrative Officer"** means the person appointed by Council as the Chief Administrative Officer pursuant to s.147 of the Community Charter and City of Terrace Management Staff Bylaw No. 1900-2007 or his/her designate;
- 1.3 **"City"** means the City of Terrace;
- 1.4 **"Council"** means the Council of the City of Terrace;
- 1.5 **"Declaration of a State of Local Emergency"** means a declaration made by Council or the Mayor pursuant to s. 12 of the Act that an emergency or disaster exists or is imminent;
- 1.6 **"Department Heads"** means those persons established as Officers and Department Heads under City of Terrace Management Staff Bylaw No. 1900-2007 and amendments thereto;
- 1.7 **"Disaster"** means a calamity that:
 - .1 is caused by accident, fire, explosion or technical failure or by the forces of nature, and
 - .2 has resulted in serious harm to the health, safety or welfare of the people, or in widespread damage to property;

- 1.8 ***“Emergency”*** means a present or imminent event or circumstance that:
- .1 *is caused by accident, fire, explosion or technical failure or the forces of nature, and*
 - .2 *requires prompt co-ordination of action or special regulation of persons or property to protect the health, safety or welfare of people or to limit damage to property;*
- 1.9 ***“Emergency Management Committee”*** means those persons specified under s. 3.1 of this Bylaw;
- 1.10 ***“Emergency Management Organization”*** means the Emergency Management Committee, and such other persons appointed and functional groups established, and which are charged with emergency preparedness, response and recovery measures;
- 1.11 ***“EOC”*** means the Emergency Operations Centre as defined in the Emergency Program, or other such facility as may be designated from time to time as the EOC;
- 1.12 ***“EOC Director”*** means the Chief Administrative Officer for the City of Terrace, or his/her designate;
- 1.13 ***“Emergency Plan”*** means the Emergency Plan prepared under s. 6(2) of the Act;
- 1.14 ***“Emergency Program”*** means that program which encompasses all aspects of preparedness, response and recovery measures of the City for combating emergencies and disasters;
- 1.15 ***“Emergency Program Co-ordinator”*** means the person appointed by the Chief Administrative Officer to act in that capacity for the City who is deemed to be the Co-ordinator for the Emergency Management Organization of the City pursuant to s. 6(3) of the Act;
- 1.16 ***“Mayor”*** means that person elected Mayor for the City of Terrace, or a person designated by the Municipal Council to act in the capacity of Mayor in the Mayor’s absence;
- 1.17 ***“Municipality”*** means all of the area within the boundaries of the Corporation of the City of Terrace;

1.18 “Order” means a written statement of instruction, bearing the printed name and title of the issuer, and the date of the issuance.

2.0 DELEGATION

2.1 In accordance with s. 6(4) of the Act, Council hereby delegates the responsibilities placed upon it by the Act, except for the Declaration of a State of Local Emergency, to the Emergency Management Organization.

3.0 EMERGENCY MANAGEMENT COMMITTEE

3.1 The Emergency Management Committee shall consist of:

- .1 Chief Administrative Officer/EOC Director; and*
- .2 Department Heads; and*
- .3 Emergency Program Co-ordinator; and*
- .4 Other individuals, or representatives from agencies or City Departments deemed by the EOC Director and/or Emergency Program Co-ordinator to be required for the purposes of emergency planning and management.*

3.2 The Emergency Management Committee shall meet to develop and implement Emergency Plans and other preparedness, response and recovery measures for emergencies and disasters.

3.3 The Emergency Management Committee will be responsible for the following:

- .1 Preparing an Emergency Plan Manual based on the principles of the British Columbia Emergency Response Management System (BCERMS). Such manual shall provide a general direction and framework that covers preparedness, response and recovery plans within which the Emergency Management Committee can formulate roles and responsibilities to deal with emergencies and disasters. Minor amendments, such as names, addresses and telephone numbers in the Emergency Plan Manual may be approved by the Emergency Program Co-ordinator.*
- .2 Subject to City of Terrace Delegation Bylaw No. 1895-2007, negotiating agreements with other municipalities, agencies or governments for the purpose of mutual aid, or for the formation of joint organizations, or to provide services necessary to achieve the objectives of this Bylaw.*
- .3 Establishing such sub-Committees or working groups as it deems necessary to carry out its duties and obligations.*
- .4 Submitting annual estimates to Council of expenditures required to maintain and operate the Emergency Program.*

4.0 EMERGENCY PROGRAM CO-ORDINATOR

4.1 In conjunction with the Emergency Management Committee, the Co-ordinator is responsible for:

- .1 Providing leadership and administration for the Emergency Program;*
- .2 Co-ordinating and/or supervising any sub-Committees or work groups;*
- .3 Developing a Strategic Plan, Action Plans and budget;*
- .4 Maintaining all Emergency Plans and documentation;*
- .5 Providing an annual status report on the level of preparedness;*
- .6 Co-ordinating a training and exercise program;*
- .7 Co-ordinating with other governments, non-government agencies, First Nations and the private sector;*
- .8 Establishing and maintaining an Emergency Operations Centre;*
- .9 Establishing, co-ordinating and supporting volunteer programs; and*
- .10 Assisting the EOC Director to co-ordinate operations and activities within the EOC during an emergency or disaster.*

5.0 EMERGENCY RESPONSE

5.1 Pursuant to s. 8 of the Act, the Council, Chief Administrative Officer, or Emergency Program Co-ordinator may, whether or not a State of Local Emergency has been declared under s. 12 of the Act, implement all or portions of the City's Emergency Plan if, in the opinion of the Council, Chief Administrative Officer, or Emergency Program Co-ordinator, an emergency exists or appears imminent or a disaster has occurred or threatens within the boundaries of the City.

5.2 Pursuant to s. 13 of the Act, after a Declaration of a State of Local Emergency is made under s. 12 of the Act, the Emergency Management Organization may do all acts and implement all procedures that it considers necessary to prevent, respond to or alleviate the effects of an emergency or a disaster.

5.3 In the event of an emergency or disaster, or a Declaration of a State of Local Emergency, the EOC Director may authorize the expenditure of Municipal funds which are not included in the Financial Plan of the City, required for the preservation of life, health and the protection of property during an emergency or disaster, on the following basis:

- .1 Up to and including \$50,000 without the prior approval of Council, at the discretion of the EOC Director;*
- .2 Over \$50,000 with the prior approval of Council.*

6.0 LIABILITY

6.1 *As enabled by the Act, no person, including, without limitation, the Council, members of the City of Terrace Emergency Management Organization, employees of the City of Terrace, a volunteer and any other persons appointed, authorized or required to carry out measures relating to emergencies or disasters, is liable for any loss, cost, expense, damage or injury to person or property that results from:*

- .1 the person in good faith doing or omitting to do any act that the person is appointed, authorized or required to do under the Act or this Bylaw, unless, in doing or omitting to do the act, the person was grossly negligent; or*
- .2 any acts done or omitted to be done by one or more of the persons who were, under the Act or this Bylaw, appointed, authorized or required by the person to do the acts, unless in appointing, authorizing or requiring those persons to do the acts, the person was not acting in good faith.*

7.0 SEVERABILITY

7.1 *If any section, subsection, paragraph, subparagraph or clause of the City of Emergency Program Bylaw is for any reason held to be invalid by the decision of any Court of competent jurisdiction, such decision does not affect the validity of the remaining portions of the Emergency Program Bylaw.*

8.0 REPEAL

8.1 *City of Terrace Emergency Program Bylaw No. 1111-1987 and amendments thereto is hereby repealed.*

9.0 CITING CLAUSE

9.1 *This Bylaw may be cited as “City of Terrace Emergency Program Bylaw No. 1915 – 2008”.*

READ a first time this 14th day of April, 2008.

READ a second time this 14th day of April, 2008.

READ a third time this 14th day of April, 2008.

ADOPTED this 28th day of April, 2008.

Mayor

Acting Clerk



JUSTICE INSTITUTE
of BRITISH COLUMBIA

A Guide to the Emergency Program Act



In July, 1993 the Emergency Program Act was passed by the B.C. Legislature. This act replaced a 40 year old act designed to meet the needs of the Cold War [Sec. 29]. Revisions were also made to the Act in May 2004. This guide outlines the powers and obligations the act gives to various organizations. Please consult the legislation for the exact legal wording. References to the act are in brackets.

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SOME DEFINITIONS

"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 health, safety or welfare of people or to limit damage to property.

"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.

"volunteer"

Means a volunteer registered by a local authority or the Provincial Emergency Program.

PLANNING -- Provincial Government

The minister responsible for the act is the Solicitor General. This person has specific powers and duties as stated in the act.

In order to prepare for, respond to and recover from emergencies and disasters the minister must prepare emergency plans [Sec. 4(1)]. To do this the minister may delegate this work to the director of the Provincial Emergency Program [Sec. 4(2)(i)]. Among other things the act allows them to:

- a) analyze hazards and risks in the province [Sec. 4(2)(b)],
- b) recommend preventative measures [Sec. 4(2)(a)],
- c) make grants to local governments [Sec. 4(2)(c)],
- d) require local authorities to prepare emergency plans, satisfactory to the minister [Sec. 5],
- e) review and recommend modification of local emergency plans [Sec. 4(2)(f)],
- f) require people to prepare emergency plans who operate businesses, use property, or own property that have hazards which could cause emergencies [Sec. 5(a)],
- g) provide support to volunteers [Sec. 4(2)(h)], and
- h) make agreements with other governments dealing with emergency plans or programs [Sec. 4(2)(e)].

PLANNING -- Local Authorities

A local authority means [Sec. 1]:

- a) for a municipality, the municipal council,
- b) for an electoral area in a regional district, the board of the regional district*, or
- c) if agreed to, the superintendent of a national park.

Municipalities, electoral areas and national parks are termed jurisdictional areas in the act [Sec. 1]. Each local authority has responsibilities under the act for its jurisdictional area [Sec. 1(2)].

A local authority is at all times responsible for the direction and control of the local authority's emergency response, except in a few situations [Sec. 6(1)]. These are:

- a) if local emergency plans conflict with provincial emergency plans [Sec. 8(2)],
- b) when the Solicitor General orders a local authority to stop using any or all of its powers in a state of local emergency [Sec. 13(2)], or
- c) when a state of emergency is declared for the same area covered by a state of local emergency [Sec. 14(3)].

A local authority must prepare emergency plans respecting preparation for, response to, and recovery from emergencies and disasters [Sec. 6(2)].

A local authority must establish and maintain an emergency management organization and may appoint a coordinator for the organization and may set up committees. A local authority may, in writing, delegate any of its powers and duties under the act to the committees, emergency management organization or coordinator except the power to declare a state of local emergency [Sec. 6(3&4)].

EMERGENCIES and DISASTERS

Provincial emergency plans may be implemented if an emergency exists or appears imminent or a disaster occurred or threatens whether or not a state of emergency has been declared [Sec. 7].

Whether or not a state of local emergency has been declared, a local emergency plan may be implemented if an emergency exists or appears imminent or a disaster has occurred or threatens. The plan would be implemented in the local authority's jurisdictional area. In addition, other local authorities may implement their plans to meet requests for assistance from the affected local authority [Sec. 8(1)].

*Changes to the Emergency Program Act in May 2004 indicated that regional districts are required to have plans in place by January 2006.

STATE OF EMERGENCY [Sec. 9]
STATE OF LOCAL EMERGENCY [Sec. 12]

The Solicitor General or Lieutenant Governor In Council may declare a state of emergency relating to all or part of B.C. [Sec.9]. A local authority or the head of the local authority may declare a state of local emergency in all or part of its jurisdictional area [Sec. 12]. In all cases the declarers must be satisfied that an emergency exists or is imminent in the area.

A declaration must identify the nature of the emergency and the part of the jurisdictional area in which it exists or is imminent. Local authorities make declarations by bylaw, or resolution; heads of local authorities, by order.

The head of the local authority, (mayor or acting mayor for a municipality, for a regional district the chair or in their absence, a vice chair), must use their best efforts to obtain the consent of the other members of the local authority before declaring a state of local emergency. As soon as practicable after making a declaration the head of the local authority must convene a meeting of the local authority to assist in directing the response to the emergency [Sec. 12(3)].

Immediately after a declaration is made its details must be communicated to the majority of the population of the affected area, and in the case of a local authority a copy is forwarded to the Solicitor General [Sec. 12(4)].

Provincial states of emergency can last up to 14 days. States of local emergency can last up to 7 days. Both may be renewed [Sec. 12 (5,6,7)].

During a declared state of emergency or state of local emergency the provincial government or local authority, as the case may be, may take steps they feel are necessary to prevent, respond to or alleviate the effects of an emergency or disaster [Sec. 10(1) & Sec. 13(1)(a,b,c)].

In order to accomplish this, they may:

- a) implement or require to be implemented emergency plans or emergency measures [Sec. 10(1)(a,b)],
- b) acquire or use any real or personal property; people must be compensated if a loss occurs to the property [Sec. 19 (1)].
- c) authorize or require people to render assistance [see also Sec. 25],
- d) control or prohibit travel,
- e) restore essential facilities,
- f) provide, maintain, and coordinate emergency medical, welfare and other essential services,
- g) distribute essential supplies
- h) evacuate people, personal property, livestock, and animals and arrange for their care and protection,
- i) authorize entry into any building or on any land, without warrant,
- j) demolish or remove trees, structures or crops,
- k) construct necessary works,
- l) obtain, fix prices for or ration food, clothing, fuel, equipment, medical services or other essential supplies, or
- m) use any property, services, resources or equipment for the duration of the state of emergency.

During the state of emergency the local authority or head of the local authority may authorize others to exercise these powers [Sec. 13(1)(c)].

At any time during the state of local emergency the Solicitor General may restrict the local authority from using any or all of these powers [Sec. 13 (2,3,4,5)].

Other than for (b) above, the government or local authority may compensate for losses of or to real or personal property caused by any of the above actions.

CANCELLING A STATE OF LOCAL EMERGENCY

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

- a) it expires after 7 days or any 7 day extension [Sec. 12(5) or (6)],
- b) the Solicitor General cancels it [Sec. 14(1)],
- c) it is cancelled by bylaw, resolution or order [Sec. 14(2)],
- d) it is superseded by provincial state of emergency [Sec. 14(3) & 9(1)].

If cancelled by bylaw, resolution or order the Solicitor General must be promptly notified [Sec. 14(2)(b)].

CONFLICT

During the period of a declared state of emergency the Emergency Program Act and its regulations prevail over all other provincial legislation and regulations [Sec. 26].

RECOVERY OF COSTS

The Solicitor General may claim costs of government response and other efforts from a person who caused in whole or in part an emergency or disaster [Sec. 17].

DISASTER FINANCIAL ASSISTANCE

Disaster financial assistance is no longer administered under the Flood Relief Act. It is now covered by the Emergency Program Act and administered by the Provincial Emergency Program. Its terms have been expanded to include all disasters.

The assistance is for people who suffer loss as a result of a disaster. The Lieutenant Governor in Council decides who will receive financial assistance and the amount of that assistance. The act also contains sections outlining the appeal processes for eligibility for and the amount of disaster financial assistance [Sec. 20, 21, 22, 23 & 24].

REGULATIONS

The Lieutenant Governor in Council may make regulations to support the act [Sec. 28].

OFFENCE

Any person who contravenes the act or regulations or interferes with anyone carrying out their powers under the act may face one year imprisonment and/or a \$10,000 fine [Sec. 27].

EXEMPTION FROM CIVIL LIABILITY

People appointed, authorized or required to carry out measures relating to emergencies or disasters are not liable for losses, costs, expenses, damages or injuries to persons or property, as long as they were not grossly negligent nor acted in bad faith [Sec. 18].

EMERGENCY PROGRAM ACT

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Part 1 – Definitions and Application

1. Definitions

(1) In this Act:

“declaration of a state of emergency” means a declaration of the minister or the Lieutenant Governor in Council under section 9 (a);

“declaration of a state of local emergency” means a declaration of a local authority or the head of a local authority under section 12 (1);

“director” means the person appointed under section 2 (3) as the director of the Provincial Emergency Program.

“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;

“electoral area” means an electoral area as defined in the *Local Government Act*;

“emergency” means a present or imminent event or circumstance that

- (a) is caused by accident, fire, explosion, 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 a person or to limit damage to property;

“government corporation” has the same meaning as in the *Financial Administration Act*, and includes the Greater Vancouver Transportation Authority established under the *Greater Vancouver Transportation Authority Act* and any of its subsidiaries.

“head of a local authority” means

- (a) for a municipality, the mayor or a person designated by the municipal council to act in the capacity of mayor in the mayor’s absence, and
- (b) for an electoral area in a regional district, the chair of the board of the regional district, or, in the chair’s absence, a vice chair;

“jurisdictional area” means any of the following for which there is a local authority:

- (a) a municipality;
- (b) an electoral area;
- (c) a national park;

“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,
or
- (c) for a national park, the park superintendent or the park superintendent's delegate if an agreement has been entered into with the government of Canada under section 4 (2) (e) in which it is agreed that the park superintendent is a local authority for the purposes of this Act;

“local emergency plan” means an emergency plan prepared under section 6 (2);

“Provincial Emergency Program” means the Provincial Emergency Program continued under section 2 (1);

“Provincial emergency plans” means the emergency plans prepared under section 4 (1);

“volunteer” means a volunteer registered by a local authority or the Provincial Emergency Program for the purpose of responding to a disaster or an emergency.

- (2) A local authority has responsibility under this Act for the jurisdictional area for which it is the local authority.

Part 2 – Administration

2. Provincial Emergency Program

- (1) The Provincial Emergency Program is continued.
- (2) The Provincial Emergency Program is responsible for carrying out the powers and duties vested in it by this Act, the regulations and the minister.
- (3) A director and any officers and employees required to enable the Provincial Emergency Program to perform its duties and exercise its powers may be appointed in accordance with the *Public Service Act*.

3. Committees

- (1) The minister may appoint the committees the minister considers necessary or desirable to advise or assist the Lieutenant Governor in Council, the minister or the director.
- (2) The members of committees appointed under subsection (1) who are not officers or employees of the government, or officers or employees of an agency of the government,
 - (a) Are to be reimbursed for reasonable travelling and out of pocket expenses necessarily incurred in the discharge of their duties under this Act, and
 - (b) May be paid remuneration for their services as the Lieutenant Governor in Council may order.

4. Powers and duties of minister

- (1) The minister must prepare emergency plans respecting preparation for, responses to and recovery from emergencies and disasters.
- (2) The minister may do one or more of the following:
 - (a) Conduct public information programs relating to emergency preparedness and recommend preventive measures to alleviate the effect of emergencies or disasters;
 - (b) Make surveys and studies to identify and record actual and potential hazards that may cause emergencies or disasters;
 - (c) Make payments and grants, subject to any terms or conditions that the minister may impose, to local authorities for the purposes of assisting in emergency prevention, preparedness and response;
 - (d) Enter into agreements with an make payments or grants, or both, to persons or organizations for the provision of services in the development or implementation of emergency plans or programs;
 - (e) Enter into agreements with the government of Canada or of any other province, or with any agency of such a government, dealing with emergency plans and programs;
 - (f) Review and recommend modification of local emergency plans of local authorities;
 - (g) Establish training and training exercise programs;
 - (h) Provide support to volunteers as prescribed in the regulations;
 - (i) Delegate in writing to the director any of the powers or duties vested in the minister by this Act, except a power
 - (i) To make a declaration of a state of emergency,
 - (ii) To cancel a declaration of a state of emergency,
 - (iii) To cancel a declaration of a state of local emergency, or
 - (iv) To make an order under section 13 (2).

5. Ministerial orders

The minister may, by order, do one or more of the following:

- (a) Divide British Columbia into various subdivisions for the purpose of organizing integrated plans and programs in relation to emergency preparedness, response and recovery;
- (b) Require local authorities of the municipalities or electoral areas located within a subdivision referred to in paragraph (a) to prepare, in cooperation with designated ministries, integrated plans and programs, satisfactory to the minister, to deal with emergencies;

- (c) Establish procedures required for the prompt and efficient implementation of plans and programs to meet emergencies and disasters;
- (d) Require a person to develop plans and programs in cooperation with one or more local authorities, designated ministries and government corporations and agencies to remedy, alleviate or meet any emergency that might arise from any hazard to persons or property and that is or may be created by
 - (i) The person engaging in any operation,
 - (ii) The person utilizing any process,
 - (iii) The person using property in any manner, or
 - (iv) Any condition that exists or may exist on the person's land.

6. Local authority emergency organization

- (1) Subject to sections 8 (2), 13 (2) and 14 (3), a local authority is at all times responsible for the direction and control of the local authority's emergency response.
- (2) Subject to subsection (2.1), a local authority must prepare or cause to be prepared local emergency plans respecting preparation for, response to and recovery from emergencies and disasters.
- (2.1) for the purposes of subsection (2), a local authority that is the board of a regional district must ensure that it has one local emergency plan that applies, or 2 or more local emergency plans that in the aggregate apply, to all of the electoral areas within the regional district.
- (3) A local authority that is a municipal council or 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 and, for that purpose,
 - (a) If the local authority is a municipal council, the municipal council must establish and maintain an emergency management organization with responsibility for the whole of the municipality, and
 - (b) If the local authority is the board of a regional district, the board of the regional district must establish and maintain
 - (i) One emergency management organization with responsibility for all of the electoral areas within the regional district, or
 - (ii) 2 or more emergency management organizations that in the aggregate have responsibility for all of the electoral areas within the regional district.
- (3.1) Without limiting subsection (3), a local authority that is a municipal council or the board of a regional district may
 - (a) Appoint committees the local authority considers necessary or desirable to advise and assist the local authority, and

- (b) Appoint a coordinator for each emergency management organization established by it under subsection (3).

(3.2) The minister may, by order, establish one or both of the following:

- (a) If a local authority has not complied with subsections (2) and (2.1), the date by which the local emergency plan or plans required under those subsections must be prepared, with power to establish, for the board of a regional district, different dates for the preparation of local emergency plans for different electoral areas within the regional district;
 - (b) If a local authority has not complied with subsection (3), the date by which the emergency management organization or organizations required under that subsection must be established, with power to establish, for the board of a regional district, different dates for the establishment of emergency management organizations for different electoral areas within the regional district.
- (4) A local authority may, in writing, delegate any of its powers and duties under this Act to the committee, emergency management organization or coordinator referred to in subsection (3), except the power to make a declaration of a state of local emergency.

Part 3 – Emergencies, Disaster and Declared Emergencies

Division 1 – Emergencies and Disasters

7. Implementation of Provincial emergency plans

The minister or a person designated in a Provincial emergency plan may, whether or not a state of emergency has been declared under section 9 (1), cause a Provincial emergency plan to be implemented if, in the opinion of the minister or the designated person, an emergency exists or appears imminent or a disaster has occurred or threatens.

8. Implementation of local emergency plans

- (1) A local authority or a person designated in the local authority's local emergency plan may, whether or not a state of local emergency has been declared under section 12 (1), cause the plan to be implemented if, in the opinion of the local authority or the designated person, an emergency exists or appears imminent or a disaster has occurred or threatens in
 - (a) The jurisdictional area for which the local authority has responsibility, or
 - (b) Any other municipality or electoral area if the local authority having responsibility for that other jurisdictional area has requested assistance.
- (2) If a Provincial emergency plan has been implemented under section 7, a local emergency plan may be implemented or its implementation may be continued

under subsection (1) of this section if and to the extent that the local emergency plan is not in conflict with the Provincial emergency plan.

Division 2 – Declaration of State of Emergency

9. Declaration of State of Emergency

- (1) If satisfied that an emergency exists or is imminent, the minister of the Lieutenant Governor in Council may, by order, declare a state of emergency relating to all or any part of British Columbia.
- (2) A declaration of a state of emergency under subsection (1) must identify the nature of the emergency and the area of British Columbia in which the emergency exists or is imminent.
- (3) Immediately after a declaration of a state of emergency is made, the minister must cause the details of the declaration to be published by a means of communication that the minister considers most likely to make the contents of the declaration known to the majority of the population of the affected area.
- (4) A declaration under subsection (1) expires 14 days from the date it is made, but the Lieutenant Governor in Council may extend the duration of the declaration for further periods of not more than 14 days each.
- (5) Subsections (2) and (3) apply to each extension under subsection (4) of the duration of a declaration of a state of emergency.

10. Powers of minister in declared state of emergency

- (1) After a declaration of a state of emergency is made under section 9 (1) and for the duration of the state of emergency, the minister may do all acts and implement all procedures that the minister considers necessary to prevent, respond to or alleviate the effects of an emergency or a disaster, including any or all of the following:
 - (a) Implement a Provincial emergency plan or any Provincial emergency measures;
 - (b) Authorize a local authority to implement a local emergency plan or emergency measures for all or any part of the jurisdictional area for which the local authority has responsibility;
 - (c) Require a local authority for a municipality or an electoral area to implement a local emergency plan or emergency measures for all or any part of the municipality or electoral area for which the local authority has responsibility;
 - (d) Acquire or use any land or personal property considered necessary to prevent, respond to or alleviate the effects of an emergency or disaster;
 - (e) 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;
 - (f) Control or prohibit travel to or from any area of British Columbia;

- (g) 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;
 - (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;
 - (i) Authorize the entry into any building or 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;
 - (j) 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;
 - (k) Construct works considered by the minister to be necessary or appropriate to prevent, respond to or alleviate the effects of an emergency or disaster;
 - (l) 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.
- (2) After a declaration of a state of emergency is made under section 9 (1),
- (a) The director or such other person as the minister may appoint is responsible for the coordination and implementation of necessary plans or programs prepared under this Act, and
 - (b) All persons and agencies involved in the coordination and implementation are subject to the control and direction of the director or the other person appointed by the minister.

11. Cancellation of declaration of state of emergency

- (1) When, in the opinion of the minister or the Lieutenant Governor in Council, an emergency no longer exists in an area in relation to which a declaration of a state of emergency was made under section 9 (1), the minister or the Lieutenant Governor in Council must make an order cancelling the declaration of a state of emergency in respect of that area.
- (2) Immediately after an order is made under subsection (1) or a declaration of a state of emergency expires under section 9 (4), the minister must cause the details of the cancellation or expiry of the declaration of a state of emergency to be published by a means of communication that the minister considers most likely to make the contents of the cancellation order or the fact of the

cancellation or expiry known to the majority of the population of the affected area.

Division 3 – Declaration of Local Emergency

12. Declaration of state of local emergency

- (1) A local authority or, if a local authority consists of more than one person, the head of the local authority, may, at any time that the local authority or the head of the local authority, as the case may be, is satisfied that an emergency exists or is imminent in the jurisdictional area for which the local authority has responsibility, declare a state of local emergency relating to all or any part of the jurisdictional area.
- (2) A declaration of a state of local emergency under subsection (1) must identify the nature of the emergency and the part of the jurisdictional area in which it exists or is imminent, and the declaration must be made:
 - (a) By bylaw or resolution if made by a local authority, or
 - (b) By Order, if made by the head of a local authority.
- (3) The head of a local authority must, before making a declaration under subsection (1), use best efforts to obtain the consent of the other members of the local authority to the declaration and must, as soon as practicable after making a declaration under subsection (1), convene a meeting of the local authority to assist in directing the response to the emergency.
- (4) Immediately after making a declaration of a state of local emergency, the local authority or the head of the local authority, as the case may be, must
 - (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 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.
- (5) Subject to section 14 (3), a declaration of a state of local emergency expires 7 days from the date it is made unless it is earlier cancelled by the minister, the Lieutenant Governor in Council, the local authority or the head of the local authority.
- (6) Despite subsection (5), the local authority may, with the approval of the minister or the Lieutenant Governor in Council, extend the duration of a declaration of a state of local emergency for periods of not more than 7 days each.
- (7) Subsections (2) and (4) apply to each extension under subsection (6) of the duration of a declaration of a state of local emergency.

13. Powers of local authority in declared state of local emergency

- (1) After a declaration of a state of local emergency is made under section 12 (1) in respect of all or any part of the jurisdictional area for which a local authority has responsibility and for the duration of the state of local emergency, the local

authority may do all acts and implement all procedures that it considers necessary to prevent, respond to or alleviate the effects of an emergency or a disaster, including any or all of the following:

- (a) Implement its local emergency plan or any local emergency measures;
 - (b) Subject to this section, exercise, in relation to the part of the jurisdictional area affected by the declaration, any power available to the minister under section 10 (1) (d) to (l);
 - (c) Subject to this section, authorize, in writing, any persons involved in the operation of a local emergency plan or program to exercise, in relation to any part of the jurisdictional area affected by a declaration, any power available to the minister under section 10 (1) (d) to (l).
- (2) If a state of local emergency has been declared under section 12 (1), the minister may order a local authority to refrain or desist, either generally or in respect of any matter, from exercising any one or more of the powers referred to in subsection (1) (b) or (c).
- (3) Immediately after making an order under subsection (2), the minister must cause the details of the order to be communicated to the local authority affected by the order and to any other persons the minister considers appropriate.
- (4) Immediately after the details of an order are communicated to a local authority under subsection (3), the local authority referred to in the order must comply with the order and must direct every person under its direction or control to refrain or desist from doing any act that the local authority is ordered to refrain or desist from doing.
- (5) For the purposes of subsections (3) and (4), the details of an order are communicated to a local authority when those details are communicated to any one of the members of the local authority.
- (6) The local authority of a municipality or electoral area may, during or within 60 days after declaring a state of local emergency, by bylaw ratified by the minister responsible for the administration of the *Community Charter*, but without obtaining the approval of the electors or the assent of the electors, borrow any money necessary to pay expenses caused by the emergency.

14. Cancellation of declaration of state of local emergency

- (1) The minister or the Lieutenant Governor in Council may cancel a declaration of a state of local emergency at any time the minister or the Lieutenant Governor in Council considers appropriate in the circumstances.
- (2) The local authority or the head of the local authority must, when of the opinion that an emergency no longer exists in the part of the jurisdictional area in relation to which a declaration of a state of local emergency was made,
 - (a) Cancel the declaration of a state of local emergency in relation to that part

- (i) By bylaw or resolution, if the cancellation is effected by the local authority, or
 - (ii) By order, if the cancellation is effected by the head of the local authority, and
- (b) Promptly notify the minister of the cancellation of the declaration of a state of local emergency.
- (3) A declaration of a state of local emergency made in respect of a part of a jurisdictional area ceases have of any force or effect on the making of a declaration of a state of emergency by the minister or the Lieutenant Governor in Council relating to that part of the jurisdictional area.

15. Notification of termination of declaration of state of local emergency

- (1) Immediately after the termination of a declaration of a state of local emergency, the local authority having responsibility for the area in respect of which the declaration was made must cause the details of the termination to be published by a means of a communication that the local authority considers most likely to make the contents of the termination or the fact of the termination known to the majority of the population of the affected area.
- (2) For the purposes of subsection (1), a declaration of a state of local emergency is terminated when
 - (a) It expires under section 12 (5) or (6),
 - (b) It is cancelled by the minister or the Lieutenant Governor in Council under section 14 (1),
 - (c) It is cancelled by bylaw, resolution or order under section 14 (2), or
 - (d) It ceases to have any force or effect under section 14 (3) as a result of the making of a declaration of a state of emergency under section 9 (1).

Part 4 – General

16. Expenditures

- (1) Any expenditures under this Act considered necessary by the minister to implement a Provincial emergency plan or Provincial emergency measures, under section 7 or 10 (1) (a), may be paid out of the consolidated revenue fund without an appropriation other than this section.
- (2) Nothing in subsection (1) authorizes the minister to make a payment for disaster financial assistance out of the consolidated revenue fund.

17. Recovery of costs

- (1) If an emergency or a disaster is threatened or caused in whole or in part by the acts or omissions of a person and expenditures are made by the government or a local authority to prevent, respond to or alleviate the effects of the emergency

or disaster, the person must, on the request of the minister or head of a local authority, pay to the Minister of Finance or the local authority the lesser of

(a) The portion of the expenditures that is equal to the portion of the liability for the occurrence of the emergency or disaster that is attributable to the person, and

(b) The amount demanded by the minister or head of a local authority.

(2) Nothing in subsection (1) relieves a person from any other liability.

18. *Exemption from civil liability*

No person, including, without limitation, the minister, the other members of the Executive Council, the director, a local authority, the head of a local authority, a volunteer and any other person appointed, authorized or required to carry out measures relating to emergencies or disasters, is liable for any loss, cost, expense, damage or injury to person or property that results from

(a) The person in good faith doing or omitting to do any act that the person is appointed, authorized or required to do under this Act or the regulations, unless, in doing or omitting to do the act, the person was grossly negligent, or

(b) Any acts done or omitted to be done by one or more of the persons who were, under this Act or the regulations, appointed, authorized or required by the person to do the acts, unless in appointing, authorizing or requiring those persons to do the acts, the person was not acting in good faith.

19. *Compensation for loss*

(1) Despite section 18, if as a result of the acquisition or use of a person's land or personal property under section 10 (1) (d) or 13 (1) (b) or (c), the person suffers a loss of or to that property, the government or the local authority that acquired or used or directed or authorized the acquisition or use of the property must compensate the person for the loss in accordance with the regulations.

(2) Despite section 18, if a person suffers any loss of or to any land or personal property as a result of any other action taken under section 7, 8 (1), 10 (1) or 13 (1), the government or the local authority, as the case may be, that took or authorized or directed the taking of the action may compensate the person for the loss in accordance with the regulations.

(3) If any dispute arises concerning the amount of compensation payable under this section, the matter must be submitted for determination by one arbitrator or 3 arbitrators appointed under the *Commercial Arbitration Act* and

(a) The person who is to be compensated must, in a notice served on the minister, elect whether one or 3 arbitrators are to be appointed, and

(b) The *Commercial Arbitration Act* applies to the dispute.

20. *Disaster financial assistance*

- (1) The Lieutenant Governor in Council may, by regulation, establish criteria by which the eligibility of a person to receive disaster financial assistance is to be determined.
- (2) The Lieutenant Governor in Council or the minister may provide disaster financial assistance in accordance with the regulations to persons who suffer loss as a result of a disaster.

21. *Appeals to director on eligibility for disaster financial assistance*

- (1) A person may, by delivering to the director a written notice of appeal within 60 days after receipt of notice that the person was determined not to meet the eligibility criteria set under section 20 (1), appeal that determination.
- (2) If a written notice of appeal is not received by the director within the time limited for an appeal under subsection (1), the person in respect of whom the determination was made may not appeal the determination.
- (3) If a written notice of appeal is received by the director within the time limited for an appeal under subsection (1), the director must review the appellant's eligibility for disaster financial assistance in accordance with the information contained in the notice of appeal and may, but need not, do one or both of the following in conducting that review:
 - (a) Request additional information from the appellant;
 - (b) Convene a hearing.
- (4) After conducting a review under subsection (3), the director may
 - (a) Confirm the determination, or
 - (b) Overturn the determination and direct that the person be considered to be eligible to receive a disaster financial assistance.
- (5) The director must inform the appellant of the decision reached under subsection (4).
- (6) A decision under subsection (4) is final and conclusive and is not open to question or review in a court on any grounds.

