EMERGENCY RESPONSE AND RECOVERY PLAN

for the

Regional District of Okanagan-Similkameen

March 2010

Emergency Preparedness

THIS IS A COMPREHENSIVE, ALL-HAZARDS PLAN THAT IS RISK BASED AND SUFFICIENTLY FLEXIBLE TO PERMIT ITS USE IN ALL FORSEEABLE EMERGENCIES WITHIN THE REGIONAL DISTRICT

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Prepared for:

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DISTRIBUTION LIST

Internal

EOC Equipment Stock
ESC
CS Manager
Each RDOS Office

External

Muncipal Emergency Coordinators
Municipal Police Headquarters
Muncipal Fire Stations

Amateur Radio Club
ESS Directors
Emergency Coordinators
SAR Teams
MoF Protection Branch
Regional Coroner
BCAS Interior Office
Interior Health Authority

First Nations
Hospitals
School Districts
Telus
Terasen Gas
B.C. Hydro And Power Authority
Transit Organizations

RECORD OF AMENDMENTS

Date	Amendment #	Entered by

Placeholder
[Letter of Introduction]

QUICK REFERENCE DIRECTORY
_____

PROVINCIAL EMERGENCY PROGRAM
**Provincial Emergency Coordination Centre
(24 hours)
1-800-663-3456**

**Central Region PREOC (Kamloops)
250-371-5240**

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INTERIOR HEALTH AUTHORITY
**Risk Management / Emergency Planning (Kelowna)
250-862-4200**

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BC AMBULANCE SERVICES
**Interior Regional Office (Kamloops)
250-828-5855**

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ROYAL CANADIAN MOUNTED POLICE
**Penticton Detachment
250-492-4300**

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FIRE SERVICES
**Penticton Fire Department
250-490-2300**

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PLAN STRUCTURE

To comply with the British Columbia *Emergency Program Act* and the associated *Local Authority Management Regulation*, this plan reflects:

✓ The potential emergencies and disasters that could affect all or any part of the local authority's jurisdictional area.

✓ The local authority's analysis of the relative risk of occurrence and the potential impact on people and property of the emergencies or disasters.

✓ The commitment of the local authority to provide policy guidance and direction to the emergency management organization.

✓ The procedures by which that guidance and direction are to be provided.

✓ The requirement for a periodic review and update of the local emergency plan, and establishment of a procedure for that review and revision.

✓ A program of emergency response exercises and training for all emergency response staff to whom responsibilities are assigned in the plan.

✓ Procedures by which emergency resources, including personnel, equipment, facilities, and financial resources, may be obtained from sources within or outside of the jurisdictional area.

✓ Procedures by which the plan is to be implemented.

✓ Procedures by which those persons who may be harmed or who may suffer loss are notified of an emergency or impending disaster.

✓ Procedures for the coordination of the provision of food, clothing, shelter, transportation and medical services to victims of emergencies and disasters, whether that provision is made from within or outside of the local authority.

✓ Priorities for restoring essential services provided by the local authority that are interrupted during an emergency or disaster.

✓ Recommendations to service providers regarding the priorities for restoring essential services not provided by the local authority that are interrupted during an emergency or disaster.

✓ Any confirmed, potential, or anticipated assistance and resources of other levels of government or other non-government bodies.

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Acronyms / Abbreviations

AAR	After Action Report
ALR	Agricultural Land Reserve
BCAS	British Columbia Ambulance Service
BCERMS	British Columbia Emergency Response Management System
CCG	Central Coordination Group
CF	Canadian Armed Forces
DFA	Disaster Financial Assistance
DND	Department of National Defence
EA	Electoral Area
EOC	Emergency Operations Centre
ERRP	Emergency Response and Recovery Plan
ESS	Emergency Social Services
HRVA	Hazard, Risk and Vulnerability Analysis
INAC	Indian and Northern Affairs Canada
JEOC	Joint Emergency Operations Centre
MOE	Ministry of Environment
MOHS	Ministry of Health Services
MOT	Ministry of Transportation and Infrastructure
PAB	Public Affairs Bureau
PECC	Provincial Emergency Coordination Centre
PEP	Provincial Emergency Program
PREOC	Provincial Regional Emergency Operations Centre
RDOS	Regional District of Okanagan-Similkameen

EXECUTIVE SUMMARY

The RDOS emergency management program is an integrated program which includes the Town of Princeton, Village of Keremeos, Town of Osoyoos, Town of Oliver, City of Penticton and the District of Summerland, through Bylaw No. 2375.

The RDOS emergency management program utilizes the *BC Emergency Response Management System* (BCERMS) through regulation Bylaw No. 2324, 2007.

The integrated, region-wide program maximizes available resources, limits duplication and streamlines communication to provide the best solution for residents throughout the South Okanagan and Similkameen valleys.

In the event of a major emergency or disaster within the RDOS, an EOC may be activated to support the incident. The primary Regional District EOC will be located at the RDOS board room at 101 Martin Street, Penticton. Other EOCs may open in the member municipalities. For smaller scale activation the EOC may be mobile to accommodate varying circumstances.

Staffing for the EOC, depending on circumstances, may be made up of local government employees, emergency response personnel, volunteer professionals and agency, provincial or federal representatives.

Depending on the location and scale of an emergency event, members of the regional emergency program can access staff and resources for EOC activation, where and when they are available. For larger events that involve multiple sites and jurisdictions, a single EOC will normally be activated to maximize resources.

This Emergency Plan meets the requirements for local authorities set out in the British Columbia *Emergency Program Act* and the associated *Local Authority Emergency Management Regulation*. It conforms to all requirements of BCERMS.

The RDOS maintains a 24/7 call-out person for EOC activations, who may be contacted via the Provincial Emergency Coordination Center (PECC) in Victoria at 1-800-663-3456.

1. Introductory Material

1.1 Purpose and Scope

The aim of this plan is to provide the required structure to organize an effective response and recovery operation within the RDOS that will:

- Provide for the safety and health of all responders.

- Save lives.

- Reduce suffering.

- Protect public health.

- Protect government infrastructure.

- Protect property.

- Protect the environment.

- Reduce economic and social losses.

It will also assign responsibilities within the regional district for the preparation for, response to, and recovery from emergencies. Furthermore, it will guide the immediate actions of emergency response agencies and key officials in the critical hours after an emergency or incident occurs.

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

The plan encompasses the whole of the regional district and the City of Penticton, the District of Summerland, the Town of Osoyoos, the Town of Oliver, the Town of Princeton and the Village of Keremeos and rural areas of Kaleden, Okanagan Falls, Naramata, Okanagan Lake West, West Bench, Keremeos Rural, Hedley, Cawston, Rural Princeton, Rural Oliver and Rural Osoyoos. The scope includes:

- emergency management organization;

- assignment of responsibilities;

- list of assisting/cooperating agencies;

- emergency notification procedures;

- emergency response implementation procedures;

- directory of vital services and resources;

- EOC procedures;

- communications procedures;

- alert/call out procedures;

- public information guidelines;

- evacuation guidelines;

- ESS guidelines;

- resource management (material and human);

- procedures for requesting provincial or federal assistance;

- procedures for the declaration of a local state of emergency;

- procedures for the expenditure of funds for emergency response and recovery; and

- management of livestock.

1.2 Jurisdictional Boundaries

The RDOS boundaries are as shown below:
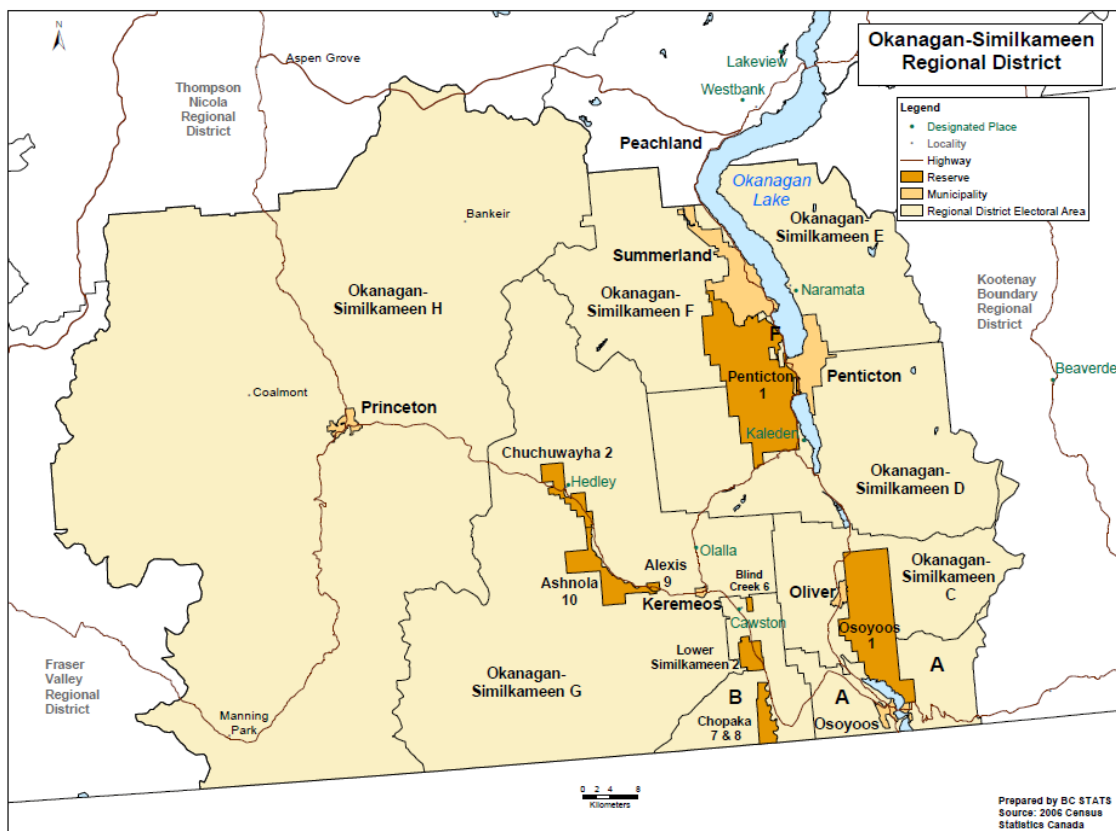
1.3 Authorities

Emergency powers are vested as follows:

Federal
   a) Emergency Preparedness Act
   b) Emergencies Act

Provincial
   a) Emergency Program Act
   b) Emergency Management Regulation
   c) Local Authority Emergency Management Regulation

Local
   a) RDOS Bylaw No. 2375, 2006
   b) RDOS Bylaw No. 2426, 2007

1.4 Related Plans

It is essential that each agency and department responding have its own response plan that outlines their particular tasks within the framework of the Regional Plan and dovetails with the response activities of all. Separate plans have been developed by the participating agencies and are available by contacting the Emergency Service Coordinator or them directly.

1.5 Responsibility for the Plan

This plan will be maintained by the RDOS Emergency Services Coordinator. The Emergency Services Coordinator will ensure that all contact information is confirmed, at a minimum, twice annually.

The contact information within the *Resource Directory* (Annex F) should also be confirmed annually. The Emergency Services Coordinator is responsible for coordinating the review.

1.6 Amendments to Plan

This plan will undergo revision whenever:

- provincial requirements change;
- community hazards or vulnerabilities change;
- the local government structure changes; and
- exercises, drills or emergencies reveal shortfalls in policies or procedures.

The regional district *Hazards and Planning Team* is charged with the responsibility of ensuring that the plan is amended and annexes are updated when required and that a yearly review of the plan is conducted.

When changes or amendments are made, copies of the plan are to be updated by the owners found in the distribution list.

1.7 Implementation of Plan

The plan will be implemented sequentially in response to an emergency event as indicated below:

EVENT OCCURS

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CALL TO IMPLEMENT
Call may come from Incident Command (Fire, RCMP etc.), PREOC, PECC, Regional Fire Dispatch, depending on the details of the event.

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EMERGENCY PROGRAM COORDINATOR
May be contacted via the Provincial Emergency Coordination Center (PECC) in Victoria at 1-800-663-3456.

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PLAN IS IMPLEMENTED IN CONSULTATION WITH RDOS CAO OR REPRESENTATIVE
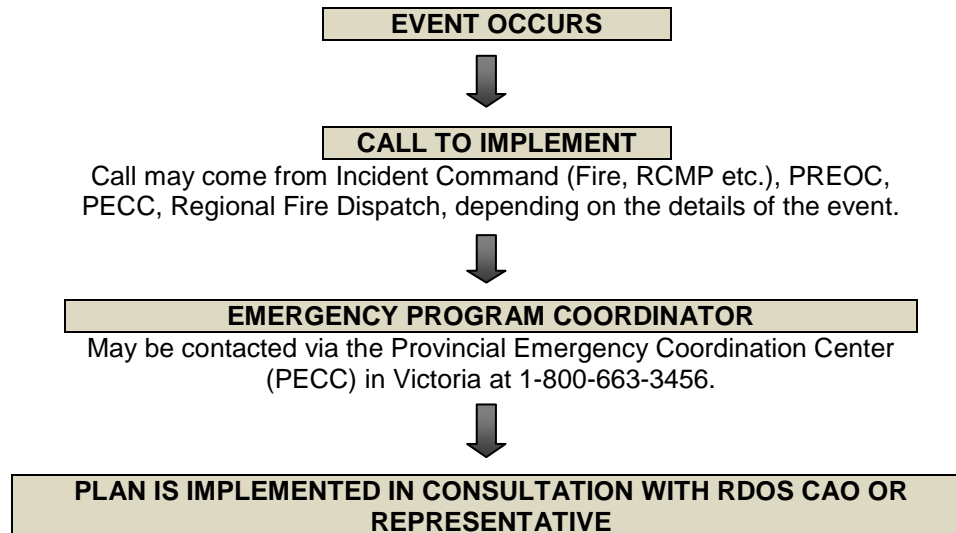
1.8 Training

To ensure the validity of operational plans and the effectiveness of training, and as required by the *Local Authority Emergency Management Regulation*, exercises will be conducted periodically. The frequency will be determined by the likelihood of hazards causing an emergency as reflected in the HRVA (see Section 3).

The exercises can take one of the forms shown below, working incrementally from the simplest (Level 1) to more complex methodologies.

Level	Type/Format	Structure
1	**Orientation** (Discussion-based)	The orientation exercise is conducted at an introductory level to familiarize participants with roles, plans, procedures or equipment. It is presented as an informal discussion in a group setting with little or no simulation. A variety of seminar formats can be used, including lecture, discussion, slide or video presentation or panel discussion.
2	**Tabletop** (Discussion-based)	A tabletop exercise is a facilitated analysis of an emergency situation in an informal, low-stress environment. It is designed to elicit constructive discussion as participants examine and resolve problems based on existing operational plans. Tabletop exercises lend themselves to broad discussion of policies and procedures, provide an opportunity for participating organizations and staffs to become acquainted with one another and are good preparation for more complex exercises.