22. *Appeals to director on amounts of disaster financial assistance*

- (1) A person may, by delivering to the director a written notice of appeal within 60 days after receipt of disaster financial assistance provided under section 20, appeal the amount of that disaster financial assistance.
- (2) If a written notice of appeal is not received by the director within the time limited for an appeal under subsection (1), the person is deemed to have accepted the sum paid by way of disaster financial assistance in full settlement of the person's loss, and no proceedings to determine or seek an increase in the amount of the disaster financial assistance provided for that loss may be brought by that person.
- (3) If a written notice of appeal is received by the director within the time limited for an appeal under subsection (1), the director must review the amount of disaster

financial assistance in accordance with the information contained in the notice of appeal and may, but need not, do one or both of the following in conducting that review:

- (a) Request additional information from the appellant;
 - (b) Convene a hearing.
- (4) After conducting a review under subsection (3), the director may confirm, increase or decrease the amount of the disaster financial assistance and must inform the appellant of the decision.
- (5) A decision under subsection (4) is final and conclusive and is not open to question or review in a court on any grounds.

23. *Section Repealed* [Repealed 2003-7-14.]

24. *Variation of disaster financial assistance*

- (1) If a person is, under section 22, determined to be entitled to disaster financial assistance in an amount that is greater than the disaster financial assistance, if any, provided to the person under section 20, the government must promptly provide to the person the additional amount of disaster financial assistance decided by the director.
- (2) If the director determines, under section 22, that a person is entitled to an amount of disaster financial assistance that is less than the amount of disaster financial assistance provided to the person under section 20, the person must repay to the government the amount of the disaster financial assistance that was an overpayment within 60 days after being informed of the director's decision under section 22.

25. *Mandatory assistance*

- (1) If a person who is authorized to do so under section 10 (1) (e) or 13 (1) makes an order requiring a person to provide assistance, the person named in the order must provide the assistance required by the order.
- (2) A person's employment must not be terminated by reason only that the person is required to provide assistance under this section.

26. *Conflict*

Unless otherwise provided for in a declaration of a state of emergency made under section 9 (1) or in an extension of the duration of a declaration under section 9 (4), if there is a conflict between this Act or the regulations made under this Act and any other Act or regulations, this Act and the regulations made under this Act prevail during the time that the declaration of a state of emergency made under section 9 (1) and any extension of the duration of that declaration is in effect.

27. *Offence*

- (1) A person commits an offence who
 - (a) Contravenes this Act or the regulations, or

- (b) Interferes with or obstructs any person in the exercise of any power or the performance of any duty conferred or imposed by this Act or the regulations.
- (2) A person who commits an offence under subsection (1) is liable to imprisonment for a term of not more than one year or to a fine of not more than \$10,000 or to both imprisonment and fine.

28. Power to make regulations

- (1) The Lieutenant Governor in Council may make regulations referred to in section 41 of the *Interpretation Act*.
- (2) Without limiting subsection (1), the Lieutenant Governor in Council may make regulations as follows:
 - (a) Assigning responsibility to ministries, boards, commissions or government corporations or agencies for the preparation or implementation of all or any part of plans or arrangements to deal with emergencies or disasters;
 - (b) Delegating to any person or committee appointed under this Act or to any one or more members of the Executive Council any of the powers vested by this Act in the minister or the Lieutenant Governor in Council, except the power to make an order for a declaration of a state of emergency or to make regulations;
 - (c) Respecting the assessment of damage or loss caused by an emergency or disaster, the processing of claims for compensation for the damage or loss and the payment of compensation for the damage or loss;
 - (d) Respecting eligibility for, the processing of claims for and the payment of disaster financial assistance;
 - (e) Governing the sharing of costs incurred by the government or by a local authority in conducting emergency operations;
 - (f) Respecting the registration, responsibilities and training of and training exercises for volunteers and volunteer agencies;
 - (g) Requiring persons to develop plans and programs in cooperation with one or more local authorities, designated ministries and government corporations and agencies to remedy, alleviate or meet any emergency that might arise from any hazard to persons or property and that is or may be created by
 - (i) The person engaging in any operation,
 - (ii) The person utilizing any process,
 - (iii) The person using property in any manner, or
 - (iv) Any condition that exists or may exist on the person's land;
 - (h) Respecting the form and content of emergency plans;
 - (i) In respect of any power available to a local authority under section 13 (1);
 - (j) Respecting the form and content of any notice of appeal delivered to the director under section 21 (1) or 22 (1).

EMERGENCY MANAGEMENT REGULATIONS

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B.C.

Victoria, British Columbia, Canada This is not the official version.
Deposited December 16, 1994

O.C. 1498/94

Important Information (disclaimer and copyright information)

Emergency Program Act **EMERGENCY PROGRAM MANAGEMENT REGULATION** [includes amendments up to B.C. Reg. 200/98]

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1. Interpretation

In this regulation:

“**Act**” means the *Emergency Program Act*;

“**officer in charge**” means commissioner as defined in the *Police Act*.

[am. B.C. Reg. 200/98, s. (a).]

2. Provincial Emergency Program

(1) The Provincial Emergency Program must

- (a) Prepare and maintain a hazard, risk and vulnerability study that identifies potential emergencies and disasters that could affect all or any part of British Columbia,

- (b) Assess the potential impact on people or property of the emergencies and disasters referred to in paragraph (a),
 - (c) Make recommendations to the minister respecting emergency prevention, preparedness, response and recovery strategies in relation to
 - (i) Legislation, regulation and policy, and
 - (ii) The creation and maintenance of an emergency management program,
 - (d) Provide advice and assistance to other ministers in the development and implementation of multiministry or multiagency emergency plans and procedures,
 - (e) Provide advice and assistance to local authorities in the development of local emergency management organizations and local emergency programs, and
 - (f) Coordinate or assist in coordinating the government's response to emergencies and disasters.
- (2) On the request of the minister, the Provincial Emergency Program must
- (a) Prepare, or assist the minister in the preparation of, Provincial emergency plans,
 - (b) Participate on behalf of or in conjunction with the government in any initiatives by which coordinated plans may be developed and cooperation and mutual assistance may be fostered between the government and its agencies and one or more of the federal government, the governments of neighbouring provinces, states and territories and any of their agencies in respect of the prevention of, preparation for, response to and recovery from emergencies and disasters, and
 - (c) Assist local authorities with response to or recovery from emergencies or disasters that are of such magnitude that the local authorities are incapable of effectively responding to or recovering from them.
- (3) In addition to any other functions the Provincial Emergency Program is required or entitled to perform under the Act or this regulation, the Provincial Emergency Program may do one or more of the following:
- (a) Provide advice and assistance to other ministers in emergency prevention, preparedness, response and recovery;
 - (b) Conduct training and training exercise programs for individuals or organizations concerned with emergency planning and operations;
 - (c) Provide advice and assistance to business and industry in relation to emergency preparedness, response and recovery;
 - (d) Assist in the coordination of emergency plans between local authorities and the government, government corporations and government agencies.

3. Emergency plans and procedures of ministers

- (1) Each minister must develop emergency plans and procedures to be followed in the event of an emergency or disaster.
- (2) The emergency plans and procedures referred to in subsection (1) may include plans and procedures to assist local authorities with response to or recovery from emergencies or disasters that are of such magnitude that the local authorities are incapable of effectively responding to or recovering from them.
- (3) The emergency plans and procedures of a minister that are referred to in subsections (1) and (2) must
 - (a) Be coordinated and consistent with the emergency plans and procedures of every other minister,
 - (b) Set out, in business continuation plans and procedures, the manner in which and the means by which that minister will continue to provide essential services despite an emergency or disaster,
 - (c) Set out the manner in which and the means by which the government will respond to the hazards for which that minister is designated as the key minister in Schedule 1, and
 - (d) Set out the manner in which and the means by which that minister will perform the duties, if any, set out for that minister in Schedule 2 or as may be imposed on that minister by the Lieutenant Governor in Council.

4. Emergency plans and procedures of government corporations

Each government corporation referred to in Schedule 2 must develop emergency plans and procedures that set out the manner in which and the means by which the government corporation will perform the duties set out for it in Schedule 2.

5. Inter-Agency Emergency Preparedness Council

- (1) In order to facilitate the coordination of the plans and procedures referred to in section 3, every minister referred to in Schedule 2 must appoint one representative to a committee to be known as the Inter-Agency Emergency Preparedness Council.
- (2) At the request of the council, a minister responsible for any designated government corporation or other government agency may appoint a representative from a government corporation or other government agency for which the minister has responsibility.
- (3) The council must meet at least twice a year.
- (4) The Provincial Emergency Program must
 - (a) Provide a representative to act as co-chair to the council,
 - (b) Provide a representative to act as the council's secretary, and
 - (c) Provide a reasonable level of funding to support the operations of the council.
- (5) The other co-chair for the council must be selected on an annual basis by the council.

- (6) The council must, at the request of and in the manner and at the times required by the Lieutenant Governor in Council or the minister, report to the minister on
 - (a) The activities of the council since the date of its last report or for such other period as may be required, and
 - (b) Any other matters specified in the request.
- (7) The council must
 - (a) Recommend emergency preparedness, response and recovery measures to each minister, and
 - (b) Provide to each minister referred to in Schedule 2 of the assistance necessary to ensure that that minister's emergency plans and procedures are coordinated and consistent with the plans and procedures of all other ministers and with the government's overall emergency preparedness strategies.

6. Role of ministers in relation to hazards

A minister referred to in Schedule 1 is responsible for coordinating the government's response to the occurrence of any of the hazards for which the minister is designated as the key minister in that schedule.

7. Role of ministers in emergency or disaster

In the event of an emergency or disaster, whether declared or not, each minister referred to in Schedule 2

- (a) Must cause the minister's emergency plan and procedures to be implemented
 - (i) In accordance with the directions, if any, of the Lieutenant Governor in Council, and
 - (ii) In a manner that is, to the greatest extent possible, coordinated and consistent with the implementation of emergency plans and procedures of every other minister referred to in Schedule 2,
- (b) Must make staff and resources available, to the greatest extent possible, on the request of the Lieutenant Governor in Council, the director or any other minister carrying out emergency measures, and
- (c) May, on the request of a local authority, provide to the local authority such advice and assistance as is practicable in respect of emergency response.

8. Role of government corporations in emergency or disaster

In the event of an emergency or disaster, each government corporation referred to in Schedule 2 must implement its emergency plans and procedures to the extent required.

9. Authority for policing and fire fighting in declared state of emergency

Without limiting section 20 (1) of the Act, in the event of a declaration of a state of emergency

- (a) The Lieutenant Governor in Council or the Attorney General may
- (i) Assume jurisdiction and control over all police forces in British Columbia, as described in section 1.1 of the *Police Act*, and their reserve, auxiliary or special forces, and
 - (ii) Appoint the officer in charge to exercise the authority of the chief constable of those forces, and
- (b) The Lieutenant Governor in Council or the Attorney General may
- (i) Assume the jurisdiction and control of all fire fighting and fire prevention services in all or any part of British Columbia, and
 - (ii) Appoint the fire commissioner to exercise authority over those services.

[am. B.C. Reg. 200/98, s. (b).]

Schedule 1

Minister Responsible for Coordinating Government Response to Specified Hazards.

HAZARD GROUPS	HAZARD	KEY MINISTERS
Accidents	<ul style="list-style-type: none"> • Air crashes • Marine accidents • Motor vehicle: crashes 	Attorney General Attorney General Attorney General
Atmosphere	<ul style="list-style-type: none"> • Snow storms • Blizzards • Ice storms and fog • Hailstorms • Lightning • Hurricanes • Tornadoes • Heat waves 	Attorney General Attorney General Attorney General Attorney General Attorney General Attorney General Attorney General Attorney General
Dam Failure	<ul style="list-style-type: none"> • Dam failure (includes foundations and abutments) 	Environment, Lands and Parks
Disease and Epidemics	<ul style="list-style-type: none"> • Human diseases • Animal diseases • Plant diseases • Pest infestations 	Health Agriculture, Fisheries and Food Agriculture, Fisheries and Food Agriculture, Fisheries and Food
Explosions And Emissions	<ul style="list-style-type: none"> • Gas and gas leaks (pipeline) • Gas and gas leaks (gas wells) 	Environment, Lands and Parks Energy, Mines and

	<ul style="list-style-type: none"> • Mine • Other explosions 	Petroleum Resources Energy, Mines and Petroleum Resources Municipal Affairs
Fire – Urban and Rural	<ul style="list-style-type: none"> • Fire (urban and rural – excludes interface fire) 	Municipal Affairs
General	<ul style="list-style-type: none"> • General – non-specific or not identified 	Attorney General
Geological	<ul style="list-style-type: none"> • Avalanches:-highways-other • Debris avalanches and debris flows • Landslides: highways other • Submarine slides • Land subsidence 	Transportation and Highways Attorney General Environment, Lands and Parks Transportation and Highways Attorney General Environment, Lands and Parks Energy, Mines and Petroleum Resources
Hazardous Material	<ul style="list-style-type: none"> • Hazardous spills general (on site or transport routes) • Radiation • Infectious material 	Environment, Lands and Parks Health Health
Hydrologic	<ul style="list-style-type: none"> • Drought • Erosion and accretion • Flooding • Ice jams • Storm surges 	Attorney General Environment. Lands and Parks Transportation and Highways Transportation and Highways Attorney General
Power outage	<ul style="list-style-type: none"> • Electrical power outage 	Attorney General
Riots	<ul style="list-style-type: none"> • Riots/public 	Attorney General
Seismic	<ul style="list-style-type: none"> • Ground motion effects • Tsunamis 	Attorney General Attorney General
Space object	<ul style="list-style-type: none"> • Space object crash 	Attorney General
Structural	<ul style="list-style-type: none"> • Structural collapse 	Attorney General
Terrorism	<ul style="list-style-type: none"> • Terrorism (hostile act against state) 	Attorney General
Volcanic	<ul style="list-style-type: none"> • Ash falls • Pyroclastic flows • Lava flows 	Attorney General Attorney General Attorney General

	• Mudflows	Attorney General
Wildfire	• Wildfire (includes interface fire)	Forests

Schedule 2

Duties of Ministers and Government Corporations in the Event of an Emergency.

MINISTER OF AGRICULTURE, FISHERIES AND FOOD

- Provide advice to farmers, aqua culturists and fishers on the protection of crops, livestock and Provincially managed fish and marine plant stocks;
- Coordinate the emergency evacuation and care of poultry and livestock;
- Inspect and regulate food quality;
- Identify food and potable water supplies;
- Assist the Minister of Health in the inspection and regulation of food safety.

ATTORNEY GENERAL

- Provide advice to local governments and Provincial ministries and government corporations on legal matters relating to the preparation and promulgation of emergency orders, regulations, declarations and contractual arrangements;
- Prepare, promulgate and implement orders relating to law enforcement and internal security;
- Through the police force having jurisdiction, provide:
 - Advice to local authorities respecting the maintenance of law and order;
 - Reinforcement of local police services;
 - Security control of emergency areas;
 - Traffic and crowd control;
 - Search and rescue services for missing persons on land and in inland waters;
- Provide coroner's services including the operation of temporary morgues, identification of the dead and registration of death;
- Through the Provincial Emergency Program:
 - Provide a 24-hour capability to direct requests for emergency assistance to appropriate municipal, provincial, federal or private sector agencies;
 - Serve as the point of contact for requests for emergency assistance from and to the government of Canada, unless otherwise specified in intergovernmental agreements.
 - Administer the emergency assistance vote to cover those of the incremental costs
 - (a) that are incurred by local governments, ministries and government corporations in responding to an emergency, and
 - (b) that the minister has approved;

- Organize and administer registered volunteers and temporary workers as requested or detailed in emergency response plans;
- Coordinate the emergency response activities of supporting ministries as requested or detailed in emergency response plans.

MINISTER OF ENVIRONMENT, LANDS AND PARKS

- Provide professional and technical advice and direction at hazardous material spills or pollution spills;
- Ensure the proper disposal of hazardous wastes and pollutants;
- Assess and monitor air quality;
- Provide flood forecasts and bulletins;
- Provide flood assessment, technical services and planning staff at government operation centres in the case of floods;
- Provide conservation officers to act as special constables to reinforce police forces in law and order and traffic duties;
- Provide dam safety and inspection services.

MINISTER OF FINANCE AND CORPORATE RELATIONS

- Provide risk management services in respect of possible compensation and liability claims;
- Arrange the assignment of suitably qualified public employees from various ministries to special emergency duties;
- Coordinate, in cooperation with ministries, the establishment and maintenance of Emergency Financial Response and Back-up Teams throughout British Columbia.

MINISTER OF FORESTS

- Provide Ministry of Forests personnel, equipment, supplies, telecommunications equipment, aviation support and weather information to assist in emergency response operations.

MINISTER OF GOVERNMENT SERVICES

- Provide government aircraft and vehicles;
- Provide for the leasing or purchase of emergency supplies and equipment;
- Through government communications office, coordinate the Provincial government emergency information services.

MINISTER OF HEALTH

- Provide public health measures including epidemic control and immunization programs;

- Provide and coordinate ambulance services and triage, treatment, transportation and care of casualties;
- Provide the continuity of care for persons evacuated from hospitals or other health institutions and for medically dependant persons from other care facilities;
- Provide standard medical units consisting of emergency hospitals, advanced treatment centres, casualty collection units and blood donor packs;
- Inspect and monitor potable water supplies;
- Inspect and regulate food quality with the assistance of the Minister of Agriculture, Fisheries and Food;
- Provide critical incident stress debriefing and counselling services;
- Provide support and supervision services for physically challenged or medically disabled persons affected by an emergency.

MINISTER OF MUNICIPAL AFFAIRS

- Through the office of the fire commissioner, coordinate fire fighting in a declared state of emergency.

MINISTER OF SOCIAL SERVICES

- Provide the following:
 - Food, clothing and shelter in private or congregate facilities;
 - Registration and information to assist in locating and reuniting of families;
 - Care of children who are not accompanied by a guardian or custodian, and mentally challenged persons;
 - Necessary financial assistance or assistance in kind.
- Provide clothing, food, shelter, registration and information services as may be required by emergency workers;
- Provide assistance to local authorities in the planning and operation of emergency social services consisting of emergency feeding, clothing, lodging, registration and inquiry and personal services.

MINISTER OF TRANSPORTATION AND HIGHWAYS

- Coordinate and arrange for transportation, engineering and construction resources.

BRITISH COLUMBIA FERRY CORPORATION

- Provide priority loading for the transport of emergency personnel, equipment and supplies;
- Provide ferries to serve as reception centres, hospitals, response centres or other emergency facilities.

BRITISH COLUMBIA HYDRO AND POWER AUTHORITY

- Coordinate the restoration of electric facilities, taking into account domestic, commercial, industrial and government requirements;
- Interrupt hydro services when they pose a threat to life or property;
- Conduct safety measures in respect to B.C. Hydro dams, including initiating warnings in the event of dam failures.

BRITISH COLUMBIA RAIL LIMITED

- Provide priority movement of emergency personnel, equipment and supplies;
- In cooperation with Transport Canada, assist at railway crashes, derailments in the conduct of rescue operations, removal of debris and the cleanup of hazardous material;
- Provide railcars for emergency facilities;
- Provide specialized equipment.

BRITISH COLUMBIA SYSTEMS CORPORATION

- Provide technical advice and assistance on the acquisition of telecommunications equipment, systems and computers.

BRITISH COLUMBIA TRANSIT

- Coordinate requirements for public transportation, including school and privately owned buses.

BRITISH COLUMBIA BUILDINGS CORPORATION

- Provide priority allocation of government buildings for operational accommodation, storage or other emergency requirements;
- Make emergency rental or lease arrangements for private sector buildings or other infrastructure requirements;
- Assess damage to government buildings.

Note: This regulation repeals B.C. Regs. 467/59, 472/59, 20/63, 59/63, 101/63, 92A/66, 48/69, 666/76 and 243/83.

[Provisions of the *Emergency Program Act*, R.S.B.C. 1996, c. 111, relevant to the enactment of this regulation: section 28]

Important Information (disclaimer and copyright information)B.C. Reg. 124/95
O.C. 310/95

Deposited March 31, 1995

*Emergency Program Act***COMPENSATION AND DISASTER FINANCIAL ASSISTANCE REGULATION**

[includes amendments up to B. C. Reg. 85/2005, March 18, 2005]

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Part 1 — Compensation

Definitions

1 In this regulation:

"**Act**" means the *Emergency Program Act*;

"**assessed value**" means assessed value determined under the *Assessment Act*;

"**manufactured home**" has the same meaning as in the *Manufactured Home Act*;

"**structure**" includes trailers and manufactured homes that are not capable of being readily moved and are insured for fire and theft.

Compensation must be paid

2 An owner of real or personal property that is lost or damaged as a result of being acquired or used under section 10 (1) (d) or 13 (1) (b) or (c) of the Act is entitled to compensation under this Part for that property in an amount equal to the lesser of

(a) the amount required to repair the property to the condition it was in immediately before its use or acquisition, and

(b) the amount required to replace the property with property of the nature, value and quality of the property being replaced.

Procedure for the payment of required compensation

3 (1) The government or the local authority, as the case may be, that is obligated to provide compensation for lost or damaged property under section 2 must, within 60 days after the later of the conclusion of the emergency or disaster in response to which the property was used or acquired and the date on which the government or local authority receives a claim for compensation under section 2,

(a) make an offer of compensation to the owner referred to in section 2, or

(b) if no offer is made or the offer made is rejected, appoint a person to act as an adjuster to assess the amount of compensation that is payable under section 2.

(2) If an offer made under subsection (1) (a) is accepted, the government or local authority, as the case may be, must promptly provide to the claimant the amount of the accepted offer.

(3) If a person is appointed as adjuster under subsection (1) (b), the adjuster must determine the amount of compensation that the adjuster considers should be paid under section 2 and must notify the claimant of that determination.

(4) The adjuster must notify the government or local authority by which the adjuster was appointed of the amount of compensation that the adjuster has determined should be paid under section 2 and whether

(a) the claimant agrees with the determination, or

(b) the claimant disputes the determination.

(5) After receiving a notice from an adjuster under subsection (4) (a), the government or local authority, as the case may be, must promptly

(a) provide to the claimant the amount of compensation determined by the adjuster, or

(b) if the government or local authority disputes the determination, proceed under subsection (6).

(6) After receiving a notice from an adjuster under subsection (4) (a) with which the government or local authority disagrees or a notice under subsection (4) (b), the government or local authority, as the case may be, must promptly

(a) notify the claimant as to the claimant's right to elect the number of arbitrators to be appointed under section 19 (3) (a) of the Act, and

(b) initiate arbitration under section 19 of the Act.

Arbitration

4 If an arbitration is held in respect of the amount of compensation that is to be provided to a claimant under section 2, the government or local authority, as the case may be, must, promptly after receiving notice of the result of the arbitration, make payment to the claimant of the amount determined in the arbitration to be payable.

Compensation may be paid

5 (1) The government may, but need not, provide compensation under section 19 (2) of the Act to a person who claims compensation under section 6 in respect of the claimant's real or personal property that was lost or damaged as a result of any action taken by the government under section 7, 8 (1) or 10 (1) of the Act, other than the acquisition or use of the property under section 10 (1) (d) of the Act.

- (2) The government may in its sole discretion set guidelines respecting
- (a) the claimants or classes of claimants to which compensation may be paid under this section,
 - (b) the period of time within which a claim for compensation under this section must be received by the government,
 - (c) the basis on which the amounts of compensation that may be paid under this section are to be calculated, and
 - (d) the maximum amount of compensation that may be paid under this section to any one claimant.
- (3) No claimant referred to in subsection (1) may receive any compensation under this Part in excess of the amount to which the claimant is entitled under subsection (2) (c) or (d).

Procedure for paying available compensation

- 6 (1) A claimant referred to in section 5 (1) must, within the period of time specified under section 5 (2) (b), provide to the government written notice that the person is claiming compensation.
- (2) After the government receives the notice referred to in subsection (1), it may
- (a) determine that the claimant is not eligible to receive compensation under this section, or
 - (b) if it considers that the claimant may be eligible for compensation,
 - (i) make an offer of compensation to the person, or
 - (ii) if no offer is made or the offer made is rejected, appoint a person to act as an adjuster to assess the amount of compensation, if any, to which the claimant may be entitled.
- (3) If the government makes a determination under subsection (2) (a), no compensation is payable to the claimant under this section.
- (4) If an offer made under subsection (2) (b) (i) is accepted, the government must promptly provide to the claimant the amount of the accepted offer.
- (5) If a person is appointed as adjuster under subsection (2) (b) (ii), the adjuster must, in consultation with the claimant, determine the maximum amount of compensation that could be paid under the guidelines established under section 5 (2) and notify the claimant of that determination.
- (6) The adjuster must notify the government of the maximum amount of compensation that the adjuster has determined could be paid to the claimant under section 5 and whether
- (a) the claimant agrees with the determination, or
 - (b) the claimant disputes the determination.
- (7) After receiving a notice from an adjuster under subsection (6), the government must determine the amount of compensation, if any, that it is willing to provide to the claimant and must
- (a) if that amount is equal to the maximum amount referred to in subsection (6), promptly provide payment of

that amount to the claimant and notify the adjuster of that payment, or

(b) in any other case, notify the adjuster, in writing, of the amount of compensation, if any, it is prepared to provide to the claimant.

(8) An adjuster who receives a notice under subsection (7) (b) must advise the claimant as to the amount of compensation, if any, the government is prepared to provide and seek a written notice of acceptance of that offer from the claimant.

(9) If the claimant accepts the amount of compensation offered under subsection (7) (b), the claimant must provide a written notice of acceptance to the adjuster and the adjuster must provide that written notice of acceptance to the government.

(10) After receiving a written notice of acceptance under subsection (9), the government must promptly provide to the claimant payment of the amount offered and notify the adjuster of that payment.

(11) If the claimant does not accept the amount of compensation offered under subsection (7) (b), the claimant must, if the claimant wishes to have the claim arbitrated, provide written notice to the minister

(a) requesting the initiation of the arbitration proceedings provided for in section 19 (3) of the Act, and

(b) electing the number of arbitrators to be appointed under that section.

Arbitration

7 (1) The arbitrators in an arbitration under section 6 (11) must determine the amount of compensation, if any, to which the claimant is entitled under the guidelines established by the government under section 5 (2).

(2) The government must, promptly after receiving notice of the result of the arbitration, make payment to the claimant of the amount determined under subsection (1).

Part 2 — Disaster Financial Assistance

Division 1 — Interpretation

Definitions and application

8 (1) In this Part and in Schedules 1 to 4:

"charitable or volunteer organization" means a not for profit charitable organization that

(a) in the opinion of the minister, provides a benefit or service to the community at large,

(b) has been in existence for at least 12 months, and

(c) is registered under the *Society Act*;

"eligible business materials", in relation to a small business, means items essential to the operation of the small business;

"eligible business structure", in relation to a small business, means a structure that is essential to the operation of the small business;

"eligible charitable or volunteer materials", in relation to a charitable or volunteer organization, means items essential to the operation of the charitable or volunteer organization;

"eligible charitable or volunteer structure", in relation to a charitable or volunteer organization, means a structure that is essential to the operation of the charitable or volunteer organization;

"eligible claimant" means a claimant described in section 9 (a) to (e);

"eligible costs" does not include costs or expenses

- (a) recoverable at law, or for which insurance was reasonably and readily available,
- (b) of a class or kind for which provision is made in whole or in part under any other program offered by local, provincial, federal or international governments or agencies,
- (c) to repair damage caused to a structure or facilities by a hazard if assistance had previously been provided to prevent damage from that or a similar type of hazard and that assistance was not used for that preventive work as required,
- (d) that are a normal risk of a business, trade, calling or enterprise,
- (e) for repair, rebuilding or replacement that cannot be considered essential to a home, livelihood or community service, including, without limitation, non-essential roads and bridges, landscaping or pleasure items,
- (f) for repair, rebuilding or replacement of a structure owned by industry, a government corporation or a business that is not a small business, other than a structure owned by a government corporation supplying sewer or water services,
- (g) to repair, rebuild or replace items or facilities for which there is no proof of ownership, title or rights and privileges assigned by way of lease or permit,
- (h) to repair, rebuild or replace structures, including, without limitation, buildings, fixtures, retaining walls, dikes and septic systems, that had significantly deteriorated before the disaster through neglect or undue wear and tear, or
- (i) that, in the case of a charitable or volunteer organization, are incurred as a result of a disaster and are recovered from agencies such as the Canadian Disaster Relief Fund or from disaster fund raising drives;

"eligible expense" means

- (a) eligible personal expense as defined in Schedule 1,
- (b) eligible small business expense as defined in Schedule 2,
- (c) eligible farm operation expense as defined in Schedule 3, or
- (d) eligible charitable or volunteer expense as defined in Schedule 4;

"eligible farm materials", in relation to a farm operation, means items essential to the operation of the farm operation;

"eligible farm structure", in relation to a farm operation, means a structure that is essential to the operation of

the farm operation;

"eligible materials" means

- (a) eligible personal effects,
- (b) eligible business materials,
- (c) eligible farm materials, or
- (d) eligible charitable or volunteer materials;

"eligible personal effects" means

- (a) for an owner of a structure referred to in section 9 (a), the necessities of life owned by and required for the owner or any of the other permanent residents of the structure, and
- (b) for a tenant in a structure referred to in section 9 (b), the necessities of life owned by and required for the tenant or any of the other permanent residents of the structure;

"eligible residence" means a structure owned by a claimant and occupied by the claimant as the claimant's principal residence;

"eligible structure" means

- (a) an eligible residence,
- (b) an eligible business structure,
- (c) an eligible farm structure, or
- (d) an eligible charitable or volunteer structure;

"farm operation" means an operation that

- (a) is identified in the current assessment of the British Columbia Assessment Authority as a developing or established agricultural operation,
- (b) is owned and operated by a person whose full-time employment is as a farmer, and
- (c) is the means by which the owner of the farm operation derives the majority of that person's income;

"principal residence" means, in relation to an individual claiming assistance under this Part, the residence that is occupied by the individual as the individual's home, the residence in which the majority of the individual's personal effects are located and

- (a) the residence of which the individual is, at the time of the occurrence of the disaster in respect of which the assistance is claimed, an owner and for which the individual
 - (i) received a grant under section 2 of the *Home Owner Grant Act* or would have been entitled to receive such a grant but for section 2 (3) of that Act or Schedule 1 or Schedule 2 of that Act, or
 - (ii) is entitled or would, but for section 2 (3) of the *Home Owner Grant Act* or Schedule 1 or Schedule 2

of that Act, be entitled to receive a grant under section 2 of that Act as a result of becoming an owner of the residence after the date on which the last grants under that Act were provided,

(b) if the individual is not an owner of a residence, the residence of which the individual is, at the time of the occurrence of the disaster in respect of which the assistance is claimed, an eligible occupant within the meaning of the *Home Owner Grant Act* and for which a person, other than the individual,

(i) received a grant under section 3, 4 or 5 of that Act for the benefit of the individual or would have been entitled to receive such a grant but for section 3 (4), 4 (4) or 5 (4) of that Act or Schedule 1 or Schedule 2 of that Act, or

(ii) is entitled or would, but for section 3 (4), 4 (4) or 5 (4) of that Act or Schedule 1 or Schedule 2 of that Act, be entitled to receive a grant for the benefit of the individual under section 3, 4 or 5 of that Act as a result of the individual becoming an eligible occupant of the residence after the date on which the last grants under that Act were provided, or

(c) if, at the time of the occurrence of the disaster in respect of which the assistance is claimed, the individual is neither an owner of a residence nor an eligible occupant of a residence within the meaning of paragraph (b) or is an owner or eligible occupant of a residence but has permanently ceased residing in the residence of which the individual is an owner or eligible occupant, the residence in which the individual resides for at least 1/2 of each year or of which the individual has assumed occupancy for the purpose of residing there for at least 1/2 of each year;

"small business" means a business

(a) that is managed by the owner of the business on a day to day basis,

(b) the income from which is the owner's major source of income,

(c) the gross sales of which are less than \$1 million per year, and

(d) that employs less than 50 employees at any one time.

(2) This Part applies in the event of a disaster in respect of which the Lieutenant Governor in Council or the minister has determined that disaster financial assistance may be provided.

Division 2 — Acceptance of Claim

Eligibility for assistance

9 The following claimants may be eligible to receive assistance under this Part if they have, before receiving that assistance, provided notice to the Provincial Emergency Program of any civil litigation they have initiated to recover some or all of the loss, costs or damages they suffered as a result of the disaster and if and to the extent only that their claim has been accepted under this Part:

(a) an owner of a structure damaged or destroyed in a disaster if the structure constituted the principal residence of the owner;

(b) a tenant whose eligible personal effects, while in the tenant's principal residence, are damaged or destroyed in a disaster;

(c) the owner of a small business;

- (d) the owner of a farm operation;
- (e) a charitable or volunteer organization.

Acceptable claims

10 (1) Subject to sections 11 and 12 and subsection (2) of this section, any one or more of the following claims may be accepted from an eligible claimant:

- (a) a claim for eligible personal expenses as that term is defined in Schedule 1;
 - (b) a claim for eligible small business expenses as that term is defined in Schedule 2, if and to the extent that the claimant is the owner of a small business and can demonstrate that without the claimed assistance the future of the business could be placed in jeopardy;
 - (c) a claim for eligible farm operation expenses as that term is defined in Schedule 3, if and to the extent that the claimant is the owner of a farm operation and can demonstrate that without the claimed assistance the future of the farm operation could be placed in jeopardy;
 - (d) a claim for eligible charitable or volunteer expenses as that term is defined in Schedule 4, if and to the extent that the claimant is a charitable or volunteer organization and can demonstrate that without the claimed assistance the future of the charitable or volunteer organization could be placed in jeopardy.
- (2) No claim under section 1 (a) of any of Schedules 1 to 4 may be accepted for structural repair to or for the rebuilding, replacement or relocation of a structure unless the claimant is the owner of the structure in respect of which the claim is made.

Calculation of assistance for eligible materials

11 A claim for any item of eligible materials damaged or destroyed in a disaster may be accepted for not more than an amount equal to the lesser of

- (a) the cost to repair the item to the condition it was in immediately before the disaster, and
- (b) the cost to replace the item with a basic model of that item.

Calculation of assistance for eligible structures

12 (1) A claim for an eligible structure damaged or destroyed in a disaster may be accepted for an amount equal to the lesser of

- (a) the cost to repair the structure to the condition it was in immediately before the disaster,
- (b) the cost to rebuild the structure,
- (c) the cost to replace the structure, and
- (d) the assessed value of the structure.

(2) Despite subsection (1), if an eligible structure is damaged or destroyed in a disaster and in the opinion of the director retention of the structure on the land on which the structure stood before the disaster constitutes a

potential threat to life or safety, the Provincial Emergency Program may accept a claim for that eligible structure for an amount equal to the lesser of

(a) the cost to relocate the structure and to repair it to the condition it was in immediately before the disaster, and

(b) the assessed value of the structure.

(3) The cost to repair an eligible structure under subsection (1) (a) or (2) (a) includes the costs needed to repair the structure to a condition that meets the prevailing codes in the applicable area.

(4) The cost of relocation under subsection (2) (a) does not include the costs to acquire the land to which the eligible structure could be relocated.

Division 3 — Limits on Payment of Assistance on Accepted Claims

Limit to assistance

13 Subject to this Division, the amount of assistance payable under this Part in respect of any claim accepted under Division 2 is 80% of the amount by which the amount of the accepted claim exceeds \$1 000, to a maximum payable under this Part for an accepted claim of \$300 000.

[am. B.C. Reg. 85/2005.]

Multiple claims for assistance for repair

14 If assistance has been provided under this regulation on 2 occasions to repair, rebuild or replace a structure in a disaster prone area, a claimant seeking assistance to repair, rebuild or replace the structure is ineligible to receive that further assistance unless the minister determines that, after the second occasion, all corrective or preventive actions reasonably possible to avoid recurrence of the damage or destruction were taken.

No assistance for structures in flood plain area

15 If an area is designated under the *Municipal Act* as flood plain and a structure is built or installed in that area after the area has been so designated, no assistance will be provided to repair, rebuild or replace the structure if it is damaged in a flood unless the structure was determined by the Minister of Environment, Lands and Parks or by Canada Mortgage and Housing Corporation to have been properly flood protected.

Claimant must act to protect property

16 Assistance for an accepted claim may be reduced or denied if, in the minister's opinion, the claimant took no or insufficient action to protect the claimant's property before, during or after the occurrence of a disaster.

Effect of litigation on payment of assistance

17 (1) If civil litigation is initiated by a claimant to recover some or all of the loss, costs or damages suffered as a result of a disaster, assistance must not be paid to the claimant under this regulation unless

(a) before payment of the assistance, the claimant agrees, in a manner satisfactory to the Provincial Emergency Program, that if judgment is awarded to the claimant in the litigation and the judgment includes an award in respect of an eligible expense for which assistance is provided, the claimant will repay to the

government the portion of the amount recovered under the judgment that is attributable to that eligible expense up to a maximum amount repayable under this paragraph of the amount of assistance received by the claimant in respect of that eligible expense, or

(b) the assistance is paid after the conclusion of the litigation in an amount that reflects the recovery made by the claimant under the judgment.

(2) For the purposes of subsection (1) (a), if less than the full amount of the judgment referred to in that subsection is recovered by the claimant, the portion of the amount recovered under the judgment that is attributable to an eligible expense is the proportion of the amount recovered that the judgment awarded in respect of the eligible expense bears to the whole of the judgment amount awarded.

Restrictive covenants

18 If assistance is claimed for or in respect of a structure and one or more restrictive covenants are registered on the title to the land on which the structure was located,

(a) if the placement or construction of the structure was not done in compliance with the restrictive covenants and that breach contributed in whole or in part to the damage to the structure, no assistance is payable under this Part in respect of the structure, or

(b) if assistance is available to the claimant, the maximum amount of assistance available to the claimant is the lesser of

(i) the amount to which the claimant would have been entitled under section 12 (1), and

(ii) the amount required to repair, rebuild or replace the structure to a reasonable standard that conforms with the restrictive covenant.

Division 4 — Process for Payment of Assistance

Payment process

19 (1) In this section "**adjuster**" means a person appointed to act as an adjuster under subsection (2).

(2) If a disaster occurs for which assistance may be provided under this Part, the minister must appoint one or more persons to act as adjusters for the area affected by the disaster.

(3) A person seeking assistance under this Part must, within 90 days after the Lieutenant Governor in Council or the minister makes a determination under section 8 (2) that disaster financial assistance may be provided, notify the Provincial Emergency Program that assistance will be sought.

(4) On receipt of a notification under subsection (3), the Provincial Emergency Program must

(a) provide to the applicant a form to be completed by the applicant to apply for assistance, and

(b) notify the applicant of the identity of the persons appointed as adjusters and the means by which those persons may be contacted.

(5) The applicant must, promptly after receipt by the applicant of the form referred to in subsection (4) (a), provide to an adjuster the completed application form along with all available documentation in support of the claim including invoices for any essential goods or services acquired before the application was submitted.

(6) An adjuster who receives the documentation referred to in subsection (5) must determine the amount of assistance the adjuster considers appropriate under this regulation and must notify the claimant of that determination.

(7) The adjuster must notify the Provincial Emergency Program of the amount of assistance that the adjuster recommends under this regulation and must include a statutory declaration of the applicant in which the applicant must

(a) indicate whether the applicant agrees with the recommendations of the adjuster, and

(b) if the applicant disagrees with parts of those recommendations, state which parts the applicant is in disagreement with and why.

(8) After receiving a notice from an adjuster under subsection (7), the Provincial Emergency Program must review the adjuster's recommendation and must notify the adjuster, in writing, of the results of that review and, if some or all of the claim has been accepted by the Provincial Emergency Program, of the amount of assistance that is to be provided to the applicant and the adjuster must advise the applicant of that amount.

(9) After the amount of assistance that is to be provided to an applicant under this section has been determined, the Provincial Emergency Program must promptly pay that amount to the applicant.

Part 3 — Disaster Financial Assistance for Local Government Body

Division 1 — Interpretation

Definitions and application

20 (1) In this Part and in Schedule 5:

"eligible local government body materials", in relation to a local government body, means equipment and materials essential to the functions and operation of the local government body including, without limitation, essential office and institutional furnishings;

"eligible local government body structure", in relation to a local government body, means a structure that is essential to the functions and operations of the local government body including, without limitation, government and public buildings, schools, hospitals, public libraries, penal institutions, welfare institutions, police stations, fire stations, and structures essential to the operation of public recreational facilities such as bathing beaches, zoos and parks;

"eligible public works" includes streets, roads, bridges, dams, breakwaters, wharves, dikes, levees, drainage facilities, flood control and irrigation systems and publicly owned sewer and water utilities;

"eligible costs" does not include costs or expenses

(a) recoverable at law, or, subject to section 22 (3), for which insurance was reasonably and readily available,

(b) of a class or kind for which provision is made in whole or in part under any other program offered by local, provincial, federal or international governments or agencies,

(c) to repair damage caused to a structure or facilities by a hazard if assistance had previously been provided to prevent damage from that or a similar type of hazard and that assistance was not used for that preventive work as required,

- (d) that are a normal risk of a business, trade, calling or enterprise,
- (e) for repair, rebuilding or replacement that cannot be considered essential to the public welfare including, without limitation, non-public roads and bridges or landscaping,
- (f) that are normal operating expenses including, without limitation, regular salaries or equipment operating costs,
- (g) to repair or replace items or facilities for which there is no proof of ownership, title or rights and privileges assigned by way of lease or permit,
- (h) to repair, rebuild or replace structures, including, without limitation, buildings, fixtures, retaining walls, dikes and septic tank systems, that had significantly deteriorated before the disaster through neglect or undue wear and tear, or
- (i) 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;

"local government body" means

- (a) an educational body within the meaning of the *Freedom of Information and Protection of Privacy Act*,
- (b) a government body within the meaning of the *Freedom of Information and Protection of Privacy Act*, or
- (c) a health care body within the meaning of the *Freedom of Information and Protection of Privacy Act*;

"public facility" means an eligible local government body structure or any one of the eligible public works.

(2) This Part applies in the event of a disaster in respect of which the Lieutenant Governor in Council or the minister has determined that disaster financial assistance may be provided to a local government body.

Division 2 — Acceptance of Claim

Eligibility for assistance

21 A local government body may be eligible to receive assistance under this regulation

- (a) if it has, before receiving that assistance, provided notice to the Provincial Emergency Program of any civil litigation it has initiated to recover some or all of the loss, costs or damages it suffered as a result of the disaster, and
- (b) if and to the extent only that its claim has been accepted under this Act.

Acceptable claims

22 (1) Subject to sections 23 to 27 and subsection (2) of this section, a claim for eligible local government body expenses as that term is defined in Schedule 5 may be accepted from a local government body.

(2) No claim for structural repair to or rebuilding or replacement of a public facility under section 1 (a) of Schedule 5 may be accepted unless the claimant is the owner of the public facility in respect of which the claim is made.

(3) A local government body that has elected for self-insurance is entitled to the assistance available under this Part even though private insurance could have been purchased.

Structural repair, rebuilding or replacement

23 (1) Subject to section 25, no claim may be accepted for repair, rebuilding or replacement of a public facility damaged or destroyed in a disaster unless

(a) the repair, rebuilding or replacement is completed to a standard that

(i) adheres to the prevailing codes in the affected area, and

(ii) is approved by the government, and

(b) subject to subsection (2), the tendering practices and wage rates used for the repair, rebuilding or replacement are approved by

(i) the local government body, and

(ii) the government.

(2) A claim for repair, rebuilding or replacement of a public facility for which the approvals required by subsection (1) (b) have not been provided may be accepted in exceptional circumstances and with the prior approval of the Provincial Emergency Program.

Calculation of assistance for eligible materials

24 A claim for any item of eligible local government body materials damaged or destroyed in a disaster may be accepted for not more than the lesser of

(a) the cost to repair the item to the condition it was in immediately before the disaster, and

(b) the cost to replace the item with a basic model of that item.

Calculation of assistance for public facilities

25 (1) A claim for a public facility damaged or destroyed in a disaster may be accepted for an amount equal to the lesser of

(a) the cost to repair the public facility to the condition it was in immediately before the disaster,

(b) the cost to rebuild the public facility,

(c) the cost to replace the public facility, and

(d) the assessed value of the public facility.

(2) Despite subsection (1), if a public facility is damaged or destroyed in a disaster and in the opinion of the director retention of the public facility on the land on which the public facility stood before the disaster constitutes a danger to public safety or to the provision of essential local services, the Provincial Emergency Program may accept a claim for that public facility for an amount equal to the lesser of

(a) the cost to relocate the public facility and to repair it to the condition it was in immediately before the disaster, and

(b) the assessed value of the public facility.

(3) The cost of relocation under subsection (2) (a) does not include the costs to acquire the land to which the public facility could be relocated.

Calculation of assistance for compensation payment

26 A claim in respect of the compensation a local government body is obligated to pay under Part 1 as a result of a disaster may be accepted for not more than the lesser of

(a) the amount of compensation actually paid by the local government body, and

(b) the amount determined by the Provincial Emergency Program to represent an appropriate amount of compensation in all of the circumstances.

Calculation of assistance for general administration costs

27 A claim for general administration costs under section 1 (g) of Schedule 5 may be accepted for not more than the lesser of

(a) the general administration costs actually paid by the local government body, and

(b) the amount determined by the Provincial Emergency Program to represent an appropriate amount of general administration costs in all of the circumstances.

Division 3 — Limits on Payment of Assistance on Accepted Claims

Limit to assistance

28 Subject to this Division, the amount of assistance payable in respect of any claim accepted under Division 2 is

(a) for claims referred to in section 1 (d) of Schedule 5, 100% of the amount of the accepted claim,

(b) for claims referred to in section 1 (g) of Schedule 5, the percentage of the amount of the accepted claim, up to a maximum of 10%, that the Provincial Emergency Program determines is appropriate, and

(c) for any other claim, 80% of the amount by which the amount of the accepted claim exceeds \$1 000.

Multiple claims for assistance for repair

29 If assistance has been provided under this regulation on 2 occasions to repair, rebuild or replace a public facility in a disaster prone area, the local government body seeking assistance to repair, rebuild or replace the public facility is ineligible to receive that further assistance unless the minister determines that, after the second claim was made, the local government body took all corrective or preventive actions that could reasonably have been taken to avoid recurrence of the damage or destruction.

No assistance for structures in flood plain area

30 If an area is designated under the *Municipal Act* as flood plain and a public facility is built or installed in that area after the area has been so designated, no assistance will be provided to repair, rebuild or replace the public facility if it is damaged in a flood unless the structure was determined by the Minister of Environment, Lands and Parks or by Canada Mortgage and Housing Corporation to have been properly flood protected.

Claimant must act to protect property

31 Assistance for an accepted claim may be reduced or denied if the minister determines that the local government body claimant took no or insufficient action to protect the claimant's property before, during or after the occurrence of a disaster.

Effect of litigation on payment of assistance

32 (1) If civil litigation is initiated by a local government body claimant to recover some or all of the loss, costs or damages suffered as a result of a disaster, assistance must not be paid to the claimant under this regulation unless

(a) before payment of the assistance, the claimant agrees, in a manner satisfactory to the Provincial Emergency Program, that if judgment is awarded to the claimant in the litigation and the judgment includes an award in respect of an eligible expense for which assistance is provided, the claimant will repay to the government the portion of the amount recovered under the judgment that is attributable to that eligible expense up to a maximum amount repayable under this paragraph of the amount of assistance received by the claimant in respect of that eligible expense, or

(b) the assistance is paid after the conclusion of the litigation in an amount that reflects the recovery made by the claimant under the judgment.

(2) For the purposes of subsection (1) (a), if less than the full amount of the judgment referred to in that subsection is recovered by the claimant, the portion of the amount recovered under the judgment that is attributable to an eligible expense is the proportion of the amount recovered that the judgment awarded in respect of the eligible expense bears to the whole of the judgment amount awarded.

Division 4 — Process for Payment of Assistance

Payment process generally

33 (1) If a disaster occurs for which assistance may be provided under this Part, a local government body that intends to make a claim for assistance must

(a) promptly notify the Provincial Emergency Program that it will be seeking assistance under this section, and

(b) specify the purposes for which that assistance will be sought.

(2) The Provincial Emergency Program must, after reviewing the notice provided by a local government body under subsection (1), notify the local government body as to whether it is eligible to receive some or all of the requested assistance.

(3) A local government body that has provided a notice under subsection (1) and that has been advised under subsection (2) that it is eligible for assistance under this section must, promptly after being advised of its eligibility, submit a recovery plan to the Provincial Emergency Program detailing the various projects it intends to undertake for cleanup and restoration and the recovery plan may be phased if the works detailed in the plan will take time to complete.

(4) A recovery plan submitted under subsection (3) must include

- (a) an estimate of the response costs,
- (b) for each project within the recovery plan, a description of the damage incurred, the work to be done and an estimate of the costs required to restore a public facility to pre-disaster condition,
- (c) an identifying project number assigned by the claimant to each project in the recovery plan, and
- (d) any other information the Provincial Emergency Program may require.

(5) Recovery plans must be approved by the Provincial Emergency Program before implementation, and any work undertaken before that approval is given may ultimately be determined to be ineligible for assistance.

(6) The Provincial Emergency Program may appoint persons to act as adjusters and to conduct on-site assessments to confirm the damage described and costs estimated in the recovery plan.

(7) The Provincial Emergency Program may, in respect of a recovery plan submitted for approval, approve the plan as submitted, approve the plan subject to terms and conditions that the Provincial Emergency Program may impose or reject the plan and must, after approving or rejecting the plan,

- (a) notify the local government body of that decision, and
- (b) if the plan is approved or is approved subject to terms and conditions, notify the local government body that funding for the approved plan will be made available in accordance with this section.

(8) After it receives notice under subsection (7) that its recovery plan has been approved, the local government body must, at any time that it becomes aware that it will require assistance in an amount greater than the amount estimated in its recovery plan, notify the Provincial Emergency Program in writing of the increased funding, by project, stating the amount required and why the increase is needed.

(9) Subject to subsection (10), claims made under this section in respect of a project referred to in the recovery plan may be submitted to the Provincial Emergency Program

- (a) on the completion of that project, or
- (b) if the project is phased as contemplated by subsection (3), at the end of each phase.

(10) All claims under this section must be submitted within 18 months after the date of the approval notice provided by the Provincial Emergency Program under subsection (7).

(11) Claims submitted under subsection (9) must be prepared on the following basis:

- (a) recovery plan projects required to restore facilities must be distinguished and recorded separately from ongoing maintenance and other routine repair work;
- (b) accounts must be maintained separately by project numbers assigned in the recovery plan;
- (c) accurate time sheets for labour and equipment must be kept by project number to assist in the calculation of eligible costs;
- (d) all invoices for goods and services must be kept by project number and must be accompanied by statements indicating the reason for purchasing the goods and services and their applicability to recovery

operations.

(12) After a claim has been submitted under subsection (9), the Provincial Emergency Program must review the claim and must notify the local government body, in writing, of the results of that review and, if some or all of the claim has been accepted, of the amount of assistance that is to be provided to the local government body in respect of that claim.

(13) After determining the amount of assistance that is to be provided to a local government body under this section, the Provincial Emergency Program must promptly provide payment of that amount to the local government body along with an explanation as to how the final amount was determined and the reasons for the deletion of any claimed items.

Schedule 1

1 For the purposes of section 10 (1) (a) "**eligible personal expenses**" means eligible costs incurred or required for

(a) structural repair to or replacement of an eligible residence including

- (i) foundations, footings, seals, slab floors, pilings, structural walls and attached garages,
- (ii) framing, roofing, doors, windows, materials, wall coverings, mouldings, fixtures and finishings,
- (iii) filling and levelling to restore essential access,
- (iv) wells, pumps, septic or sewer connections, water connections, electrical servicing and space and water heating equipment and gas connections,
- (v) retaining walls that form part of the eligible residence or that are essential to sustain land that is immediately adjacent to and critical to the eligible residence, and
- (vi) existing protective works designed to protect banks from erosion,

(b) repair to or replacement of eligible personal effects including,

- (i) for the kitchen or dining room, a stove, refrigerator, table and chairs, electrical appliances, table service and kitchen utensils, cleaning supplies and equipment, drapes and curtains and floor coverings,
- (ii) for the living room, a hide-a-bed or chesterfield, a radio or a stereo system, occasional chairs and tables, lamps, floor coverings, drapes and curtains, and a television,
- (iii) for the bedrooms, bedding, bedroom suites, box springs and mattresses, lamps, floor coverings, drapes and curtains,
- (iv) floor coverings, curtains, towels and toiletries for one bathroom only,
- (v) for the laundry room, a washer, a dryer, an iron, an ironing board, laundry supplies, curtains and floor coverings,
- (vi) miscellaneous items such as clothing, household tools, prescription medicines, a sewing machine, a vacuum cleaner, a telephone, a mirror, a freezer, freezer food and root vegetables stored in a root cellar, and
- (vii) specialized clothing, tools or equipment that are required for the claimant's current trade or

profession and are essential for the claimant's ability, at the time of the claim, to earn the claimant's livelihood,

(c) clean up and debris removal including

(i) casual labour, including the owner, at the British Columbia minimum hourly rate, up to a maximum of 100 person-hours, unless the Provincial Emergency Program authorizes additional labour, and

(ii) commercial services and rentals, provided that those services and rentals are not on a continuing basis and conform to rates listed in the Province of B.C. Equipment Rental Rate Guide, copies of which are held by adjusters,

(d) reasonable protective works and other measures undertaken during the occurrence of the disaster to protect life and property, including reasonable costs incurred in the removal and storage of the contents of the eligible residence, and

(e) other necessary responses to the disaster including, with the approval of the Provincial Emergency Program, temporary accommodation, if emergency shelter is not available, for up to 3 days, or, in exceptional circumstances, for a period longer than 3 days,

but does not include costs incurred or required for or in relation to

(f) seasonal or recreational structures, their contents, and associated roads or bridges,

(g) damages that are the direct result of inadequate drainage or internal sewer or storm backup for which insurance was reasonably and readily available,

(h) damage to contents located in basements, crawl spaces or similar low-lying storage areas, unless the basement, crawl space or storage area was being used as an essential living area,

(i) unoccupied homes under construction,

(j) construction materials in storage or available for use for home construction,

(k) outbuildings, detached or semi-detached garages or carports, or their contents,

(l) jacuzzis, patios, pools, fences, garden tools or landscaping,

(m) jewelry, collectibles, artwork, antiques, silverware, furs, decorative items, money and securities or books and printed matter,

(n) pets, pet supplies, livestock, poultry, pens, corrals, feeds, outfittings, saddlery or beekeeping equipment and supplies,

(o) recreational items such as fishing equipment, hunting equipment, camera equipment, dark-room equipment, skates, skis, camping equipment, bicycles, games, toys, audio-visual equipment or lawn furniture,

(p) automobiles, recreation vehicles, motorcycles, boats, planes, snowmobiles or other readily insured vehicles and vessels,

(q) chemicals, preservatives, fuels or other like items,

(r) wharves, docks, floats, jetties and other foreshore or backshore improvements,

- (s) illegal encroachments on or improvements of land or structures for the purpose of damage reduction, and
- (t) eroded or damaged land except for essential access routes and the removal of debris.

Schedule 2

1 For the purposes of section 10 (1) (b) "**eligible small business expenses**" means eligible costs incurred or required for

- (a) structural repair to or replacement of eligible business structures including
 - (i) foundations, footings, seals, slab floors, pilings, structural walls and attached garages,
 - (ii) framing, roofing, doors, windows, materials, wall coverings, mouldings, fixtures and finishings,
 - (iii) filling and levelling to restore essential access,
 - (iv) parking areas, pumps, services and connections and space and water heating equipment,
 - (v) retaining walls that form part of an eligible business structure or that are essential to sustain land that is immediately adjacent to and critical to an eligible business structure, and
 - (vi) existing protective works designed to protect banks from erosion,
- (b) repair to or replacement of eligible business materials including
 - (i) books and papers required to carry out the business,
 - (ii) tools and equipment essential to the business,
 - (iii) business furnishings, and
 - (iv) inventory at replacement cost,
- (c) clean up and debris removal including
 - (i) casual labour, including the owner and the owner's employees, at the British Columbia minimum hourly rate, up to a maximum of 100 person-hours unless the Provincial Emergency Program authorizes additional labour, and
 - (ii) commercial services and rentals, provided that those services and rentals are not on a continuing basis and conform to rates listed in the Province of B.C. Equipment Rental Rate Guide, copies of which are held by adjusters, and
- (d) reasonable protective works and other measures undertaken by the small business owner during the occurrence of the disaster to protect life and property, including reasonable costs incurred in the removal and storage of the contents of an eligible business structure,

but does not include

- (e) loss of wages or business operation income or loss of business opportunity, or
- (f) costs incurred or required for or in relation to

- (i) damages that are the direct result of inadequate drainage or internal sewer or storm backup for which insurance was reasonably and readily available,
- (ii) unoccupied business premises under construction,
- (iii) construction materials in storage or available for construction purposes, unless those materials are inventory,
- (iv) outbuildings and their contents unless essential to the operation of the business,
- (v) landscaping,
- (vi) eroded or damaged land except for essential access routes and the removal of debris,
- (vii) chemicals, preservatives, fuels and other like items unless those items are inventory, and
- (viii) illegal encroachments on or improvements of land or structures for the purpose of damage reduction.

Schedule 3

1 For the purposes of section 10 (1) (c) "**eligible farm operation expenses**" means eligible costs incurred or required for

- (a) structural repair to or replacement of eligible farm structures including
 - (i) filling and levelling to restore essential access to fields and outbuildings,
 - (ii) parking areas, pumps, services and connections and space and water heating equipment essential to farm operations,
 - (iii) fences on working farms where livestock is kept, excluding ornamental fences,
 - (iv) retaining walls that form part of an eligible farm structure or that are essential to sustain land that is immediately adjacent to and critical to an eligible farm structure, and
 - (v) existing protective works designed to protect banks from erosion,
- (b) repair to or replacement of eligible farm materials including
 - (i) standing and harvested crops for which insurance was not available in British Columbia and for which no other government financial aid or program exists,
 - (ii) farm machinery that was not insurable,
 - (iii) bedding, pesticides, mulch, feed, seed and product losses including fertilizers, biocides, hormones and supplements essential to farm operations, and
 - (iv) livestock and poultry essential to farm operations for which insurance was not available,
- (c) clean up and debris removal including
 - (i) restoration of farmland to a workable condition, including, without limitation, removal of debris,

replacement of topsoil, restoration of fertility by manure or commercial fertilizer and land levelling where land gouging or surface erosion has occurred, provided that the cost of restoration does not exceed the previous assessed value of the land unit being restored and that the land was, before the occurrence of the disaster, in production or was being left fallow in accordance with good farming practices,

(ii) casual labour, including the owner and members of the owner's family, at the British Columbia minimum hourly rate, up to a maximum of 100 person-hours, unless the Provincial Emergency Program authorizes additional labour,

(iii) commercial services and rentals, provided that those services and rentals are not on a continuing basis and conform to rates listed in the Province of B.C. Equipment Rental Rate Guide, copies of which are held by adjusters, and

(iv) use of own equipment, excluding depreciation costs, at rates listed in the B.C. Equipment Rental Rate Guide plus fuel and lubricants not included in the rates listed in that guide, and

(d) reasonable protective works and other measures undertaken by the farm operator during the occurrence of the disaster to protect life and property, including reasonable costs incurred in the removal from the farmland and in the storage of machinery, livestock, poultry, harvested crops, or other items essential to farm operations,

but does not include

(e) loss of income due to loss of production or market,

(f) loss of value of land because of damage, unless the cost to restore the land is greater than the assessed value of the land immediately before the occurrence of the disaster,

(g) costs incurred or required for or in relation to

(i) pets, pet supplies, pens, corrals, outfittings or saddlery, unless essential to farm operations,

(ii) private roads, except for essential access to fields and outbuildings,

(iii) construction materials in storage or available for construction purposes,

(iv) decorative landscaping, or

(v) illegal encroachments on or improvements of land or structures for the purpose of damage reduction.

Schedule 4

1 For the purposes of section 10 (1) (d) "**eligible charitable or volunteer expenses**" means eligible costs incurred or required for

(a) structural repair to or replacement of eligible charitable or volunteer structures including

(i) foundations, footings, seals, slab floors, pilings, structural walls and attached garages,

(ii) framing, roofing, doors, windows, materials, wall coverings, mouldings, fixtures and finishings,

(iii) filling and levelling to restore essential access,

(iv) wells, pumps, septic or sewer connections, water connections, electrical servicings and space and water heating equipment,

(v) retaining walls that form part of an eligible charitable or volunteer structure or that are essential to sustain land that is immediately adjacent to and critical to an eligible charitable or volunteer structure,

(vi) outbuildings essential to the operation of the organization, and

(vii) existing protective works designed to protect banks from erosion,

(b) repair to or replacement of eligible charitable or volunteer materials including

(i) business books, papers, tools, equipment, and furnishings essential to the operation of the organization, and

(ii) inventory for sale, at replacement cost,

(c) clean up and debris removal including

(i) casual labour, including organization members, at the British Columbia minimum hourly rate, up to a maximum of 100 person-hours, unless the Provincial Emergency Program authorizes additional labour, and

(ii) commercial services and rentals, provided that those services and rentals are not on a continuing basis and conform to rates listed in the Province of B.C. Equipment Rental Rate Guide, copies of which are held by adjusters,

(d) reasonable protective works and other measures undertaken by the charitable or volunteer organization during the occurrence of the disaster to protect life and property, including reasonable costs incurred in the removal and storage of the contents of eligible charitable or volunteer structures,

but does not include

(e) damage to church property or private recreational facilities unless, in the case of church property, the property constitutes a facility essential to the secular needs of the community or in the case of a facility, the facility is run in the community's interest and is unrestrictedly accessible to the public,

(f) loss of wages or operational income or lost business opportunity, or

(g) costs incurred or required for or in relation to

(i) damages that are the direct result of inadequate drainage or internal sewer or storm backup for which insurance was reasonably and readily available,

(ii) unoccupied premises under construction,

(iii) construction materials in storage or available for construction purposes,

(iv) landscaping,

(v) eroded or damaged land except for essential access routes and the removal of debris,

(vi) chemicals, preservatives, fuels and other like items, or

(vii) illegal encroachments on or improvements of land or structures for the purpose of damage reduction.

Schedule 5

[am. B.C. Reg. 238/95.]

1 For the purposes of section 22 (1) "**eligible local government body expenses**" means eligible costs incurred or required for

(a) structural repair to or replacement of a public facility including

(i) foundations, footings, seals, slab floors, pilings, structural walls and attached garages,

(ii) framing, roofing, doors, windows, materials, wall coverings, mouldings, fixtures and finishings,

(iii) filling and levelling to restore essential access,

(iv) parking areas, pumps, services and connections and space and water heating equipment,

(v) retaining walls that form part of a public facility or that are essential to sustain land that is immediately adjacent to and critical to the public facility, and

(vi) existing protective works designed to protect banks from erosion,

(b) repair to or replacement of eligible local government body materials including books, papers and other records essential to local government body functions and operation,

(c) clean up and debris removal including

(i) removal of damaged structures that constitute a threat to public safety,

(ii) pruning or removal of trees that constitute a threat to public safety,

(iii) removal of emergency works and the restoration of their sites to pre-disaster condition, and

(iv) necessary clearance of debris and wreckage from channels and streams, intakes and outfalls of sewers and storm drains and water supply reservoirs, and

(d) emergency response measures including

(i) the rescue and transportation of and the emergency health arrangements and feeding, shelter and clothing for persons evacuated as a result of a disaster,

(ii) shelter and feeding for livestock, including the restoration of facilities used for those purposes,

(iii) measures taken to reduce the extent of damage by the removal of hazardous materials, valuable chattels, and assets from the area of immediate risk, including the provision of storage space and transportation costs,

(iv) measures to determine the area and extent of the disaster,

(v) containment of the disaster including the provision of essential services, equipment, material and

labour for protective works, both for individual protection and for that of publicly owned institutions and utilities,

(vi) the provision of emergency medical care to casualties of the disaster or of a resulting epidemic including the transportation of casualties from an apprehended disaster area and their return following the disaster or the transportation of regular patients to make way for casualties and their return following the disaster,

(vii) the establishment and implementation of special security measures, and

(viii) the establishment and operation of any one or more of special communications facilities, special registration and inquiry services, emergency control headquarters, and protective health and sanitation facilities,

(e) the deductible amounts for insurance costs,

(f) costs of inspection, appraisal, planning or design if the services for which the costs are incurred are essential to the local government body's ability to determine the costs of repair, rebuilding or replacement, provided that the claim, under this paragraph

(i) must exclude costs incurred by the permanent staff of local government body agencies, and

(ii) may include the cost of temporarily filling positions of full-time staff while those full-time staff are engaged in conducting disaster assistance surveys and assessments if documentation is available specifying the positions being filled, the persons employed and the actual time during which they were so employed,

(g) general administrative costs arising out of individual projects within a recovery plan submitted under section 33 (3),

(h) replacing local government body stores or materials that are damaged or destroyed in responding to emergencies or in repairing public facilities damaged in disasters, and

(i) payment by the local government body of compensation it is obligated to pay under Part 1 as a result of the disaster,

but does not include

(j) loss of operational income,

(k) amounts paid to private contractors in excess of the rates listed in the B.C. Equipment Rental Rate Guide, or

(l) costs incurred or required for or in relation to

(i) damages that are the direct result of inadequate drainage or internal sewer or storm backup for which insurance was reasonably and readily available,

(ii) works undertaken as preventive measures to guard against future disasters for which prior approval of the Provincial Emergency Program has not been obtained,

(iii) construction materials in storage or available for construction purposes, unless those materials are inventory,

- (iv) Repealed. [B.C. Reg. 238/95.]
- (v) landscaping,
- (vi) eroded or damaged land except for essential access routes and the removal of debris,
- (vii) Repealed. [B.C. Reg. 238/95.]
- (viii) illegal encroachments on or improvements of land or structures for the purpose of damage reduction,
- (ix) scalping of gravel beds other than the cost incurred or required to remove a deposition that is unusually heavy and that is directly related to the disaster,
- (x) the purchase of special or additional equipment to fight the disaster,
- (xi) salaries of permanent employees, except for overtime,
- (xii) expenditures related to preventative measures taken before the disaster, including equipment purchased or measures taken that would or should be a normal part of preparations to avoid or mitigate the effects of a disaster,
- (xiii) eroded or damaged land except for essential access routes and removal of debris,
- (xiv) chemicals, preservatives, fuels and other like items,
- (xv) unoccupied government premises under construction,
- (xvi) costs incurred in relation to illegal encroachment on or improvement of land for the purpose of damage reduction, and
- (xvii) costs incurred due to the cancellation or rescheduling of regular works projects.

[Provisions of the *Emergency Program Act*, R.S.B.C. 1996, c. 111, relevant to the enactment of this regulation: sections 19, 20 and 28]

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City of Terrace DECLARING A STATE OF LOCAL EMERGENCY

Guidelines for Declaring a State of Emergency

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1. REFERENCES:

- A. *Emergency Program Act* (RSBC 1996) Chapter 111
- B. *Local Government Act* (RSBC 1996) Chapter 323

2. INTRODUCTION

The declaration of a state of local emergency enables local authorities to exercise emergency powers such as ordering the evacuation of residents from their homes, prohibiting travel and accessing private property when an emergency threatens lives, property or the environment within their jurisdiction.

Elected officials must be prepared to declare a state of local emergency in response to an emergency or disaster at a moment's notice. Emergency plans must outline the process for declaring the state of local emergency as well as managing the application of the emergency powers.

The use of a declaration order is directly linked to the immediacy (short term) of an emergency situation and intended to be used by the local government to effectively respond to the emergency. The use of bylaws or resolutions to address emergency issues (typically in a long term aspect) is not covered by the *Emergency Program Act* and is, therefore, not addressed by this document.

This document answers some of the most frequently asked questions and provides a step by step outline of how to utilize a declaration of a state of local emergency. The documents attached at the end of this manual outline what information is required to complete the different pro forma templates that are available on the PEP website (www.pep.gov.bc.ca). 'Print and fax' versions of the templates are provided for offline use.

3. METHODS LOCAL AUTHORITIES CAN USE TO ACCESS EMERGENCY POWERS.

Emergency Powers can be accessed in two ways:

If there is no time to assemble the municipal council or regional district board, the mayor or regional chair may produce an order for the declaration of a state of local emergency as described in this document, or

The municipal council or the regional district board passes a bylaw or resolution allowing the local authority to access specified emergency powers. This process is not covered in this document.

4. DECLARING STATE OF LOCAL EMERGENCY

4.1 Who can declare a state of local emergency?

Section 12 of the *Emergency Program Act* allows the **local authority** (municipal council or board of a regional district) to declare a state of local emergency if emergency powers are required to respond effectively to an emergency or disaster. The Mayor (or delegate in the Mayor's absence) or Chair (or delegate in the Chair's absence) may, by order, declare a state of local emergency if the consent of council or board members cannot be obtained in a reasonable time.

A local authority's declaration is applicable ONLY to geographic areas within that local authority's jurisdiction.

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

The most frequently cited reason to declare a state of local emergency is the mandatory evacuation of people (*note that the actual evacuation of people requires an Evacuation Order to be produced as described in the PEP [Operational Guidelines for Evacuation](#)*) and livestock, or the need to access private property when public safety is threatened.

For Example:

The Chair of the Regional District of ABC declared a state of local emergency in response to the extreme danger and flooding risk caused by ice jams on a creek within the district. This enabled emergency personnel to place sandbags and equipment on private property. As well an Evacuation Order was issued to remove the residents in the area from the threat.

4.3 What procedures must be followed by a local authority in order to declare a state of local emergency?

Step #1 - The Mayor, Chair of the board or alternates drafts the order for a declaration of state of local emergency as well as a delegation document such as the suggested delegation of emergency powers matrix form (Annex C).

Step #2 - The local authority should send a draft of the declaration order, accompanying maps (if the order is only for a portion of the jurisdiction) and delegation matrix to the appropriate Provincial Regional Emergency Operations Centre (PREOC), if activated, or to the local PEP Regional Office ([PEP Office Contact Information](#)) for review to ensure the order is complete and consistent with legislation. Verbal confirmation should be made to ensure receipt of the draft and to discuss any required revisions.

Step #3 - The local authority must send a copy of the signed declaration order, accompanying maps (if the order is only for a portion of the jurisdiction) and delegation matrix to the appropriate PREOC, if activated, or the local PEP Regional Office (24/7 contact through the Emergency Coordination Centre at 1-800-663-3456), who will ensure that the Solicitor General is informed as required by legislation. Verbal contact should be made to ensure receipt of documents.

Step #4 - The local authority must immediately cause the details of the declaration order to be communicated to the affected residents using any method that it considers most likely to reach all these residents.