3	**Drill** (Operations-based)	A drill is a coordinated, supervised exercise activity normally used to test a single specific operation or function. With a drill, there is no attempt to coordinate organizations or fully activate an EOC. Its role is to practice and perfect one clearly defined part of a response plan and to help prepare for more extensive exercises.
4	**Functional** (Operations-based)	A functional exercise is a simulated, interactive exercise that tests the capability of an organization to respond to a simulated event. This is a moderate-to-high stress activity which simulates an incident in the most realistic manner possible short of moving resources to a field site. A functional exercise is always a prerequisite to a full-scale exercise.
5	**Full-Scale** (Operations-based)	A full-scale exercise simulates a real event as closely as possible. It is an exercise designed to evaluate the operational capability of emergency management systems in a stressful environment that simulates actual response conditions and requires the mobilization and actual movement of emergency personnel, equipment, and resources.

The RDOS will conduct not less than one emergency exercise and/or training session annually.

2. BC Emergency Response Management System

2.1 Purpose and Scope

BCERMS is a standardized emergency management system with a set of policies and guiding principles and which incorporates the widely-used Incident Command System (ICS). All ministries, crown corporations and most local governments in BC have adopted BCERMS.

The integrated response concept incorporates a pan-government approach to emergencies, using a *Provincial Emergency Coordination Centre* (PECC) as the single window through which the response is coordinated. The PECC becomes the focal point of the provincial government response in a major emergency or disaster. The PECC is maintained and managed by the Provincial Emergency Program (PEP).

In the event of a major disaster or emergency, the PEP will also normally open one or more *Provincial Regional Emergency Operations Centres* (PREOCs) from which it coordinates the provincial response and establishes liaison with local governments and federal agencies.

In an emergency, volunteers across the province provide an array of public services, including search and rescue, air transportation, highway rescue, emergency social services and radio communications.

2.2 Response Levels

BCERMS utilizes four response levels:

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

2.3 BCERMS Provisions

Under BCERMS, the site level uses the principles of the Incident Command System (ICS) and provides for:

- Common terminology for titles, organization functions, resources and facilities.

- Modular organization that expands or contracts based on the type and size of an incident. The staff is built from the top down with responsibility and performance placed initially with the Incident Commander.

- Incident Action Plans identify objectives and strategies made by the Incident Commander based on the requirements of the jurisdiction. In the case of unified command, the incident objectives must adequately reflect the policy and needs of all the jurisdictional agencies. The Incident Action Plan covers the tactical and support activities required for a given operational period.

- Manageable span-of-control within BCERMS is a limitation on the number of emergency response personnel who can effectively be supervised or directed by an individual supervisor. The kind of incident, the nature of the response, distance and safety will influence the span of control range. The ordinary span-of-control range is between three and seven personnel.

- Pre-designated emergency facilities are identified within BCERMS. The determination of the kinds and locations of facilities is based on the requirements of the incident.

- Integrated communications are managed through the use of a common communications plan and an incident-based communications centre.

2.4 BCERMS Structure

All BCERMS activities are based on the following staff structure:
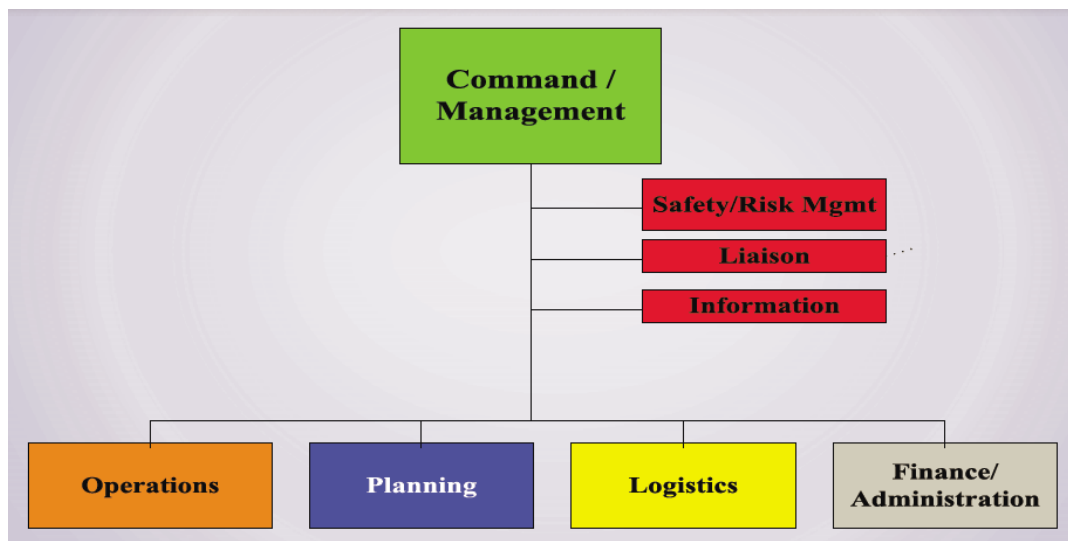
The roles associated with these functions are:

Function	Role
Director/ Deputy Director	Responsible for overall emergency policy and coordination through the joint efforts of government agencies and private organizations.
Management Staff	Provide support to the EOC Director in risk management, liaison and information.
Operations	Maintains situational awareness and is responsible for coordinating all medical intervention, ancillary and human (support) services.
Planning	Responsible for developing plans in coordination with other functions, and maintaining appropriate documentation.
Logistics	Responsible for providing facilities, communications, transportation, equipment and nutritional supplies.
Finance/ Administration	Responsible for financial activities including recording of time, documentation for all workers involved, preparing and tracking costs and claims.

3. **RDOS Hazard, Risk and Vulnerability Analysis**

3.1 Requirement

The HRVA is a critical part of every emergency program and is mandated by the *Local Authority Emergency Management Regulation*. The HRVA provides a form of relative ranking of which hazards pose the most significant risk and for which planning is most important.

3.2 HRVA Structure

Considering hazards alone may lead to a skewed set of priorities for action. It is equally important to consider the severity of possible impacts from the hazard, as well as the likelihood of a hazard event occurring. The combination of severity and likelihood is termed the level of risk**.**

Vulnerability is defined as people, property, infrastructure, industry and resources, or environments, that are particularly exposed to adverse impact from a hazard.

Likelihood reflects the frequency of occurrence for a particular hazard event and can range from rare events occurring every 200 years to more frequent events, which usually have a high number of recorded incidents or anecdotal evidence.

3.3 Identified Hazards

Following is a list of selected hazards from the HRVA in a descending priority from highest to lowest.

High Priority Hazards

Wildfire / Wildland Urban Interface	Hazardous Material
Flooding	Structural Collapse
Landslide	Power Outage
Aircraft Accident	Avalanche
Vehicle Accident	Human Disease
Marine Accident	Animal disease
Explosion/Gas Leak	

Low Priority Hazards

Severe Weather
Terrestrial Tsunami
Earthquake
Volcano Ash Fallout
Dam Failure
Terrorism

3.4 Likelihood and Severity of Hazards

These hazards are presented in grid format representing relative likelihood/severity below:

LIKELIHOOD

		1-7	8-14	15-21	22-28
Every 1-3 yrs.	6		Lightning Motor Vehicle accidents Power Outages Wind Storms	Plant Disease/Pest Infestation Flooding Structural Fires	Fires (WUI/Wildland)
Every 4-10 yrs.	5		Heat Waves Rainstorms Marine Accident	Aircraft Accident Landslide Water Contamination	
Every 11-30 yrs.	4		Blizzards Snowstorms Hailstorm	Drought HAZMAT in-situ Explosion/Gas Leak	
Every 31-100 yrs.	3		Avalanche Human Disease Animal Disease	Structural Collapse	
Every 101-200 yrs.	2		Terrestrial Tsunamis Earthquake		Dam Failure
Less than 200 yrs.	1		Volcanic Ash Fallout	Terrorism	
		Low	Moderate	High	Very High

SEVERITY

A copy of the complete regional district HRVA will be available in the RDOS EOC during an emergency.

4. Concept of Operations

4.1 General

The overall emergency management structure within the RDOS is as follows:

a) Electoral Areas.

- The electoral areas are jurisdictional areas in accordance with the *Emergency Program Act*. The RDOS emergency program applies to Electoral Areas A, B, C, D, E, F, G and H under the provisions of Bylaw No. 2375 (2006).

- During an emergency, the RDOS will open its primary EOC and a satellite local EOC may also be opened in the affected electoral area(s).

b) Municipalities.

- Each member municipality has its own local government and is a local authority in accordance with the *Emergency Program Act*. The RDOS emergency program applies to the Town of Oliver, Town of Osoyoos, village of Keremeos, Town of Princeton, City of Penticton and the District of Summerland. These municipalities participate in the RDOS emergency program under the provisions of Bylaw No. 2375 (2006).

- During an emergency, one or more member municipalities may open an EOC to manage emergency operations within their own jurisdictional area(s).

- When an EOC is activated in a member municipality the RDOS will provide staffing and other support to the extent possible.

In an emergency, the local authority having jurisdiction will be required to work directly with the RDOS in mounting a local response.

4.2 Operational Responsibilities

The RDOS emergency management program is a region-wide integrated program which maximizes available resources, limits duplication and streamlines communications.

For the majority of emergency events first responders will establish incident command at the site level and no EOC support will be necessary. However, more serious events may require the support of a municipal or regional district EOC.

Depending on the location and scale of an emergency event, members of the regional emergency program can access staff and resources for EOC activation, where and when they are available. For larger events that involve multiple sites and jurisdictions, a single regional district EOC will normally be activated to maximize resources.

There are two broad circumstances in which the RDOS EOC may be activated:

a) A member municipality may request EOC activation to provide site support to an emergency event occurring within its jurisdiction and the EOC will normally be located in a pre-designated site located within the municipality. RDOS staff will deploy to the EOC and assist in its operation. The municipality requesting the EOC activation will normally provide the Policy Group.

b) For an event occurring outside a municipality an EOC may be activated at the main RDOS EOC site in Penticton, one of the alternate EOC sites or using one of the pre-designated municipal EOC sites. In this case the RDOS staff will lead EOC operations and the RDOS Board will provide the Policy Group.

4.2 Regional District EOC

Primary EOC: RDOS boardroom – 101 Martin Street, Penticton, BC
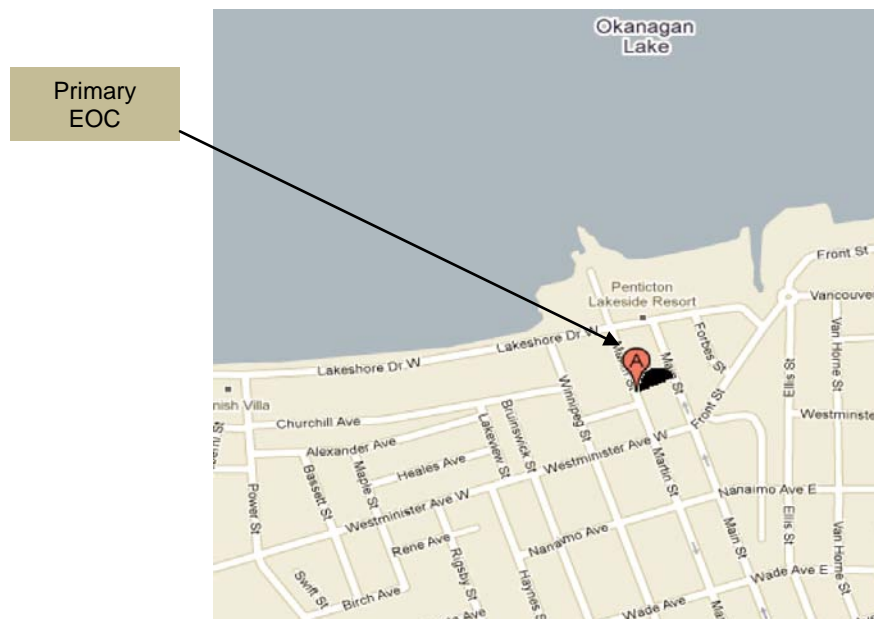
Alternate EOCs have been designated at:

Alternate 1:	Keremeos Recreation Center - 311 9th Street Keremeos
Alternate 2:	Riverside Center - 248 Old Hedley Road Princeton

Because of the large geographic area of the RDO, there is also a mobile EOC which provides flexibility for setup depending on the geographic origin of the hazard.

4.3 Municipal EOCs

Depending on the scale, nature and location of the emergency event, EOCs may open in any of

the following locations:

   a) **Town of Princeton**
      Town Hall Council Chambers, 169 Bridge Street, Princeton.

   b) **Village of Keremeos**
      Village Office Council Chambers, 702-4th Street, Keremeos.

   c) **Town of Osoyoos**
      Sonora Centre, 8505-68th Avenue, Osoyoos.

   d) **Town of Oliver**
      Oliver Fire Hall, 9349-346th Avenue, Oliver.

   e) **City of Penticton**
      City Hall Council Chambers, 139 Main Street, Penticton.

   f) **District of Summerland**
      Town Hall Council Chambers, 13211 Henry Avenue, Summerland.

4.4 Call-out Procedures

Activation of an EOC will normally be initiated by a request from the Incident Commander at the site (RCMP, Fire Services, etc.), the PREOC in Kamloops or the PECC in Victoria.

A *Declaration of State of Local Emergency* is not required to activate an EOC. An EOC is to support the incident and it is up to the applicable CAO or designate of any members of Bylaw No.2375 in consultation with the RDOS to determine the level of activation, number of staff and location of the EOC.

4.5 Requirement for Task Number

The Emergency Coordinator will contact PEP to obtain a task number for the event and to advise that an EOC has been activated. A task number must be obtained for EOC activation.

4.6 Policy Groups

The RDOS and member municipalities have Policy Groups designated to provide overall direction and decision-making during an emergency. The Policy Group from the local authority having jurisdiction will always have precedence in matters affecting operational, administrative and financial policy.

The RDOS Policy Group is comprised of the Regional Board. Member municipalities within the RDOS emergency program will identify the composition of their own policy groups.

5. Emergency Operations Centres

5.1 General

The response to a major emergency or disaster within the RDOS emergency program area will be coordinated by a municipal or the regional district EOC. The EOC will be staffed by trained personnel representing local government departments. Representatives from other agencies and trained volunteers may also participate.

The EOC coordinates the emergency response. It manages and processes information about the emergency, identifies critical needs and establishes response priorities. In addition, the EOC provides information to the public concerning the emergency.

The EOC, under the direction of the applicable Policy Group, is responsible for making operational decisions required to coordinate an efficient response. The EOC is activated and staffed to a level that matches the needs of the incident – the size and composition of the EOC may vary according to the circumstances.

5.2 Purpose and Functions

The purpose of the EOC is to provide support for the Incident Commander by obtaining resources, maintaining up-to-date information, coordinating activities and providing the public with information. The EOC also coordinates related activities that are beyond the scope of the Incident Commander, such as media relations and large-scale evacuations.