5. EXTENDING A STATE OF LOCAL EMERGENCY

- 5.1 When necessary, the head of the local authority will seek the approval of the Solicitor General to extend the term of the declaration beyond the initial seven day period.
- 5.2 An extension of approval form should be submitted to the PREOC, if activated or to the local PEP Regional Office at least **three days** prior to the expiration of the declaration. The Solicitor General will issue an extension of approval as appropriate.
- 5.3 Successive extensions of seven days each may be requested.
- 5.4 The local authority may choose to issue an amended declaration and/or send out a public notice indicating an extension is in effect.

6. CANCELLING A STATE OF LOCAL EMERGENCY

- 5.1 The head of the local authority must cancel the declaration as soon as the emergency powers are no longer needed by completing a cancellation order.
- 5.2 Notification of cancellation of the declaration order must be submitted to the appropriate PREOC, if activated or to the local PEP Regional Office who will ensure that the Solicitor General is informed.
- 5.3 The signed cancellation order must then be made public by any method that the local authority determines will ensure all the affected residents are notified in a timely manner.

7. Frequently Asked Questions – about the Declaration Order

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

A declaration is not needed:

to implement part or all of a local emergency response plan, provided access to emergency powers is not required or prescribed in the local emergency response plan;

to gain liability protection under the *Emergency Program Act*,
to access recovery of response costs as described in the PEP
[Financial Assistance Guide](#); and
to qualify for disaster financial assistance under the *Emergency
Program Act*.

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

NO.

A declaration of 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.

7.3 What information is to be included in a declaration of state of local emergency?

The declaration order identifies the following information:

- the nature of the emergency
- the geographic boundaries (preferably also shown on an attached map) within which the declaration will apply
- the emergency powers to be utilized under the declaration
- the date and time of the declaration

Note: declarations of state of local emergency will automatically expire after seven (7) days of their issuance unless an extension of approval is granted by the Solicitor General.

7.4 What information should accompany the order?

The order should be accompanied by a delegation document – the written details of any persons or agencies that are authorized to apply the emergency powers on behalf of the local authority. A Delegation of Emergency Powers Matrix form can be used for this purpose. The position titles listed on the matrix can be changed to meet the local authority structure or additional pages listing all delegated positions can be created and must be attached to the declaration order.

7.5 Who must receive a copy of the signed declaration of state of local emergency?

A local authority must forward a signed copy of the declaration to the appropriate PREOC, if activated or to the PEP regional office, and include, where applicable, a map designating the geographic boundaries, a copy of any delegation forms and a copy of any publication notices. The PREOC will forward the declaration documents to the Provincial Emergency Coordination Centre (PECC) and the

Executive Director of PEP will present the declaration to the Solicitor General.

7.6 What are the limitations of a state of local emergency?

- A. A local declaration is limited geographically to the jurisdictional boundaries of the declaring local authority or to any specifically described area within these boundaries.

Where the application of emergency powers is required outside of the jurisdiction of the local authority there are two options:

- 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 maybe considered for the whole geographic area. The request from the impacted local authorities should be made to the appropriate PREOC, if activated or to the local PEP Regional Office (24/7 contact through the Emergency Coordination Centre at 1-800-663-3456).
- B. Declaration orders are intended for finite periods of time in which a local authority is responding to an emergency. The time limit is 7 days with out additional process of requesting an extension of approval from the Solicitor General.

7.7 When is a local declaration cancelled?

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

- it expires after each seven day period unless extended by the approval of the Solicitor General;
- the Solicitor General cancels it;
- it is superseded by a provincial state of emergency; or
- access to the emergency powers is no longer required and the local authority issues a cancellation order.

7.8 How does a local authority use the emergency powers?

A local authority may authorize in writing (use of Delegation of Emergency Powers Matrix – would be appropriate) the selected persons or agencies who can use the emergency powers assumed by the local authority under a declared state of local emergency. Such authorized use of emergency powers, together with such terms, conditions or limitations as a local authority may impose, must be defined upon issuing a declaration of a state of local emergency order. Such authorization and limitations must be documented, and should accompany the order but are not part of the declaration itself.

Note: The local authority is responsible for the use of the emergency powers by any person or agency acting on its behalf.

7.9 Why should local authorities consult with PEP staff prior to a declaration?

Consultation with the appropriate PEP regional office (or PREOC Director if activated) prior to initiating a declaration is advisable to confirm that appropriate powers and geographic boundaries are identified, the date/time of the declaration is correct and that delegation of authority to persons or agencies to exercise emergency powers is appropriate.

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Emergency Powers

Reference: *Emergency Program Act Sections 12, 13(1) & 10(d) to (l)*

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 designated in the declaration within the local authority's jurisdiction.

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 the local authority's jurisdiction.

Cause the evacuation of persons and the removal of livestock, animals and personal property from any area designated in the declaration within the local authority's jurisdiction 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 local authority 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 local authority 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 local authority 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 area designated in the declaration within the local authority's jurisdiction for the duration of the state of local emergency.

Declaration of State of Local Emergency ORDER

name of local authority

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

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 local authority]*;

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]

due to *[short hazard description]* and

[short consequence statement];

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 very locally to a street or neighbourhood but has 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 the community"

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, including:

[delete those emergency powers not needed from the list below]

Guidelines for Declaring State of Local Emergency

- 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 designated in the declaration within the local authority's jurisdiction.
- 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 the local authority's jurisdiction.
- Cause the evacuation of persons and the removal of livestock, animals and personal property from any area designated in the declaration within the local authority's jurisdiction 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 local authority 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 local authority 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 local authority 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 area designated in the declaration within the local authority's jurisdiction for the duration of the state of local emergency.

head of local authority

For a municipality, the mayor or a person designated by the municipal council to act in the capacity of mayor in the mayor's absence, and for an electoral area in a regional district, the chair of the board of the regional district, or, in the chair's absence, a vice chair.

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, 2006 is the expected format

ORDERED by the *[head of local authority]* this date *[date]* at *[time]* to remain in force for seven days until *[date]* at *[time]* unless cancelled by order of *[name of local authority]* or the Solicitor General.

(Head of local authority)

time

For clarity, and to avoid potential confusion, the 24 hour clock format should be used. For example, 3 o'clock in the afternoon is entered as 1500hrs

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 rising waters / in the Wobashau Creek and people and property are directly threatened;*

AND WHEREAS this Wobashau Creek 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 predicted 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, including:

- 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.

Guidelines for Declaring State of Local Emergency

- Control or prohibit travel to or from any area designated in the declaration within the local authority's jurisdiction.
- 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 the local authority's jurisdiction.
- Cause the evacuation of persons and the removal of livestock, animals and personal property from any area designated in the declaration within the local authority's jurisdiction 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 local authority 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 local authority 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 local authority to be necessary or appropriate to prevent, respond to or alleviate the effects of an emergency or disaster.

ORDERED by the *Chair, George* this date September 28, 2006 at 1000hrs to remain in force for seven days until October 05, 2006 at 1000hrs unless cancelled by order of The Regional District of Anywhere or the Solicitor General.

George
(Head of local authority)

Delegation of Emergency Powers Matrix

Local authority may chose to enter other position descriptions.

Reference: *Emergency Program Act* Section 10

Emergency Powers	Delegated 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 designated in the declaration within the local authority's jurisdiction.				
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 the local authority's jurisdiction.				
Cause the evacuation of persons and the removal of livestock, animals and personal property from any area designated in the declaration within the local authority's jurisdiction 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 local authority 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 local authority 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 local authority 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 area designated in the declaration within the local authority's jurisdiction 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.

Delegation of Emergency Powers Matrix

Reference: *Emergency Program Act* Section 10

Emergency Powers	Delegated 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 designated in the declaration within the local authority's jurisdiction.	✓		✓	✓
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 the local authority's jurisdiction.	✓	✓		✓
Cause the evacuation of persons and the removal of livestock, animals and personal property from any area designated in the declaration within the local authority's jurisdiction 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 local authority 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 local authority 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 local authority 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 area designated in the declaration within the local authority's jurisdiction for the duration of the state of local emergency.	Not Required	Not Required	Not Required	Not Required

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

Extension of Approval For State Of Local Emergency

WHEREAS life and property remain at risk due to *[short hazard description]* in *[name of local authority]*;

AND WHEREAS the Mayor/Chair of *[name of local authority]* has requested authority to further extend the duration of the declaration of a State of Local Emergency due to expire on *[date]* at *[time]*;

NOW THEREFORE:

IT IS HEREBY APPROVED pursuant to Section 12(6) of the Emergency Program Act (RS, 1996, Chap.111) that *[name of local authority]* may extend the duration of a State of Emergency for seven days from *[date]* at *[time]* to *[date]* at *[time]*.

APPROVED by the Solicitor General of British Columbia this date *[date]*

NOTE: To see definitions for the format of the information entered into the template see the specific instruction page of the Declaration Order.

(Incumbent Minister)
Solicitor General

Extension of Approval 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 the Mayor/Chair of The Regional District of Anywhere has requested authority to further extend the duration of the declaration of a State of Local Emergency due to expire on October 05, 2006 at 1000hrs;

NOW THEREFORE:

IT IS HEREBY 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 Emergency for seven days from October 05, 2006 at 1000hrs to October 12, 2006 at 1000hrs.

APPROVED by the Solicitor General of British Columbia this date October 4, 2006.

Solicitor General

(Incumbent Minister)
Solicitor General

Declaration of State of Local Emergency CANCELLED

Date: *[date]*

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

AND WHEREAS this *[type of hazard]* 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;

NOW THEREFORE:

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

Declaration of State of Local Emergency

CANCELLED

Date: October 08, 2006

WHEREAS the Wobashau Creek flood 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 people or to limit damage to property;

NOW THEREFORE:

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 designated as J boundaries and is therefore cancelled effective this date at 1800hrs.

George

Printed Name

Chair George

George

Signature

6.5 EVACUATION PROCEDURES:

- 6.5.1 EVACUATION STAGES & LEGISLATION (PEP)**
- 6.5.2 CITY OF TERRACE EVACUATION PLAN**
- 6.5.3 BC OPERATIONAL GUIDELINES FOR EVACUATIONS**
- 6.5.4 COPPERSIDE ESTATES – EVACUATION PLAN
(SAMPLE)**

Evacuation Stages and Legislation 2005

Local governments and regional districts currently must declare a State of Local Emergency to issue an evacuation order in an affected community. The evacuation process has **three key stages**. *This approach is consistent for all types of emergencies throughout the province.*

Section 12 of the Emergency Program Act provides local government with the authority and the steps to be taken in order to issue a State of Local Emergency.

Evacuation Alert: A warning is issued about an imminent threat to life and property, and people are asked to be ready to leave on short notice. When people choose to leave an area before or during the issuing of an alert this is referred to as voluntary evacuation.

(A community may choose to issue an *Evacuation Advisory* or *Fire Notice*, for public information purposes only, in advance of an evacuation alert.)

Evacuation Order: When the population is determined to be at imminent risk, an evacuation order is issued and people must leave the area immediately. Local police or RCMP enforces evacuation orders.

Evacuation Rescind: An evacuation order or alert is rescinded when it is determined to be safe for residents to return home. An evacuation order may be reinstated if a threat returns.

(A community may choose to issue an *All-Clear* public information document, when all threats to an area have passed.)

Evacuations Legislation

There are a number of pieces of legislation, as well as the Emergency Program Act, which authorize types of evacuations. Other Acts have some powers concerning evacuations including: the Wildfire Act, Fire Services Act, Health Act, Mines Act, Waste Management Act, Workers' Compensation Act, Child Protection Act and Petroleum and Natural Gas Act. Information is also available about the Local Government Act under the Community Charter.

The Office of the Fire Commissioner may issue an evacuation order to the public under section 25 of the Fire Services Act as a transitional tool that can be replaced by a local government evacuation order issued under a declaration of a State of Local Emergency.

Ministry of Forests has the authority to conduct a *tactical evacuation* to get people out of an area quickly due to operational requirements if necessary. These tools are especially valuable in areas where there is no local authority, provincial or federal properties and First Nations requests.



City of Terrace Evacuation Plan

Guidelines for handling evacuations during a Crisis

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1.0 PREFACE

The application of appropriate laws and or regulations falls to law enforcement. Any arrests for obstruction, the seizing of minor children at risk, the forced removal of persons interfering with the rescue effort, and moving about within a security zone are the sole responsibility of a law enforcement officer.

It is critical that any evacuation planning include not only the local knowledge of personnel from the area (e.g. Fire Chief, Search and Rescue volunteers, and municipal planners) but also the local law enforcement detachment commander or designate.

SAMPLE

2.0 R.C.M.P. “E” DIVISION EVACUATION PROTOCOLS

The following protocols have been circulated to Detachments which sets out the parameters for evacuations:

1. The RCMP *will not force* adults to evacuate their homes.
2. The RCMP *will not allow* adults to keep their minor children with them if they choose not to evacuate.
3. The RCMP *will not allow* adults to obstruct either the RCMP or Forestry personnel in carrying out their duties.
4. The RCMP *will not allow* residents to wander around inside a security zone (except if they are on their own property).
5. The RCMP *will not arrest* residents for simply refusing to evacuate. The police do intend to provide residents with an information form clearly stating those restrictions and that no responder will be allowed to risk their lives to save them once they have been given the opportunity to evacuate.

3.0 GENERAL

An evacuation is the movement of large numbers of people from an area of hazard to an area of safety quickly and efficiently. In order to accomplish this evacuation planning is essential.

An evacuation is an enormous undertaking requiring careful coordination of numerous agencies. The police responsibilities during an evacuation can be divided into four basic steps:

- Authorization
- Notification
- Traffic Control
- Securing of Property

4.0 AUTHORIZATION

Authority for an evacuation is broken down to two basic steps:

- Determining the need for evacuation
- Authorizing the evacuation order

The need for an evacuation order will be determined by the Emergency Operations Centre Director based on information supplied by the on site Incident Commander or other government agencies. Decisions to authorize or decline an evacuation order are based on several factors including:

- The nature of the disaster
- The source of danger
- The area immediately affected
- Adjacent areas that might be affected
- Weather conditions
- Natural barriers
- Potential duration of the incident
- Time available to carry out the evacuation
- Resources required to contain the situation
- Resources required to secure the area

5.0 NOTIFICATION

5.1 Who should be notified

Once an evacuation order has been authorized it must now be effectively communicated to all affected agencies. This includes municipal, provincial, federal and private agencies. After all agencies have been notified, everyone in the evacuation area must be notified. Notification is a police responsibility.

5.2 Method of Notification

The most effective method of making an evacuation notification is through the media. As not all people may be in tune to this medium other methods must also be employed, such as:

- Mobile public address systems
- Door to door contact
- Telephone fan out
- Pre-printed information on circulars

5.3 Contents of Notification

Studies have shown that people are most likely to obey an evacuation order and evacuate in an orderly manner if they are provided with as much information as possible about the incident. An evacuation notification should include:

- The nature of the incident
- Evacuation routes
- Assembly areas
- Temporary reception centres (sometimes called evacuation centres by the media)
- Location of transportation where no personal transportation is available
- What to bring with them (medicine, clothing, sleeping bags, etc.)

5.4 Confirmation

Most people are skeptical of the first evacuation order they hear. In a recent study, 80% of people tried to confirm the first warning through additional sources of information. The importance of confirming an evacuation order should not be underestimated. More than one method should be used to convey an evacuation order.

6.0 TRAFFIC CONTROL

6.1 Departure Scheduling

Effective departure control can minimize congestion and maximize traffic route efficiency. There are two modes of departure scheduling:

- Indirect methods
- Direct methods

The indirect method of departure control is the easiest method of controlling the departure of residents of an evacuation zone. It convinces people that it is in their best interest to stagger their departure. Indirect methods of controlling departure times include:

- Broadcasting traffic conditions regularly
- Plan departures outside of “peak” traffic periods
- Ensuring support facilities (service stations and reception centres) must remain open 24 hours
- Advise evacuees to take one car only

The direct method must be used if the indirect method has resulted in congestion or may result in congestion. Areas to be evacuated are to be divided into zones. The areas deemed to be at greatest risk are to be evacuated first. Other zones are evacuated in order of risk.

6.2 Entry Control

Entry controls are important and must be set in place at such points as side roads in order to control traffic flow. There are four types of entry controls:

- Active controls – traffic control officer directing traffic
- Passive controls – traffic barriers
- Static controls – remaining in place throughout the evacuation
- Dynamic controls – change in response to changing traffic flows

The best combination of controls requires the least amount of human resources to maintain, such as passive and static. They should however, periodically be assessed to effectiveness.

6.3 Perimeter Control

Perimeter control should be established at all entry routes into an evacuation area or zone. Those points must be controlled by police personnel who will control the flow of inbound traffic. All traffic will be stopped in order to access the following:

- Allowed to proceed into evacuation area if permit is displayed
- Required to obtain permit and then enter area
- Directed to alternate route around evacuation area
- Directed to turn around and return to point of origin
- Directed to nearest reception centre

Sufficient off road parking should be located at the perimeter control to act as a holding area for inbound traffic.

6.4 Flow Control

Flow control ensures a constant flow of traffic from the evacuation area. An evacuation route that is not being used to capacity or is congested is not being used effectively. There are three main considerations for flow control:

- Monitoring
- Rest areas
- Destination controls

All evacuation routes must be continually monitored. Entry points and bottlenecks should receive prompt attention. Evacuation routes must be monitored by frequent police patrols. Sufficient tow trucks must be available for prompt removal of disabled vehicles.

Any evacuation distance greater than 150 kilometres must include sufficient rest stations. Rest areas may include existing service stations and highway rest areas. Rest areas should be well signed and monitored for overcrowding.

Adequate traffic control measures must also be present in the last area destination. Line ups backing onto main roads / highways are to be avoided. Adequate signage is also important.

7.0 SECURING PROPERTY

Any area that is evacuated is left virtually unprotected and susceptible to crime. Although looting is not as common as many think, it does sometimes occur. All access routes must be secured. Check points must be established and all inbound traffic must be challenged. Authorization to enter an evacuation area should be obtained from the Police Commander or designate. Any person authorized to enter an evacuation area shall be directed to a specific entry point. There a police officer will record:

- The name and address of the person (or business) entering the area
- The reason for entry
- The time of entry
- The time of exit

All non-essential personnel authorized to enter an area should be escorted by a police officer. Regular patrols should be carried out in the evacuation area as long as it is safe to do so. Police officers should be aware of people who have refused to leave and their location. Although the police have the authority to enforce the evacuation order, in practice following the British Columbia Emergency Response Management System (BCERMS) police officers will not be placed at risk. The exception to this is there are minor children located at the residence, in which case the children will be removed for their safety. It is important to note that in the majority of cases, the family will evacuate when ordered to do so.

The following checklist should be helpful in planning an evacuation.

8.0 POLICE COMMANDER RESPONSIBILITY

- ☐ Upon notification, attend Detachment
- ☐ Establish communication with Municipal EOC
- ☐ Receive briefing from OIC
- ☐ Upon notification of **Evacuation Order**, designate the following positions;
 - Notification Team Leader
 - Traffic Control Team Leader
 - Property Security Team Leader
- ☐ Provide Briefing to all team leaders
- ☐ Authorize, as necessary, the call out of additional personnel
- ☐ Maintain log of decisions and actions taken
- ☐ Arrange to provide for basic necessities of life to police responders, namely:
 - Liquids after two (2) hours of deployment
 - Liquids and a cold meal after four (4) hours of deployment
 - Liquids and a hot meal after six (6) hours of deployment
- ☐ Ensure FSS supervisor maintains records for financial accounting purposes:
 - Time log for all police personnel deployed
 - Time log for all non-police personnel deployed by police
 - Accounting of all goods ordered by police resources
- ☐ Prepare briefing for OIC
- ☐ Arrange for Critical Incident Stress Debriefing for all Detachment personnel

ANNEX

SAMPLE

A TEMPLATES

SAMPLE

A.1 Evacuation Plan Worksheet Instructions

General Instructions

1. Use this form in conjunction with the Hazardous Materials Data Sheet.
2. Complete all sections of the worksheet, entering information on the lines provided. Place a check in the box [] provided when applicable.
3. 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 impact(s). Provide details as appropriate.
Population / Location	Identify the population threatened. Identify any special considerations that will impact your protective actions planning.
Haz Mat Conditions	If this is a Haz Mat 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.

A.2 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 Languages 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.					

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					
Develop Message					
Give Public Warning and Instructions					
Public Mobilization and Travel Time					
Special Needs 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 identify the material?		
Comments:					

A.3 Local Emergency Program Evacuation Procedures (Template)



For Immediate Release

Event:

Date and Time:

Urgent

The City of Terrace Emergency Program (or Emergency Operations Centre) is urging residents affected by the recent (*disaster – whatever it is*) to be prepared to evacuate if ordered to do so by emergency officials in your area.

If you have to evacuate:

- Take an emergency survival kit with you.
- Make sure you take prescription medicine and identification for the entire family.
- Listen to the radio and follow instructions from local emergency officials.
- If you are instructed to do so, shut off water, gas and electricity.
- Make arrangements for pets. Local emergency officials will advise you.
- Wear cloths and shoes appropriate to conditions.
- Lock up your home.
- Follow the routes specified by emergency officials. Don't take shortcuts. A shortcut could take you to a blocked or dangerous area.
- If you have time, leave a note telling others when you left and where you went. If you have a mailbox, you can leave the note there.
- If you are evacuated, register with the local ESS emergency reception center (as advised by emergency officials) so you can be contacted or reunited with you family and loved ones.

Media Contact [(name) at (phone)]:

EOC Website:

A.4 Evacuation Alert



An **EVACUATION ALERT** is to prepare you to evacuate your home or business should it be found necessary. In some instances, an evacuation order is immediate and no evacuation alert will be given.

WHAT YOU SHOULD DO WHEN AN ALERT IS IN EFFECT

You should be prepared for the evacuation order by:

- Locating all family members or co-workers and designate a safe meeting place, should an evacuation be called while separated. If you need transportation, call _____.
- Gathering essential items such medications, eye glasses, valuable papers (i.e.: insurance), immediate care needs for dependants and, if you choose, keepsakes (photographs, etc.) Have these items readily available for quick departure.
- Consider moving any disabled persons and/or children to a safe area.
- Moving pets and livestock to a safe area.
- Arranging to transport your household members or co-workers in the event of an evacuation order.
- Arranging accommodation for your family if possible. In the event of an evacuation, emergency accommodation will be provided if required.
- Monitoring news sources for information on locations of Reception Centres and status of evacuation orders.

WE WILL ATTEMPT TO GIVE AS MUCH ADVANCED NOTICE AS POSSIBLE OF THE NEED TO EVACUATE.

HOWEVER, YOU MAY RECEIVE LITTLE OR NO NOTICE BECAUSE OF CHANGING WIND/WEATHER CONDITIONS.

A.5 Notice of Evacuation Order



An **Evacuation Order** has been issued by authorities having jurisdiction. These orders are issued in the interest of **Life Safety**. Members of the RCMP and other agencies will be involved in expediting this action. The order may only be rescinded by the authority that issued it.

WHAT YOU SHOULD DO WHEN A EVACUATION ORDER IS IN EFFECT

1. You must leave the area immediately.
2. it is important that you report to the designated **RECEPTION CENTRE**. This will allow for effective communication with evacuation team and will facilitate contact by friends or relatives.
3. If you need transportation to evacuate, advise the individual providing this Notice.
4. Close all windows and doors.
5. Shut off all gas and electrical appliances, other than refrigerators and freezers.
6. Turn house and yard lights on.
7. Close gates (latch) but do not lock.
8. Clear driveways for fire fighting access.

A.6 Evacuation Instructions



1. Stay Calm
2. Gather your family: take a neighbor or someone who needs help.
3. If evacuation is an alert: Take essential items (diapers, baby food, cloths, and money). Leave a message on the door.
4. If evacuation is an order: Take critical items (medicine, purse, wallet, and keys) only they are immediately available. Take pets in pet kennels or on leach.
5. Turn off appliances (stove, light and heaters).
6. Do not use more cars than you have to.
7. Do not use the telephone unless you need emergency service.
8. Go immediately to the home of a friend or relative outside the evacuation area, or to a Reception Centre located at: _____.
9. Emergency Response Workers will be stationed at intersections along the way to direct you.
10. If you need transportation, call: _____ Or
_____.

11. Children attending the following schools will be evacuated to:

School	Evacuation Location

12. Do not drive to your child's school. Pick your child up from the authorities at the shelter.
13. Keep the windows and vents in the car closed.
14. Other: _____

A.7 Shelter-in-Place Instructions



1. Get inside your home or other building as quickly as possible.
2. Close all doors, windows, fireplace, vents or other openings.
3. Turn off all heating ventilation and air conditioning systems. Close vents.
4. Close drapes, curtains and shades. Stay away from external windows.
5. Use stairwells whenever possible. Limit the use of elevators.
6. Use telephone only if you need immediate emergency service.
7. Turn on the radio or television for information.
8. The hazardous material is toxic. The signs and symptoms of overexposure are as follows: _____

9. If you have any of these signs or symptoms, seek medical help outside the evacuation area or at the medic station located at: _____

A.8 After the Disaster



Having just experienced the shock and pain of a disaster, you will be very busy for the next few days or weeks. Caring for your immediate needs, perhaps finding a new place to stay, planning for clean-up and repairs, and filing claim forms may occupy the majority of your time. As the immediate shock wears off, you will start to rebuild and put your life back together. There are some normal reactions we may all experience as a result of a disaster. Generally, these feelings do not last long, but it is common to feel let down and resentful many months after the event. Some feelings or responses may not appear until weeks or even months after the disaster.

Some common responses are:

- Irritability/anger
- fatigue
- loss of appetite
- inability to sleep
- nightmares
- fear of storms
- Sadness
- headaches or nausea
- hyperactivity
- lack of concentration
- increase in alcohol or drug consumption

Many victims of disaster will have at least one of these responses.

Acknowledging your feelings and stress is the first step to feeling better.

Other helpful things to do include:

1. Talk about your disaster experiences. Sharing your feelings rather than holding them in will help you feel better about what happened.
2. Take time off from cares, worries and home repairs. Take time for recreation, relaxation or a favorite hobby. Getting away from home for a day or a few hours with close friends can help.
3. Pay attention to your health, good diet and adequate sleep. Relaxation exercises may help if you have difficulty sleeping.
4. Prepare for possible future emergencies to lessen feelings of helplessness and bring peace of mind.
5. Rebuild personal relationships in addition to repairing other aspects of your life. Couples should make time to be alone together, both to talk and to have fun.
6. If stress, anxiety, depression, or physical problems continue, you may wish to contact the post-disaster services provided by the local mental health contact.

Please take this sheet with you today and reread it periodically over the next few weeks and months. Being aware of your feelings and sharing them with others is an important part of recovery.

A.9 Re – entry Pass Application



Fax to:

Employee Name(s)

Unit # / License #

Company:

Require Access to:

(Identify Specific Area)

Between _____ and _____ on _____
(time) (time) (date)

For the purpose of:

Applicant's Name: _____ Fax Number: _____
(Re – Entry Pass will be faxed to this number)

Applicant's Phone Number: _____

NOTE: ALL EMPLOYEES MUST SHOW PICTURE IDENTIFICATION

A.10 Re-entry Pass



_____ is authorized to re – enter the evacuated area, situated at:

Between _____ and _____ on _____
(time) (time) (Date)

Form of identification: Picture ID and Vehicle Licence Plate

Authorized signature: _____

Agency: RCMP – E.O.C. Terrace

B. EVACUATION PLAN

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.

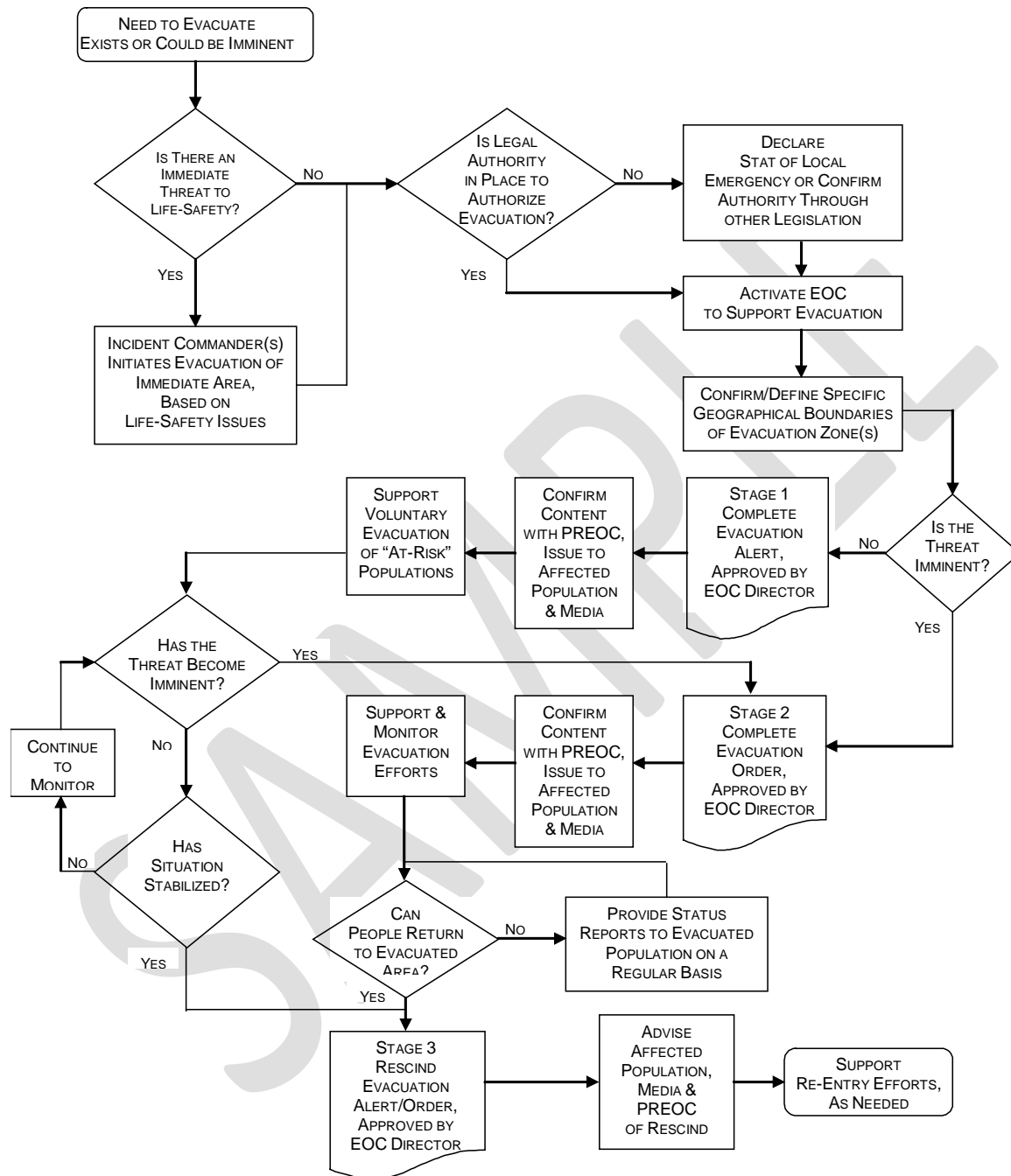
SAMPLE

B.1 Evacuation – Legal Authority

The authority for agencies to close an area and order an evacuation is found in:

1. The Criminal Code of Canada authorizes the R.C.M.P. to evacuate buildings or areas for criminal investigation or activities (i.e. hostage taking, bomb threat, etc.).
2. The Emergency Program Act R.S.B.C. 1996 Chapter 111.
3. The Fire Services Act R.S.B.C. 1996 Chapter 144.
4. Forestry Practices Code of British Columbia Act R.S.B.C. 1998 Chapter 159.
5. Petroleum and Natural Gas Act R.S.B.C. 1996 Chapter 361.

B.2 Evacuation Flow Chart



B.3 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 affect the warning.

In most situations, the evacuation plan will incorporate sectoring. This tactic subdivides the evacuated area into sectors and zones. To effect the evacuation warning, fire and police officers should be assigned to subdivisions nearest the actual emergency outward until the entire area to be evacuated 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 they have lost the ability to make rational decisions, 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 salvage 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 evacuees and direction should be provided in this regard.

B.4 Evacuation Stages

a) Stage 1 - Evacuation ALERT

A process that will alert the population at risk of the potential need for an evacuation. Because of the danger they should be prepared to evacuate the area. This Evacuation Alert may allow for 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 Social Services Teams.

Note: In some instances an Evacuation Order is immediate and no Evacuation Alert is given.

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 RCMP, the Fire Department, and the Town of Smithers may be involved in expediting that action through door-to-door contact, the electronic media, etc.

c) Stage 3 - Evacuation ORDER 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.

B.5 Levels Of Evacuation

a) Level One

Normal "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 Social Services, etc.) for assistance, registration, and placement. Operations of services by the Emergency Program Coordinator is required.

c) Level Three

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

B.6 Activating Evacuation

a) Immediate Emergency Action

- i) Establish a command post location
- ii) Evacuate using load hauled vehicles, vehicle public announcement systems, radio and television broadcasts and door-to-door communications.
- ii) Establish destination location for evacuees.

Initial agencies: R.C.M.P., Fire

Operations Responsibility: EOC

Additional agencies: Ministry of Transportation, Public Works,
B.C.A.S., Emergency Social Services

Possible Requirements

Responsibility

Reception Centres: Emergency Social Services

Registration and Enquiry: Emergency Social Services

Food, Clothing & Shelter: Emergency Social Services

Area Security: R.C.M.P.

Animal Welfare: City Contractor / SPCA /
Ministry of Agriculture & Lands

B.7 Evacuation Warning

The means used to affect the warning will, of course, depend upon particular circumstances. 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.

Public address announcements shall state:

- a) There is an emergency in the area that could endanger residents.**
- b) People are to evacuate in a _____ (northerly/westerly) direction only.**
- c) Evacuees should report to _____ (reception centre) 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. If this tactic proves unsuccessful, the officers should obtain the name and address from the person and forward this information to the Emergency Operations Centre (EOC) as soon as possible.

Ideally, there will be enough time for radio and television stations to broadcast the required information on local radio stations. If possible, the warning should be distributed in writing. Such warning could include pertinent information, such as:

- Type of evacuation (Mandatory - Voluntary).
- Best available route(s) out of the area.
- Location of evacuation centres, if established.
- Anticipated duration of emergency.
- Time remaining before the situation becomes critical.

B.8 Reception Centres

Several evacuation and Emergency Social Services Reception Centres have been predetermined. The particular centre to be activated will be determined by the Emergency Program Coordinator and Emergency Social 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, all local Emergency Social Services Reception Centres will be activated to provide information and assistance. Emergency Social Services and Amateur Radio personnel will be located at these facilities to provide communication 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 evacuation point" and reassigned to a permanent center at a later time. Personnel should immediately be dispatched to this "initial evacuation point" to register evacuees and remain until Emergency Social Services or other personnel arrive and relieve them.

B.9 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 as to how access will be gained.

SAMPLE

B.10 Evacuee Transportation

After receiving an evacuation warning, some residents may not have the means available to transport themselves and their families to an evacuation center. When the need arises, the use of Local authority district buses, as well as school buses and 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 board buses on the periphery of the area. Consequently, those giving evacuation warnings should be kept informed of the locations where evacuees may assemble to obtain transportation.

B.11 Animal Control

The Ministry of Agriculture & Lands has the primary responsibility for the control and welfare of large animals during an evacuation. The Emergency Social Services Team in consultation with the Society for the Prevention of Cruelty to Animals (SPCA) will also assist through provision of portable corrals, horse trailers, and volunteers.