The EOC provides policy direction to site Incident commanders, coordinates resource requests, and manages all on site activities. The EOC utilizes BCERMS's five essential functions:

a) **Management Section**

Responsible for overall emergency policy and coordination through the joint effort of government agencies and private organizations.

b) **Operations Section**

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

c) **Planning Section**

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

d) **Logistics Section**

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

e) Finance/Administration Section

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

5.3 Activation Criteria

Criteria for activating the EOC include:

a) A significant number of people at risk.

b) Response coordination required because of a large or widespread event, multiple emergency sites or several responding agencies.

c) Resource coordination required due to limited local resources and/or a significant need for outside resources.

d) Uncertain conditions.

e) Possibility of escalation of the event.

f) Unknown extent of damage.

g) Potential threat to people, property and / or environment.

h) Declaration of a State of Local Emergency is made.

5.4 Activation Levels

Level	Event / Situation	Minimum Staffing Requirements
One	- Small event - One site - Two or more agencies involved - Potential threat of: - flood - severe storm - interface fire	- EOC Director - Information Officer - Liaison Officer - Operations Section Chief - PEP Notified
Two	- Moderate Event - Two or more sites - Several agencies involved - Major scheduled event (e.g., conference or sporting event) - Limited evacuations - Some resources / support required	- EOC Director - Information Officer - Liaison Officer - Risk Mgmt Officer - Section Chiefs (as required) - PEP / PREOC limited activation
Three	- Major event - Multiple sites - Regional disaster - Multiple agencies involved - Extensive evacuations - Resources / support required	- All EOC functions and positions (as required) - Policy Group - PREOC activation

5.5 Structure

Under BCERMS, the Emergency Operations Center (EOC) is modular and expands or contracts based on the needs of the site or sites. The EOC's main function is to support to the Incident Command Site.

It is important to remember that not every EOC function and / or element will be filled in every emergency or disaster. The situation at hand will dictate the functions and elements to be activated. As a minimum, an active EOC requires only an EOC Director. Other functions are staffed as needed.

The structure of a full EOC is shown below:

Emergency Operations Centre (EOC)
Site Support Organization Chart
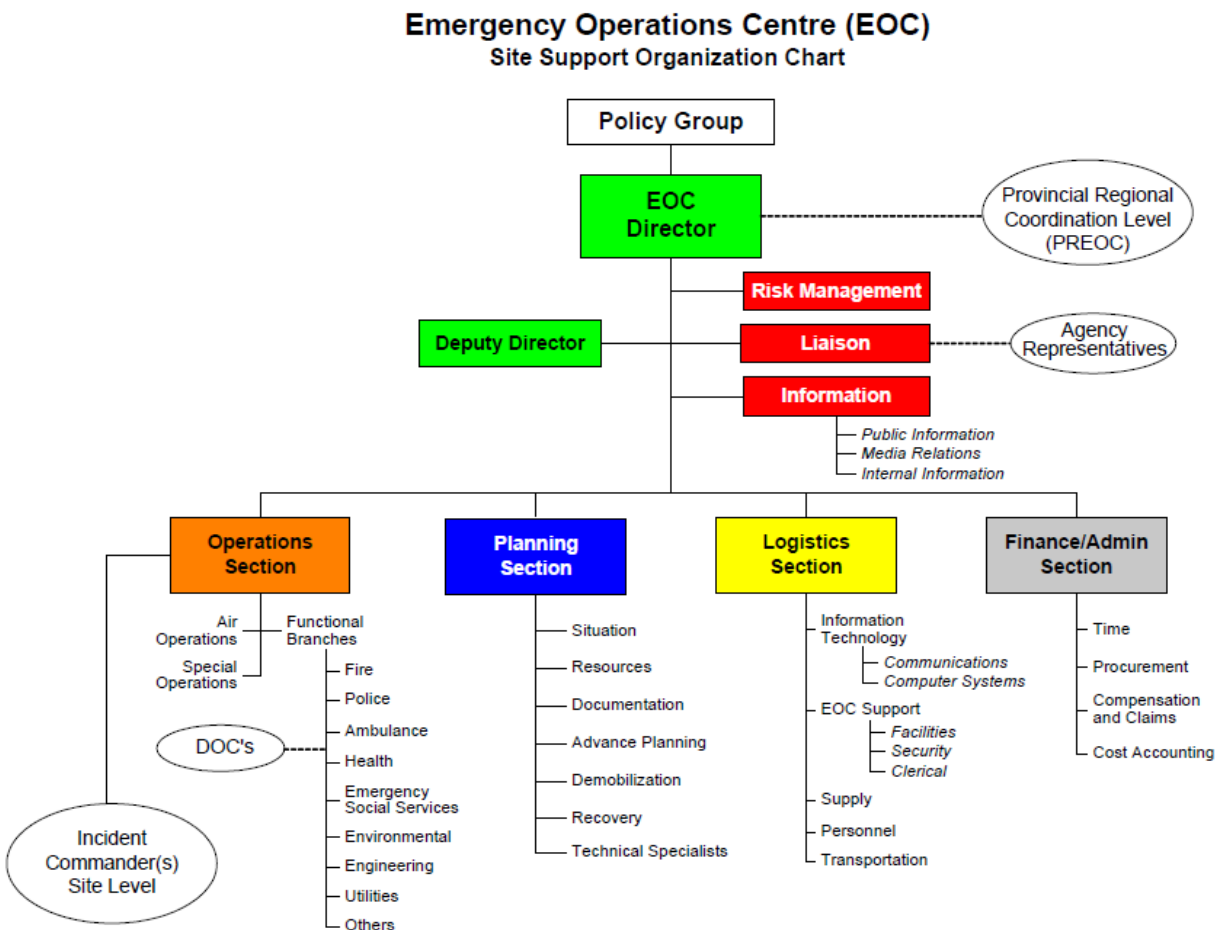
5.6 Staffing

The staff for the EOC may be composed of designated RDOS employees, community members, and support agency representatives who have been trained in advance. EOC personnel and agencies may change throughout the course of an emergency.

The EOC Director may determine appropriate staffing based on an assessment of the current and projected situation. The EOC Director is authorized to appoint any qualified person to any

EOC function, including volunteers, contractors, and personnel from other jurisdictions.

EOC Management Team positions should be filled as a priority by qualified individuals from the regional district or Municipality. Sub-positions within the EOC organization may be filled by qualified personnel independent of rank or agency affiliation.

While serving in an EOC function, every person acts on behalf of the regional district.

Emergency service organizations (Fire, Police, Ambulance, SAR, ESS) may be actively involved at the site during the initial and post impact stages. During recovery, reconstruction, and renewal, these emergency services may be phased out of direct action and others may become active.

5.7 Staff Identification

The supervisor of each organizational element in the EOC is referred to by title, as shown below in descending order:

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

To apply the common terminology guidelines of BCERMS, the EOC adopts the established colour identification system for EOC facilities and personnel.

- Green: *EOC Director and Deputy Director*
- Red: *Management Staff*
- Orange: *Operations*
- Blue: *Planning*
- Yellow: *Logistics*
- Grey: *Finance & Administration*

Identification may take the form of a vest or armband. These identifiers do not prevent any personnel from wearing their agency's insignia or uniform. Signs identifying the location of each EOC function shall also be posted.

5.8 Unified Command

Unified command is a BCERMS management process that allows organizations and agencies with jurisdictional or functional responsibility for an incident to jointly develop a common set of incident objectives and strategies. Response on-site may be directed either by single command or unified command from a single incident command post.

Likewise, response coordination for site support at the EOC may involve either single or unified command. This is accomplished without losing or giving up organizational authority, responsibility, or accountability.

Applying unified command in the EOC means that any combination of organizations may work

cooperatively to manage the EOC activities. The EOC Director position is filled by two or more members in unified command.

5.9 External Agencies

Depending on the nature of the emergency, representatives from a number of external agencies may participate in or provide support to the RDOS EOC. Annex C provides detailed roles and responsibilities for these agencies.

5.10 EOC Layout

The RDOS EOC structure will be adapted from the following generic layout:

RDOS EOC
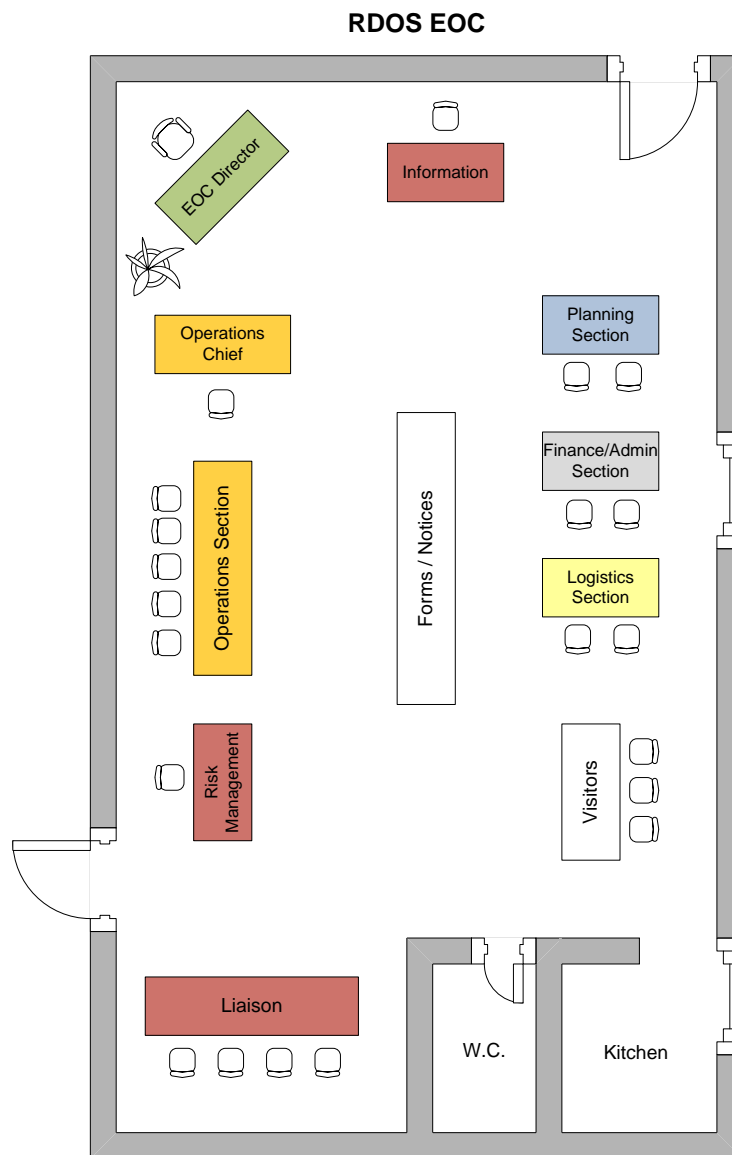
5.11 First Nations

The Regional district EOC shall be activated upon request by a First Nations Band Council member to help coordinate emergency response on Native reserves. Representatives of First Nations Bands may attend the EOC in any capacity, including joint EOC Director under unified command.

Evacuations of Native reserves are the responsibility of the Band Council and are not subject to Declaration of Local Emergency by the Regional district mayor or council. However, the Regional district EOC may participate in evacuation planning, coordination, and implementation at the request of the affected Native Band.

Local authorities are not responsible for claiming costs incurred by First Nations, even if they share emergency operations. However, Regional district costs for assisting First Nations are recoverable from PEP.

5.12 Equipment and Supplies

The Emergency Program Coordinator maintains a complete list of equipment and supplies that are dedicated to use within the EOC.

The EOC contains information display materials, telecommunications and any additional supporting equipment, documents, 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 special life support systems may be required to allow for continuous operations apart from normal public utilities and services.

5.13 Worker Care

The operations of an EOC during an emergency or disaster may require staff to work extended hours and in stressful circumstances. These issues must be considered in EOC operation:

 a) *Extended Hours.*

  – The provision of overnight accommodation will extend beyond normal working hours and could require multiple staff shifts. The EOC Director will identify the appropriate levels of staffing for the EOC and plan shift schedules.

  – Personnel should be prepared to bring their radios, cellular phones, chargers, laptops, comfortable clothes and shoes as well as personal items such as medication. There is often idle time during an emergency so personnel may also want to bring a work project or reading material.

  – When a staff member transfers their responsibilities to another, a simple but formal transfer briefing will be required. Shifts, therefore, will be no longer than 8 – 12 hours and will overlap by 15-30 minutes or so to prevent a staff position from being inadequately relieved. A transfer briefing should summarize the activities of the past shift, identify ongoing incidents or activities and, if time permits, be accompanied by a short written summary of the same information for later use during the operation or for the AAR.

b) Staffing Considerations.

- Time must be allowed for rest, meals, etc.

- Rules and regulations regarding safety and overtime, etc. are not necessarily suspended on account of the emergency.

- Briefings and conferences that are held outside of designated shifts will be held to a minimum so that personnel have a chance to unwind during necessary rest times.

c) *Managing Staff Under Stress.*

The EOC Director must be constantly aware of the working conditions and stressful events that could affect the staff's ability to function. Methods available to help employees cope with stress are:

- Debriefing is commonly held at the end of a shift to review operational procedures and identify immediate areas requiring attention and/or changes.

- Defusing is a much shorter, less formal and less structured version of a critical incident stress debriefing (CISD). A defusing is held within 12 hours of the event and usually lasts about 30 to 45 minutes. The defusing involves all members who experienced the emotional event. A defusing is a short-term fix for an immediate reaction to a troubling event and its purpose is to allow the affected personnel to express their feelings and to prepare them to go back to work.

- CISD is a group meeting conducted in a confidential environment which provides a forum for individuals to vent their emotions and express their reactions to the event.

- Post-Operation Debriefing - Soon after demobilization all personnel involved will be invited to attend a formal debriefing with a view to improving response capabilities. During the debriefing, *Lessons Learned* are recorded as well as participants' comments on the current plans and procedures.

5.14 Restoration Priorities

In the event of the loss of essential services in the EOC, priority will be given to re-establishing electrical power and communications. Where a dedicated generator is not available a portable generator will be made available to restore power.

5.15 Deactivation

The regional district EOC will be deactivated by the EOC Director. He or she will terminate the EOC activity for the current incident and notify all participants. The Director must consider the requirements of termination virtually from the outset. The Demobilization Unit Coordinator supervises and administers the termination process, staying behind if necessary after the EOC is closed.

Suggested criteria for terminating EOC operations includes:

- Individual EOC functions are no longer required.

- A State of Local Emergency is lifted.
- Coordination of response activities and / or resources is no longer required.
- Event has been contained and emergency personnel have returned to regular duties.

Deactivation will consist of the following steps:

- Collect and archive all documents, maps, records that have not already been managed by the Documentation Unit.
- Return all borrowed equipment.
- Cancel phone service, as appropriate.
- Itemize all purchased equipment and supplies, and give the list to the Regional district Emergency Program Coordinator.
- Return tables and equipment, and check that everything is working well.
- Return tables, chairs, and equipment to the pre-disaster conditions. Ensure all borrowed equipment is fully operations.
- Restock supplies.
- Gather keys to the facility.
- Clean the EOC facilities.
- Final readiness check by EOC Director and Emergency Program Coordinator.