A large animal population is found collectively in private residences, animal shelters, riding stables, and neighbourhoods zoned for farming. A disaster or other emergency may result in the release of these frightened and agitated animals. Such a situation may endanger the public, interfere with fire or rescue operations, and increase public safety, health, and sanitation problems. In addition, many animals may be left in homes and will require food and water.



British Columbia

**Operational
Guidelines for
Evacuations**

2005

**Ministry of Public Safety and
Solicitor General
Provincial Emergency Program**

**Justice Institute of British Columbia
Emergency Management Division**



FOREWORD

A requirement exists to create a consistent format for use by all jurisdictions that would ensure that the process of evacuation in the event of an emergency is accomplished with life safety being the paramount consideration.

The operational guidelines provide a common decision making process and implementation procedure and standard formats for the orders to be issued, including a pro forma declaration of a State of Emergency.

These operational guidelines have been prepared in concert with the Justice Institute of British Columbia/Emergency Management Division based on the "Three Stage Evacuation Process" approved by the Interagency Emergency Preparedness Council (IEPC).

These guidelines are effective on receipt and will be modified as required on an on-going basis. Use the material with diligence and cautions, bearing in mind that:

The order to evacuate should only be given after careful consideration of all the factors involved, and with life safety paramount.

Revised July 2005

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- A. Abbreviations and Definitions
- B. Declaration of a State of Local Emergency - Order Pro Forma
- C. Evacuation Alert
- D. Evacuation Order
- E. Evacuation Rescind
- F. Evacuation Planning Worksheet

Annex F1 Evacuation Plan Worksheet Instructions

- G. Evacuation Plan Check List
- H. Local Government Evacuation Plan - Template
- I. Public Information Messaging

Annex I1 Public Information Messaging Template

Annex I2 Evacuation Instructions

Annex I3 Shelter-In-Place Instructions

References

- A. Emergency Program Act (1996)
- B. Emergency Program Management Regulation
- C. British Columbia Emergency Response Management System (BCERMS) Overview (2000)
- D. Central Coordination Group (CCCG)/Provincial Emergency Coordination Centre (PECC) Standard Operating Procedures (Draft March 1999)
- E. Provincial Regional Emergency Operations Centre (PREOC) Guidelines (2001)
- F. British Columbia Emergency Public Information Plan

INTRODUCTION

Ordering an evacuation of all or part of an emergency area is a very serious step, and requires detailed planning. In British Columbia, the *Emergency Program Act (1993)* 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 absolutely necessary.

An evacuation may also be ordered by the minister responsible for the *Emergency Program Act* if a (provincial) State of Emergency is declared.

The order to evacuate can also be given by the British Columbia Fire Commissioner under the *Fire Services Act*. The Order should only be given (pursuant to these Acts) after careful consideration of all the factors involved. Specifically, Section 25 (1) of the Fire Services Act, reads:

"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, he may immediately take steps he thinks advisable to remove the hazard or risk. He may evacuate a building or area, and may call on the police and fire prevention authorities having jurisdiction to assist him".

In addition, evacuations which relate to a specific discipline or hazard may be ordered by other disciplines, as required, subject to the following statutes:

- Ministry responsible for Health - the minister or local health board – Health Act - Chapter 161, Sect 60/62;

- Ministry responsible for the Environment - minister or designate - Waste Management Act;
- Ministry responsible for Mines - Mines Act - Health Safety & Reclamation Code - Subject: Page 3.

Wherever the authority to order an evacuation may rest, a community needs to develop evacuation plans. If an evacuation were required, at least the municipality would be prepared to carry it out. In some cases clear and obvious risks will indicate the need for evacuation; in other cases a precautionary evacuation may be justified to avoid an expected risk. In still other circumstances - for example, where evacuees would have to drive through a plume of hazardous gases - it may be better for people to take shelter in their homes.

Assumptions

- Spontaneous evacuation will occur when there is sufficient warning of the threat. Between 5 and 20 per cent of the people at risk will evacuate before being directed to do so.
- Some people will refuse to evacuate, regardless of the threat.
- Some owners of companion animals will refuse to evacuate unless arrangements have been made to care for their animals.
- Roughly 10 - 20 per cent of the population at risk will require assistance in reception centres or group lodging facilities (this figure should be adjusted based on any behavioural studies conducted in the jurisdiction). Many evacuees will seek shelter with relatives, friends or motels rather than use government-provided facilities,
- For some hazards, such as flooding and tsunamis, standard designated evacuation routes will be used to evacuate people.

**Abbreviations and
Definitions**

A list of abbreviations and definitions for terms used in this plan is provided in Annex A.

**PLANNING
CONSIDERATIONS**

Evacuation plans must deal with two distinct groups of people: the "population at risk," and the "host population" which will shelter the evacuees.

**Population At Risk –
"The Evacuees"**

The population at risk is the principal focus of evacuation plans, and information about this population is an essential requirement of sound planning. The need for evacuation and the ease with which evacuation can be accomplished will depend on a number of factors: the day of the week and time of day, for example, will determine if families will be together at home, or scattered at work and at school. Some evacuees will need transportation; others will evacuate themselves; others may simply refuse to move.

The first requirement of evacuation planning is Hazard Risk Vulnerability Analysis (HRVA) to determine what areas of the community are at risk from a specific hazard. The HRVA will also assist in determining the location of evacuation routes and reception facilities.

The next requirement is detailed information about the populations likely to be at risk. The table at Figure 1 is an example of what you need to know. In larger communities it may be necessary to collect and store this information in a computerized data bank. Schools, hospitals, nursing homes and similar institutions should each have separate emergency evacuation plans which show where their populations will assemble for transportation. Families should be encouraged to trust in institutional planning, and avoid the temptation to arrive independently to pick up family members. The evacuation plan should take these institutional plans into account, and provide for transportation, evacuation routes, etc. for each institution.

The approximate number in each of the following categories is required for day and night in each geographical area of the municipality.

1. Total population
2. Adults
3. Secondary school age
4. Elementary school age
5. Pre-school age
6. Hospital patients
 - a. ambulatory
 - b. non-ambulatory
7. Residents of homes for the aged
 - a. ambulatory
 - b. non-ambulatory

A chart of the necessary information would look like this:

Categories	Geographical Area Day/Night			
	Downtown	East Side	West Side	Suburbs
Adults	1665/39	824/1740	438/596	126/321
Secondary School	85/12	321/321	258/365	21/310
Elementary School	12/0	511/411	431/321	312/310
Hospital Patients (all considered adults)	60/60		312/312	
Elderly/Special Needs	134/134		83/83	
Total	1822/111	1913/2818	1673/1806	981/1272

Figure 1 - Demographic Details

In addition to knowing about the population at risk, it is necessary to develop some method of communicating with them. Usually broadcast media - local radio and television - will be the answer, but in areas where broadcast outlets are not available, other methods (sirens, a public address system, telephone fan-out networks, door-to-door visits) must be developed. Communications with this population category will always have two elements: you have to tell them that an evacuation is pending, and then how and when to react.

The Evacuation Plan should also provide for assembly points for evacuees, evacuation routes, traffic control points, and vehicles or other means of evacuation. You will also require alternate assembly points and evacuation routes in the event primary

The Evacuation Plan should also provide for assembly points for evacuees, evacuation routes, traffic control points, and vehicles or other means of evacuation. You will also require alternate assembly points and evacuation routes in the event primary routes are blocked. Possible "choke points" on the evacuation routes should be identified, and some means of clearing blockages must be available. The police can help identify these points and tell you how to deal with them.

A Directory of Resources should include transportation resources as well as methods of arranging access to these resources, an estimate of how long it will take to arrange for drivers, and other details. All of this planning must be done in advance of the actual emergency.

Finally, the Evacuation Plan should include a control mechanism to ensure the evacuation is carried out as planned, and to react to unforeseen circumstances. An essential element in this is an effective, flexible system of communications.

**Host Population -
"The Receivers"**

Under the *Local Authority Emergency Management Regulation*, communities must coordinate their own emergency social services. Emergency Social Services (ESS) within the Provincial Emergency Program, will assist by providing ESS volunteers with training and consultation in developing their plans. During a disaster, ministry staff actively support local responders and ensure that the costs of providing essential services are paid promptly.

Reception planning is the responsibility of emergency social service agencies in the community, and it is an essential part of your emergency response procedures. A large number of evacuees arriving from a neighbouring community is an emergency like any other, and must be accommodated in your emergency plan.

Reception planning starts in the same place as evacuation planning: with detailed information about the population likely to be involved and the probable circumstances of the evacuation:

- approximate number in each age group;
- number requiring 'official' accommodation compared with the number able to fend for themselves;
- number requiring special care - for example, hospitalized or institutionalized populations;
- amount of notice that can be expected before evacuees begin to arrive;
- principal evacuation routes and means of transportation.

This aspect of emergency planning should be coordinated with neighbouring communities.

Evacuee centres will require facilities for group lodging, feeding and washrooms, preferably with showers. Depending on the duration of the evacuation they may also require recreation facilities (especially for children) and arrangements for communicating with family members and friends. Planners should survey public and private facilities to determine how many people can be accommodated for short or long periods. Ideally, evacuees will be relocated to hotels and motels. The determining factor is usually the availability of washrooms and facilities for feeding evacuees, however seismic safety must now be considered. High schools and community centres often make good evacuee centres; shopping malls and elementary schools are less desirable.

Reception arrangements should also include a formal registration and inquiry process that will keep track of evacuees and their relocation arrangements, re-unite families that have become separated, and answer queries from concerned relatives and friends. This is a task that requires careful planning and training for volunteers. Communities with Red Cross Services will be assisted with this function; otherwise local volunteers will assume the responsibility. Remember that all volunteers must be trained before they will be able to fulfil these duties. Plans for receiving evacuees should be worked out with neighbouring communities on a reciprocal basis.

CONCEPT OF OPERATIONS

General	Evacuation is the process of removing persons and /or domestic animals from an area that is or may pose a threat to life and limb to an area of safety. Depending on the nature and scope of the event evacuations may be either local, affecting single building or group of building, or widespread affecting a whole community.
Authority	<p>To order a mandatory evacuation, a local authority must declare a "State of Local Emergency" as enabled under the Emergency Program Act. Implementation of an evacuation order would normally be conducted by the local police authority.</p> <p>A Local State of Emergency declaration template is provided at Annex B.</p>
No Notice Evacuation	Evacuation of people at risk from unique emergency situations that occur with little or no warning will be implemented on an <i>ad hoc</i> basis. The individual responsible for implementing it should be the <i>Incident Commander</i> at the scene of the emergency, with support arranged through the <i>Emergency Operations Centre</i> as necessary. Evacuation instructions should be based on known or assumed health risks associated with the hazard.
Pre Planned Evacuation	<p>As authority to order an evacuation rests with a number of authorities, it was determined by the concerned disciplines mentioned herein, that a common policy and process format which will be acceptable to all, be implemented. The following is simple, manageable and effective. The Interagency Emergency Preparedness Council (IEPC) approved three stage process is to be used throughout the province to deal with emergency evacuations.</p> <p>A consistent format and process should be in place to alert the population at risk of potential evacuation, because of the danger of possible loss of life and that they should be prepared to evacuate the area.</p>

This Evacuation Alert may allow for 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.

NOTE: In some instances an Evacuation Order is immediate and no evacuation alert is given.

The population at risk is ordered to evacuate the area specified in a formal written order. It is an Order and as such does not allow for any discretionary action on the part of the population at risk – they must leave the area immediately.

A statement must be included in all bulletins, pamphlets, warnings and orders which makes it very clear to all that, while the evacuation order is in effect, the area in question will have controlled access, this means that a pass may be required to regain access to the area.

The population at risk is allowed to return to the area previously evacuated, once they have been advised that the danger has passed. There is the possibility that the danger may reoccur and the evacuation notification might need to be reissued.

Depending on the incident residents may be advised to remain inside and seal the building (shutting down heating and air conditioning). This action gives immediate protection and should only be considered for short durations in response to specific hazards, e.g. it is not appropriate for interface fire threat.

Locating, rescuing, stabilizing and removing victims from hazardous and/or contaminated area is only done by emergency services personnel with appropriate protective equipment and training.

Process

Regardless of who orders an evacuation, warning and implementation should follow the provincial standard of a three-staged evacuation process.

Stage 1
Evacuation Alert

Alert the population at risk of the impending danger. At this point, the movement of handicapped persons, transient population including vacationers, and in some cases, school population, and any voluntary evacuees, should become a priority.

Possible methods of warning the population at risk include:

- door-to-door campaign with pamphlets delivered by representatives of the local authority under the direction of the police or under police supervision, i.e., volunteers, etc. ;
- radio and/or television broadcasts;
- sirens and mobile/aerial public address announcements;
- telephone calls;
- electronic media (internet) could also be used in conjunction with the above.

An "Evacuation Procedure Bulletin" sample may be attached for information purposes. This bulletin should be included with the door-to-door Evacuation Alert that may be delivered to the house occupants time permitting.

A sample Evacuation Alert is provided at Annex C.

The alert should:

- identify hazard/emergency zone and travel route(s);
- identify reception centre locations and addresses;
- advise method declaring "Rescind" and procedure for issue of controlled re-entry passes.

Note: A 'Notice' maybe issued to advise the public of a potential hazard in their area. An 'All Clear' maybe issued when such hazards have diminished. 'Notices' and 'All-clears' are public advisories and not consider part of the evacuation process.

Stage 2
Evacuation Order

LEAVE THE AREA NOW!! The Evacuation Order should include: the time order is in affect and a Pass Form which can be used if the evacuee needs to re-enter a controlled area, with instructions for its use. All persons in the affected area are to be told that, in the interest of their own safety and considering the risk, they are **NOW ORDERED** to leave the area. The written Evacuation Order is to be in a consistent form. There is no discretion allowed in the Order, which clearly indicates immediate evacuation and relocation.
A sample Evacuation Order is provided at Annex D.

THE POLICE WILL ENFORCE THIS EVACUATION ORDER

Stage 3
Rescind

When the emergency which necessitated the evacuation is under control and the hazard/ emergency zone is declared safe (habitable), a rescind of the Evacuation Order should be implemented. This procedure should advise the population at risk that the danger may reoccur and that an ALERT or ORDER may be reinstated, if this happens the process recommences from Stage 1.

A sample "Rescind" declaration is provided at Annex E.

Responsibilities

The local law enforcement authority normally has overall responsibility for evacuation operations. In most situations, the Incident Commander may recommend an evacuation. If the Emergency Operations Centre (EOC) has been activated, the decision to evacuate will be made in consultation with the Director of the Emergency Operations Centre.

The responsibility for opening a Reception Centre and/or group lodging belongs to the Emergency Social Services Director through the EOC.

Notification

The coordinator of the emergency program shall be notified whenever any significant Evacuation Action is implemented or anticipated.

The Emergency Social Services Director shall be

notified whenever an Evacuation Action is implemented or anticipated. If sheltering is actually needed, the ESS Director will open the designated reception centres or group lodging facilities. If an Evacuation Plan is initiated, the Emergency Operations Centre shall ensure that senior officials have been alerted.

Alerting the Public

The method of alerting the public will depend on the time available, hazard area, and resources available.

Available options include:

- personal contact. General estimate of personnel required:
 - single family dwelling – 2 people per block
 - small apartment building – 2 people per building
 - large apartment building – 2 people per floor
- law enforcement, fire, public works and search and rescue vehicles using public address systems;
- local TV, radio and news media;
- government Access Channel on the cable television system and Cable TV interrupts;
- school alert receivers;
- telephone systems – manual or automatic dialing systems, non-dialing/office based systems;
- outdoor alerting systems.

The Evacuation Plan information provided to the public includes the following:

- whether residents should evacuate or shelter-in-place¹;
- why they are being advised/ordered to evacuate or shelter-in-place;
- whether evacuation is an Alert or an Order;
- the evacuation routes, including conditions of roads;
- what to do if a vehicle breaks down;

¹ Shelter in place - immediate shelter inside a building or residence during a release of potentially toxic material to the outside air or when the air quality may be threatened, for example smoke. Shelter in place is not appropriate for all hazards, e.g. interface fire threat.

- the location of reception centres, where they should go immediately to register;
- assembly points for those needing transportation;
- estimated duration of evacuation.

The rationale for instituting this simple procedure for dealing with an emergency evacuation is to ensure:

- population at risk receives a clear consistent message regardless of the emergency;
- media receives a clear consistent message regardless of the emergency;
- responders are familiar with a clear consistent approach and process regardless of the situation.

Ordering an evacuation of all or part of an emergency area is a very serious step, and requires detailed planning.

The order to evacuate should only be given after careful consideration of all the factors involved, and with life safety paramount.

Evacuation Routes

The Incident Commander and/or the EOC will select the best routes for evacuation from the threatened area. The best routes may have to be selected at the time of the incident. Notification of changes in the selected routes will be made to the Emergency Operations Centre Information Officer, and Emergency Social Services Director, as well as field personnel. The following factors should be considered:

- most evacuees utilize their own personal transportation during an evacuation;
- research approximately how many autos per lane per hour can be accommodated on most roads;
- the average vehicle occupancy is four persons;
- the local law enforcement/traffic management authority assessment.

Traffic Control Points Traffic controls may be established at key intersections and at access control points to major evacuation routes as needed. In some cases, it may be necessary to control traffic on other routes to minimize the impact on the evacuation traffic.

Access Control As an area is being evacuated, access controls must be established. Security may be obtained by establishing staffed Access Control Points and barricades at key locations around the perimeter. The objectives of Access Control are:

- to provide a controlled area from which an emergency evacuation will take place and prevent entry by unauthorized persons;
- to protect lives by controlling entry into hazard area;
- to maintain law and order in the hazard area.

Criteria for allowing entry into closed areas will be established for each incident.

- **No Access** – Prohibits the public from entering the closed area. Authorized personnel (i.e., local/provincial workers as required). Media representatives will be allowed access on a controlled basis.
- **Limited Access** – Allows persons into closed areas according to access criteria established by the Incident Commander. Entry criteria should define the persons who will be allowed and whether motor vehicles are allowed.

CREATING A PLAN

General

Evacuation plans are complex and may vary according to the type of incident and geographic area involved.

Evacuation plans should provide for both minor evacuations of a limited area (for example, one resulting from a major fire or a gas leak) and major evacuations affecting a large part of the population (for instance a major chemical release). Plans should be flexible enough to accommodate both sudden emergencies and situations that provide more warning.

Objectives

The objectives of evacuation planning are:

- to decide whether the exposed population is more effectively protected by sheltering-in-place or by evacuating in response to the specific hazard;
- to develop an evacuation plan based on the type of threat, population, time, weather, communications, response resources and capabilities;
- develop notification and instructional information for persons within the threatened area;
- expedite the evacuation of persons from hazardous areas, control evacuation traffic and provide adequate means to transport persons without vehicles;
- institute access control measures to prevent unauthorized persons from entering vacated or partially vacated areas;
- provide sufficient resources to implement the plan;
- monitor the plan and make changes as conditions warrant.

Purpose

The purpose of an evacuation plan is to:

- describe the means government will use to keep evacuees and the general public informed on evacuation activities and the specific actions they should take;
- describe the evacuation options and the evacuation routes that have been developed to protect and move people away from the different hazards the jurisdiction faces;
- describe the modes of transportation that will be used to move evacuees;
- describe the provisions that have been made for evacuating special needs populations. Such populations include:
 - children in school;
 - children in day care centres;
 - nursing home residents (long term);
 - women and children in transition homes;
 - the disabled (hearing impaired, sight impaired, mentally impaired, and mobility impaired);
 - non-English speaking people;
 - institutionalized individuals (in hospitals, mental health facilities, nursing homes (short term), incarcerated residents (in jails, juvenile facilities, drug treatment centres, etc.);
 - transient populations (street people, motel and hotel guests, seasonal workers) people without transportation tourists;
- identify assembly areas for picking up people that do not have their own transportation;
- outline or reference the document that details the evacuation movement control procedures;
- describe the provisions that have been made to control access to the evacuated area;
- describe the provisions that have been made to provide security for the protection of property in the area that has been evacuated;
- describe the provisions that have been made for the return of people to their homes;
- detail methods of communicating alerts and orders;
- detail plans for provisioning evacuation sites for independents, dependants and pets; and detail temporary (< 24 hours) evacuation sites

and the plans to move people from temporary sites to reception centres.

Advice to residents to remain inside and seal the building (shutting down heating and air conditioning) gives immediate protection and should only be considered for short durations and when appropriate to hazard.

The evacuation plan information provided to the public includes the following:

- whether residents should evacuate or shelter-in-place;
- why they are being advised/ordered to evacuate or shelter-in-place;
- whether evacuation is an Alert or an Order;
- the evacuation routes, including conditions of roads;
- what to do if a vehicle breaks down;
- the location and name of reception centre facility;
- assembly points for those needing transportation;
- estimated duration of evacuation.

Elements

The elements of the plan should include, but are not limited to, the following items:

- coordinate with all potentially involved agencies and resources regarding their roles;
- determine responsibilities and tasks to be accomplished
identify and clearly delineate structures, facilities, or neighbourhoods subject to the selected protective action;
- establish easily understood directions and clearly identified evacuation routes, along with provision of traffic control and direction measures;
- establish staff requirements, equipment, and announce shelter locations;
- obtain alternate modes of transportation to aid those with special requirements or limited mobility (detailed planning and extensive coordination is required to effectively evacuate or implement in-place protection at special institutions and facilities, e.g. jails, hospitals and convalescent homes);
- establish readily identifiable perimeters and

- provide security within evacuated areas;
- plan for demobilization, rescinding evacuation orders, and deactivating facilities;
- develop clear, complete and concise evacuation/shelter-in-place announcements, messages and notices.

Requirement Analysis

In developing an evacuation plan, it is essential that as much information as possible be assembled. An Evacuation Planning Worksheet (Annex F) should be completed for each significant hazard identified in the community Hazard, Risk and Vulnerability Analysis.

Plan Checklist

The Evacuation Plan Checklist (Annex G) which is written for a major incident is to assist in effectively responding to an evacuation scenario. In most cases, you will not need to do each item on the list; use only those needed.

They are not listed in order of importance.

Plan Template

The Evacuation Plan - Template (Annex H) provides a start point for preparation of an evacuation plan.

**Public Information
Messaging**

Public Information Messaging is an important element in planning for evacuations. Annex I, I1, I2, and I3 provide valuable information and templates that can be used to ensure the public is well informed.

Annex A

ABBREVIATIONS AND DEFINITIONS

Agency	Branches within provincial ministries and any other government organization which is affected by fire response operations; also the mentioned groups participating in joint response efforts.
BCERMS - <i>British Columbia Emergency Response Management System</i>	The BCERMS represents standard policies and practices adopted by the BC government for emergency management.
CCG - <i>Central Coordination Group</i>	The CCG includes senior representatives from key ministries with responsibility for response to certain types of events. The CCG is activated whenever a coordinated government response is required for any emergency.
ECC - <i>Emergency Coordination Centre</i>	The ECC at the Provincial Emergency Program Headquarters receives and disseminates information from multiple sources regarding emergency situations. The Emergency Coordination Centre serves as the "incident message centre" for the Provincial Emergency Coordination Centre.
EOC - <i>Emergency Operations Centre</i>	A pre-designated facility established by a local government or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency.
ESS – <i>Emergency Social Services</i>	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.
Fireguard	A strategically planned barrier, either manually or mechanically constructed, intended to stop a fire or retard its rate of spread and from which suppression action is carried out to control a fire; the constructed portion of a control line.

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.
IEPC	Interagency Emergency Preparedness Council.
IO - Information Officer	A provider of public and media messaging in an emergency.
PECC - Provincial Emergency Coordination Centre	A facility permanently activated at the provincial central coordination level to help coordinate emergency response efforts.
Provincial Response	A coordinated cross-government response involving a major commitment of financial and/or physical resources.
PREOC - Provincial Regional Emergency Operations Centre	A facility permanently activated at the regional level by provincial staff and, as required, other agencies to help manage the support of emergency response efforts.
PREOC Representatives	A multi-disciplinary PREOC team designed to assist local authorities in preparing for and responding to an emergency/disaster.
SITREP	Situation Report.
TEAMS - Temporary Emergency Assignment Management System	A program under which personnel from across government are specifically trained for deployment in the PECC and PREOCs. Parent ministries/agencies are reimbursed for personnel costs, i.e., salary and benefits.
Wild-Land/Urban Interface Fire	A popular term used to describe an area where various structures (most notably private homes) and other human developments meet or are intermingled with forest and other vegetative fuel types.

Annex B

Pro Forma

DECLARATION OF A STATE OF LOCAL EMERGENCY

ORDER

WHEREAS [*description of hazard and emergency*] in [*description of area*];

AND WHEREAS [*explanation of on-going or imminent threat to life or property*];

AND WHEREAS this [*description*] 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 emergency exists due to [*short hazard description*] and [*short consequence statement*] in [*area description*];

IT IS FURTHER ORDERED THAT 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.

ORDERED by the [*local authority or head of local authority*] this ____ day of [*month*], 20__.

[*Head of Local Authority*]

Annex C

EVACUATION ALERT

This **EVACUATION ALERT** is a notification of the POTENTIAL danger which might arise due to a _____ in your area. The reason evacuation alerts are issued is to notify residents of the potential for loss of life from unstable _____ conditions. It would be prudent for residents to prepare to leave this area with very short notice.

This alert may be followed by an immediate order to evacuate, with more updated information on the condition, and when an evacuation order is issued you must leave your home immediately.

You will find attached to this EVACUATION ALERT notification a travel route which you must follow in the event that this EVACUATION ALERT is followed by an EVACUATION ORDER, and a telephone number for you to call in the event that you need transportation from the area.

A Travel Route Map and location of the Reception Centre is included for your use. Follow it closely.

Signature _____

Name of Local Authority (CITE AUTHORITY)

Annex D

EVACUATION ORDER

Date: _____

The _____ (Authority) has been advised of the imminent danger
of _____

to the life and property of persons resident or present in (SPECIFIC
DESCRIPTION OF AREA WITH DETAIL)

Based on this information, an *order pursuant to* _____ *Cite*
the Authority

to evacuate these areas has been authorized in the interest of life safety at
_____ (time) hours.

Other agencies will be expediting this action in these areas on behalf of the
Authority issuing this Order as first cited above.

FOLLOW THE TRAVEL ROUTE PROVIDED AND REGISTER AT:

(ESS Reception Centre address and name of facility)

YOU MUST LEAVE THIS AREA IMMEDIATELY

_____ **Signature**

(Name) LOCAL AUTHORITY (CITE AUTHORITY AND LEGISLATION)

THE POLICE WILL ENFORCE THIS EVACUATION ORDER

Annex E

EVACUATION RESCIND

Date

The _____ has been advised that the imminent risk of
danger to life and properties in your area has diminished at this time.

The Evacuation Order, *pursuant to* (cite the Authority) is therefore rescinded.

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

Signature

Name of the Local Authority (CITE AUTHORITY AND LEGISLATION)

Annex F

**Evacuation Planning Worksheet
(Instruction Appendix F1)**

Threat Information					
Type	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 languages 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:	M	KM			
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"/> Slightly 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					

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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					
Develop 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 identify the material?		
Comments:					

Annex F1

EVACUATION PLAN WORKSHEET INSTRUCTIONS

General Instructions

1. Use this form in conjunction with the Hazardous Materials Data Sheet.
2. Complete all sections of the worksheet, entering information on the lines provided. Place a check in the box ☐ provided when applicable.
3. 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 impact(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.

Annex G

EVACUATION PLAN CHECKLIST

Options

1. Do nothing

2. Determine potential threat area (emergency/disaster zone)/ stakeholders and establish a perimeter excluding people from entering the threat area by diverting vehicle and pedestrian traffic—indicate boundary on map

Agency in charge _____

Resources assigned

- ☐ Police
- ☐ Fire
- ☐ Public Works
- ☐ Other

3. Rescue – indicate area on map

Agency in charge _____

Resources Assigned

- ☐ HazMat Teams (special equipment needed)
- ☐ Fire Department (level of Personal Protective Equipment (PPE) needed)
- ☐ Decontamination (set up area)
- ☐ Ambulance Service (triage and treatment area)
- ☐ Other

4. Evacuate – indicate area on map

Agency in charge _____

Resources assigned

- ☐ HazMat Teams (special equipment needed)
- ☐ Fire Department (level of PPE needed)
- ☐ Decontamination (set up area)

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- ☐ Ambulance Service (triage and treatment area)
- ☐ Police (limits of involvement shown on map)
- ☐ Other
- ☐ Ensure all agencies consult prior to evacuation. Ensure that all agencies fully understand the decision.
- ☐ Consider reception centre locations and the number of people who will need to be assisted

Agency in charge _____

Resources Assigned

- ☐ Schools, recreation centres, other assembly halls
- ☐ A site with adult-sized furniture, capability of feeding, and public address system.
- ☐ (HazMat) The facility chosen will not be exposed if the wind shifts or increases.
- ☐ Alert the Emergency Operations Centre (EOC) for operations.
- ☐ Consider special facility/special population evacuation needs and establish priorities.
- ☐ Consider potential for domestic animals to be evacuated with families and alert pet care providers.
- ☐ Consider resources needed to conduct Emergency Evacuation Operations and advise potential mutual aid agencies.
- ☐ Determine the number of people needing transportation.
- ☐ Dispatch transportation to special facilities and identified areas where assistance is required.

Agency in charge _____

Resources Assigned

- ☐ Transit (level of PPE needed)
- ☐ Fire Department (level of PPE needed)
- ☐ Decontamination (set up area)
- ☐ Ambulance service (triage and treatment area)
- ☐ Establish a policy on whether persons will be advised or ordered to evacuate.
- ☐ Prepare, print and distribute Emergency Evacuation notices if time permits.
- ☐ Assemble, brief and deploy Emergency Evacuation personnel.
- ☐ Announce Evacuation Plan decisions (boundaries and evacuation routes).

- ☐ Announce emergency reception centre locations.
- ☐ Establish and announce a telephone number for evacuees to call for progress reports and re-entry times.
- ☐ Begin with Emergency Evacuation.
- ☐ Track numbers of evacuees and any reported injuries.
- ☐ Keep all field units updated regarding changes.
- ☐ Document the decision process.
- ☐ Notify local elected officials and the Provincial Emergency Program (Regional Office)
- ☐ Appoint an Information Officer, with support and back up.
- ☐ Re-evaluate the BCERMS structure. Is a Logistics, Planning, or Finance Section needed, if not already appointed?
- ☐ Consider the need for a Crisis Intervention Team.
- ☐ Track all costs related to the incident.
- ☐ Keep evacuees at the reception centres and group lodging facilities informed of incident progress and projected return times.
- ☐ Decide on allowing return into evacuated area in consultation with all relevant parties.
- ☐ Schedule a debriefing with all parties to evaluate the Evacuation Plan.
- ☐ Make suggested changes in this procedure to the Emergency Program Coordinator and the Emergency Policy Group.

5. Shelter-in-Place (include the following in the evacuation plan)

Agency in charge _____

- ☐ Discuss and decide on appropriate alternate strategies.
- ☐ Seal off the area.
- ☐ Selective or partial evacuation.
- ☐ (*HazMat*) Issue a recommendation to close windows and shut off heating and ventilating systems in the threat area.
- ☐ (*HazMat*) Issue a recommendation for people to stay indoors.
- ☐ Appoint an Information Officer, with support and back up.
- ☐ Establish and announce a telephone number for persons to call for information on the incident.
- ☐ Re-evaluate the BCERMS level of activation, e.g. are additional resources required?
- ☐ Prepare, print and distribute incident information for persons in the affected area.

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- ☐ Notify elected officials and Provincial Emergency Program (Regional Office).
- ☐ Assemble and brief a standby force of personnel to assist with an emergency evacuation if the need arises.
- ☐ Establish and announce needed information to the public.
- ☐ Consider the need for a crisis intervention team.
- ☐ Continue to monitor the situation and to re-evaluate the need to evacuate, keeping all field units up to date regarding changes.
- ☐ Track all costs related to the incident.
- ☐ Keep residents informed of incident progress and projected time until the incident is over.
- ☐ (HazMat) Monitor the release and revise projected end of incident times.
- ☐ (HazMat) Consider changing tactics on consultation with all relevant parties.
- ☐ Provide advice and information on any special precautions that should be taken during and after the event.

Annex H

LOCAL GOVERNMENT EVACUATION PLAN TEMPLATE

References	Applicable reference should be provided as appropriate, for example: <ul style="list-style-type: none">• local emergency plan; and• mutual aid agreements.
INTRODUCTION/ BACKGROUND	Provide a general overview of the hazards which may confront the jurisdiction and the need for effective contingency plans.
SITUATION	Identify: <ul style="list-style-type: none">• those emergency conditions that would necessitate an evacuation;• potential impact areas, such as those prone to flooding, seismic activity or wildfires or near a facility that produces, stores and/or transports hazardous material; and• population groups that will require special assistance.
Assumptions	Address the unknowns of the emergency situation, such as unanticipated contingencies and establish parameters within which evacuations will take place. <i>Typical assumptions include:</i> <ul style="list-style-type: none">• <i>most hazards provide sufficient warning time to implement a planned evacuation;</i>• <i>spontaneous/voluntary evacuation will occur when there is sufficient warning of a threat - between 5 and 20 % will evacuate before being ordered;</i>• <i>some people will refuse to evacuate, regardless of threat;</i>• <i>some pet owners will refuse to evacuate until arrangement are made for their pets;</i>• <i>approximately 20 % of evacuees will require congregate care shelter;</i>• <i>commercial transport will be available under a declaration of a state of emergency;</i>• <i>standard evacuation routes may be established for</i>

- *specific seasonal hazards; and*
- *evacuation during NO notice emergency situations will be on an ad hoc basis, based on direction of the on-site incident commander.*

PURPOSE

To describe the provisions that have been made to ensure the safe and orderly evacuation of people threatened by a natural or man-made hazard.

CONCEPT OF OPERATIONS

General

Provide a general overview of the plan, including the warning process, areas likely to be affected and the routes and destination of evacuees.

Authority

Detail who can order an evacuation in jurisdiction covered by plan.

To order an evacuation, a local authority must declare a 'state of local emergency', as enabled under Section 12 of the BC Emergency Program Act.

Authority to implement an evacuation normally rests with the local authority, through the local law enforcement agency.

Other authorities may include:

- the Ministry of Health has considerable statutory authority under the Health Act for evacuation and restricting movement in respect to health issues such as epidemics.
- the Wildfire Act enables the removal of persons who may interfere with fighting forest fires.
- the Waste Management Act provides the authority to evacuate persons if a dangerous goods spill poses a health hazard.
- in a fire hazard or risk of explosion situation, the Fire Services Act provides the authority for the Fire Commissioner to evacuate a building or area.

Security	<p><i>Describe arrangements for :</i></p> <ul style="list-style-type: none">• <i>Security and protection of property in evacuated area</i>• <i>Access control to evacuated area</i> <p>As an area is being evacuated, access controls must be established. Security may be achieved by establishing staffed Access Control Points and barricades at key locations around the perimeter. A record of all vehicles and personnel who enter a closed area.</p>
Evacuation Routes	<p><i>Describe routes established to move and protect people from the potential hazards which may confront the community. Evacuation routes should be separate from disaster routes intended for use by emergency responders.</i></p>
Special Provisions	<ul style="list-style-type: none">• Provisions for evacuation of special need (such as children in school/day care, handicapped, high risk (battered women), institutionalized (hospital) and incarcerated (prisoners) and transient (such as tourists and seasonal workers) populations.• Provision for evacuation and care of livestock.
Transportation	<ul style="list-style-type: none">• Modes of transportation• Identify assembly areas for people without own transport• Provision for return of residents to their homes
Accommodation and Feeding	<ul style="list-style-type: none">• Provisions for congregate care (group lodging), including feeding, clothing and basic medical care• Sanitary facilities• Provisions for companion animals/pets
Public Information	<p><i>Describe the means government will use to keep evacuees and general public informed on evacuation activities and specific action they should take.</i></p>
ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES	<ul style="list-style-type: none">• The organizational structure for an evacuation should reflect ICS/BCERMS guidelines.• <i>Describe the specific responsibilities of all key staff and emergency appointments, such as:</i>

and emergency appointments, such as:
Local Authority (Mayor/Chair)
Incident Commander
Evacuation Coordinator
Emergency Manager/Coordinator
Law Enforcement
Public Works
Public Information Officer
Emergency Social Services Coordinator
Health Services Coordinator
School Superintendent
Animal Control Coordinator
Other Tasked Organizations

COORDINATION INSTRUCTIONS

Situation Report and Returns	<i>Describe specific reporting requirements and the format to be used. Attach sample format for required reports and returns.</i>
Mutual Aid Agreements/ Arrangements	<i>Describe agreements/arrangement with neighbouring jurisdictions (that address traffic control, law enforcement, emergency social services, shelter, etc) available to facilitate evacuation operations.</i>
Evacuation movement control procedures	<ul style="list-style-type: none">• Assembly areas• Evacuation routes and route marking• Traffic control points
Critical Timings	<ul style="list-style-type: none">• Time reception centre(s) need to be open• Time by which evacuation must be completed
Plan Development and Maintenance	Identify who is responsible for developing operational guidelines and other necessary implementing documents and ensuring that the plan is maintained.
COMMAND AND CONTROL	<ul style="list-style-type: none">• Scope of authority• Interjurisdictional Relationships
ADMINISTRATION AND LOGISTICS	<i>Describe the administration and general support requirements for the various evacuation functions.</i>
Administration	<i>Provide detail for tracking and recording information on evacuation detail, i.e., areas and numbers evacuated,</i>

numbers processed through reception centres and/or provided shelter.

Logistics

Detail the arrangements made to secure or relocate those essential supplies and equipment needed to sustain operations and meet evacuee needs. Consideration should include, but are not limited to, the following:

- *Food;*
- *Water and water trucks/trailers;*
- *Beds and bedding;*
- *Clothing;*
- *Medical equipment and supplies;*
- *Portable generators and lighting devices;*
- *Gas and diesel fuel;*
- *Sanitation devices;*
- *Public works vehicles and equipment; and*
- *Police and firefighting vehicles.*

Attachments

- Pro Forma
 - Declaration of a Local State Of Emergency
 - Evacuation Alert
 - Evacuation Order
 - Evacuation Rescind
- Map
 - Potential Hazard Areas
 - Evacuation Routes (TBD)
 - Key Locations (e.g. Reception centres and medical facilities)
- Report and Returns - Sample (TBD)

PUBLIC INFORMATION MESSAGING

General	In developing a community education and awareness program regarding emergency evacuation information on the following issues should be addressed.
What is an Evacuation Alert?	An Evacuation ALERT is a notification of Danger in your area. EVACUATION ALERTS are issued to advise the population at risk of the potential for loss of life from a hazard, and that they should be prepared to evacuate.
Alert Message Content	EVERYONE IN THE AFFECTED AREA SHOULD PREPARE TO MOVE TO A SAFE AREA
<i>Things you should do NOW !!</i>	<p>Gather essential items such as medications, eyeglasses, valuable papers, immediate care needs for dependants, and, if you choose, valuable keepsakes, photographs, etc. Make them available for immediate access for a quick departure.</p> <p>If you need transportation, the individual providing the alert notification will provide you with information regarding making arrangement for transport for you.</p> <p>Know the location of all family members and determine a planned meeting place should an evacuation be called while separated.</p> <p>Prepare to evacuate disabled persons and children. Relocate large pets and livestock to a safe area immediately, if possible.</p> <p>If possible arrange accommodation for your family in the event of an evacuation. Emergency lodging will be provided if necessary. This lodging will probably not permit pets, so it is suggested that alternate arrangements be made for pets at the same time.</p> <p>Community emergency plans have been prepared to ensure your safety. It is important that you follow the</p>

directives you are given by the authorities to ensure your safety. Advance preparation is the key to safe and effective movement of people. Plans for providing care and recovery of evacuees, victims, and emergency workers have been put in place with your welfare in mind.

If you are alerted of the possibility of a disaster impacting your area you may be provided with suggestions of things you should do to protect your property. These suggestions will be relevant to the impending disaster, e.g. What you can do in the event of an impending flood, or fire etc.

EVERYONE IN THE AFFECTED AREA SHOULD NOW BE READY TO MOVE QUICKLY FROM THE AREA.

What is an Evacuation Order?

An Evacuation Order will only be issued by authorities having jurisdiction in response to imminent potential of loss of life or injury because of **ANY POTENTIAL DANGER**, to the population at risk, the residents, in the affected area. These orders are issued in the interest of LIFE SAFETY. Members of the RCMP, Search and Rescue, Fire Departments, and the Local Authorities may be involved in expediting that action through door to door contact, the electronic media, etc.

Required Action

When an Evacuation is Ordered:

- gather personal/family emergency kit;
- proceed quickly and calmly to nearest evacuation site (temporary or permanent);
- report to ESS Reception Centre indicated and register with the personnel staffing that centre. This will allow for effective communications from the evacuation team and will facilitate contact by friends or relatives who may be very concerned about your whereabouts and safety;
- keep a flashlight and portable radio with you at all times;

- follow the evacuation instructions which have been provided to you in the Evacuation Alert or Evacuation Order;
- ensure you haven't forgotten a necessity? Travel will be one-way only, out of your area to allow emergency vehicles access;
- TAKE EVERYTHING YOU WILL REQUIRE FOR AN EXTENDED STAY; and
- Remember THE POLICE WILL ENFORCE THIS EVACUATION ORDER

Annex I1

PUBLIC INFORMATION MESSAGING TEMPLATE

This is _____	
<i>Rank/Title</i>	<i>Name</i>
from the _____	
<i>Agency/Department</i>	
A _____	
<i>size/intensity</i>	<i>incident</i>

<i>has occurred/is occurring</i>	<i>in</i> _____
<i>location</i>	
Because of the potential danger to life and health _____	
<i>the authority</i>	
_____ everyone within _____	
<i>has/have</i>	<i>ordered/recommended</i> _____
	<i>#</i> _____
<i>blocks/kilometres/metres</i>	
of that area to _____	
<i>evacuate/ shelter-in-place</i>	<i>immediately/as soon as possible</i>
If you are in the following areas, you _____	
<i>must/should</i>	<i>leave the area/get inside a building</i>
This message will be repeated. Specific instructions and locations will be given	
If you are in the following areas, you _____	
<i>must/should</i>	<i>leave the area/get inside a building</i>
_____ The areas involved are as follows:	
<i>immediately/as soon as possible</i>	
_____	_____
<i>North/South/East/West</i>	<i>Location: street, highway or other significant geographical point</i>
_____	_____
<i>North/South/East/West</i>	<i>Location: street, highway or other significant geographical point</i>
_____	_____
<i>North/South/East/West</i>	<i>Location: street, highway or other significant geographical point</i>

Annex I2

EVACUATION INSTRUCTIONS

1. Stay calm.
2. Gather your family; take a neighbour or someone who needs help.
3. If evacuation is an Alert: Assemble essential items (diapers, baby food, clothes, medical, eyeglasses and money). Be ready to leave at a moments notice.
4. If evacuation is an Order: Take critical items (medicine, purse, wallet, and keys) only if they are immediately available. Take pets in pet kennels or on leash.
5. Turn off appliances (stove, light, and heaters).
6. Do not use more vehicles than you require.
7. Do not use the telephone unless you need emergency service.
8. Go immediately to the home of a friend or relative outside the evacuation area, or to a ESS Reception Centre located at: _____.
9. Emergency Response Workers will be stationed at intersections along the way to direct you.
10. If you need transportation, call: _____ or _____.
11. Children attending the following schools will be evacuated to:

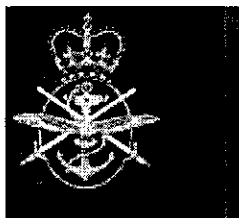
School	Evacuation Location

12. Do not drive to your child's school. Pick your child up from the authorities at the shelter identified above.
13. Keep the windows and vents in the car closed.
14. Other: _____.

Annex I3

SHELTER-IN-PLACE INSTRUCTIONS

1. Get inside your home or other building as quickly as possible.
2. Close all doors, windows, fireplaces, vents or other openings. Use duct tape, foil or plastic wrap to seal leaks.
3. Turn off all heating, ventilation and air conditioning systems. Close vents.
4. Close drapes, curtains and shades. Stay away from external windows.
5. Use stairwells whenever possible. Limit the use of elevators.
6. Use telephones only if you need immediate emergency service.
7. Turn on the radio or television for information.
8. The hazardous material is toxic. The signs and symptoms of overexposure are as follows: _____.
9. If you have any of these signs or symptoms, seek medical help outside the evacuation area or at the medic station located at: _____.



Canadian Forces Assistance in Civil Emergencies

The Canadian Forces may be called upon to assist civil authorities in time of an emergency. All municipal government requests for military assistance must be made through the appropriate Provincial Emergency Program regional office or the PEP Emergency Coordination Centre.

Inquiries regarding general military capabilities may be directed to the British Columbia Domestic Operations Detachment, PO Box 17000, Station Forces, Victoria, BC V9A 7N2.

Contact by telephone:

British Columbia Domestic Operations Detachment (Army)

General enquiries: (250) 363-7950
Paggers: (250) 360-8687
(250) 360-8720

Rescue Coordination Centre, Victoria

(800) 567-5111

Maritime Forces Pacific Operations Centre (Navy)

(250) 363-2425

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• Feedback

Last update: October 06, 2004

Copperside Estates – Evacuation Plan

Threat Information					
Type	Details				
Urban Interface Fire	Fire – 300 M northeast of Copperside Estates. 45 ha in size. Being actioned by BCFS Protection crew and Thornhill Fire Department with heavy equipment, helicopters, & ground personnel.				
Impact	Details				
Life safety	Potential for fire to burn into Copperside Estates				
Environmental	Smoke haze/particulates in valley impact to lungs				
Other	Risk to infrastructure – Natural Gas, BC Hydro, Telephone				
Comments: Potential for fire to burn into Copperside Estates with strong West wind. Community is on Evacuation alert issued by the Office of the Fire Commissioner.					
Population/Location					
Population size – numbers of	Persons: high est. 375			Animals: 100	
Density	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Medium	<input type="checkbox"/> Low		
Type	<input checked="" type="checkbox"/> Residential	<input type="checkbox"/> Commercial	<input type="checkbox"/> Industrial		
Special Considerations					
Type	Yes	No	Type	Yes	No
Jails		<input checked="" type="checkbox"/>	Transportation available	<input checked="" type="checkbox"/>	
Schools		<input checked="" type="checkbox"/>	Different languages spoken		<input checked="" type="checkbox"/>
Hospitals		<input checked="" type="checkbox"/>	Hearing/sight/mobility impaired	<input checked="" type="checkbox"/>	
Population indoors (shut-ins)	<input checked="" type="checkbox"/> – 1 person		Transients		<input checked="" type="checkbox"/>
Shelters available		<input checked="" type="checkbox"/>	Familiar with the area	<input checked="" type="checkbox"/>	
Location/Distance (Plot on Map)					
Distance from incident to population:	Fire is 300 M to NE		Fire is 15 KM N/East of Terrace		
Direction threat is from population:	<input type="checkbox"/> North	<input type="checkbox"/> South	<input checked="" type="checkbox"/> East	<input type="checkbox"/> West	
The terrain is:	<input type="checkbox"/> Flat	<input type="checkbox"/> Slightly sloped	<input checked="" type="checkbox"/> Steep	<input type="checkbox"/> Very steep	
Available evacuation routes: Highway 16 West to Terrace once out of Copperside Estates Road network.					
Comments:					

Time					
When threat is likely to occur:	Time: Mid afternoon/early evening daily – wind dependant for direction and intensity		Date: Any time after June 08/16 fire start		
Time threat will last:	Until fire is 100% contained by BCFS fire crews & or declared out.		Days:	Weeks:	
Rate					
Rate of threat movement	<input type="checkbox"/> Rapid	<input type="checkbox"/> Moderate	<input type="checkbox"/> Slow	<input type="checkbox"/> Stopped	<input checked="" type="checkbox"/> Unknown – wind & Wx dependant
Will contact population in:	Minutes: 60		Hours:	Days:	
Greatest threat will occur in:	Minutes:		Hours: est. 2	Days:	
Time Needed for Implementing Evacuation Steps					
Evacuation Steps	Minutes from Evacuation Order Issuance to onsite action		Hours from Evacuation Order Issuance to onsite action		
Deploy RCMP Response Personnel and effect access control	15				
NW PREOC Operations request Ambulance for disabled assistance	5				
Give Public Warning and Instructions	30-60				
Public Mobilization and Travel Time	60				
Special Needs for Mobilization and Travel Time – BC Ambulance response time for disabled person extraction	15				
Utility Notification and cutoff	GAS - 30 Hydro - 30 Telephone - 30				

Evacuation Sequence and time frames: The following steps will be taken to evacuate residents and pets from CopperSide Estates when the need arises.

1. Office of the Fire Commissioner (OFC) issues an Evacuation Order in consultation with the BCFS Fire Control staff – notifies BCFS Terrace Fire Attack Base, RCMP, PEP NW PREOC.
 - Terrace RCMP pass information on to S/Sgt Eric Stubbs or other assigned.
 - NW PREOC Operations staff call BC Ambulance to initiate single resident extraction
 - NW PREOC advise utilities to disconnect/turn-off utilities as required – PNG, BC Hydro, Telus.
2. RCMP dispatch a minimum of 4 patrol cars and officers to CopperSide.
3. RCMP blocks highway traffic in both directions, and blocks access into CopperSide Estates except for pre-authorized emergency personnel such as Fire fighters, Ambulance, Fire Dept staff, or utility staff such as Pacific Natural Gas (PNG), BC Hydro, BC Telephone and any others requiring emergency only access.
4. Minimum of 3 officers in separate cars proceed into CopperSide Subdivision and conduct door to door notification in sequential fashion starting at area of highest risk of fire impact.
5. RCMP advise residents on ESS Reception Center location and registration information at time of door to door notice.
6. A notice is posted by RCMP on the exterior of evacuated homes as a visual indicator the house has been checked.
7. RCMP maintain a contact log of homes evacuated, resident names and numbers, and future contact location.
8. In case of extreme time shortage, RCMP may augment door to door messaging with PA announcements through the neighborhood.
9. RCMP control traffic flow out of subdivision to ensure co-coordinated and safe exit – there will likely be time to remove only people and smaller pets.

Communications

Communicate with public	Yes	No	Communicate with responders	Yes	No
Able to warn public?	X		Able to communicate with all agencies?	X	
Able to warn Institutions?		N/A	Able to communicate with media?	X	
Able to warn transients?		N/A	Able to communicate with mutual aid?	X	
Able to warn hearing impaired?		N/A	Able to use phone system?	X	
Able to instruct and update?	X		Able to use outdoor alerting?	X	

Comments:

Emergency Social Services (ESS) Response Protocol:**Within 20 minutes:**

1. Office of the Fire Commissioner issues Evacuation Order including
2. Emergency Coordinator (EC) Peter Weeber and ESS Coordinator Sandy Miller notified.
3. ESS Coordinator begins callout of ESS Volunteers
4. ESS Coordinator sources access to Thornhill Community Center located behind the Thornhill Jr High School along hwy 16 E.
5. ESS Coordinator obtains permission/access to utilize Terrace Peaks Gymnastic Club Gym facility attached to the Thornhill Community Center.

Within 1 hour:

6. Be set up to receive and register evacuees, and advise on/supply accommodations if required.
7. Man phone lines at the following numbers to register residents from evac area by telephone or supply information.

Prepared by:

Kitimat-Stikine RD/Northwest PREOC

6.6 Forms

6.6.1 DECLARING A STATE OF EMERGENCY

- 6.6.1.1 DELEGATION OF EMERGENCY POWERS MATRIX**
- 6.6.1.2 DECLARATION OF A STATE OF LOCAL EMERGENCY**
- 6.6.1.3 EXTENSION OF APPROVAL FOR STATE OF LOCAL EMERGENCY**
- 6.6.1.4 CANCELLATION OF STATE OF LOCAL EMERGENCY**

6.6.2 EOC FORMS

- 6.6.2.1 EOC BRIEFING FORMAT**
- 6.6.2.2 EOC SITUATION REPORT (SITREP)**
- 6.6.2.3 EOC SITREP USED DURING 07 FLOODS**
- 6.6.2.4 EOC ACTION PLAN**
- 6.6.2.5 EOC CHECK IN / CHECK OUT**
- 6.6.2.6 EOC EXPENDITURE AUTHORIZATION FORM**
- 6.6.2.7 EOC DAILY EXPENDITURES**
- 6.6.2.8 POSITION LOG**

6.6.3 EVACUATION FORMS

- 6.6.3.1 EVACUATION ALERT**
- 6.6.3.2 EVACUATION ORDER**
- 6.6.3.3 EVACUATION RESCIND**
- 6.6.3.4 EVACUATION PLAN WORKSHEET INSTRUCTIONS**
- 6.6.3.5 EVACUATION PLANNING WORKSHEET**
- 6.6.3.6 EVACUATION PLAN CHECKLIST**

6.6.4 MISC. FORMS

- 6.6.4.1 ESS SITUATION REPORT (SITREP)**
- 6.6.4.2 PEP TASK REGISTRATION FORM (SINGLE PAGE)**
- 6.6.4.3 PEP TASK REGISTRATION FORM (MULTIPLE PAGES)**
- 6.6.4.4 FORM TRACKING AVAILABLE VOLUNTEERS**
- 6.6.4.5 FORM TRACKING RESOURCES/SERVICES OFFERED**
- 6.6.4.6 FORM TRACKING SAND BAG REQUESTS**
- 6.6.4.7 FORM TRACKING SITE ASSESSMENTS**

6.6.5 CALL TAKER PROCEDURE MANUAL FORMS

- 6.6.5.1 PUBLIC INQUIRY CALL TRACKING RECORD**
- 6.6.5.2 VOLUNTEER OFFERS TRACKING RECORD**

CITY OF TERRACE

DELEGATION OF EMERGENCY POWERS MATRIX



Reference: *Emergency Program Act, Section 10*

EMERGENCY POWERS	DELEGATED TO			
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 designated in the declaration within the local authority's jurisdiction.				
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 the local authority's jurisdiction.				
Cause the evacuation of persons and the removal of livestock, animals and personal property from any area designated in the declaration within the local authority's jurisdiction 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 local authority 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 local authority 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 local authority 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 area designated in the declaration within the local authority's jurisdiction 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.

CITY OF TERRACE

DECLARATION OF STATE OF EMERGENCY



ORDER

WHEREAS _____
(Type of Hazard)

in the City of Terrace;

AND WHEREAS _____

;

(explanation of ongoing or imminent threat to life or property)

AND WHEREAS this _____ 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:

_____ due to
(Specific geographic boundaries of designated area)

_____ and
(Short hazard description)

(Short consequence statement)

IT IS FURTHER CONSIDERED THAT the City of Terrace, its employee's 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, including:

[Check only those emergency powers needed from the list below]

- ☐ 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 designated in the declaration within the local authority's jurisdiction.
- ☐ 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 the local authority's jurisdiction.
- ☐ Cause the evacuation of persons and the removal of livestock, animals and personal property from any area designated in the declaration within the local authority's jurisdiction 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 local authority 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 local authority 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 local authority 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 area designated in the declaration within the local authority's jurisdiction for the duration of the state of local emergency.

ORDERED by the _____ this _____ day of _____,
(Head of local authority)
20 _____, at _____ to remain in force for seven days until the _____ day of
(Time)
_____, 20 _____, at _____ unless cancelled by order of
(Time)
the City of Terrace or the Solicitor General.

Head of Local Authority

CITY OF TERRACE

DECLARATION OF STATE OF EMERGENCY



EXTENSION OF APPROVAL FOR STATE OF LOCAL EMERGENCY

WHEREAS life and property remain at risk due to *(short hazard description)*:

In the City of Terrace;

AND WHEREAS the Mayor/Chair of the City of Terrace has requested authority to further extend the duration of the declaration of a State of Local Emergency due to expire on _____ at _____,
(Date) (Time)

NOW THEREFORE:

IT IS HEREBY APPROVED pursuant to Section 12 (6) of the *Emergency Program Act* (RS, 1996, Chap. 111) that the City of Terrace may extend the duration of a State of Emergency for seven (7) days from _____ at _____
(Date) (Time)

To _____ at _____.
(Date) (Time)

Head of Local Authority

CITY OF TERRACE
DECLARATION OF STATE OF EMERGENCY



CANCELLED

Date: _____

WHEREAS _____
(Type of Hazard)

In the City of Terrace;

AND WHEREAS this _____
(Type of Hazard)

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;

NOW THEREFORE:

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 _____

And is therefore cancelled effective this date at _____.
(Time)

Printed Name
[Head of the Local Authority]

Signature

EOC Briefing Format

Event:	Time:	Date:
Operational Period:	PEP Task #	Function: Section Chief:

CURRENT SITUATION:

UNMET NEEDS (Outstanding Issues):

FUTURE ACTIVITIES (For next operational period):

PUBLIC INFORMATION AND MEDIA ISSUES:

Note: DO NOT repeat any information already reported in previous briefings or shared by other EOC staff.

EOC Situation Report To Provincial Emergency Program (PEP)

Community/Local Authority: _____

Date and Time: _____

PEP Task Number: _____

Prepared by: _____
☐ Planning Section Community/Local Authority
☐ PREOC Operational Area Coordinator

Approved by EOCD: _____
 (Name and Position)

EOC Contact: Name: _____ Agency: _____ Phone #: _____ Fax: _____ E-mail: _____	Report Type:	<input type="checkbox"/> Initial <input type="checkbox"/> Update # _____ <input type="checkbox"/> Final Situation Forecast:
		<input type="checkbox"/> Improving <input type="checkbox"/> Unchanged <input type="checkbox"/> Deteriorating

HIGHLIGHTS (Situation Overview-Key Points):

CURRENT PRIORITY NEEDS: (Resources/Information/Support):

Resource Request Attached: Yes or No

PEOPLE IMPACTED (ESTIMATED/CONFIRMED):

# Evacuated	# Injured	# Homeless*	# Missing	# Dead	# Hospitalized

EOC SITUATION REPORT

Community/Local Authority: _____

Date and Time:

PEP Task Number:

Prepared by: ☐ Community/Local Authority
☒ PREOC Operational Area Coordinator

Approved by: _____

EOC Contact:	_____	Report Type:	<input type="checkbox"/> Initial
Name	_____		<input type="checkbox"/> Update # _____
Agency:	_____		<input type="checkbox"/> Final
Phone #:	() - _____	Situation Forecast:	<input type="checkbox"/> Improving
Fax #:	() - _____		<input type="checkbox"/> Unchanged
E-mail:	_____		<input type="checkbox"/> Deteriorating

Highlights (Situational Overview-Key Points):

--

Current Priority Needs: (Resources/Information/Support)

Resource Request Attached: ☐Yes or ☐No

--

People Impacted (Estimated/Confirmed):

# Evacuated	# Injured	# Homeless*	# Missing	# Dead	# Hospitalized

Livestock Impacted: (Estimated/Confirmed)

Animal Type	# Dead	# Evacuated	# Disposed

General Situation /Status:

Transportation	Comments:		
	Routes Closed	Partial Blockages	Reopened Times
Municipal Roads			
Provincial Roads			
DRR (Disaster Response Routes)			
Bridges			
Tunnels			
Transit System			
Rail (Fed.)			
Rail (Prov.)			
Critical Transportation Issues:			

Utilities	Customers Without Service		Comments
	#	%	
Water		%	
Sewers		%	
Hydro		%	
Gas		%	
Telephone		%	
Cable		%	
Critical Utilities Issues:			

Communication Methods:

Types	<input type="checkbox"/> Telephone	<input type="checkbox"/> Email	<input type="checkbox"/> Call Centre
Functioning:	<input type="checkbox"/> Cellular	<input type="checkbox"/> Fax	# of calls received/hr:
	<input type="checkbox"/> Radio	<input type="checkbox"/> Amateur radio	
	<input type="checkbox"/> Satellite	<input type="checkbox"/> Other:	
Anticipated communication problems:			

Damage Assessment Report: ☐ Attached
 ☐ Not Attached

Current Response Information:

	Resources	Assigned	Available	Out of Service	Reserved	Critical Need
1.	Police: Police staff Police vehicles					
	Search and Rescue: SAR members					
2.	Fire: Structural fire-fighters Structural fire apparatus Wildland fire-fighters Wildland fire apparatus Aircraft Engineering/Public Works Staff Vehicles					
	Equipment BCAS Paramedics Ambulances					
3.	ESS Volunteers Public Information Officers Call Takers					
4.	Military Military crews					
5.	Other:					
6.						

7.						
8.						

Current ESS Reception Centre/Group Lodging Information:

Name of RC/GL Activated	Address/ Location	Facility Capacity	Total # Reg.	Total # still req. help	Comments:
Totals:					

Current Health Information:

Hospitals Status Facilities/Location	Operational Status Y/N			# in Hosp.	# Beds Avail.	Comments
	Communi -ation	Power	Water			
	(select)	(select)	(select)			
	(select)	(select)	(select)			
	(select)	(select)	(select)			
	(select)	(select)	(select)			

Community Health Status	
Public Health	
Mental Health	
Continuing Care	

Request for National Emergency Services Stock Pile (CCU and/or 200 bed hospital):

Yes ☐ or No ☐

Details:

Weather Conditions:

Temp:	Precip:	Wind:	Air Quality	Tidal Information	Forecast
C°	mm	km/hr			

Future Outlook/Planned Actions:

--

Other Comments:

--

EOC Action Plan

[illegible]

EOC Check-in/Check out

PEP TASK #

DATE:

EVENT:

OPERATIONAL PERIOD:

CHECK IN LOCATION:

PRINT NAME (LAST/FIRST)	AGENCY/VOLUNTEER ORGANIZATION	CHECK IN		ASSIGNMENT: (FUNCTION/POSITION)	CHECK OUT	
		DATE	TIME		DATE	TIME

Prepared By: (Name And Position)

Page _____ of _____

EOC Expenditure Authorization Form

PEP TASK #: _____ DATE: _____

EVENT: _____ TIME: _____

REQUESTING AUTHORIZED PERSON / AGENCY: _____

LOCATION: _____

INCIDENT DESCRIPTION

(INCLUDE DATE, TIME, LOCATION & NATURE OF RESPONSE ACTIVITY OR SERVICE BEING PROVIDED)

AMOUNT REQUESTED: _____

EXPENDITURE AUTHORIZED "NOT TO EXCEED": _____

EOC DIRECTOR SIGNATURE AND/OR DESIGNATE)

(POSITION)

(DATE)

Distribution:

- ☐ Originator
- ☐ EOC Director
- ☐ Operations Section
- ☐

- ☐ Finance/Administration Section
- ☐ Logistics Section
- ☐ Planning Section
- ☐ Other: _____

EOC Daily Expenditures

EVENT: _____ PEP TASK # : _____

DATE: _____ TIME: _____

TIME	PAYEE	INVOICE#	WAGES	TRAVEL	SUPPLIES MATERIALS	FOOD	MISC.	TOTAL

PAGE: _____ OF _____

APPROVED BY: _____

DISTRIBUTION: ☐ EOC DIRECTOR
☐ PREOC
☐ OTHER: _____

Position Log

Event:

Function:

Position:

Operational Period:

PEP Task #

Date:

Log

Time

To	
----	--

From	
------	--

Action	
--------	--

Follow-up

Closed

This image shows a full page of graph paper. The background is white, overlaid with a uniform grid of thin, dark gray horizontal and vertical lines forming small squares. A prominent, semi-transparent watermark with the word "SAMPLE" in all caps is placed diagonally from the bottom-left towards the top-right, spanning most of the page's width and height.



CITY OF TERRACE

EVACUATION ALERT

This **EVACUATION ALERT** is a notification of the POTENTIAL danger which might arise due to a _____ in your area. The reason evacuation alerts are issued is to notify residents of the potential for loss of life from unstable _____ conditions. It would be prudent for residents to prepare to leave this area with very short notice.

This alert may be followed by an immediate order to evacuate, with more updated information on the condition, and when an evacuation order is issued you must leave your home immediately.

You will find attached to this EVACUATION ALERT NOTIFICATION a travel route which you must follow in the event that this EVACUATION ALERT is followed by an EVACUATION ORDER, and a telephone number for you to call in the event that you need transportation from the area.

A Travel Route Map and location of the Reception Centre is included for your use; follow it closely.

Signature: _____

CITY OF TERRACE



CITY OF TERRACE

EVACUATION ORDER

Date: _____

The City of Terrace has been advised of the imminent danger of _____

To the life and property of persons resident or present in (SPECIFIC DESCRIPTION OF AREA WITH DETAIL):

Based on this information, an *ORDER pursuant to* _____
(Cite the Authority)

To evacuate these areas has been authorized in the interest of life safety at _____
Hours.

Other agencies will be expediting this action in these areas on behalf of the Authority issuing this Order as first cited above.

FOLLOW THE TRAVEL ROUTE PROVIDED AND REGISTER AT

(ESS Reception Centre address and name of facility)

YOU MUST LEAVE THIS AREA IMMEDIATELY!

CITY OF TERRACE Signatory: _____

THE POLICE WILL ENFORCE THIS EVACUATION ORDER



CITY OF TERRACE

EVACUATION RESCIND

Date: _____

The City of Terrace has been advised that the imminent risk of danger to life and properties in your area has diminished at this time.

The Evacuation Order, *pursuant to* _____ (*city Authority*) is therefore rescinded. An Evacuation Alert/Order may need to be reissued: however, if that is deemed necessary the process will re-commence.

Signature

CITY OF TERRACE

(CITE AUTHORITY AND LEGISLATION)



CITY OF TERRACE

EVACUATION PLAN WORKSHEET

INSTRUCTIONS

General Instructions:

1. Use this form in conjunction with the Hazardous Materials Data Sheet.
2. Complete all sections of the worksheet, entering information on the lines provided. Place a check in the box ☐ provided when applicable.
3. 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 impact(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.



CITY OF TERRACE

EVACUATION PLANNING WORKSHEET

Threat Information					
Type	Details				
Fire					
Natural Disaster					
Hazardous Materials					
Civil Disturbance					
Other					
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 Languages 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:	M	KM			
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"/> Slightly 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				

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					
Develop 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 identify the material?		
Comments:					

--

SAMPLE



CITY OF TERRACE

EVACUATION PLAN CHECKLIST

Options

1. **DO NOTHING**
2. **DETERMINE POTENTIAL THREAT AREA (Emergency / disaster zone) / stakeholders and establish a perimeter excluding people from entering the threat area by diverting vehicle and pedestrian traffic – indicate boundary on map.**

Agency in charge _____

Resources assigned:

- ☐ Police
- ☐ Fire
- ☐ Public Works
- ☐ Other

3. **RESCUE – INDICATE AREA ON MAP**

Agency in charge _____

Resources assigned:

- ☐ HazMat Teams (special equipment needed)
- ☐ Fire Department [level of Personal Protective Equipment (PPE) needed]
- ☐ Decontamination (set up area)
- ☐ Other

4. **EVACUATE – INDICATE AREA ON MAP**

Agency in charge _____

Resources assigned:

- ☐ HazMat Teams (special equipment needed)
- ☐ Fire Department (level of PPE needed)
- ☐ Decontamination (set up area)
- ☐ Ambulance Service (triage and treatment area)

- ☐ Police (limits of involvement shown on map)
- ☐ Other
- ☐ Ensure all agencies consult prior to evacuation. Ensure that all agencies fully understand the decision.
- ☐ Consider reception centre locations and the number of people who will need to be assisted.

Agency in charge _____

Resources assigned:

- ☐ Schools, recreation centres, other assembly halls
- ☐ A site with adult-sized furniture, capability of feeding, and public address system.
- ☐ (HazMat) The facility chosen will not be exposed if the wind shifts or increases.
- ☐ Alert the Emergency Operations Centre (EOC) for operations.
- ☐ Consider special facility/special population evacuation needs and establish priorities.
- ☐ Consider potential for domestic animals to be evacuated with families and alert pet care providers.
- ☐ Consider resources needed to conduct Emergency Evacuation Operations and advise potential mutual aid agencies.
- ☐ Determine the number of people needing transportation.
- ☐ Dispatch transportation to special facilities and identified areas where assistance is required.

Agency in charge _____

Resources assigned:

- ☐ Transit (level of PPE needed)
- ☐ Fire Department (level of PPE needed)
- ☐ Decontamination (set up area)

- ☐ Ambulance service (triage and treatment area)
- ☐ Establish a policy on whether persons will be advised or ordered to evacuate.
- ☐ Prepare, print and distribute Emergency Evacuation notices, if time permits.
- ☐ Assemble, brief and deploy Emergency Evacuation personnel.
- ☐ Announce Evacuation Plan decisions (boundaries and evacuation routes).
- ☐ Announce emergency reception centre locations.
- ☐ Establish and announce a telephone number for evacuees to call for progress reports and re-entry times.
- ☐ Begin with Emergency Evacuation.
- ☐ Track numbers of evacuees and any reported injuries.
- ☐ Keep all field units updated regarding changes.
- ☐ Document the decision process.
- ☐ Notify local elected officials and the Provincial Emergency Program (Regional Office).
- ☐ Appoint an Information Officer, with support and back up.
- ☐ Re-evaluate the BCERMS structure. Is a Logistics, Planning, or Finance Section needed, if not already appointed?
- ☐ Consider the need for a Crisis Intervention Team.
- ☐ Track all costs related to the incident.
- ☐ Keep evacuees at the reception centres and group lodging facilities informed of incident progress and projected return times.
- ☐ Decide on allowing return into evacuated area in consultation with all relevant parties.
- ☐ Schedule a debriefing with all parties to evaluate the Evacuation Plan.
- ☐ Make suggested changes in this procedure to the Emergency Program Coordinator and the Emergency Policy Group.

5. SHELTER-IN-PLACE (include the following in the evacuation plan):

Agency in charge _____

- ☐ Discuss and decide on appropriate alternate strategies.
- ☐ Seal off the area.
- ☐ Selective or partial evacuation.
- ☐ (HazMat) Issue a recommendation to close windows and shut off heating and ventilating systems in the threat area.
- ☐ (HazMat) Issue a recommendation for people to stay indoors.
- ☐ Appoint an Information Officer, with support and back up.
- ☐ Establish and announce a telephone number for persons to call for information on the incident.
- ☐ Re-evaluate the BCERMS level of activation (i.e. are additional resources required?).
- ☐ Prepare, print and distribute incident information for persons in the affected area.
- ☐ Notify elected officials and Provincial Emergency Program (Regional Office).
- ☐ Assemble and brief a standby force of personnel to assist with an emergency evacuation, if the need arises.
- ☐ Establish and announce needed information to the public.
- ☐ Consider the need for a crisis intervention team.
- ☐ Continue to monitor the situation and to re-evaluate the need to evacuate, keeping all field units up to date regarding changes.
- ☐ Track all costs related to the incident.
- ☐ Keep residents informed of incident progress and projected time until the incident is over.
- ☐ (HazMat) Monitor the release and revise projected end of incident times.
- ☐ (HazMat) Consider changing tactics on consultation with all relevant parties.