6. Roles and Responsibilities

6.1 General

During the Planning, Mitigation, Response and Recovery phases of an emergency, numerous departments and agencies will participate. A number of key departments and agencies have been identified as an important participant in all phases. Each department and agency is responsible for the development of their own emergency plan. Additional ministries and resources will be called upon should the region require assistance beyond RDOS capabilities.

6.2 Administration (Governing Jurisdictions)

- Plan for mitigation, preparation, response and recovery at a local level.
- Pre-designate EOC Director and staffing.
- Develop the EOC and operational guidelines.
- Provide the Policy Group.

6.3 Amateur Radio Services

- Provide specialized communications planning, support and leadership in the event of an emergency or disaster.
- Deploy at the request of the ECC Director through the Communications Team Unit in Logistics.
- Deployment and set-up, outside of the EOC, shall be pre-determined through exercise planning for the designated facility.

6.4 BC Ambulance Services (BCAS)

- Provide mass casualty and health care services.
- Provide for triage, treatment and transport of casualties.
- Coordinate emergency medical activities with EOC designates.
- BCAS is controlled and directed by Minister of Health.

6.5 BC Coroner's Service

- Provide personnel to attend the scene and assume responsibility for the removal of human remains.
- Transport remains to designated loading area, then to hospital morgue or temporary morgue.
- Coordinate forensic pathology to determine cause and manner of death.
- Coordinate deontology service to determine identification through dental comparison.
- Complete Coroner's *Medical Certificate of Death* as/if required.

6.6 Building Inspection Department

- Provide input and assessment regarding key facilities seismic stability studies, policy development, long range planning.
- Develop a training program for rapid damage assessment to be used by employees and

volunteers.
- Develop strategies and process for compiling damage assessment information and recommendation during response.
- Develop a *fast track* system for Building Permit/Inspection during recovery.

6.7 Emergency Social Services (ESS)

- Provide for the basic needs of persons impacted by disaster (food, clothing, lodging, Registration and Inquiry, Personal Services).
- Provide support to all emergency response units and EOC personnel.
- Coordinate the response of volunteer organizations directly involved in providing social services.
- Provide services and support for neighbourhood programs.

6.8 Engineering and Public Works

- Lead agency for dam breach, water main breaks.
- Provide and distribute potable water.
- Maintain and repair sewage collection systems, major watercourses and storm drainage systems, public roads/walks, public buildings.
- Collect and dispose of refuse and waste.
- Assist MOT with maintenance of traffic lights and provisions and deployment of traffic signs, barricades, etc.
- Liaise with utility companies as required (BC Tel, BC Hydro, Terasen Gas, etc).
- Assist Building Inspection Department with inspection of damaged buildings and structures and the signing or demolition of those considered unsafe.

5.9 Fire Departments

- Lead agency for dangerous goods spills, wildland urban interface/wildland fires.
- Provide direction and assistance for the evacuation of people.
- Provide medical aid in cooperation with BCAS.
- Provide fire suppression and fire control in an emergency.
- Provide rescue service in cooperation with other municipal/regional departments and agencies.
- Provide assistance in determining availability of water supplies.
- Implement *Mutual Aid Agreements* as necessary.

6.10 BC Ministry of Health Services

- Provide support to emergency health services as required by RDOS.
- When the number of patients exceeds the capabilities of the existing facility and staff:
    - Triage all patients received.
    - Stabilize and prepare multiple\trauma victims for transport.
- Treat, admit or discharge patients.
- Provide or receive mutual aid based on established reciprocal agreements.
- Provide public health services with respect to water quality, immunizations and epidemiology/disease control.

6.11 Neighbourhood Programs

- Develop and implement a *Neighbourhood Disaster Plan*.
- Establish neighbourhood information centre(s) as requried and communicate information to the EOC or ESS Reception Centres.
- Conduct initial sweep of neighbourhoods and complete damage assessment surveys.
- Provide hazard mitigation including turning off damaged utilities, fire safety and suppression and debris clearing.
- Set up a first aid station, identify available medical resources, collect and transport the injured.
- Conduct searches of damaged buildings, rescue trapped victims and mark dangerous buildings.
- Provide temporary shelter for the homeless and liaise with ESS to arrange necessary services.

6.12 Provincial Emergency Program (PEP)

- Coordinate the integrated provincial response to a disaster.
- Coordinate requests for provincial, federal or international aid.
- Support the RDOS volunteer services and provide WorkSafeBC coverage for training and response work (SAR, ESS, ARES).

6.13 Royal Canadian Mounted Police (RCMP)

- Maintain law and order.
- Maintain and operate warning and alerting services.
- Enforce emergency restrictions and regulations.
- Provide traffic and route control.
- Provide direction and assistance in the evacuation of people.
- Manage SAR operations.
- Provide crowd control.
- Coordinate use of auxiliary and/or special police.
- Maintain contact/liaison with BC Coroner's Office.

6.14 Search and Rescue (SAR)

- Assist the RCMP in ground and inland water search and rescue operations.
- Assist the Fire and Police Departments in evacuations.
- Assist Emergency Health Services personnel in treatment of injured as directed.
- Conduct earthquake SAR.
- Assist RCMP with traffic control.

7. Communications

7.1 General

Effective communications systems, planning and information flow are required at all BCERMS levels.

Standard protocols and terminology will be used for communications. Standard terminology shall be established and used to transmit all information, including situation reports, operational messages and emergency notifications of imminent safety concerns.

Within the EOC, communications methods will include:

- Telephone (land line).
- E-mail.
- Fax.
- Two-way radio (amateur, commercial).
- Radio telephone (cellular, satellite).
- Video-conferencing.

The EOC communications systems must provide reserve capacity for complex situations where effective communications may become critical.

7.2 BC Emergency Communications Plan

Copies of the *BC Emergency Communication Plan* will be kept in the EOC. The EOC's critical communication requirements are to:

- Communicate with each activated Incident Command Post or DOC; and
- Communicate with PEP, PREOC and other EOCs as required.

Provincial and federal agencies in the EOC should provide their own telecommunications link.

7.3 Communications Centre

An EOC Communications Centre will be established at the RDOS EOC to provide reliable modes of communications services. The centre will be located near the Operations Section and will receive direction from the Section Chief.

7.4 Internal EOC Messages

A standard three-part 'round-trip' memorandum form will 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.

7.5 Message Precedence

An extensive amount of radio communications and messages will be handled in the EOC. In order to quickly identify the significance of a particular message it is important for the originator

to apply a level of precedence appropriate for the circumstances. Similar to resource and information requests, the following system of precedence levels should be applied:

- Emergency – Any message having life and death urgency.
- Priority – Important message / request with a specific time limit.
- Routine – Regular message traffic.

7.6 Telephone

It may be possible for the Incident Commander to establish a telephone link to the EOC from the site. While this is desirable it may not be a viable, depending on the nature of the emergency. It is essential that other means of communication, independent of the telephone lines, be established.

The telephone, both terrestrial and wireless, can become a hindrance to an effective EOC if certain usage restrictions are not imposed from the outset. Where possible, incoming operational calls should be routed through an exchange established by the Communications Unit. The use of wireless cellular and satellite phones must be monitored to avoid loss of critical emergency information and avoid 'freelancing'.

7.7 EOC Telephone Directory

Telephone numbers for the EOC Staff and other important external numbers will be published in an EOC Telephone Directory. The Logistics Section is responsible to publish the directory as soon as possible after EOC activation.

The directory should receive limited circulation to those involved in the EOC and response operations, but not to the media or the public.

7.8 Toll-Free Public Information Service

A toll-free telephone number will be provided as a public information service.

The Information Officer will establish the toll-free line and implement guidelines for its use. If a toll-free number cannot be established collect calls should be accepted.

Other than the toll-free public information service, no EOC telephone numbers should be made known to the public.

7.9 Public Broadcasting and Amateur Radio

Considering the geography and demography of the RDOS, commercial radio is likely to be the most common method used to communicate with the public.

Radio stations that service the RDOS are identified in the regional district HRVA. Local response agencies such as the RCMP and fire departments hold contact information for station managers.

Amateur radio can also play a key role during an emergency and in some circumstances may be the only means available for passing information rapidly. A list of amateur radio frequencies

and other resources is in the regional district HRVA and will be available in the EOC.

7.10 Other Public Media

Other commercial communications systems such as television and newspaper may be used as appropriate.

Emergency information can be posted on the RDOS web site and consideration should be given to establishing an emergency-specific web site. Facebook and Twitter and other social networking services may be utilized as additions and alternatives to traditional communications systems.

7.11 Public Information Strategy

A primary EOC objective is the efficient collection, assimilation and dissemination of information from the emergency site to the resource managers and to the public. Without proper communications the effectiveness of the EOC will be seriously jeopardized.

An effective public information strategy is an essential part of managing an emergency. The public will demand information even if the effects of the emergency are limited, which will put an enormous premium on what local officials say publicly and how they say it. Negative public reaction can often be defused by an articulate, calm and confident spokesperson that is able to reassure the public that the response is appropriate and effective.

Experience has shown that there will be a high demand for information, directed to the EOC. The effective integration of information is particularly important as there are likely to be several levels of responders involved. The key is to have designated public information officers and/or spokespersons from the outset, including industry representatives, who cooperate closely with each other. A clear, timely and consistent message is essential.

All organizations involved must ensure that the overarching requirement to deliver information is not unduly delayed by a perceived need to assemble complete information. The public wants to know the situation and should be briefed accordingly. An information officer should be in the EOC at all times to collect and coordinate the information being received, and to ensure that the media and public are briefed regularly and comprehensively.

If media are to be used to communicate information, the following can be used:

- **Holding Statement:** A brief statement that contains basic information while other facts are gathered – generally delivered on camera to TV, or taped or live on radio, in person or by telephone

- **Media Release:** Contains critical and accurate information – delivered by email and/or fax

- **Media Advisory:** Advises media of an event, such as press conference or statement, with date and time, location, parking/directions, anticipated speakers, other logistics – delivered by email and/or fax, with telephone follow-up to key media to ensure attendance

8. Finance and Administration

8.1 General

Provincial guidelines and regulations for financial management in an emergency are contained in the *Emergency Program Act* and its *Compensation and Disaster Financial Assistance Regulation.*

Financial tracking means more than simply being accountable to the local authority taxpayers. It may mean significant dollars in response expenditures are returned to the local government. If multiple local authorities are working together in a coordinated response, each requires separate financial tracking systems for response claims.

Even if the local authority requires resources for which the province will not provide assistance, the local authority is usually expected to keep their Policy Group informed as to costs that the organization may be required to absorb.

8.2 Disaster Financial Assistance

The DFA program is designed to help disaster victims cope with the cost of repairs and recovery from disaster-related property damage. The DFA program is administered by the *Ministry of Public Safety and Solicitor General* through the Provincial Emergency Program under the authority of the *Compensation and Disaster Financial Assistance Regulation, 1995.*

Financial assistance from PEP may be provided to local authorities for specified types of response and recovery costs. The PEP financial guidelines for local governments are contained in *Financial Assistance for Emergency Response and Recovery Costs – A Guide for BC Local Authorities and First Nations, September 2005 (Revised January 2008).* This document may be reviewed at: http://www.pep.gov.bc.ca/dfa_claims/Financial_Assistance_Guide.pdf

a) Local Authority Response Costs

- Response costs are those incurred by a local authority to protect lives, property, animals, and the environment from an active threat of injury or damage. This includes efforts related to evacuation, such as ESS Reception Centre operations, and all functions coordinated through the EOC. Some emergency and temporary repairs of critical infrastructure fall into this category when such actions reduce further damage and loss from the same event.

- Response means all efforts to save lives, reduce suffering, protect property, and other immediate objectives to reduce threats from emergencies. Response may begin before impact if early information warns of an imminent event, and may continue as long as the event is in progress or the imminent threat exists. Examples of response costs include flood fighting and evacuation activities.

- PEP is permitted under the *C & DFA Regulation* to assist a local authority with 100 percent of eligible response costs. For example, a local authority may receive

financial assistance for paid overtime costs of local authority staff while responding to an emergency with the submission of approved time sheets. On the other hand, a local authority will not receive assistance for ineligible costs, such as base salaries or wages for regular staff, or expenditure claims that are not supported by documentation.

b) **Local Authority Recovery Costs**

- Recovery costs are related to repairing or replacing, to pre-disaster condition, local authority facilities or public works that have been damaged by an emergency or disaster.

- Recovery involves efforts to return local authority infrastructure to pre-disaster condition. Local authority recovery applies to the repair or replacement of structures, equipment and materials that are essential to the local authority's functions and operations.

- Under the *C & DFA Regulation*, PEP is allowed to assist local authorities with 80 percent of eligible costs required to repair or restore public facilities and replace materials, including costs associated with Community Recovery, on the amount of an accepted claim that exceeds $1,000 per event. To qualify for such payments, the local authority must follow a defined set of steps in planning and documentation set out in the DFA Guide.

- Local authorities may claim recovery costs incurred to repair and/or restore to pre-disaster condition any public facilities or materials that are essential to local authority functions and operations. A local authority will not receive assistance for recovery costs that are not eligible under the Regulation. For example, PEP will not assist a local authority with stockpiling supplies or with replacing equipment that may have been damaged by incidents other than the event.

- General administrative costs associated with individual recovery projects may qualify for financial assistance for amounts up to 10 percent of eligible costs incurred, as deemed appropriate by PEP.

8.3 First Nations

First Nations in BC qualify for federal assistance for emergency response. The provincial and federal governments have agreed to work together in providing financial assistance to First Nations.

First Nations are required to prepare and submit their own claims for response costs to PEP, even if they participate with a local authority or with the Ministry in response. First Nations are subject to the same eligibility and documentation requirements for disaster financial assistance in BC that apply to local authorities.

Authorization and application procedures for financial compensation will be confirmed and promulgated on an event-specific basis, by PEP and/or CFIA.

8.4 F&A Procedures

The EOC F&A Section should begin operating as soon as possible in an emergency that generates local authority response costs. The F&A Section is responsible for tracking cost information, and ensuring accurate data make their way into daily summaries and event totals, and into subsequent local authority requests for financial assistance. This section should undertake five activities to assist with later claims for response costs:

1) **Confirm PEP Task Number**	The EOC Director has likely obtained the PEP Task Number for the event. Advise all personnel, contractors, service providers, and volunteers that they should track their time and costs, and include the PEP Task Number and date on each document they produce.
2) **Document Rationale for Response Expenditures**	The F&A Section ensures documentation is prepared that verifies several aspects of each cost item: • The cost amount of the item • The date the materials or service was used • Evidence of the purpose of the goods or services Provide clear receipts and invoices, and reference any supporting documentation. The Finance & Administration Section, working with Logistics, records the purpose for each response expenditure at the time of commitment.
3) **Submit Expenditure Authorization Forms**	When required, the F&A Section Chief may check assumptions about response cost eligibility, especially when dealing with large cost items. Prepare and submit an Expenditure Authorization Form (EOC Form 530) to the PREOC to confirm eligibility of response costs. If circumstances later require an increase in the estimate, the F&A Section Chief should prepare an addendum using Form 530 and seek authorization from the PREOC.
4) **Submit Daily Expense Reports**	The F&A Section prepares a daily expense report and submits it to the PREOC, using EOC Form 532. Additional tips include: • Enter each expense item in a daily expenditure spreadsheet. • Make a photocopy of each invoice and relevant paper work and file the invoice. • Send originals to the District financial officer for payment.
5) **Submit Resource Request to the PREOC**	If locally available resources are insufficient for operational needs, the RDOS may request assistance through another local authority or through the PREOC. Some Resource Requests will require the RDOS to initially pay the supplier, although the PREOC may arrange for the resources. For such Resource Requests with financial impacts, RDOS should ensure the proper codes are noted on the Resource Request Form and on all invoices to support a claim for financial assistance. These codes include: • PEP Task Number • Expenditure Authorization Form number, if applicable

8.5 Eligibility of Response Costs

Examples of eligible and ineligible response costs are listed in *Financial Assistance for Emergency Response and Recovery Costs – A Guide for BC Local Authorities and First Nations, September 2005 (Revised January 2008)*, a copy of which is held in the EOC.

9. Recovery

9.1 General

Recovery serves several linked objectives, including:

a) Administer financial compensation for critical losses incurred (as outlined in Section 7);
b) capturing lessons learned during the emergency so that they may be applied to any future emergency response;
c) re-establishing the local livestock industry to pre-emergency levels and capabilities as cost-effectively as possible; and
d) providing community support for those who have suffered severe impacts from the event.

9.2 Recovery Objectives

Recovery objectives may include damage assessment, restoration and reconstruction, economic impact studies and financial assistance.

9.3 Recovery Functions

Community disaster recovery in the RDOS may require a number of functions, depending on the severity of the damage and extent of impact. In a fully developed community recovery organization the following functions are anticipated:

- Policy Group
- Recovery Director
- Recovery Task Force
- Risk Management Officer
- Liaison Officer
- Information Officer
- Client Advisory Branch
- Needs Committee

- Transition Branch
- Service Branch
- Goods Branch
- Funds Branch
- Planning Section
- Logistics Section
- Finance & Administration Section

Not every recovery function or position will be filled in every disaster, or throughout the complete recovery period. The situation at hand will dictate the functions and elements to be activated. As a minimum, an active recovery organization requires only a Recovery Director. Checklists for these functions are included at Annex E.

Note that all staff for these functions need not work directly for the RDOS. In consultation with our partner agencies we have identified opportunities for functions to be filled by service agency staff or, in some cases, community volunteers.

9.4 Recovery Structure

A small recovery team will normally be required to guide the recovery process. The composition of the team will depend on the scale and extent of the emergency. Local authorities should work closely with any provincial recovery team that may be instituted.
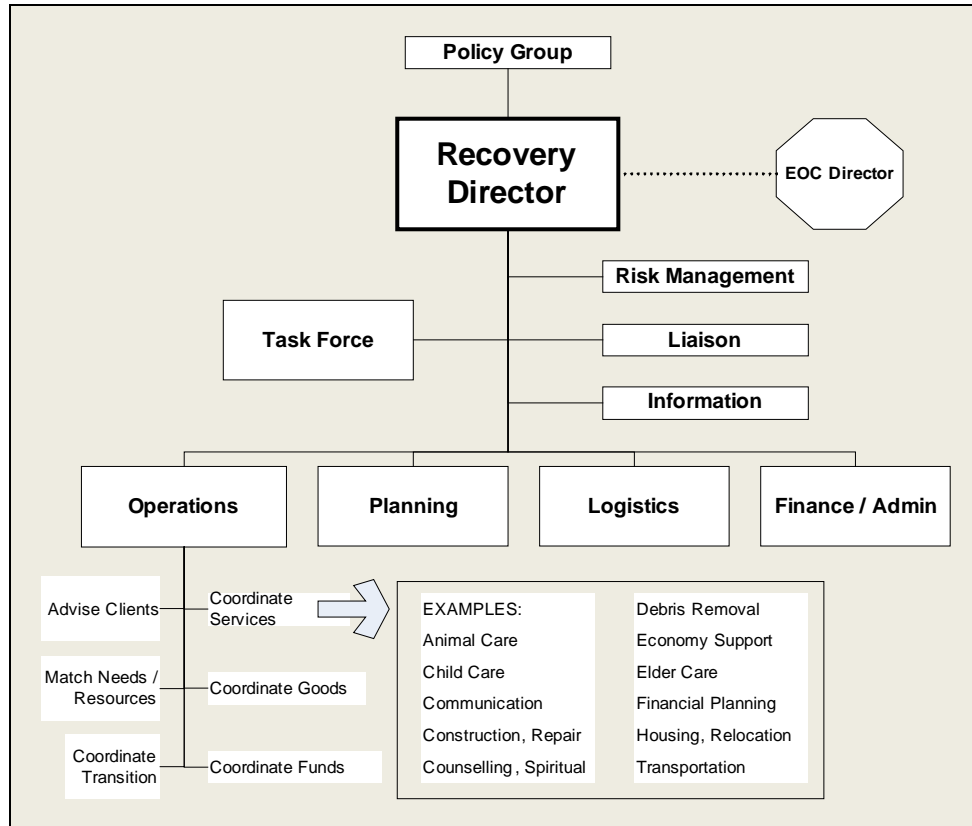
9.5 After-Action Report (AAR)

On the completion of response activities an AAR should be prepared. The primary purpose of the AAR is to document the lessons learned from the experience.

Core questions to be addressed in the AAR include:

a) What went right?
b) What went wrong? and
c) How can we improve?

The intent of this step is not to find fault, but to uncover opportunities for improving plans, procedures, equipment, and personnel training for the RDOS emergency program.

The Emergency Program Coordinator is responsible for ensuring that an AAR is completed and that all documented records are complete and available for internal review.

ANNEXES

A. DECLARING A STATE OF LOCAL EMERGENCY

B. EVACUATION GUIDELINES

C. ASSISTING AGENCIES

D. EOC FUNCTIONAL CHECKLISTS (RESPONSE)

E. EOC FUNCTIONAL CHECKLISTS (RECOVERY)

F. RESOURCE DIRECTORY

G. HAZARD-SPECIFIC PLANS

H. GLOSSARY

ANNEX A
DECLARING A STATE OF LOCAL EMERGENCY

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.

> **FOR COMPLETE INFORMATION ON DECLARING A STATE OF LOCAL EMERGENCY REFER TO THE PEP GUIDELINES AT:**
>
> http://www.pep.bc.ca/community/guidelines_for_declaring_local_state_of_emergency_2006.pdf

Need to Declare 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 the local authority's jurisdiction.

When Declaration Not Required

A declaration is *not* needed:

   a) 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;

   b) to gain liability protection under the Emergency Program Act; or

   c) to access recovery of response costs or to qualify for DFA.

Reasons for Declaring Local Emergency

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

Information to be Included in Declaration

The declaration order contains:

a) the nature of the emergency;
b) the geographic boundaries (preferably with attached map) within which the declaration will apply;

c) the emergency powers to be utilized under the declaration; and

d) the date and time of the declaration.

Declaration Procedures

Step	Activity
1	The local authority drafts the order for a declaration of state of local emergency as well as a delegation document on the direction of the mayor, chair of the board or alternates.
2	The local authority should, if time permits, send a draft of the declaration order with accompanying maps and delegation matrix to the Central Region PREOC, if activated, or directly to PEP for review and discussion/verification.
3	The local authority sends the final copy of the signed declaration order, accompanying maps and delegation matrix to the appropriate PREOC, if activated, or directly to PEP. The PREOC/PEP will ensure that the Solicitor General is informed as required by legislation.
4	The local authority immediately causes the details of the declaration order to be communicated to the affected residents using any method that it considers most likely to reach all residents.

Appendices:

1. **Declaration of State of Local Emergency Order**
2. **Delegation of Emergency Powers Matrix**
3. **Emergency Declaration Process**

Appendix 1

Declaration of State of Local Emergency
ORDER

WHEREAS_____ in _____
                          type of hazard   *name of local authority*

AND WHEREAS _____

_____

_____
                          explanation of ongoing or imminent threat to life or property

AND WHEREAS this _____emergency requires prompt
                             type of hazard
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 in

_____ due to
                      specific geographic boundaries of designated area

_____ and
                short hazard description

_____;
                      short consequence statement

IT IS FURTHER ORDERED THAT the _____, its employees,
                                    name of local authority
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 within the declaration. Provide for the restoration of essential facilities and the distribution of essential supplies and provide, maintain and coordinate emergency medical, welfare and other essential services in the area designated within the declaration.

❑ Cause the evacuation of persons and the removal of livestock, animals and personal property from any area designated within the declaration that is or may be affected by an emergency of 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 council 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 council 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 council to be necessary or appropriate to prevent, respond to, or alleviate the effects of an emergency or disaster.

❑ Procure, fix prices for or ration food, clothing, fuel, equipment, medical supplies or other essential supplies and the use of any property, services, resources or equipment within any part of the area (designated within the declaration) for the duration of the State of Local Emergency.

ORDERED by the _____ this _____at_____ to
head of local authority   *date*   *time*

remain in force for seven days until _____at _____ unless cancelled by
date   *time*

order of _____ or the Solicitor General.
name of local authority

_____

(Head of Local Authority)

Delegation of Powers Matrix					
Under Section 13 of the Emergency Program Act, the RDOS council as local authority may delegate of the following powers after declaring a state of local emergency:					
[check ✔ to delegate specific powers]					
Delegated Powers	**EOC Director**	--------	--------	--------	--------
1. Acquire or use any land or personal property considered necessary to prevent, respond to, or alleviate the effects of an emergency or disaster.					
2. 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.					
3. Control or prohibit travel to or from any area designated within the declaration.					
4. Provide for the restoration of essential facilities and the distribution of essential supplies and provide, maintain and coordinate emergency medical, welfare and other essential services in the area designated within the declaration.					
5. Cause the evacuation of persons and the removal of livestock, animals and personal property from any area designated within the declaration that is or may be affected by an emergency of a disaster and make arrangements for the adequate care and protection of those persons, livestock, animals and personal property.					
6. 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 council to be necessary to prevent, respond to, or alleviate the effects of an emergency or disaster.					
7. Cause the demolition or removal of any trees, structures or crops if the demolition or removal is considered by the council to be necessary or appropriate in order to prevent, respond to or alleviate the effects of an emergency or disaster.					
8. Construct works considered by the council to be necessary or appropriate to prevent, respond to, or alleviate the effects of an emergency or disaster.					
9. Procure, fix prices for or ration food, clothing, fuel, equipment, medical supplies or other essential supplies and the use of any property, services, resources or equipment within any part of the area (designated within the declaration) 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.

Appendix 3

Local Authority

EMERGENCY DECLARATION PROCESS - Emergency Program Act
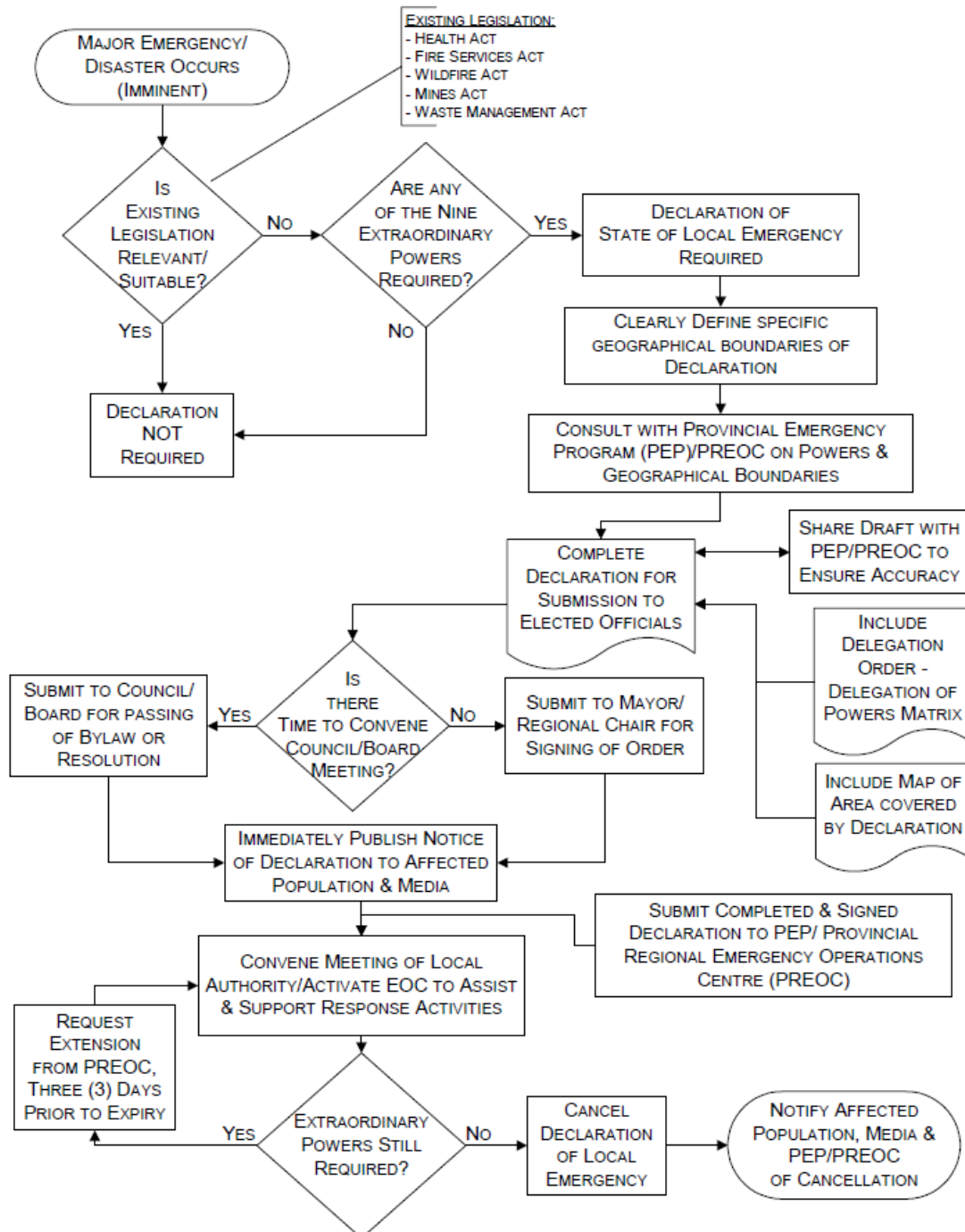
ANNEX B
EVACUATION GUIDELINES

General

Evacuation is the process of removing persons from an area of imminent or actual threat to an area of safety. Depending on the nature and scope of the event, evacuations may be limited to a single building or group of buildings, or affect a large area such as a whole community. Successful and detailed planning is the key to effectively executed evacuations when an event occurs that requires these actions.