- ☐ Provide advise and information on any special precautions that should be taken during and after the event.

SAMPLE

**Emergency Social Services
Situation Report**

Completed by:	Date: Time: (YYYY/MM/DD) (24 hr)
---------------	---

FROM: TERRACE ESS TEAM

TO: PREOC – ESS BRANCH COORDINATOR (MHR)

Community Contact:	Position:
Phone #: ()	Fax #: ()

CURRENT PRIORITY NEEDS (Personnel/Supplies/Information):
(Resource Request Attached: (Yes or No))

CURRENT ESS RECEPTION CENTER & GROUP LODGING STATUS:

Reception Center/ Group Lodging Name	Address or Location	Facility Capacity	Total # Registered	Remaining Evacuees to Help

# of Evacuees in Group Lodging	
--------------------------------	--

# of Evacuees in Commercial Accommodation	
---	--



TASK REGISTRATION FORM

Task Number: _____ RCC/RCMP/BCAS File Number: _____ Municipality/Regional District: _____

Region: _____ Task Description: _____ Date: _____

Name	Address	Next of Kin	Tel #	Signature

I certify that the people listed above attended this task:

Task Leader Name: _____ Signature : _____ Date : _____ Page: _____ of: _____

For RDBN Use Only:

_____ (# of Volunteers) X _____ (# of Hours) = _____ (Total Volunteer Hours)

AVAILABLE VOLUNTEERS

[illegible]

LIST OF RESOURCES / OFFERS OF

[illegible]

SAND BAG REQUIREMENTS

[illegible]

[illegible][illegible]

PUBLIC INQUIRY CALL TRACKING RECORD

#	Date	Name of Caller	Address/Phone #	Concerns/Questions	Types of Call (See footnote) (E, ESS, G, H, S, U, V)	Follow Up Requirements (put √ when completed)
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						

Types of Calls:
E = Evacuation (alert, order or rescind, evacuation routes, transportation, etc.)
ESS = Emergency Social Services

G = General Information about the event/incident
H = Health related issues (i.e. drinking water, boil water advisory, public health)

S = Sandbagging questions
U = Utilities (water, sewer, hydro, natural gas, telephone)V = Volunteering

PUBLIC INQUIRY CALL TRACKING RECORD

Page ____ of ____.

#	Date	Name of Caller	Address/Phone #	Concerns/Questions	Types of Call (See footnote) (E, ESS, G, H, U, V)	Follow Up Requirements (put √ when completed)

Types of Calls:**E** = Evacuation (alert, order or rescind, evacuation routes, transportation, etc.)**ESS** = Emergency Social Services**G** = General Information about the event/incident**H** = Health related issues (i.e. drinking water, boil water advisory, public health)**U** = Utilities (water, sewer, hydro, natural gas, telephone)**V** = Volunteering

VOLUNTEER OFFERS TRACKING RECORD

Page ____ of _____.

[illegible]

6.1 Agreements, Contracts and Mutual Aid

To be added when City completes agreements



EMERGENCY RESPONSE AND RECOVERY PLAN

6. APPENDICES

- 6.1 AGREEMENTS, CONTRACTS AND MUTUAL AID**
- 6.2 BYLAWS AND LEGISLATION**
- 6.3 CONTACTS AND RESOURCES**
- 6.4 DECLARING A STATE OF EMERGENCY (PEP GUIDELINES)**
- 6.5 EVACUATION PROCEDURES:**
- 6.6 FORMS**
- 6.7 MEDIA COMMUNICATIONS PLAN (CITY OF TERRACE)**

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B. BYLAWS AND LEGISLATION

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- A GUIDE TO THE EMERGENCY PROGRAM ACT
- EMERGENCY PROGRAM ACT
- EMERGENCY MANAGEMENT REGULATIONS

C. CONTACTS AND RESOURCES:

- GOVERNMENT AGENCIES.
- CTEP CONTACTS**
- FIRE DEPARTMENT ALARM ROOM EMERGENCY NUMBERS**
- THORNHILL FIRE DEPARTMENT CONTACT**
- CITY COUNCIL INFORMATION
- CURRENT CITY PHONE LIST**
- PW EMERGENCY CALLOUT PROCEDURES**
- 2007 MINERALS NORTH CONFERENCE CONTACTS
- TERRACE & AREA VULNERABLE SITES
- NORTHWEST MEDIA CONTACTS**

** DUE TO THE CONFIDENTIAL NATURE OF SOME OF THE NUMBERS CONTAINED IN THE HIGHLIGHTED ITEMS, THESE SHOULD NOT BE RELEASED TO ANY OTHER PERSON OR AGENCY WITHOUT PERMISSION FROM EMERGENCY STAFF.

D. DECLARATION OF A STATE OF EMERGENCY:

- GUIDELINES FOR DECLARING STATE OF LOCAL EMERGENCY
- FORM – DECLARATION OF EMERGENCY
- FORM – DELEGATION OF EMERGENCY POWERS MATRIX
- FORM – EXTENSION OF EMERGENCY
- FORM – CANCELLATION OF EMERGENCY

E. EVACUATION PROCEDURES:

- EVACUATION STAGES & LEGISLATION (PEP)
- BC OPERATIONAL GUIDE FOR EVACUATION PROCEDURES
- CITY OF TERRACE EVACUATION PLAN
- COPPERSIDE ESTATES SAMPLE EVACUATION PLAN

F. FORMS:

1. DECLARING A STATE OF EMERGENCY

- DELEGATION OF EMERGENCY POWER MATRIX
- DECLARATION OF A STATE OF LOCAL EMERGENCY
- EXTENSION OF APPROVAL FOR A STATE OF LOCAL EMERGENCY
- CANCELLATION OF A STATE OF LOCAL EMERGENCY

2. EOC FORMS

- EOC BRIEFING FORMAT
- EOC SITREP

- EOC SITREP (07 FLOODING)
- EOC ACTION PLAN
- EOC CHECK IN / CHECK OUT
- EOC EXPENDITURE AUTHORIZATION FORM
- EOC DAILY EXPENDITURES
- POSITION LOG

3. EVACUATION FORMS

- EVACUATION ALERT
- EVACUATION ORDER
- EVACUATION RESCIND
- EVACUATION PLAN WORKSHEET INSTRUCTIONS
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- EVACUATION PLAN CHECKLIST

4. MISC. FORMS

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- **PEP TASK REGISTRATION FORM (SINGLE PAGE)**
- **PEP TASK REGISTRATION FORM (MULTIPLE PAGES)**
- **FORM TRACKING AVAILABLE VOLUNTEERS**
- **FORM TRACKING RESOURCES/SERVICES OFFERED**
- **FORM TRACKING SAND BAG REQUESTS**
- **FORM TRACKING SITE ASSESSMENTS**

G. MEDIA COMMUNICATIONS PLAN (CITY OF TERRACE)

7.	BINDER SPECIFIC FORMS & INFORMATION
----	--

[THIS IS AN AREA WHERE THE BINDER HOLDER CAN KEEP INFORMATION AND/OR FORMS THAT ARE SPECIFIC TO THEIR POSITION WITHIN THE CITY'S EMERGENCY STRUCTURE]

Mayor's Message

To be added

SAMPLE



MEDIA COMMUNICATIONS PLAN

Guidelines for handling media communications during an emergency

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SAMPLE

INTRODUCTION

It is important to remember that the degree to which your local authority effectively responds to an emergency affects your relationship with your employees and residents.

The Media Communication Plan serves many purposes in addition to being an effective communication mechanism. It is important to remember that the degree to which the local authority effectively responds to an emergency affects relationships with its employees and residents. It is also important to note that the Media Communication Plan is not an emergency response or disaster plan. Such plans should be activated in conjunction with the Communication Plan. However, since not every emergency is a disaster, the plan should function on its own, as well.

This plan has been divided into six sections:

- Anticipating a emergency;
- Identifying an emergency;
- Emergency phases;
- Sudden high level goals;
- Perceptions, personnel and process; and,
- Appendices.

No local authority can prepare for every contingency, but a Media Communication Plan that includes basic procedures will be of assistance should an emergency occur. Strong organizational values, clear policies, as set of known procedures, and readiness to act quickly will make the difference in how effective the situation is handled and how the local authority is perceived thereafter.

PURPOSE

This plan will only address communication during an incident with media, employees, employee's families and residents, etc.

This Media Communication Plan is designed to establish procedures for emergency communication and provide guidelines for a Media Communications Team or Information Officer to respond during an emergency that may affect the local authority.

The Media Communications Team will be responsible for all internal and external communications relating to the emergency or emergency incident at the local authority and its facilities.

Planning enables the Media Communications Team, security personnel and others involved in emergency communications to:

- Physically control the information activities at the Emergency Operations Centre (EOC) and at the incident site;
- Anticipate media behavior and manage information dissemination and rumor control;
- Conduct notifications and maintain proper protocols;
- Operate within the framework of established DOs and DON'Ts;
- Familiarize themselves with the roles and functions of everyone involved in a coordinated emergency communications effort;
- Understand audience reaction and how emergencies affect people's behavior; and,
- Administratively and logistically support the public relations effort.

SCOPE

This Plan will only address communication during an incident with media, employees, employee's families and residents, etc.

The Media Communication Plan is a basic outline to be applied to the situation at hand. It is not intended to answer all questions or complete all needs, as all scenarios cannot be planned for in advance.

This Plan will only address communication during an incident with media, employees, family, residents, etc. It will not attempt to address the management of the emergency from a business perspective, but may acknowledge those functions that are key to communication objectives.

An emergency is any situation that requires quick communication actions. An emergency event may threaten the integrity or reputation of the local authority, its facilities and services and usually brings about negative media attention.

Situations can be a legal dispute, theft, accident, fire, natural or man-made disasters, sudden death of an elected official or employee, or where the local authority did not respond appropriately to one of these situations. If a circumstance is handled appropriately, reputation and credibility damage can be minimized.

ANTICIPATING AN EMERGENCY

Work with your local authority's staff so the importance of a Media Communication Plan is understood by all.

The following items should be addressed before an emergency happens. Careful attention to these details will help you respond effectively to an emergency:

- Maintain an ongoing positive relationship with the media;
- Designate a spokesperson;
- Establish an Media Communications Team;
- Make emergency management part of all employee orientations;
- Compile a list of replacements to serve on the Media Communications Team in the event any of the team members are unavailable;
- Keep an updated list of staff phone numbers, including home numbers, cell phone numbers, and pagers in your office and at home;
- Create a template to use in developing a Fact Sheet;
- Designate a site in your facility for a media centre away from the Emergency Operations Centre (EOC) – a location where all media are to be directed; and,
- Notify all staff at this site.

Unfortunately, an emergency is inevitable.
If it has not already happened to you. . . it will.

MEDIA MANAGEMENT

Tell it first.
Tell it straight.
We must tell the story or someone else will tell it for us.

Overall, local authorities that handle media effectively can successfully address the information needs of an emergency. If the local authority administration cooperates with the media, reporters will tend to believe you. If there is a delay in response or a show of reluctance to share information, the media will turn to third parties for comments – employees, residents, bystanders, merchants, etc. In many cases, this will produce speculative comments, inaccurate information and rumours. If the local authority appears to be stonewalling, the media will find other sources and the media's time will be spent trying to correct misinformation. Once the control of the situation is lost, it will be difficult to regain.

News media can be our best adversaries during an emergency. When a local authority is a reliable source of information, we are perceived as an ally and as socially responsible.

Guideline for Good Media Relations

- Establish a media communications centre to host representatives. Provide snacks and beverages.
- Coordinate all media coverage from that site.
- If media is comfortable, bombarded with information and knows that you will provide this information from one site only; they are less likely to be out searching for the scoop. Avoid premature or unauthorized spread of information.
- Determine media needs and anticipate questions.
- Inform media reps of how the local authority is dealing with the situation.
- Don't speculate about events or an agency's response.
- Do not talk about the past. Address the emergency as to what is being done now and in the future.

PERSONNEL

Always remember to address your 'internal' organization first... your employees.

Designate a Media Communications Team

Your Media Communications Team should be made up of those persons with diverse responsibilities and experience. This will lead to a more objective Media Communications Plan. Additionally, a list of names should be compiled to be added to the emergency team depending on the issue.

Ask team members to name a replacement for themselves on the team if, for whatever reason, they are unavailable. Make sure you have home addresses and telephone numbers on the list. If team members do not carry pagers, request they install answering machines on their home telephones and voice mail on cell phones.

- CAO
- Information Officer
- Department Heads
- Emergency Program Coordinator or Manager
- Others

Designate a spokesperson

This is a policy issue, and is handled effectively in different ways depending on the culture and management style of each local authority. The best approach is to limit the number of spokespersons so they speak with one voice. The fewer the number of spokespersons, the easier it will be to communicate a coherent message and control the flow of information to the community. Make sure your entire staff knows who the designated spokesperson(s) is and that all questions should be referred to that person(s).

If you have a Media Communications Team, no one needs to wonder who to call when an emergency occurs. The decision has already been made at the best possible time, when everything is running smoothly.

Realize that all employees are spokespersons

Always remember to address your 'internal' organization first . . . your employees. It is always better to tell your people the news before they read it in the newspaper or see it on television. Furthermore, it is crucial that your employees are armed with the facts and are trained to refer all questions to the spokesperson.

MEDIA COMMUNICATIONS CENTRE

Make sure you have a designated Place/room to direct the media. You don't want media roaming around your facility.

If the plan is activated as part of an emergency event or disaster, a separate space may be needed.

Should the incident not affect local authority's physical building, a Media Centre can be established in a meeting room, board room or in a nearby hotel to hold press briefings.

Media Contact List

It is essential to have a media contact list. Here are key points:

- Critically important to have a current list.
- Alternate contacts and numbers are required.
- Must include email addresses, fax numbers, and backdoor entries.

NOTE: Fail rate, if not tested, can be astronomical.

PERCEPTION

Be quick. Be accurate. Be confident.

The timelessness and the manner in which your local authority responds to the community's information needs are critical and will have tremendous influence on how the emergency is perceived.

Providing the community with as much information as possible about the emergency, as quickly as possible, demonstrates that the local authority is handling the situation candidly and forthrightly. By demonstrating this, you are maintaining the community's confidence in the management of this type of incident.

Contain the emergency.

As stated previously, your goal is to release information in as timely a manner as possible. Of course, if the situation is such that new information important to the public becomes known later, the facts will need to be updated. But the goal is still to give all the facts quickly and then to contain endless reporting by repeating only those facts, not feeding the frenzy for related stories and emotional reactions.

Letting the community, especially the press, pry details from you and others over several days ensures the reporters will view each piece of information as a major story to be displayed on the front page of your local newspaper. Additionally, if an emergency results in the media arriving at your administration offices make sure you have a designated place/room to direct the media. Media should be supervised at all times.

The visibility that is received in an emergency situation will either reinforce a public perception of the local authority with strong values that knows what its doing, or of one that got caught by surprise and looked ineffective.

Watch for misperception and misinformation by monitoring all types of media sources.

Watch for misinformation and misrepresentation. The press has other sources (i.e. police, witnesses, families, etc.). Be aware of false information and rumours and deal with them.

Monitor media sources such as (print, TV, radio, internet, etc.)

Your objective should be to get the whole story told - all the facts that your community has a right and a need to know.

Any event that is not dealt with effectively in a timely manner is a potential emergency and may be more damaging in the future.

An emergency is not the end of the world. No matter how devastating a problem may seem your community will measure you not on the fact that it occurred, but how well you handled it. Emergency events do not happen at opportune times. Your first reaction may be to 'lay low and maybe it will go away'; and perhaps it will. But if it doesn't, the situation may develop rapidly and you will have lost precious planning moments while hoping the situation would resolve itself.

Honesty is the only policy.

In an emergency, the first impulse is to hide the facts; the second is to rush out an announcement before you have the facts. Your objective should be to get the whole story told. All the facts that the community has a right and the need to know are required. In other words, you need to be forthcoming quickly with all the information that the community has a right to know, and at the same time you have a responsibility to consider privacy and legal liability concerns. You must consider the privacy of your employees, their families and your residents as well as what is and what is not appropriate public information.

Perception is reality. The way in which your local authority is perceived is the reality of your administration's image.

'No Comment' is NEVER an appropriate response.

Never. It is best to avoid saying 'no comment'. It gives the perception that you hiding something. Even if you don't have the answer to a specific question, it is better to respond with "I don't have the answer to your question, but I will find out."

Any written document should be considered public domain.

Be careful with what you leave around for other to see. An internal memo can easily get into a reporter's hand.

IDENTIFYING AN EMERGENCY

Your objective should be to get the whole story told. All the facts that your community has a right and a need to know are required.

An emergency can be local and specific to your local authority. An emergency can be either an emergency or a controversial issue.

Emergencies include threats to the physical wellness of the community including fires, bomb threats, lack of heat or air-conditioning, etc. Other emergencies can include suspicious death, outbreak of infectious disease, etc. Also recognize that emergencies can result from acts by disgruntled employees, management practices, workplace safety and other situations that can have an adverse affect the community's reputation.

- Financial stability of your local authority
- Emergency facility physical plant
- Misrepresentation of facts
- Fire & evacuation emergencies

Any change within your local jurisdiction can have damaging repercussions.

It is important to consider the role of a Media Communication Plan in the daily operations of your local government offices and facilities.

Any change in your local authority (good or bad) has the potential to become an emergency.

By recognizing this and doing a certain amount of planning in the form of 'what if?' scenarios, the goal of turning a potentially negative situation into a positive is a real possibility.

- New construction
- Addition of services or a change in the provision of services
- Change in employees

An emergency can be anything that you generate negative perceptions about your local authority and community

Emergencies can be provincial issues or specific to the local authority.

Negative and misleading media reports on issues affecting the local government have become common place. In recent months, several television exposes have been released documenting financial mismanagement, etc. These issues, although not targeting your local government specifically, paint a negative image of your community and should be treated as an emergency. Having a plan to deal with this negative publicity is essential.

FIVE EMERGENCY PHASES

Every emergency follows the same general stages that can be planned for in advance.

1. Awareness and Containment

Verify the facts and take immediate action to prevent the situation from growing worse.

Crises are always unpredictable, but there are consistencies to be aware of during the initial stages of any emergency: you will not have enough information, there will be confusion, media and outside organizations will demand to know what is happening. The situation will change rapidly.

When an emergency or disaster occurs that requires coordination and site support your local authority emergency plan is activated. The Information Officer should be notified and should activate this Plan. In most cases, the Emergency Program Coordinator or CAO will contact the Information Officer who may contact members of the Media Communications Team depending on the nature of the emergency.

Designate a spokesperson, make a preliminary comment and schedule the next media briefing. Take any immediate actions required to prevent the situation or issue from growing worse. Contact key allies.

2. Assessment

Gather critical information upon which to base decisions. Find out what's going wrong and get the information required to remedy the situation.

This portion will require input from areas of the local authority (management, elected officials, etc.) and local response agencies (fire, police, ambulance, etc.). Establish who will be your contacts / liaisons. Be sure to track all information that was gathered: where and who it came from, when, was it accurate, etc.

3. Planning

Create a plan to address and resolve each specific emergency (injured employees, theft, resident impact, etc.).

The Assessment phase should provide the necessary documentation to determine local authority options, what-if scenarios, short and long term plans, etc. Essentially, it should control the situation. Plan strategy must get management approval.

Both emergency communication and emergency management functions will adhere to these basic phrases.

4. Execution

Take action and implement the Plan.

Schedule and conduct media briefings, emergency personnel updates, counselling service meetings, etc. Executing the Plan will reduce the confusion, direct resources to be used efficiently and ensure that all areas are addressed and dealt with as necessary.

5. Review

Get the local authority back to daily operations, conduct a review of the incident and update the response plans.

Every emergency will eventually end, and it is important for the Media Communications Team to make preparations for employees to get ongoing counselling, create closure and move on. The Media Communications Team and executive management will play a critical role in setting a good example. In addition, a review meeting should be scheduled to allow team members a forum to discuss what went well, what should be changed, etc

SUDDEN EMERGENCY HIGH LEVEL GOALS

Here are easy steps to take during the initial high stress hours.

First Hour

1. Activate Emergency Management and Media Communications Teams
2. Activate Media Communication Centre (external hotel conference room, etc.).
3. Schedule first media briefing.
4. Prepare a response statement for telephone and incident-site inquiries from employees, media, local businesses, etc.

Second Hour

1. Notify professional CISM counselling groups and contract services, as appropriate
2. Begin contacting affected employees' families at home, work, and hospitals.
3. Establish contact with local response teams, the EOC operations section (if activated and government officials for verification of information, procedures, next steps, etc.
4. Conduct initial media briefing with confirmation summary only.

Third Hour

1. Open Media Communication Centre facilities.
2. Begin non-critical media notifications (other employees, businesses, insurance, etc.)
3. Designate on-site liaison for local emergency operation centres, public information officer, etc.
4. Brief EOC Management Team on status of emergency situation.
5. Provide first hourly update for local news media.

Fourth to Sixth Hour

1. Follow-up with family members to ensure they are being informed and provided with assistance.

2. Continue to keep the media and employees apprised of the situation, developments, etc.
3. Create a local authority action plan, both short and long term.

SAMPLE

PROCESS

Create a fact sheet which contains all the information related to the situation.

Notify the Media Communications Team and appoint Information Officer.

It is important that you designate a manager (Information Officer) for your Media Communications Team and it is critical that situational leadership is passed to this person as soon as the emergency begins. Others in the local authority will respect and respond to that leadership. Who ever it is, the Information Officer must be designated at a time when there is not an emergency and the team should be advised of that person's appointment.

Gather the facts and asses the current condition of the emergency.

It is critical that the facts of the situation be known and it is crucial that this is done quickly before anyone speaks to the public. Create a fact sheet which contains all the information related to the situation that can be distributed to the spokesperson. The Information Officer should coordinate this task.

Develop a Media Communications Plan.

Make sure the Media Communications Team meets often so they are aware of their responsibilities during an emergency. Ensure the team is aware of their responsibilities.

Identify all audiences and how best to communicate to them. Address your staff and employees first.

Your next and almost simultaneous communications targets should be those people affected by what happened. Third, and still almost simultaneously, should be the news media.

Prepare public statements. Refer to the fact sheet when preparing all public statements

Determine the best way to communicate with your audiences.

For urgent or complicated issues, a press conference is in order. Keep in mind that the press will evaluate whether or not a press conference is worth their time,

and would appreciate receiving the information in some other way if possible. Other ways to consider: by fax, email, hand delivery, overnight mail, etc.

Soon after the emergency ends, you will want to reassure your community.

Re-establish relationships.

Soon after the emergency ends, you will want to reassure your community, i.e. staff, employees, residents and others in the community that the harmful effects have been minimized. Draft a press release and write to key audiences covering all aspects of the situation - preparations against a recurrence, return to normal operations, a word of thanks to those who assisted during the emergency, etc.

Emergencies can usually be turned into opportunities. The essential factor is that from the first moment the local authority must look like it knows what its doing.

Don't forget about your website!

Use your website to post press releases and other information you want made immediately available to the community. Update your site frequently and remove information that is no longer relevant.

Evaluate the Media Communication Plan.

After the emergency has passed, have a meeting with the Media Communications Team to evaluate the effectiveness of the Plan. If changes are to be made, make sure all affected parties are notified.

INITIAL RESPONSE OPTIONS

Early responses should convey cooperation, concern and a promise.

Taking control of the emergency can be demonstrated best by what the local authority says and does from the start of the event. Message points must be developed and used even when you have limited information to provide. By issuing a preliminary statement as soon as possible, you take control of the emergency and the flow of information. Early responses should convey cooperation, concern and a promise to be forthcoming regarding all aspects of the incident. The Media Communications Team should draft initial responses that allow for facts to be inserted for the media spokesperson.

Generic responses to consider:

Don't be caught without a 'prepared' response.

1. "We are gathering information / assessing the damage now and will get back to you as quickly as we have some reliable information for you."
2. "We put life and safety before all other considerations"
3. "The local authority's philosophy is to do the right thing and to act in public interest."
4. "We are concerned about everyone who may be affected by this ... and we will act as quickly as possible to get information and notify those who have family or friends involved."
5. "As we learn more about the incident, we will continue to provide as much as information as possible. We do not have all the answers yet but we are investigating and trying to understand the situation. We do know that additional help is on the way, the fire and police have responded, no one has been transported to a hospital, etc.

Don't be caught without a 'prepared' response.

GENERAL GUIDELINES

Briefing the News Media

- Timely and Coordinated Communications
- Facilities

Prepare for Likely Media Inquiries

- Descriptions of the Incident
- Associated Incidents
- Legal Matters
- Rescue and Relief Efforts
- Casualties
- Property Damage
- Background Interviews

APPENDICES

SAMPLE

A Media Contact Lists

SAMPLE

A.1 Radio

Organization	Contact	Phone Number

A.2 Newspaper

Organization	Contact	Phone Number

A.3 Television

Organization	Contact	Phone Number

B Checklists

SAMPLE

B.1 Seven Step Emergency Communications Plan

1. Assemble Media Communications Team
<ul style="list-style-type: none">❑ Assign duties to team members
2. Gather and verify information
<ul style="list-style-type: none">❑ Dispatch team member(s) to site: researcher, videographer, photographer, translator, etc.❑ Send out information liaisons: operations centre, stakeholders, partners, subject matter experts❑ Monitor media coverage
3. Assess the gravity of the emergency incident
<ul style="list-style-type: none">❑ Determine emergency level: one-time event, evolving (ongoing) emergency incident impact, public safety, implications, and organizations responsible
4. Identify key stakeholders
<ul style="list-style-type: none">❑ Develop key messages for specific considerations, if necessary with partners in a Joint Information Centre (JIC)
5. Develop external materials
<ul style="list-style-type: none">❑ Write and approve initial media releases / statements

6. Inform partners, stakeholders and media

- ❑ Explain response actions to partners and stakeholders. Listen to their concerns.
- ❑ Fax and email media releases to the media
- ❑ Conduct media interviews and conferences

B.2 Emergency Incident Checklist

In an emergency, the first impulse may be to hide the facts. The second impulse might be to rush out an announcement before you have all the facts. Avoid both of these impulses by using the check lists below and remember to adhere to professional standards of confidentiality.

In the case of an extreme emergency (i.e. death, injury, and physical plant damage) you will need to develop a fact sheet with the following additional information:

Use this Emergency Incident Bulleting Check List to develop a fact sheet for all controversies, crises, and emergencies:

- ☐ Name, address, telephone of pertinent media contacts
- ☐ Nature of the controversy, emergency or emergency incident
- ☐ How the emergency incident began
- ☐ Approximate time and location of emergency incident (It may be helpful to create a time line.)
- ☐ How the emergency incident occurred
- ☐ Current condition of the emergency incident
- ☐ Who was involved
- ☐ Procedures for resolving the emergency incident
- ☐ When the incident will be resolved
- ☐ Relevant regulatory and/or legal issues
- ☐ When additional facts will be available
- ☐ Name of spokesperson with home, cellular and office numbers
- ☐ General fact sheet about your municipality / local authority
- ☐ Pay careful attention to any positive highlights that resulted from the emergency incident (acts of heroism, etc.) that can be used to redirect the negative situation
- ☐ Number of injuries and/or deaths
 - ☐ How the injuries or deaths occurred
 - ☐ Current condition of injured employees or residents
- ☐ Names of injured or dead after appropriate notification of family has occurred
- ☐ Effect on continuing operations of your municipality / local authority

B.3 Interview Strategies

Make your points early.

The beginning of an answer gets the most attention, so put your strongest point first. If you start with a long preamble, you may be interrupted before you reach your important message.

Be concise.

Summarize the essence of our message with a few simple, hard-hitting points.

Watch your language.

Avoid technicalities, professional buzzwords and abstractions and you will appear caring, not clinical.

Be positive.

Do not repeat the negative language in a question. Instead, turn the question around to make a positive point

If asked about:	Respond with:
------------------------	----------------------

Cheap treatment	affordable care
-----------------	-----------------

Danger	safety record
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Simplify statistics.

Make your numbers listener-friendly. Don't say an injury occurs in '27 percent of the population,' rather say, 'it occurs in one out of four people.'

Stay 'on the record.'

There is no such thing as 'off the record.' Don't say anything to a reporter that you don't want to see in a headline in tomorrow's newspaper.

Stick to your own story.

Do not be lead in presenting an opponent's side of an issue. Simply say, 'I will let them speak for themselves. My view is. . . . '

Don't guess.

If you don't know the answer, say so. Then promise to get the information as soon as possible.

Tell the truth.

You need not tell all you know about an issue, but never lie to the press. Stick to your fact sheet.

SAMPLE

B.4 Interview Strategies for Hostile Interviewer

Multiple questions

Pick out the one or two questions for which you have the best responses, and calmly present your answers. Then ask, "What were your other questions?" and let the reporter ask the unanswered questions again.

Interruptions

Pause until the interviewer is finished with the interruption. Then say, "I'll be happy to address that in a moment. As I was saying . . .," and (quickly) finish your point.

Paraphrasing

Clearly say, "That's not what I said. What I said was . . .," and repeat your statement.

Negative introduction Don't let the negative impression stand at the top of the show; the audience will assume you agree with it. When you are given your first opportunity to speak, calmly state, "There's something I'd like to correct," and politely correct the initial statement.

Inaccurate data

Graciously correct it, and move on to the positive point. If you do not recognize a fact stated by a reporter, do not assume it's accurate. Simply explain that you are unfamiliar with the data, and if the reporter will share it with you, you will be happy to review it and comment.

Scepticism

Stay focused and re-affirm the validity of your statement. Introduce another fact supporting your position or restate your original position.

Long pauses

Don't rush to fill lulls in the conversation. You may say something you will later regret. Calmly wait out the reporter, or say, "I believe I've answered that question. What else do you wish to discuss?"

False charges

Immediately correct the false assumption of guilt without restating the charge by saying, "That isn't true." Then describe your positive view of the situation.

SAMPLE

B.5 Broadcast Interviews

Master the short answer

Answer questions in 30 seconds or less. Each reply should be a self-contained message, independent of any prior statement or of any later comment. This will make it easier for radio and television to use your response and decrease the chance that your statement will be edited.

Speak with power

Vary your pitch, rate, and volume to add interest to your message. Move quickly through ideas that audience understands then slow down for new, complex information. Tell stories in a quick, relaxed manner.

Practice, practice, practice!

Rehearsing your message aloud is especially important for broadcast interviews. Use a tape or video recorder to critique your presentation style.

Be enthusiastic

Let your natural enthusiasm come through. If you behave as though your information deserves attention, the audience will listen.

Dress for the part

Dress professionally. Avoid distracting stripes, plaids, and large or sparkling jewellery. Wear glasses if you do normally.

Make eye contact

Unless directed otherwise, don't look directly into the camera. Look directly at the interviewer to project a sincere image.

Position yourself effectively

Sit comfortably in your chair, lean forward slightly to appear more assertive. Don't limit your gestures by leaning on your arm, locking your hands or putting them in your pockets. Let your gestures flow naturally, keeping them in front of you rather than to the side where they can disappear off camera.

Think like a star

Assume you are on camera at all times, not just when you are talking. Don't assume you are off the air until you are told that you are finished.

SAMPLE

B.6 Interview Preparation

Find out what the interviewer wants.

What specifically about the situation interests the reporter? Who is the intended audience? How much background does the reporter have in the local authority? How has the reporter cover your community in previous stories?

Review your position.

Take time to frame your responses carefully. Refer to Interview Strategies Checklist.

Create your own agenda.

Write down your important messages – the main ideas you want to get across in the interview.

Play devil's advocate.

Anticipate tough questions and prepare straight forward answers. Look for a way to bridge from negative questions to the positive points you have prepared. Understand your answers and be prepared for follow-up questions.

B.7 Effective Message Checklist

Here are some necessary checkpoints to *verify* your message's integrity.

1. Is the message clear ?
<input type="checkbox"/> Easy to understand
<input type="checkbox"/> Free from jargon
2. Is the message accurate ?
<input type="checkbox"/> Conveys what Subject Matter Experts tell us about the risks
<input type="checkbox"/> Explains what we do not yet understand
3. Is the message focused ?
<input type="checkbox"/> Covers most important points
<input type="checkbox"/> Avoids extraneous information, clauses, and caveats
4. Is the message constructed with appropriate tone and appeal ?
<input type="checkbox"/> Creates a sense of urgency for action
<input type="checkbox"/> Reassures the audience that answers are being sought
<input type="checkbox"/> Does not confuse or unnecessarily frighten
5. Is the message responsive to audience concerns?
<input type="checkbox"/> Information is relevant to the audience's concerns
<input type="checkbox"/> Information is important for the audience to know

Adapted from Centres for Disease Control, *Emergency Risk Communication* CDCynergy, 2003

B.8 Equipment and Supplies Checklist

Equipment	Location	How to obtain it
<input type="checkbox"/> Fax machine (pre-programmed for broadcast fax release to media and partners)		
<input type="checkbox"/> Computers (LAN with email listservs designated for partners and media)		
<input type="checkbox"/> Laptop computers		
<input type="checkbox"/> Printers for every computer		
<input type="checkbox"/> Copier (and backup)		
<input type="checkbox"/> Several tables		
<input type="checkbox"/> Cell phones/pagers/personal data devices and e-mail readers		
<input type="checkbox"/> Visible calendars, flow charts, bulletin boards, easels		
<input type="checkbox"/> Designated personal message board		
<input type="checkbox"/> Small refrigerator		
<input type="checkbox"/> Paper		
<input type="checkbox"/> Colour copier		
<input type="checkbox"/> A/V equipment		
<input type="checkbox"/> Portable microphones		
<input type="checkbox"/> Podium		
<input type="checkbox"/> VHS VCR		
<input type="checkbox"/> CD-ROM		
<input type="checkbox"/> Paper shredder		
<input type="checkbox"/> Copier toner		
<input type="checkbox"/> Printer ink		
<input type="checkbox"/> Paper		
<input type="checkbox"/> Pens and Markers		

Supplies	Location	How to obtain it
<input type="checkbox"/> Highlighters		
<input type="checkbox"/> Erasable markers		
<input type="checkbox"/> Courier and mail supplies		
<input type="checkbox"/> Sticky notes		
<input type="checkbox"/> Tape		
<input type="checkbox"/> Notebooks		
<input type="checkbox"/> Poster board		
<input type="checkbox"/> Standard press kit folders		
<input type="checkbox"/> Organized B-roll beta format (keep VHS copies around for meetings)		
<input type="checkbox"/> Formatted computer disks		
<input type="checkbox"/> Color-coded everything (folders, inks, etc.)		
<input type="checkbox"/> Baskets (to contain items not ready to be thrown away)		
<input type="checkbox"/> Organizers to support your clearance and release system		
<input type="checkbox"/> Expandable folders (indexed by alphabet or days of the month)		
<input type="checkbox"/> Staplers		
<input type="checkbox"/> Paper punch		
<input type="checkbox"/> Three-ring binders		
<input type="checkbox"/> Organization's press kit or it's logo on a sticker		
<input type="checkbox"/> Colored copier paper (for door- to - door flyers)		
<input type="checkbox"/> Paper Clips (all sizes)		

Supplies	Location	How to obtain it
<input type="checkbox"/> Underwear <input type="checkbox"/> Gloves (cold climates) <input type="checkbox"/> Toothpaste/toothbrush, floss <input type="checkbox"/> Socks Deodorant <input type="checkbox"/> Brush/comb <input type="checkbox"/> Snacks (nutrition bars) <input type="checkbox"/> Bottled water <input type="checkbox"/> Mouthwash <input type="checkbox"/> Other personal toiletries as needed		

Source: Centers for Disease Control and Prevention, Emergency Risk Communication CDCynergy, 2003.