Evacuation Planning

Comprehensive Operational Guidelines for evacuation in BC and a process for developing an evacuation plan are available online at:

http://www.pep.bc.ca/management/Evacuation_Operational_Guidelines.pdf

Three-stage Evacuation Process

BC has a common policy and format for ordering an evacuation for local jurisdictions. These operational guidelines outline the "Three Stage Evacuation Process" approved by the provincial Interagency Emergency Preparedness Council (IEPC) and are available online at:

Stage 1 - Evacuation Alert

The purpose of the Evacuation Alert is to inform the population at threat of a potential or impending danger. An Evacuation Alert may allow for the affected population to begin an orderly preparation to leave the affected area while informing them of the hazard as well as identify hazard/emergency zone, evacuation route(s) and Reception Centres. Evacuation alerts **do not** require a declaration of a state of local emergency.

At this point, the movement of at-risk populations, transient populations and in some cases, school populations should become a consideration and potentially a priority.

Depending on the hazard the reality of the situation may require immediate action with very short or no notice. **In some instances an Evacuation Order is immediate and no evacuation alert is given.**

Appendix 1 provides an Evacuation Alert template.

Stage 2 - Evacuation Order

The order to evacuate all or part of an area should only be given after careful consideration of all the factors involved, and with life safety being paramount.

The hazard and situation is the primary indicator when making the decision to evacuate. 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 anticipated impact or threat. Ordering an evacuation too far in advance in

cases when the hazard recedes can expose the evacuees to unnecessary risk. Waiting too long to make the decision may force the community to evacuate under high risk conditions.

Under a formal written Evacuation Order the impacted population is ordered to evacuate the area specified **immediately**. It is an Order and as such does not allow for any discretionary action on the part of the population at risk. 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 with no allowance for discretion clearly indicating immediate evacuation. It should be stated that while the evacuation order is in effect, the area in question will have controlled access.

Appendix 2 provides an Evacuation Order template.

A declaration of a state of local emergency must be declared for an **evacuation order** to be valid. Boundaries of the declaration of a state of local emergency **must cover all areas under evacuation.** Declarations of emergency automatically expire after seven days. If it is required to leave the evacuation order in place beyond the seven days, local authorities should ensure that the local declaration is extended.

Stage 3 - Evacuation Rescind

When the emergency which necessitated the evacuation is under control and the hazard/emergency zone is declared safe, a Rescind of the Evacuation Order is issued. In many situations the population should be advised that although they are being allowed to return to their homes, the risk may reoccur and the potential for the reinstatement of the Evacuation Order remains. Should a second evacuation of the same area be required, the process recommences from Stage 1 or 2 depending on the situation.

In cases where an Evacuation Alert continues to exist some local authorities combine the Evacuation Alert with the rescind notice.

If it is determined that a rescind is appropriate for a **portion** the evacuation area, it is recommended that the entire original Evacuation Order be rescinded and a new evacuation order be issued with the new boundaries. All Evacuation Orders require a formal Rescind.

Annex E provides an Evacuation Rescind template.

RDOS Reception Centres

Reception centres available within RDOS during an evacuation are listed below.

ESS Team	Primary Reception Centre Location	Secondary Reception Centre Location
Kaleden	Kaleden Community Hall 320 Lakehill Road	Kaleden Elementary School 152 Linden Ave.
Keremeos	Similkameen Secondary School 115-9th Street	Similkameen Recreation Centre 311- 9th Street

Naramata	Old Age Pensioners Hall (OAP) Hall 310 Ritchie Avenue	Naramata Church Hall 3740 3rd Street
Oliver	Oliver Community Centre 36003 79th Street	N/A
Okanagan Falls	Okanagan Falls Community Centre 1141 Cedar Street	Okanagan Falls Community Church 1356 McLean Creek Rd.
Osoyoos	Senora Community Center 8505 68th Ave	N/A
Penticton	Penticton Community Centre 325 Power Street	N/A
Princeton	Elks Hall 142 3rd St	Riverside Wellness Center 148 Old Hedley Road
Summerland	Harold Simpson Youth Centre 9111 Peach Orchard Rd.	Summerland Recreation Centre 8820Jubilee Rd. East
Tulameen	Tulameen Community Center 2595 Otter Ave	Riverside School

Effect on Local Population

The RDOS recognizes that evacuations may impose hardships on members of the local population, particularly businesses on which the area's economy depends. The RDOS will make every effort to balance the rights of individuals to protect their property and financial values with the community desire to prevent personal injury. Therefore:

- Evacuation will only be ordered when and where lives are threatened and where evacuation could potentially prevent injury and death;
- Community members will be alerted about a potential evacuation as early as possible and advised on appropriate preparations;
- Arrangements will be made for the early return of persons needed to operate essential services or vital businesses in the community; and
- Evacuees will be permitted to return to their homes and businesses as soon as possible, considering all of the hazards.

Domestic Animals

Evacuation and care of domestic animals is an increasingly important issue for emergency managers and the public. Providing options for domestic animal care during emergencies is one way to prevent homeowners from remaining in evacuation zones because they refuse to leave pets behind. It is the decision of the local authority emergency program if the community would like to incorporate domestic animal care into emergency planning and response.

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

- Communication to owners that the ultimate responsibility to find alternative lodging for domestic animals lies with the animal owner.
- Emergency management organizations and animal care agencies should work together in order to coordinate the expertise and resources of both emergency managers and animal care providers.
- Domestic animals need to be housed in a facility separate from Group Lodging facilities due to potential allergies from exposure.
- Protocols for rescue workers who encounter animals are also helpful.
- Local authorities should become familiar with public health considerations and liability.
- Food and medical care for domestic animals.
- Clear guidelines should be communicated to owners, for example, how much food to bring, if kennel cases are required etc.
- Care of individuals always takes priority over the care of domestic animals.
- In most cases Emergency Social Services coordinates pet services with assistance from local animal shelters and non-profit organizations. An Operational Guideline for Pet Services is currently under review by the Provincial Emergency Program.

Livestock Relocation

Livestock are an important source of livelihood in the RDOS. During emergencies the primary responsibility for animal protection lies with the individual producers and livestock owners.

Under the *Emergency Program Act* local authorities have the legal authority to order livestock relocation under a declaration of a state of local emergency. Costs for the relocation of livestock in agricultural areas and for support provided to livestock producers are eligible response costs under the Financial Assistance for Emergency Response and Recovery – A Guide for BC Local Authorities and First Nations and do not require a local declaration. Due to the risks to livestock, high level of logistics and time required to relocate livestock, this process is ideally initiated as soon as a potential threat is identified as imminent.

The MAL provides support and may help develop procedures for animal relocation. During response a representative of the MAL will be located in the PREOC or, if required, the ministry will open a Ministry Regional Operations Centre to help support relocation activities.

Steps in Evacuation

This process shown below follows a step-by-step format for evacuation. Although these steps and information are presented in a logical flow, the situation will dictate the activities and order of implementation.

```
                              ┌──────────────────────┐
                              │ 1 – Understand Threat │
                              └──────────────────────┘
                                         │
                              ┌──────────────────────┐
                              │ 2 – Determine Risk    │
                              │     Areas             │
                              └──────────────────────┘
                                         │
                                      ╱  3  ╲         NO    ┌──────────────────────┐
  I.  Decide               ◄     Safer to      ►──────────►│ 4 – Announce Alert    │
                               ╲  Evacuate  ╱              └──────────────────────┘
                                  ╲    ?  ╱                ┌──────────────────────┐
                                     │YES                  │ 5 – Shelter in Place  │
                                                           └──────────────────────┘
                              ┌──────────────────────┐
  II.  Plan                  │ 6 – Authorize Evacuation │
                              └──────────────────────┘
```

I. Decide

II. Plan

| 7 – Assess Population to be Evacuated | 8 – Identify Routes | 9 – Activate Reception Centres |

III. Implement

- 10 – Announce Order and Instruct
- 11 – Deploy Response Personnel
- 12 – Control Traffic
- 13 – Transport Needy
- 14 – Monitor Evacuation
- 15 – Establish Security

IV. Return

- 16 – Issue All Clear
- 17 – Facilitate Re-Entry

Alternatives to Evacuation

Alternatives to evacuation, such as *Shelter-in-Place* are also available and will be at the discretion of the Policy Group in consultation with the EOC Director.

Appendices:

1. **Evacuation Alert Template**
2. **Evacuation Order Template**
3. **Evacuation Rescind Template**

EVACUATION ALERT

An Evacuation Alert has been issued by *(local authority)* at the Emergency Operations Centre (EOC).

(Briefly describe event and potential risk). Because of the potential danger to life and health, the *(local authority)* has issued an Evacuation Alert for the following areas:

(Geographic description including boundaries and properties potentially impacted.)

An Evacuation Alert has been issued to prepare you to evacuate your premises or property should it be found necessary.

Residents will be given as much advance notice as possible prior to evacuation; however you may receive limited notice due to changing conditions.

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

WHAT YOU SHOULD DO WHEN AN ALERT IS IN EFFECT

Upon notification of an **ALERT**, you should be prepared for the evacuation order by:

- Locating all family members or co-workers and designate a Reception Centre outside the evacuation area, should an evacuation be called while separated.
- Gathering essential items such as medications, eyeglasses, 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.
- Preparing to move any disabled persons and/or children.
- Moving pets and livestock to a safe area.
- Arranging to transport your household members or co-workers in the event of an evacuation order. If you need transportation assistance from the area please call *(contact number).*
- Arranging accommodation for your family if possible. In the event of an evacuation, Reception Centres will be opened if required.
- Monitoring news sources for information on evacuation orders and locations of Reception Centres.
- Further information will be issued at *(insert time or meeting location)* or should the situation change *(or visit local authority website at ………………..).*

For more information contact: *(Local Authority Contact - Potentially Call Centre).*

(Signature of Board/Chair or Designate, Mayor or Designate).
(Name of Local Authority) .

EVACUATION ORDER ISSUED

_____
(DATE AND TIME)

Pursuant to _(cite legal authority)_ an Evacuation Order has been issued by _(local authority)_ due to immediate danger to **life safety** due to _(briefly describe event)_ **.**

Members of the _(local police department and other applicable agencies)_ will be expediting this action.

The Evacuation Order is in effect for the following areas:

(_Geographic description including boundaries and properties impacted_).
(_Include map of evacuation area and evacuation route_).

WHAT YOU SHOULD DO:

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

------ YOU MUST LEAVE THE AREA IMMEDIATELY -----

For more information contact: _(Local Authority Contact- Potentially Call Centre)._

_____
(Signature of Board/Chair or Designate, Mayor or Designate)

_____
(Name of Local Authority) .

EVACUATION RESCIND

_____
(DATE AND TIME)

The Evacuation Order, pursuant to   *(cite authority and legislation)*   issued *(date and time)*
to the area(s)   *(geographic locations(s))*   is rescinded. *(indicate if Evacuation Alert is in place).*

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

For more information contact:

(Local Authority Contact – Potentially Call Centre).
(Signature of Board/Chair or Designate, Mayor or Designate).
(Name of Local Authority).

ANNEX C
ASSISTING AGENCIES

Agencies that play key roles in the response may have representatives at the EOC. If an agency supports several functions and has only one representative at the EOC, the agency representative should be located in the liaison area. If an agency is supporting one function only, its representative may be located with that functional element.

It may not be feasible for some agencies that have a region-wide response role to provide representatives to all EOCs. Such agencies will likely be represented at the operational area level, most often through the PREOC.

Coordination with agencies that do not have representatives at the EOC may be accomplished through telecommunications, liaison with community organizations that represent several agencies, or involvement of agencies in special multi-agency groups on specific issues.

Provincial Agencies (Requests for provincial assistance should always be made through the PREOC/PECC).	
Ministry of Environment	**Environmental Protection Division** The Environmental Protection Division (EPD) works to protect human and environmental health. Its main goals are to: • Protect and enhance the quality of British Columbia's water, land and air in a way that contributes to economic development; • Establish the foundation for human and environmental health (via ambient quality standards, policies, etc.) using a science based and risk based approach; • Establish legislation, regulations, policies, best management practices, and stewardship agreements for those who use the environment and to ensure environmental objectives are met; • Monitor and report on the quality of water, land and air. **Responsibilities** • Regulate discharges and emissions through a permitting system. • Monitor and report on water, land and air quality, including regulatory compliance. • Communicate expectations, standards and goals relating to pollution to government agencies, industry, individuals and communities. • Ensure environmental protection standards are met. • Provide government leadership on climate change. • Work in partnership with the provincial emergency program to prevent and respond to environmental emergencies.
Ministry of Forests and Range	**Forest Protection Branch** **Responsibilities** • Provide Ministry of Forests personnel, equipment, supplies and telecommunications equipment to assist in non-forestry response operations: • Provide electronic communications support in remote areas • Provide field supplies and remote camps • Provide photometric mapping and remote satellite services • Provide resource management / tracking services

	• Assist in providing food services and accommodation for field personnel. The Forest Service Protection Program's mandate is to protect the province's forest and range resource from an average of 2,500 wildfires each year. Although the Protection Program is mandated to protect forests and rangelands, it gives high priority to fires that threaten people and property (known as an interface area). When homes or lives are threatened, or local governments request help, the Protection Program efficiently responds with air tankers, helicopters, equipment, and fire control staff.
Ministry of Health Services	**British Columbia Ambulance Service (BCAS)** The BCAS is Canada's only provincially operated ambulance service, and provides emergency pre hospital treatment and transportation by ambulance to the public and visitors to B.C. BCAS provides all public ambulance service in BC. The commission is mandated to oversee the broad responsibility of overall emergency medical service provision, regulation and direction in the province. **Role** To provide ambulances, personnel, communications and management expertise in order to assess, provide initial treatment, stabilize, transport and deliver patients with medical needs to appropriate medical centres. **Responsibilities** • Triage, treatment and transportation of casualties from a multi casualty incident or disaster. • Establish an *Emergency Medical Coordinator* to control the medical response at the emergency or disaster site. • Ascertaining the ability of hospitals to accept casualties. • Advising hospitals of the numbers and types of casualties they may expect. • Provide a representative to the applicable EOC when requested. • Directing the transfer of casualties to hospitals. • Contact BC Transit to utilize buses for large scale medical evacuation. • Activation of regional and national emergency medical stock pile. • Control activation of St. John Ambulance.
Ministry of Public Safety and Solicitor General	Coordinates emergency response by provincial agencies through PEP or police agencies: **PEP** PEP is responsible for coordinating the response of the provincial government to emergencies occurring within BC. **Responsibilities** • Coordinates all requests for provincial or federal emergency assistance through establishment of a Provincial Regional Emergency Operations Centre (PREOC). • Makes the appropriate request to the provincial ministries and agencies for

assistance if the local authority's resources are not adequate for an effective response to the emergency.
- Arrange for WorkSafeBC coverage to registered emergency workers.
- Recommend to the Provincial Government that a Provincial State of Emergency be declared.
- Provide and maintain a Provincial Public Information Program during all phases of a disaster.

Police Services

Responsibilities

Through the Police force having jurisdiction:
- Prepare, promulgate and implement regulations relating to law enforcement and internal security during emergencies.
- Advise 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 for missing persons (land and inland waters).
- Provide Coroner's services including the operations of temporary morgues, identification of the dead and registration of death.
- If required, assume jurisdiction and control over all Police forces in the province when a provincial state of emergency has been declared under the Emergency Program Act.

Emergency Social Services

Emergency Social Services (ESS) provides short term assistance to residents who are forced to leave their homes because of fire, floods, earthquakes or other emergencies. This assistance includes shelter, food, clothing, emotional support and reuniting families.

At the heart of ESS disaster response are over 5,000 volunteers across the province, who, as members of local ESS teams, plan and deliver essential services to those who need help. ESS teams are lead by team directors who are appointed by local governments. Buildings are designated to serve as emergency reception centres and when an emergency strikes, the centre is opened and staffed by volunteers who provide for the immediate needs of evacuees.

Responsibilities

- Advise on costs of services provided to people affected by disasters, covered by the Ministry of Public Safety and Solicitor General through the provincial Disaster Financial Assistance program.

The ministry has formed partnerships with non government organizations and other ministries to provide additional resources to communities which may be overwhelmed by a major disaster.

BC Coroner's Service

In the event of an emergency involving fatalities, the BC Coroner's Service will provide personnel to attend the scene and assume responsibility for the removal

	of human remains. **Responsibilities** - Tag bodies and fragment remains. - Stake location where body is removed. - Provide body bag or disaster pouch. - Provide transportation of remains to designated loading area, then to hospital morgue or temporary morgue. - Record and secure personal property of the deceased. - Coordinate forensic pathology to determine cause and manner of death. - Coordinate odontology service to determine identification through dental comparison. - Complete Coroners Medical Certificate of Death. - Obviously deceased persons should not be removed until the Coroner attending the scene has authorized.
Ministry of Transportation and Infrastructure	Ministry to direct and coordinate provincial flood-fighting operations in the case of major floods: - Coordinate and arrange for transportation, engineering and construction resources. - Provide and coordinate heavy equipment and services. - Provide road condition reports. - Clear and repair provincial roadways.

Federal Agencies Requests for federal assistance should always be made through the PREOC.	
DND/CF	The CF plays an active role in the response and recovery efforts of major disaster situations both nationally and internationally. Response and recovery operations may be carried out through deployment of the *Disaster Assistance Response Team* (DART) a unique organization designed to deploy to crisis situations anywhere in the world. All requests for military assistance <u>must</u> be made through the appropriate PREOC or the PECC.
Environment Canada	Environment Canada's Environmental Emergencies Program is delivered centrally through the Environmental Emergencies Division located in Gatineau, Quebec, and five regional offices located in Halifax, Montréal, Toronto, Edmonton and Vancouver. An Emergencies Science and Technology Section is located in Ottawa. The Program's mission is to reduce the frequency, severity and consequences of environmental emergencies involving the unplanned, uncontrolled or accidental release of hazardous substances. In delivering its responsibilities, the Program works in close partnership with other federal government departments, other levels of government, the private sector

and international organizations.

Environment Canada is responsible for the National Environmental Emergencies Contingency Plan, which is available online at:

http://www.ec.gc.ca/ee-ue/default.asp?lang=en&n=8771D011

Volunteer Agencies	
Canadian Red Cross	Canadian Red Cross helps people affected by emergencies and disasters situations ranging from a house fire to a flood that disrupts an entire region of the country. Following a disaster, Red Cross works with governments and other humanitarian organizations to provide for people's basic needs food, clothing, shelter, first aid, emotional support and family reunification. The specific services offered will be based on the community's needs and the role that Red Cross has in the local disaster response plan During an emergency, the Red Cross may work with ESS teams at Reception Centres to ensure Registration and Inquiry is provided accurately and safely by: • Registering evacuees while ensuring their confidentiality, and taking inquiries from family and friends seeking to know the location of evacuees. • Assisting to re unite family members. • Establishing a system to answer inquiries from outside the emergency area. Upon request, the Red Cross may: • Assist to provide temporary lodging for evacuees. • Assist to provide emergency supplies such as clothing and blankets. • Assist to provide individual and family assistance. **Red Cross Personal Disaster Assistance (PDA)** The Red Cross provides recruitment and training for Personal Disaster Assistance (PDA) Volunteers. PDA volunteers assist one or two families who have been forced from their home due to a small scale emergency (e.g. fire, flood) and who have no other immediate means of meeting their basic needs. A PEP Task Number must be obtained from PEP before PDA volunteers can provide assistance.
Salvation Army	The Salvation Army is recognized as one of the world's most trusted social service agencies. **Role** • Coordinate the delivery of personal services to communities requiring such assistance during a locally declared disaster. • At the request of the Director of Emergency Social Services, the Salvation Army may provide personal services, emergency clothing, and blankets to

	evacuees at Reception Centres. • The Salvation Army Beacon Bus may provide food, beverages, blankets, and moral support to both disaster victims and emergency response crews. • The Salvation Army may also assist with the registration of evacuees. This agency forms part of Emergency Social Services response.
St. John Ambulance	St. John Ambulance may voluntarily take an active role during a disaster or major emergency. Each of the eleven provincial and territorial Councils have developed disaster response plans in conjunction with local, regional and provincial emergency services. The type of services provided by St. John Ambulance during an emergency or natural disaster vary. Services may include first aid in evacuation centres, first aid posts at reception centres, casualty care, casualty evacuation, elderly and child care. The agency forms part of Emergency Social Services or BC Ambulance Service response.

ANNEX D
EOC FUNCTIONAL CHECKLISTS (RESPONSE)

The following checklists are included in this Annex:

Generic	Generic Checklist (Applies to all Functions)
Policy	Policy Group
Command	EOC Director Deputy EOC Director
Management Staff	Liaison Officer Risk Management Officer Information Officer
Operations	Operations Section Chief Fire Branch Coordinator Police Branch Coordinator Ambulance Branch Coordinator Health Branch Coordinator ESS Branch Coordinator Environmental Branch Coordinator Engineering Branch Coordinator Utilities Branch Coordinator
Planning	Planning Section Chief Situation Unit Controller Documentation Unit Controller Advanced Planning Unit Controller Demobilization Unit Controller Recovery Unit Controller Technical Specialist Unit Controller
Logistics	Logistics Section Chief Information Technology Branch Coordinator EOC Support Branch Coordinator Supply Branch Coordinator Personnel Branch Coordinator Transportation Branch Coordinator
Finance / Administration	Finance / Administration Section Chief Time Unit Coordinator Procurement Unit Coordinator Compensation and Claims Unit Coordinator Cost Accounting Unit Coordinator

Generic EOC Checklist (Applies to all Functions)	
Activation Phase	❑ Check in with the Personnel Unit upon arrival at the EOC. ❑ Obtain an identification card and vest, if available. ❑ Complete EOC Check-In List and PEP Task Registration Form. ❑ If you are a representative from an outside (non-jurisdictional) agency register with the Liaison Officer. ❑ Report to EOC Director, Section Chief, or other assigned supervisor, to obtain current situation status and specific job responsibilities expected of you. ❑ Set up your workstation and review your *Position Checklist*, forms and flowcharts. ❑ 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, fax, stationary, plan copies, and other reference documents. ❑ Participate in any facility / safety orientations as required.
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 and paperwork should be submitted through your supervisor to the Planning Section (Documentation Unit), as appropriate, prior to your departure. ❑ If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation. ❑ Clean up your work area before you leave. Return any communications equipment or other materials specifically issued for your use. ❑ Leave a forwarding phone number where you can be reached. ❑ Follow EOC checkout procedures. Return to Personnel Unit (in Logistics) to sign out. ❑ Be prepared to provide input to the After Action Report. ❑ Upon request, participate in formal post-operational debriefs. ❑ Access critical incident stress debriefings, as needed.

Policy Group

Responsibilities:	1. Provides overall emergency policy and direction to the EOC Director. 2. Sets expenditure limits. 3. Formally requests outside support / resources (e.g., provincial and federal support). 4. Authorizes declaration and termination of "State of Local Emergency". 5. Provides direction for emergency public information activities. 6. Acts as a spokespersons for the jurisdiction.
Checklist	**1. General** ❑ Maintain situational awareness by reviewing EOC Situation Reports. ❑ Provide policy guidance to the EOC Director. ❑ Examine the need for new policies required to support response and recovery operations. ❑ Consult with EOC Director and/or Legal Advisors regarding any potential legal issues and recommended courses of action. ❑ Consult with EOC Director to determine appropriate expenditure limits. ❑ Consult with EOC Director to determine the need for extraordinary resources and/or outside assistance. ❑ Request provincial or federal support as required. ❑ Consult with EOC Director to determine need for a declaration or termination of a "State of Local Emergency". ❑ Act as spokespersons for the local jurisdiction as required. ❑ Participate in media briefings as required, particularly national media. **2. Post-Operations** ❑ Identify termination of the emergency response and have EOC commence recovery. ❑ Ensure all policy papers are forwarded to the Documentation Unit. ❑ Provide input to the AAR. ❑ Monitor post-operational debriefs. ❑ Recognize EOC staff members and response personnel for their efforts.

EOC Director	
Reports To:	Policy Group
Checklist:	**1. General** ❑ <u>Gather Information</u> – Collect information relevant to the emergency situation at hand from a range of sources, in coordination with the Planning Section, if activated. ❑ <u>Assess Situation</u> – Continuously assess the magnitude and severity of current situation and potential for future threat, considering: • Risks to life, health, environment, and local economy in the community • Availability of first responders and other human resources • Assistance available by external agencies ❑ <u>Assess Needs</u> – Perform a rapid needs assessment based on information at hand. ❑ <u>Select EOC Activation</u> – Determine the initial EOC level of activation and operational period. Mobilize appropriate personnel for the initial activation of the EOC. Refer to "EOC Activation Guide." ❑ <u>Mobilize EOC Personnel</u> – Mobilize appropriate personnel for the initial activation of the EOC. ❑ <u>Establish Communications</u> – Establish communications for regular contact with Incident Commanders. ❑ <u>Support Incident Commanders</u> – Liaise with Incident Commander(s) to determine the demands of the emergency. Provide support to Incident Commanders and agencies, and ensure that all actions are coordinated within the established priorities. ❑ <u>Approve Resource Requests</u> – Approve requests for additional resources, including RDOS and other first responders, RDOS staff, and local volunteers. Ensure resources are being tracked in the Planning Section. ❑ <u>Release Resources</u> – Coordinate with Incident Commander(s) to release resources from the site, when appropriate. ❑ <u>Anticipate Site Needs</u> – Consult Planning Section Chief on incident status and resources assigned. ❑ <u>Develop Support Strategies</u> – Consult EOC Management Staff and Section Chiefs regarding appropriate actions. Set priorities and response objectives for affected areas. ❑ <u>Hold Action Planning Meetings</u> – Call at least one Action Planning Meeting in each operational period, and whenever the situation or EOC staff changes significantly. ❑ <u>Prepare EOC Action Plans</u> – As Action Plans are completed by the Planning Section, review, approve and authorize implementation. Assign any delegated powers allowed under a declaration of State of Local Emergency as required. **2. Manage the EOC Group** ❑ <u>Manage EOC Functions</u> – Determine which EOC functions are needed, matching the needs of the incident. ❑ <u>Staff the EOC</u> – Appoint EOC members to appropriate functions. Identify replacements for EOC members for extended operations and ensure there

	are enough personnel to rotate staff
	❑ <u>Set Operational Periods</u> – Designate the operational periods according to the situation and display in a prominent location.
	❑ <u>Facilitate Staff Wellness</u> – Monitor EOC personnel to ensure they attend to their personal needs for food, water, sleep and take regular breaks.
	❑ <u>Monitor Effectiveness</u> – Continuously monitor the EOC organizational effectiveness.
	3. Brief Others
	❑ <u>Brief EOC Staff</u> – Hold regular briefings of all EOC staff to keep them informed on status of operations.
	❑ <u>Brief Policy Group</u> – Keep the Policy Group informed on the incident status, priorities and objectives. Alert them to any policy issues that may arise.
	❑ <u>Inform Adjacent Jurisdictions and PREOC</u>. Establish and maintain contact with adjacent jurisdictions and the PREOC, if one has been established.

Deputy EOC Director	
Reports To:	EOC Director
Checklist:	**1. General** ❑ <u>Assist with EOC Setup</u> – Supervise the set-up of the EOC facilities for the most effective and efficient operations. Ensure that appropriate equipment and supplies are in place. ❑ <u>Assist with EOC Shift Planning</u> – Facilitate shift change and operational decisions with the EOC Director. Coordinate additional EOC staffing needs with Logistics Section, Personnel Unit Coordinator. ❑ <u>Support Administrative Needs</u> – Ensure EOC management staff has sufficient Administrative support, including assigning a recorder assigned to the EOC Director from the Documentation Unit. ❑ <u>Monitor EOC Staff Efficiency</u> – Monitor the health and welfare of EOC staff. Mediate and resolve any personnel conflicts. ❑ <u>Communicate Objectives</u> – Assist EOC Director in communicating priorities, objectives and decisions to all EOC staff and agency representatives. ❑ <u>Identify Issues</u> – Report significant events and any issues of concern to the EOC Director, and advise of your activities on a regular basis. ❑ <u>Fill Role of EOC Director</u> – Assume the role of the EOC Director in his/her absence. ❑ <u>Assist with Planning Meetings</u> – Assist EOC Planning Section Chief with preparations for EOC Action Planning meetings. ❑ <u>Attend Meetings</u> – Participate in EOC Action Planning and Management Team meetings. **2. Post-Operations** ❑ <u>Hold Exit Interviews</u> – Conduct exit interviews with all key EOC members, recording their observations and recommendations for improving EOC operations. ❑ <u>Provide Stress Counselling</u> – Arrange for and facilitate critical incident stress debriefs for EOC staff, as required.

Liaison Officer	
Reports To:	EOC Director / Deputy Director
Checklist:	**1. General** ❑ Develop Priorities – Assist the EOC Director and Management Team in developing overall EOC priorities as well as priorities for the initial Action Plan. ❑ Provide Information – Provide external information to the Planning Section to assist in the development, continuous updating and implementation of EOC Action Plans. Ensure that operational priorities and objectives identified in EOC Action Plans are communicated to external non-represented agencies. ❑ Notify Non-Represented Agencies – Ensure that all notifications are made to agencies not represented in the EOC. ❑ Establish Communications – Ensure that communications with appropriate external non-represented agencies (such as: Utilities, Transportation, Volunteer Organizations, Private Sector, etc.) are established and maintained. ❑ Assist with Briefings – Assist EOC Director in preparing for and conducting briefings with EOC Management Team members, elected officials, the media, and the general public. ❑ Facilitate SITREPs – Facilitate completion of situation reports with external non-represented agencies and forward to the Planning Section. Forward approved EOC Situation Reports to non-represented agencies as requested. ❑ Facilitate Coordination – Assist the EOC Director in establishing and maintaining an Inter-agency Coordination Group comprised of outside agency representatives and executives not assigned to specific sections within the EOC, as required. ❑ Conduct EOC Tours – In consultation with the Information Officer, conduct tours of EOC facility as requested. ❑ Facilitate Shift Changes – Provide assistance with shift change activity as required. **2. Post-Operations** ❑ Provide Notification – Notify external non-represented agencies in the EOC of the planned demobilization, as appropriate. ❑ Facilitate Deactivation – Assist with the deactivation of the EOC at the designated time, as appropriate. ❑ Assist with Recovery – Assist the EOC Director with recovery operations and assist with preparation of the After Action Report.