B.9 Immediate Response Checklist

Steps to take when an emergency incident occurs.

1. Verify situation: Determine the magnitude of the event as quickly as possible.

Checkpoints:

- ☐ Get the facts.
- ☐ What was the source of the information?
- ☐ How credible is the information source?
- ☐ Was the information obtained from additional sources to put event into perspective?
- ☐ Was the information consistent with other sources?
- ☐ Is the characterization of the event plausible?
- ☐ If necessary, was the information clarified through a subject information expert?

2. Conduct notifications: Contact and brief those within and outside your organization who need to know. Have the following been notified and briefed?

Checkpoints:

- ☐ Appropriate persons in your organization (your core team, senior management group, communications team)?
- ☐ Elected officials at all levels?
- ☐ Appropriate local and regional agencies?
- ☐ Appropriate provincial agencies?
- ☐ Appropriate federal agencies?
- ☐ Other relevant groups (board members, clients, residents, etc.)?

B.10 Information Verification and Release Procedures

**Preventing the clearance headache:
No release is worse than an incomplete release!**

Prepare Information

Checkpoints:

- ☐ Develop message
- ☐ Identify audiences
- ☐ Determine what the media wants to know
- ☐ Show empathy
- ☐ Determine what is the local authority's response
- ☐ Identify action steps for public

Obtain Approvals Prior to an Event

Checkpoints:

- ☐ Execute the approval process from the plan
- ☐ Determine who MUST review for final approval (including higher authority)
- ☐ Determine what information is on a 'need to know vs. want to know basis
- ☐ Consult EOC Director, Information Officer & Subject Matter Expert
- ☐ Get approval – clear simultaneously and in person
- ☐ Get agreement from key staff before the emergency event
- ☐ Coordinate efficiently – courtesy copies should not slow down clearance

Agreements on Information Release Authorities

Checkpoints:

- ☐ Determine who 'owns' the information and scope of responsibility
- ☐ Get agreements on paper
- ☐ Work collaboratively – remain flexible

Reality Check: Pre-agreements may be thrown out the window, but they are a place to start!

Assessing the Response

Checkpoints:

- ☐ Have we done enough? Are we doing too much?
- ☐ Are we, should we be, involved?
- ☐ Is the department that should respond, able to respond?
- ☐ Who is managing the technical side / environmental side?

Creating a Risk Matrix Analysis would help with this assessment.

B.11 News Release Checklist

Is the lead direct and to the point? Does it contain the most important and interesting aspects of the story?

- ☐ Have the 'who, what, where, when, why and how' been answered in the first few paragraphs?
- ☐ Is the sentence short and concise? Paragraphs short? Words common and concrete?
- ☐ Has editorial comment been placed in quotation marks and attributed to the appropriate person?
- ☐ Are the quotations natural – that is, so they sound as though they could have been spoken?
- ☐ Has the newspaper style (AP or UPI) been followed faithfully throughout the release? If in doubt, contact the information office to check your copy.
- ☐ Are spelling and punctuation correct (including names, titles, and organizations)?
- ☐ Have all statement of fact been double-checked for accuracy?
- ☐ Has the release been typed, double-spaced? Is the font as sans serif (e.g., Arial, Helvetica)? {Note: Serif fonts (e.g., Times, Times New Roman) sometimes are not clear when faxed.}
- ☐ Is the release in a prominent place (such as top right-handed corner above the release #)? Is the release time indicated?
- ☐ Are the names and phone numbers for further information included?
- ☐ Are pages numbered and titled in journalism format?
- ☐ Is the release properly identified as "Embargoed" or "For Immediate Release"?
- ☐ Is it labeled with a consecutively assigned numbered and logged in a notebook that tracks all releases?

B.12 Response Procedure Checklist

Initial Phase

- ☐ Team Leader notifies senior leadership
- ☐ Assemble Media Communications Team
- ☐ Dispatch team member(s) to site: researcher, video / photo, translator
- ☐ Clear initial media (press) release
- ☐ Fax, email media release to press on media contact list
- ☐ Identify initial spokespersons on team
- ☐ Respond to initial media inquiries by phone
- ☐ Assign duties to Media Communications Team
 - ☐ Information liaisons: site, stakeholders, partners, subject matter experts (internal or external)
 - ☐ Researcher
 - ☐ Media queries & media log maintenance
 - ☐ Media monitoring
 - ☐ Editor / writer
 - ☐ Website
 - ☐ Call Centre and media conference area
- ☐ Assess the gravity of the emergency incident, contact families / key stakeholders
- ☐ Arrange VIP visits (may occur during all phases)

Continuing Phase

- ☐ Establish Joint Information Centre (JIC), if necessary
- ☐ Consider incident specific responses
- ☐ Create key messages
- ☐ Announcement and prepare for media (press) conference
 - ☐ Send out media advisory to media on media contact list
 - ☐ Identify speakers, prepare their talking points
 - ☐ Create visuals and press kits
 - ☐ Identify language requirements
- ☐ Establish media perimeter around the site
- ☐ Set up media (press) conference area
 - ☐ Podium

- ☐ Equipment: microphones, speakers, camera, recording, lighting, phone and internet lines
- ☐ Organization banner or marquee

Diminishing Phase

- ☐ Re-assemble Media Communications Team
 - ☐ Assess situation
 - ☐ Discuss media coverage
- ☐ Pursue corrections, if necessary
- ☐ Send out updated media (press) release
- ☐ Prepare for second media (press) conference
- ☐ Response to new inquiries, interview requests
- ☐ Coordinate volunteer offers

Resolution Phase

- ☐ Declare end to emergency incident
- ☐ Send out media (press) release or announce media conference, if making a significant announcement
- ☐ Summarize key messages
- ☐ Follow up with key partners and stakeholders

Evaluation Phase

- ☐ Conduct Post-Incident Analysis with Media Communications Team and/or emergency response team

Recognition Phase

- ☐ Arrange memorial events and anniversaries
- ☐ Publicize event and provide materials

Information Clearance Procedures

- ☐ Verified all information
- ☐ Includes answers to outside queries
- ☐ Includes key messages
- ☐ Is "Headline" material
- ☐ Cleared by Information Officer

- ☐ Cleared by subject matter expert
- ☐ Cleared by Incident Commander or EOC Director

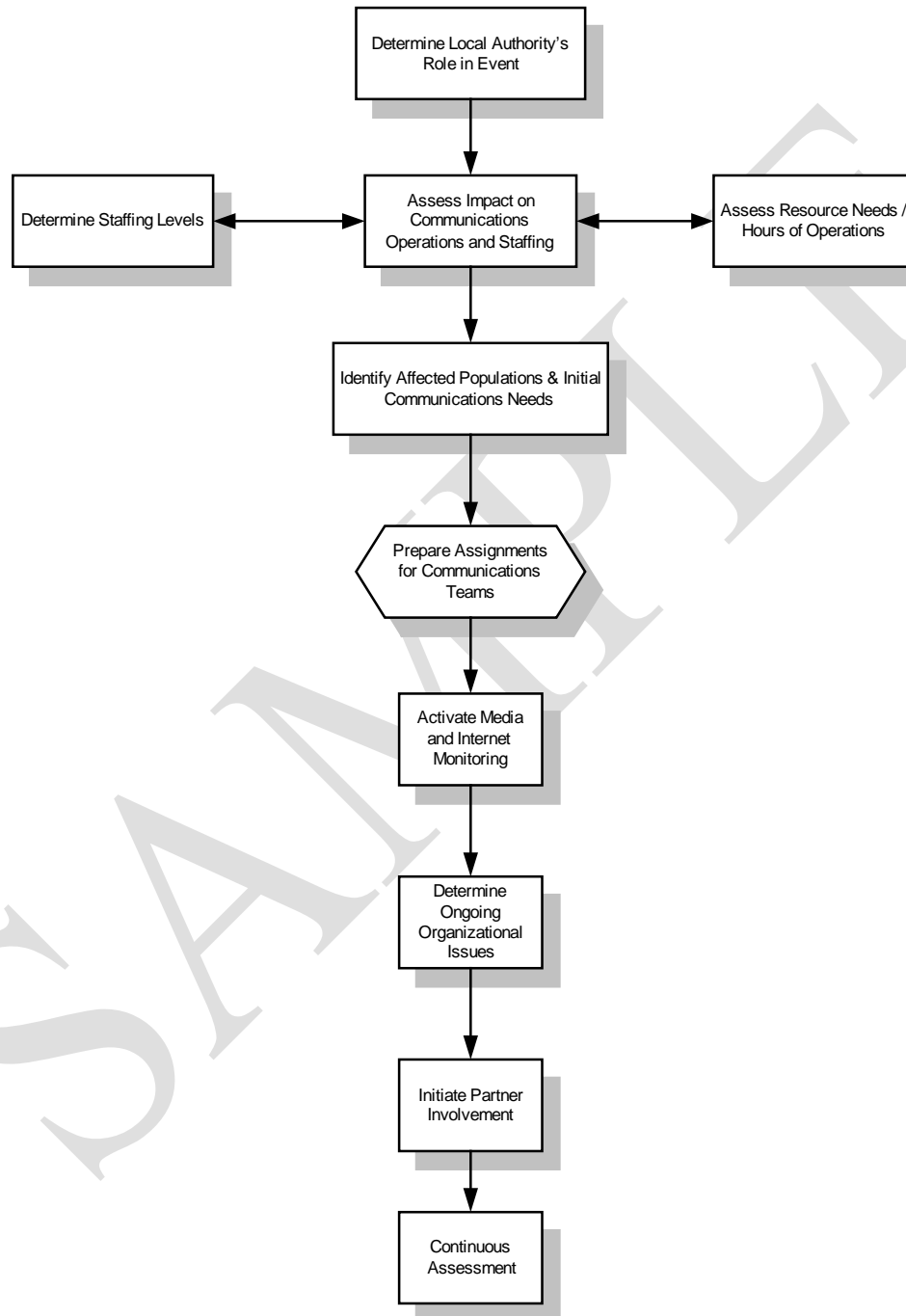
Information Protected: Not for Release

- ☐ Classified material
- ☐ Law enforcement evidence
- ☐ Covered by legislation
- ☐ Survivors, families, employees, responders' privacy Send out media (press) release or announce media conference, if making a significant announcement
 - ☐ Name, age, marital status, contact information, residence, health, history / status, other
- ☐ Proprietary
- ☐ Business confidential (including government)
- ☐ Internal discussion: memoranda, email, etc

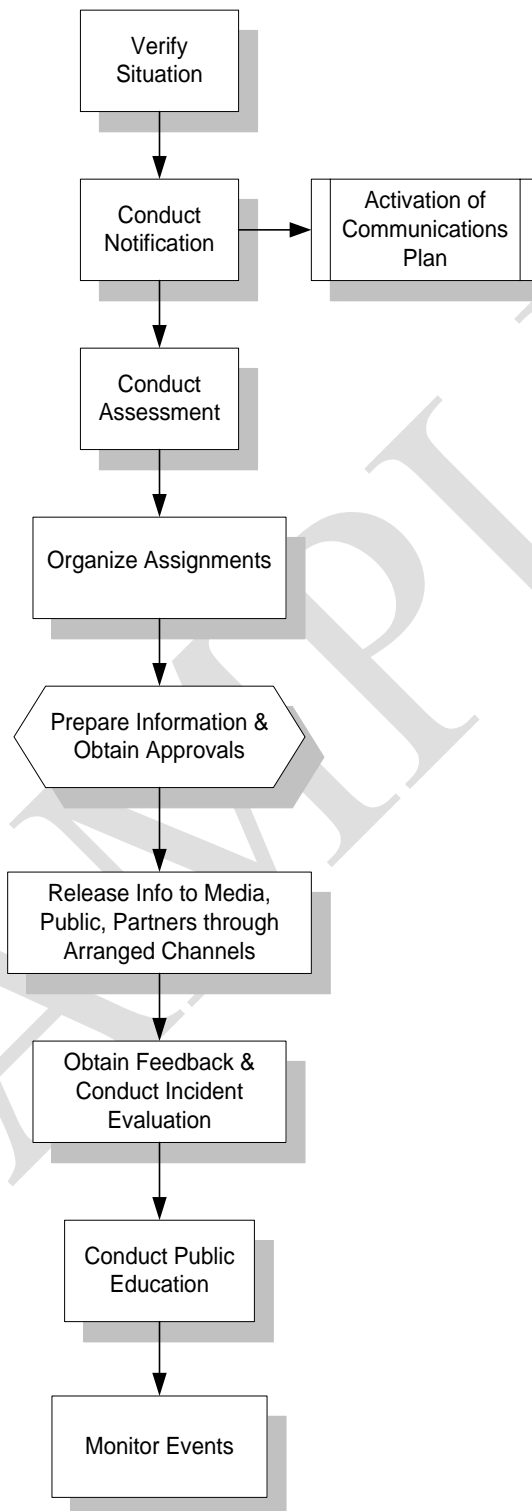
C Flow Charts

SAMPLE

C.1 Emergency Incident Assessment and Plan Activation



C.2 Nine Steps of Emergency Incident Communications Response



D Forms

SAMPLE

D.1 Anticipated Media and Public Questions and Answers Worksheet

The following questions are ones that are commonly asked by the media during crisis events. Use them to help you prepare answers for questions you might face.

Additional tips:

- Keep your answers short (2 minutes or less).
- Use Q&A sessions as opportunities to get your key messages out.
- Use personal pronouns (“I” or “We”) rather than institutional nouns (“the Department of Public Works” or “this agency”).

Media – What the Media will ask

What happened?
Why did it happen? What was the cause?
When and where did it happen?
Has this ever happened before?
Is the public safe?

What are doing to protect people?
Is anyone hurt, sick or dead? What are their names?
What do you have to say to the victims?
Is there danger now?
Will there be inconvenience to the public?
What are you going to do about it?
Who is in charge?
Are victims being helped?

Did you see this coming?
What can we expect, right now and later?

Public – What the Public will ask first

Are my family and I safe?
What have you found that may affect my family and property?
What can I do to protect my family and myself?
Who has caused this?
Can you fix it?

D.2 Emergency Information Worksheet

IF YOU ARE NOTIFIED OF A MAJOR INCIDENT OR NATURAL DISASTER INVOLVING ONE OF OUR FACILITIES:

1. Fill out the following worksheet. Assure sources that it is your job to ensure we have all the facts that are known. Indicate that no information will be disclosed until it has been reviewed by senior management.
2. Contact the appropriate senior executives. Brief them on the information from the Fact Gathering or confirmed that they have been briefed.
3. Work with senior executives to complete the response to Inquiries section. Then distribute to all employees and management who will be responsible for responding to questions from other employees, residents, merchants, etc. (Help Desk, HR, Management Team, etc.)

Determine your initial responsibilities from Senior Management, if assigned:

A

B

C

D

D.3 Fact Gathering Worksheet

CURRENT TIME: _____

APPROXIMATE EVENT TIME: _____

EVENT DESCRIPTION
Describe the event.
BUSINESS DISRUPTION
Extent of damage to facility?
Potential for further damage?
Additional facilities at risk?
Has service been interrupted?
Describe the impact to employees / residents
Length of time before 50% restored?
Length of time before 75% restored
Length of time before fully restored?
REPAIR WORK (Field crews, public works)
Number of employees at site.
Describe work being done.
RECOVERY SPECIALISTS
List the recovery specialists called in to assist.
Arrival date / time
Work location and duration

COMMUNITY IMPACT		
Has the incident affected our surrounding area?		
Is a regional evacuation underway?		
If yes, who, how many and when?		
CASUALTIES		
Number of employees / residents killed?	Injured?	Unaccounted for?
Describe seriousness of injuries		
Have families been notified?		
By whom?		
What has been done to assist the families?		
What have employees been told to do?		
CURRENT STATUS		
Who is the senior executive in charge?		
Contact information		
Who (elected officials) have been notified?		
At what location?		
Which local /provincial agencies are involved?		

D.4 Incident Media Call Triage Sheet

Deadline (Circle): 2 hours today a.m. today p.m. A.S.A.P other

Media outlet (Circle):

- ☐ National TV Daily/Wire Radio Magazine Other
☐ Local
☐ International

Caller's name: (print first and last)

Caller's contact information: Office Ph. _____ Cell: _____

Fax: _____

Email: _____

Request:

- ☐ Subject Matter Expert questions
☐ Interview (by name request?)
☐ Background
☐ Fact check and verify
☐ Update
☐ Return call to press officer

Topic:

Hot Issue1:

Hot Issue 2:

Action Needed:

- ☐ Return call expected from Information Officer
☐ Return call expected from Subject Matter Expert

Comments:

IO Suggested triage priority:

- ☐ Level 1 - Urgent
☐ Level 2 - Priority
☐ Level 3 - Routine

D.5 Media Activity Log

Name / Affiliation	Information Sent / Requested	Contact Info	Follow – Up Info	Date / Time / Initials	Incoming or Outgoing (I/O)

PRINT OFF AS NEEDED

D.6 Media Log

Date: (yy/mm/dd)	Time: (24 Hour Clock)
Organization Name:	
Type of Media (circle): Wire Print TV Radio Internet	
Reporter's name:	
Tel:	
Fax:	
E-mail:	
Deadline:	
Interview (circle): Live Taped Call-in On-site In studio	
Interview times/dates:	
Inquiry details:	
Responded to call: Date: (yy/mm/dd)	Time: (24 Hour Clock)

E Templates

SAMPLE

E.1 Media Communications Team Meeting Agenda (Sample)

BRIEFING

- ☐ Review facts
- ☐ Review ongoing / planned response actions

INCIDENT ASSESSMENT

- ☐ Develop worst probable scenario
- ☐ Identify local jurisdiction consequences
- ☐ Identify community issues

PLANNING & SUPPORT

- ☐ Evaluate assistance needs / requests
- ☐ Confirm and set priorities
- ☐ Make assignments

ACTION ITEMS

- ☐ Determine level of outside involvement (Legal, public relations, associations, local /provincial/federal)
- ☐ Assign issue decisions
- ☐ Set next meeting time
- ☐ Identify issues scheduled for next meeting

E.2 Initial Media Statement

This statement can be used to address the media to show we are dealing with the situation until further information is available. It can also be put on websites, given to phone attendants or put on the answering machine.

Regarding the news reports of a _____, this
is what we can confirm at the present time.

At approximately _____(time) we were alerted that there was a
_____(Briefly describe event-fire, shooting, explosion, etc.)
at _____(Location). We have called for assistance
from _____(Police, Fire, Ambulance, etc.) and
have notified management who are en route to assist. At this point we do
not have any details regarding what happened, but we will update you as
soon as we have additional verified information.

Please bear with us in the meantime.

E.3 Initial Press Statement (Sample)

If you need more breathing room – try this for an initial press statement.

Response to inquiries (You are authorized to give out the following information.)

Date: _____ (yy/mm/dd) **Time:** _____ (24 Hr. Clock)

Approved by: _____

This is an evolving emergency and I know that, just like we do, you want as much information as possible right now. While we work to get your questions answered as quickly as possible, I want to tell you what we can confirm right now:

At approximately, _____ (24 Hr. Clock), a (brief description of what happened)

At this point, we do not know the number of (persons ill, persons exposed, injuries, deaths, etc.)

We have a system (plan, procedure, operation) in place for just such an emergency and we are being assisted by (police, fire, Province) as a part of that plan.

The situation is (under)(not yet under) control, and we are working with (Local, Provincial, Federal) authorities to e.g., contain this incident, determine how this happened, determine what actions may be needed by individuals and the community to prevent this from happening again.)

We will continue to gather information and release it to you as soon as possible. I will be back to you within (amount of time, 2 hours or less) to give you an update. As soon as we have more confirmed information, it will be provided. We ask for your patience as we respond to this emergency.

E.4 Media Advisory

Local Authority LOGO

MEDIA (Press) ADVISORY

[centre, **BOLD**, large font]

Date:
Name: (main point of contact)
Title:
Tel:
Fax:
Email:
Website:

TITLE **[CENTRE, BOLD, CAPS]**

Paragraph 1: Reason for media conference, speakers

Paragraph 2: Instructions for media

Paragraph 3: Indicate time, location of media conference and/or overall briefing schedule,

End with: ### or -30-

Indicate second page: 'more'

[centre]

Footer: tel, fax, email, address and website

E.5 Media Release

Local Authority LOGO

MEDIA (PRESS) RELEASE

[centre, **BOLD**, large font]

Date:

Name: (main point of contact)

Title:

Tel:

Fax:

Email:

Website:

TITLE **[CENTRE, BOLD, CAPS]**

Paragraph 1: Who, what, where, when, why and response, whether video / audio materials are available.

Paragraph 2: Relevant background information and overall organization mission and duties.

Paragraph 3: Indicate time, location of media (press) conference and/or or that additional information is forthcoming.

[centre]

End with: ### or -30-

Indicate second page: 'more'

Footer: tel, fax, email, address and website

E.6 Message Planning Template

Audience	Key Message	Supporting Facts	Communication Channel
General Public	A pandemic flu is worldwide flu outbreak.	<ul style="list-style-type: none"> • Pandemic flu occurred 3 times in the last century. • Most scientists believe it's only a matter of time until there's another pandemic. • The flu spreads from person to person and is highly contagious • Pandemic flu is expected to have a high death rate. 	<ul style="list-style-type: none"> • Department website • Fact sheet • Press release to newspaper, local TV
General Public	If the current Asian bird flu spreads to human, no one will be protected.	<ul style="list-style-type: none"> • Canada, is working with the World Health Organization to take necessary steps to meet the threat of a flu pandemic. • Vaccine will not be available initially. • New vaccine production can take as long as 36 months. 	<ul style="list-style-type: none"> • Department website • Fact sheet • Press release to newspaper, local TV
General Public	We are prepared to respond with a flu pandemic plan in place.	<ul style="list-style-type: none"> • We have stepped up disease tracking capabilities. • We have trained staff & partners to respond through mass dispensing drills based on county plans. • We are coordinating with provincial agencies to receive and distribute vaccine once it is made available. 	<ul style="list-style-type: none"> • Department website • Fact sheet • Press release to newspaper, local TV

Audience	Key Message	Supporting Facts	Communication Channel

E.7 News Release Template

The purpose of this news release is to answer the basic questions: who, what, where, when. This statement should also provide whatever guidance is possible at this point, express the local authority's concern, and detail how further information will be disseminated. If possible, the statement should give phone numbers or contacts for more information or assistance. Please remember that this template is meant to only to provide you with guidance. One template will not work for every situation.

FOR IMMEDIATE RELEASE

CONTACT: (name of contact)
PHONE: (number of contact)
DATE OF RELEASE: (date)

Headline – Insert your primary message to the public

Deadline (your location – two – three sentences describing current situation)

Insert quote from an official spokesperson demonstrating leadership concern for victims.

Insert actions being taken.

List actions that will be taken.

List information on possible reactions of public and ways residents can help.

Insert quote from an official spokesperson providing reassurance.

List contact information, ways to get more information, and other resources.

Source: Emergency Risk Communication CDCynery, Centers for Disease Control and Prevention, 2003.

E.8 Response to Inquiries

This information would be cut and pasted or already on local authority letterhead. Appropriate information would be added at the time of the incident and updated accordingly.

RESPONSE TO INQUIRES (You are authorized to give out the following information)

This is what we can confirm at the present time:

At approximately _____ we experienced a _____

At this point we cannot accurately tell you the extent of the damage or inquires other than to say that it has involved _____

(Specific facilities, locations, known as parameters of the incident, etc.)

and _____ people. Their name and conditions will not be disclosed until their families are notified. We are working in conjunction with emergency assistance personnel from _____
(Police, fire, etc.) and our management team have been notified. We ask that member of the media stay in touch with _____
(Designated spokesperson /Location/Phone)

IF YOU ARE ASKED ADDITIONAL QUESTIONS, MAKE THE FOLLOWING STATEMENT:

That is all I can confirm at this time I am sure you understand the magnitude of us dealing with this situation. We need your patience for a few hours so that we can provide you with as much information as possible. As soon as we have gathered more about the incident, we will announce a news briefing. Any information regarding residents will be disclosed to their families and loved one first.

Drafted by:
Phone number:

Approved by:
Date:
(yy/mm/dd)

Time:
(24 Hr Clock)



Communications Plan

2013

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Introduction

The City of Terrace recognizes the need for a comprehensive communications strategy to more effectively engage with the residents it serves. As the primary service delivery agent for an area with more than 15,000 residents and consumers, staff believes that proactive stakeholder engagement is one of the most effective ways to communicate City initiatives to residents, foster an atmosphere of community collaboration, and ensure an open and transparent democratic process.

Staff engaged Northern Development Initiative Trust to provide capacity and expertise to assist with the development of a comprehensive communications strategy for the City of Terrace.

A successful communications plan not only defines the organization's overarching messages and the external audiences we communicate those messages to, but also how we develop, discuss and relay that information amongst staff and other key stakeholders. This is a living document and should be updated, added to, revised and altered as necessary.

Objective

This plan serves to provide a framework for effective communication between the City of Terrace and its stakeholders, which include residents, employees, media, neighbouring local governments and residents from neighbouring communities who may use City of Terrace facilities or services.

Municipal Communications Mission

To proactively engage with our stakeholders and encourage constructive dialogue between the municipality and its stakeholders.

Our Corporate Mission

Through strong leadership the City of Terrace provides efficient delivery of core services to serve all generations and facilitate economic growth in the region while fostering community pride and accessibility.

Organizational objectives

- **Service delivery** – To continually deliver essential, effective, first-rate services to residents in a timely manner
- **Open government** – To ensure an open and transparent democratic process that's accessible to residents
- **Safety** – To collaborate and effectively engage with service providers, residents and community groups to ensure that Terrace remains a safe community
- **Marketing** – To work with key community groups and organizations to promote Terrace as the "heart of the northwest", a growing city that welcomes new residents, visitors and businesses

- **Demonstrating best practices** – To responsibly steward tax dollars for the benefit of Terrace residents, and maintain a reputation for the highest standards of responsiveness and client service

Communications objectives

- Ensure all external communication on behalf of City of Terrace is consistent and accurate
- Ensure messages are distributed to internal and external stakeholders in a timely and effective manner
- Ensure all staff have a thorough understanding of communications protocols as it pertains to their position
- Continually work to improve the City's website to streamline information and make it more accessible and attractive to increase user-ship
- Maintain a current comprehensive media contact list for local, regional, provincial and national outlets that staff can access remotely in case of an emergency
- Maintain an electronic database of city staff contact information that's accessible remotely in case of an emergency
- Develop a current database of visual materials of Terrace that can be used in promotional pieces and for media use
- Ensure current information is provided to frontline staff to enable them to accurately respond to inquiries from the public
- Develop mechanisms to receive feedback from the public regarding ways to improve the City's communication strategies
- Employ Social Media to engage with stakeholders, increase transparency and encourage dialogue

Target audiences

- Residents
- Council
- Staff
- Community service agencies
- Emergency services
- Neighbouring and regional local governments including First Nations
- Non-profit groups
- Provincial government
- Federal government
- Local businesses, industry and potential investors
- Media

Communications tools

- Corporate, economic development, tourism and investment websites
- Council meetings, webcasting
- News releases, press conferences
- Mail outs & brochures
- Annual report
- Social media channels such as Twitter and Facebook
- Open houses and public meetings
- Advertising
- Inter-governmental meetings
- Talkback line
- Staff meetings
- One-on-one contact via email and telephone
- Signs and plaques
- Photos and video
- Strategic plan
- Backgrounders and FAQ sheets

Key messages

The following is a list of key messages that should be communicated to stakeholders. The word ‘we’ should **always** be used in place of ‘I’ in any and all external communications on behalf of the City of Terrace.

- We believe the City of Terrace is the heart of northwest British Columbia.
- The City’s primary mission is to effectively and efficiently deliver services to residents.
- We are committed to an open and transparent democratic process.
- We are continually dedicated to responsibly stewarding tax dollars to benefit residents.
- We believe Terrace is one of the most beautiful, safe and well-positioned communities in British Columbia and we welcome new residents, visitors, and businesses.
- We want to associate Terrace with the following terms: “heart” “dynamic” “growing” “affordable” “excellent quality of life” “recreational paradise”.

Evaluation methodology

The City of Terrace’s communications initiatives and services will be evaluated regularly in the following ways:

- Traditional media (print, TV, radio, online) will be monitored to assess the number of positive media hits the City of Terrace generates.
- Social media channels will be monitored for effectiveness.
- Google Analytics will be used to track the number of visits and the duration of visits to the City’s website.

- Communication strategies will be reviewed annually to evaluate quality and effectiveness. Staff will solicit feedback from the public regarding the City's Communication Strategy.

Communications protocols

The purpose of a communications protocol is to define the roles and responsibilities of various individuals involved in the continuum of external relations. This provides clarity for staff and Council and allows for constant and consistent message and information delivery to the identified audiences. These strategies not only outline our goals with each stakeholder group, but also how we plan to achieve those goals, the messages we use and the staff responsibilities for communicating with each group.

Internal Communications

- 1) *Goals:*
 - i. To provide staff with all information necessary to provide first rate service delivery
 - ii. To support Council in delivering on their strategic initiatives
- 2) *How do we achieve that goal with this group?* We clearly communicate our organizational objectives with these stakeholders, develop and maintain strong relationships with each group, and regularly engage with them to listen to their needs and concerns and deliver first-rate services.
- 3) *What communications tools do we use?* Management meetings, departmental meetings, committee meetings, internal planning committees, cross-departmental projects, distribution of Council minutes and agendas, one-on-one contact via email and telephone, annual plans, budgets and strategic plans.

External Communications

1. *Goal* – To gain and expand support from external stakeholders for the City of Terrace and the programs and services it provides.
2. *How do we achieve that goal with this group?* We use every communication channel possible to maximize positive engagement with our external stakeholders.
3. *What evidence do we have to justify pursuing that goal with this group?* Whereas our internal stakeholders influence our day-to-day decision-making, our external stakeholders provide the City of Terrace with the social and political license to operate – they are the ultimate beneficiaries of our work.
4. *What communications channels do we use?* Programs and services, Council agendas and reports, Council meetings, mail outs, annual reports, corporate website, associated websites and portals, social media channels, news releases, press conferences, signs and plaques, the talkback line, one-on-one contact via email and telephone, photos and video, presentations,

workshops, town hall forums and community meetings, backgrounders and FAQ sheets and advertising.

5. *Who carries the message?*

- A. The Mayor will speak on behalf of Council. In the Mayor's absence, the Deputy Mayor will speak to the media.
- B. The Chief Administrative Officer is responsible for all external communication on behalf of the City of Terrace operations.
- C. The senior management team will assess the current state of external information flow, plug communications gaps and ensure that only pertinent information is communicated to external stakeholders using regular and consistent messaging.
- D. The Corporate Administrator will regularly assess the quality, efficiency, and flow of external communications from the City.
- E. Departmental heads will establish a protocol with their staff to ensure all information is vetted before it is communicated to external sources.
- F. The Corporate Administrator will lead the implementation of the above-outlined communications objectives, including budgeting and metrics to measure the success of these initiatives. This staff member will also be responsible for updating the communications plan.
- G. Communication to external stakeholders regarding municipal projects, policies and processes will be limited to the Chief Administrative Officer and Department Heads. Other staff will be informed of the protocols via their Department Heads.
- H. The senior management team will be responsible for engaging with external stakeholders to deliver presentations, meetings and open houses.
- I. Three staff members (one for Leisure Services, one for Administration/Finance/Fire, and one for Public Works/Development Services) and an alternate for each will also be selected to lead content development and information delivery via the City of Terrace's corporate website and social media channels. Social media will be utilized in accordance with the City of Terrace Social Media Policy.
- J. Emergency services will be responsible for delivering its own information to external stakeholders, in consultation with senior staff where applicable.
- K. Senior staff will follow the above-outlined communications protocol for communicating information to Council. Council will continue to follow municipal government disclosure protocols regarding all information delivered, either written or verbally, to external stakeholders.

Media Communications

- 1. *Goal* – To improve the coverage and quality of news stories about the City of Terrace
- 2. *How do we achieve that goal with this group?* We develop relationships with key media contacts, provide them with information and generate compelling print, web and audio/video content that improves the rate and quality of stories produced about the City of Terrace.
- 3. *What evidence do we have to justify pursuing that goal with this group?* As a local government organization, the City of Terrace has an obligation to deliver pertinent information to its residents in the most efficient manner possible. The media is a tool that helps the City achieve

that goal, and also furthers its organizational commitment to an open and transparent democratic process.

4. *What communications channels do we use?* News releases, press conferences, corporate websites, associated municipal and investment websites, Council meetings, Council agendas, open houses, town hall forums, social media channels, backgrounders and FAQ sheets.
5. *What messages do we avoid?*
 - A. We want to avoid the following associations with The City of Terrace: “Opaque” “Costly” “Reckless” “Slow” “Bureaucratic” “Hub” “Vagrancy” “Crime” “mill-town” “boom and bust”
6. *Who carries the message?*
 - A. The City of Terrace will adopt a two-pronged approach to media communication. Council will lead engagement with a focus on policy decisions, opinion and reaction commentary. Staff will provide facts and figures about municipal processes, projects, decisions and policies.
 - B. Media will be engaged with to highlight key events and initiatives, public works and leisure services announcements and to promote the City of Terrace.
 - C. In the event of an emergency, staff will refer to the City of Terrace’s Media Communications Emergency Response Plan and follow the directions accordingly. The media will be engaged with during an emergency to ensure residents are provided with the most up-to-date and factual information possible.
 - D. The Chief Administrative Officer will be the primary media spokesperson on behalf of City of Terrace staff.
 - E. Departmental heads will speak to the media when the Chief Administrative Officer is unavailable or in the case when Staff possesses a specific knowledge about the topic in question. Senior managers will copy the CAO on any communications with the media. There may be instances when a staff member who is not a Departmental Head may be the most appropriate person to talk to the media. The Departmental Head will determine who the appropriate staff member would be, confirm the responses, and inform the CAO. Any questions of a political nature will be referred to the CAO who may refer the question to the Mayor if the question is determined to be political.
 - F. All staff will be informed of these protocols via their Department Head.
 - G. The Corporate Administrator will be responsible for media outreach, communication and coordination of media engagement.
 - H. The Corporate Administrator will be responsible for finalizing news releases once they have been drafted by the appropriate staff members.
 - I. The Corporate Administrator will use the following methods to produce and publish content and drive traffic to the City of Terrace’s website and increase media coverage:

“ready-made” story pitches, press releases, presentations, speeches, social media channels and media relationships.

- i. *Media relationships* – The development of personal relationships with media outlets throughout B.C. will be key for moving content into high-value outlets. Though it should be noted that the City of Terrace will place a special importance on developing and maintaining strong relationships with local media.
- ii. *City of Terrace website* – The website will contain up to date information regarding programs and initiatives, as well as a constant stream of new content to raise awareness about the City of Terrace.
- iii. *Press Releases* – Press releases will be issued for specific City of Terrace events and initiatives.
- iv. *Social Media* – Facebook and Twitter Accounts will direct followers to the City of Terrace website for more information.