Risk Management Officer

Reports To:	EOC Director / Deputy Director
Checklist:	**1. General** ❑ Evaluate Damage and Potential Losses – Work with the Planning Section to collect damage and financial loss information. ❑ Evaluate Liability Exposure – Evaluate situations and advise the EOC Director of any conditions and actions that might result in liability exposure for the municipality, such as improper response or evacuation procedures. ❑ Promote Loss Prevention – Advise on actions to reduce loss and suffering and, where appropriate, proactively support response and recovery objectives. ❑ Identify Claimants – Identify potential claimants against RDOS and the issues of their concerns. ❑ Collect Evidence – Gather and organize evidence that may assist EOC organizations in managing legal claims. ❑ Interview Witnesses – Conduct interviews and take statements as and when required. ❑ Assist Public Information – Assist the EOC Director in reviewing press releases, public alerts/warnings and public information materials. ❑ Organize Records – Organize and prepare records for final audit. **2. EOC Safety and Security** ❑ Identify EOC Hazards – Review any hazardous conditions of the facility with the EOC Logistics Section. ❑ Acquire Safety Equipment – Assist EOC Logistics Section Chief in obtaining any special safety equipment for the EOC. ❑ Advise EOC Personnel – Provide guidance to EOC staff regarding actions to protect themselves from the emergency event, such as aftershocks. ❑ Support Claim Investigations – Work with the EOC Finance / Administration Section on any EOC personnel injury claims or records. ❑ Advise on EOC Setup – Provide advice on layout and organization of the EOC, ensuring that safety regulations are adhered to. ❑ Monitor EOC Security – Establish security checkpoints and EOC facility access, in cooperation with the EOC Logistics Section. Arrange for staff sign-in and identification procedures. ❑ Facilitate Ongoing Security – Address any security issues with the EOC Director, recommending improvements where necessary. ❑ Secure Documentation –Advise the Planning Section on the types of information to collect and the storage of such information with respect to privacy and security.

Information Officer	
Reports To:	EOC Director / Deputy Director
Checklist:	**1. General** ❑ <u>Identify Information Needs</u> – Anticipate the type of information to collect and disseminate, appropriate to the threat at hand and considering: ❑ <u>Identify Information Sources</u> – Identify a range of information sources, both internal and external to the EOC. Coordinate with the Planning Section and identify methods for obtaining and verifying significant information as it develops. ❑ <u>Collaborate with Others</u> – Coordinate all information collection with the EOC Planning Section Chief and EOC Risk Management Officer. Work with Information Officers at Incident Command Post(s), at other EOCs in the region, and the PREOC to ensure consistent information. ❑ <u>Facilitate EOC Tours</u> – Coordinate visitor tours of the EOC facility in consultation with EOC Director and Liaison Officer. ❑ <u>Establish Media Centre</u> – Establish a Media Information Centre near the EOC, as required, providing necessary space, materials, telephones and electrical power. Develop the format for press briefings working with the EOC Director. Develop and publish a media briefing schedule, to include location, format, and preparation and distribution of handout materials. **2. Keep the Public Informed** ❑ <u>Prepare Public Messages</u> – Develop messages to ensure the public receives complete, accurate, and consistent information. Check with the EOC Risk Management Officer for any potential liability or safety concerns. Ensure that announcements, emergency information and materials are prepared for special populations (non-English speaking, hearing impaired, etc.), if required. All information releases must be approved by the EOC Director and copies must be retained. ❑ <u>Establish Call Centre</u> – Develop a public information telephone service or call centre to provide information and advice concerning the emergency in the community. Work with the EOC Logistics Section Chief, who will arrange for telephone equipment and services. Ensure that call takers are mobilized to accommodate the needs. Provide call takers with timely and accurate message sheets so they offer only confirmed and approved information. ❑ <u>Set up Community Information Boards</u> – Maintain up-to-date status boards and other references at one or more public information centres, including Reception Centres. ❑ <u>Coordinate Public Information</u> – Establish distribution lists for recipients of public information releases. **3. Manage Media Relations** ❑ <u>Develop Media Briefings</u> – At the request of the EOC Director, prepare media briefings for elected officials and/or Policy Group members and provide other assistance as necessary to facilitate their participation in media briefings and press conferences. Promptly provide copies of all media releases to the EOC Director. ❑ <u>Receive Media Calls</u> – Arrange through logistics appropriate staffing and telephones to efficiently handle incoming media calls.

	❑ <u>Facilitate Site Visits</u> – Ensure that adequate staff members are available at incident sites to coordinate and conduct media tours of the disaster areas when safe. ❑ <u>Coordinate With Others</u> – Coordinate media releases with officials representing other affected emergency response agencies, such as the Ministry of Forests. Arrange for appropriate EOC or agency staff to answer technical questions from members of the media.

Operations Section Chief

Reports To:	EOC Director
Checklist	**1. General** ❑ Determine Status – Obtain a current communications status briefing from the EOC Logistics Section Chief. ❑ Obtain Equipment – Ensure that there is adequate equipment and frequencies available for the Operations Section. Work with the EOC Logistics Section Chief. ❑ Establish Communications – Establish and maintain communication links (e.g., radio or telephone contact) with the Operations Section in each Incident Command Post, in each activated Reception Center, and with the PREOC Operations. ❑ Determine Issues and Objectives – Identify key issues currently affecting the Operations Section. Meet with Section personnel and determine appropriate section objectives for each operational period. ❑ Determine Needs – Based on the known or forecasted situation, determine likely future needs of the Operations Section. ❑ Contribute to Action Plans – Prepare for and participate in EOC Action Planning meetings and other relevant EOC Management Team meetings (See form EOC 401A for Briefing Format). ❑ Determine Strategies – Detail the strategies required for carrying out the objectives of the Operations Section. ❑ Implement Objectives – Work closely with each Branch Coordinator in the Operations Section to ensure implementation of all objectives defined in the current Action Plan. ❑ Coordinate Response – Coordinate overall response, resources and event status information. **2. Coordinate Resource Requests** ❑ Coordinate Internal Resource Requests – Ensure that Operations Section branches coordinate all initial resource needs through the Logistics Section. ❑ Coordinate External Resource Requests – Authorize external resource requests and forward extraordinary and critical resource requests to the EOC Director for approval. ❑ Coordinate Aid Requests – Forward requests for mutual aid under existing agreements to the EOC Director for consultation with the RDOS Policy Group. ❑ Track Costs – Alert the Finance & Administration Section Chief of the request to track costs. **3. Share Operational Information** ❑ Keep Planning Section Informed – Ensure that situation and resources information is provided to the Planning Section as the situation requires. ❑ Keep EOC Director Informed – Brief the EOC Director and other EOC Group members. ❑ Brief Operations Section – Brief Branch Coordinators and Section Staff periodically on any updated information you may have received.

❏ <u>Keep PREOC Informed</u> – Keep PREOC briefed on operational matters.

4. Manage the Operations Section

❏ <u>Establish Section</u> – Ensure that the Operations Section area is set up properly and that appropriate personnel, equipment, and supplies are in place.

❏ <u>Organize Staff</u> – Request additional personnel from the Personnel Unit to maintain 24-hour staffing capabilities. Coordinate with Liaison Officer regarding the need for representatives from external organizations.

❏ <u>Monitor Documentation</u> – Ensure that all section personnel maintain their individual position logs and other paperwork as required.

❏ <u>Participate in Action Planning Meetings</u> – Collect objectives from each activated Operations Branch prior to each Action Planning meeting. Participate in Action Planning Meetings.

5. Post-Operations

❏ Deactivate branches and any organizational elements when no longer required.

❏ Ensure that all paperwork is complete and logs are closed and sent to the Documentation Unit.

❏ Ensure that any required follow-up is assigned to appropriate agency and/or EOC staff.

Fire Branch Coordinator

Reports To:	EOC Operations Section Chief
Checklist:	**1. Coordinate Resources for Major Structural Fire** ❑ Coordinate Fire Resources – Coordinate fire resources acquired outside mutual aid. The EOC Logistics Section will mobilize and arrange to transport these resources. NOTE: Incident Commanders control response activities at the site of an emergency. Incident Commanders are authorized to request and control structural fire resources available through mutual aid. ❑ Allocate Resources by Priorities – Allocate resources to Incident Commanders based on EOC priorities among several sites, in consultation with the EOC Director. ❑ Work with Other EOCs – Coordinate use of area fire suppression resources with the Fire Branch Coordinators at other EOCs. ❑ Ensure Preservation of Evidence – Advise Incident Commanders to preserve evidence where emergency may be caused by criminal activity, such as suspected act of terrorism. **2. Coordinate HAZMAT Response** ❑ Contact Shippers – If requested by Incident Commander, contact private company suppliers, who are responsible for emergency response plans and the costs of response under the federal Transportation of Dangerous Goods Act, Section 7. ❑ Relay CANUTEC Information – Contact the Canadian Transport Emergency Center (CANUTEC) at Transport Canada and coordinate the exchange of information and instructions to the site, if requested by Incident Commander. ❑ Access Expertise – Contact PREOC for permission to access hazardous materials experts and equipment, if requested by Incident Commander. ❑ Arrange for Technical Specialists – Contact technical specialists at a Lower Mainland Fire Department, e.g., Surrey, if requested by Incident Commander. **3. Coordinate Structural Protection During Wildland/Urban Interface Fire** ❑ Coordinate Structural Protection Resources – Arrange for and coordinate resources for structural fire protection. NOTE: Fire Chiefs or designates will join BC Forest Service Incident Commander in unified command, and Fire Department personnel will report to Operations Section Chief at the Incident Command Post. ❑ Work with Office of the Fire Commissioner – Liaise with Provincial Fire Commissioner, as required, to coordinate fire protection resources from external agencies. **4. Coordinate Light and Heavy Search and Rescue** ❑ Coordinate Urban SAR (search of buildings) – Coordinate light and heavy urban search and rescue efforts in support of site operations. NOTE: All ground and inland waters search and rescue operations are coordinated through the Police Branch. ❑ Acquire Additional Resources – Contact the PREOC for assistance with Heavy Urban Search and Rescue, if required.

5. Manage Fire Branch

❑ <u>Work with Office of the Fire Commissioner</u> – Liaise with Provincial Fire Commissioner for hazards involving fire and explosion, as required.

❑ <u>Set Objectives for Each Operational Period</u> – Prepare objectives for the Fire Branch for the coming operational period. Provide Fire Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting.

❑ <u>Report on Status</u> – Forward Fire Branch status reports to the EOC Resource Unit in the Planning Section.

❑ <u>Support Financial Objectives</u> – Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section.

Police Branch Coordinator

Reports To:	EOC Operations Section Chief
Checklist:	**1. General** ❑ Coordinate Site Operations – Coordinate law enforcement operations at one or more sites during a major emergency or disaster. ❑ Arrange for Mutual Aid – Determine the need for and arrange for Police mutual aid. ❑ Control Area Access – Establish perimeters and control points around the affected area to control access, if requested by Incident Commander. ❑ Support Investigations – Secure site for subsequent investigation. ❑ Preserve Evidence – Advise Incident Commanders to preserve evidence where emergency may be caused by criminal activity or negligence. ❑ Control Area Traffic – Working with Incident Commanders, coordinate area-wide traffic control operations during a major emergency. ❑ Keep Emergency Vehicle Routes Open – Upon request of Incident Commanders, clear routes for emergency vehicles. **2. Coordinate SAR** ❑ Coordinate Ground SAR – Coordinate all ground and inland waters search and rescue operations in the jurisdiction ❑ Support Coroner Services – Determine need for Coroner's services, and confirm that the Coroner has been alerted. Ensure Coroner activities are coordinated within the Police Branch. ❑ Coordinate Services for Deceased – Coordinate services for the deceased and their immediate families, including notification of next-of-kin and information to family members. **3. Implement Evacuation Orders** ❑ Identify Area to Be Evacuated – Prepare map of area to be evacuated, determine number of evacuees, and identify any special considerations. ❑ Identify Evacuation Routes – Prepare a map of evacuation routes, including aquatic / aircraft evacuation points. Working with ESS Director, identify destinations for evacuees. ❑ Implement Evacuation Alerts and Orders – Coordinate the issuance of evacuation alerts and orders to affected persons, as requested by the EOC Director, including door-to-door visits and commercial radio messages. ❑ Coordinate Neighbourhood Evacuation – Deploy personnel to inform residents of alert or evacuation order. Coordinate community groups through the Community Coordinator. ❑ Transport Evacuees – Coordinate the transportation of evacuated persons to safety, as required and in cooperation with EOC Logistics Branch. ❑ Monitor Evacuation – Sweep evacuated area, if safe to do so. Collect and summarize reports from traffic control points on vehicle numbers leaving evacuated area. ❑ Secure Evacuated Areas – Coordinate security patrols of evacuated areas to prevent theft and vandalism, where safe to do so. Establish an access permit system to allow temporary access to evacuated areas.

4. Manage the Police Branch

❑ <u>Set Objectives</u> – Prepare objectives for the coming operational period. Provide branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting.

❑ <u>Report on Status</u> – Forward Police Branch status reports to the EOC Resource Unit.

❑ <u>Support Financial Objectives</u> – Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section.

Ambulance Branch Coordinator
Reports To:	EOC Operations Section Chief
Checklist:	**1. General**

Checklist:

1. General

❑ Establish Site Communications – Establish and maintain communication with the Incident Site(s).

❑ Assess Requirements – Determine status and need for ambulance resources. Coordinate with Incident Commanders to ensure adequate resources are available at rescue sites to triage, treat, and transport victims.

❑ Assist First Responders – Liaise with site Safety Officers and other Branch Coordinators to provide ambulance and first aid for responders.

2. Coordinate Ambulance Operations

❑ Identify Available Resources – Determine the availability of BCAS resources in the operational area. Ensure that all available auxiliary ambulance resources are identified and mobilized as required.

❑ Obtain Additional Ambulance Resources – Call in crews as required by the emergency.

❑ Acquire Non-Ambulance Resources – Coordinate with the Logistics Section to acquire non-ambulance transportation, such as local resources for moving the walking wounded.

❑ Coordinate Regional Resources – Relocate ambulance resources within the region and from elsewhere in province.

❑ Coordinate Victim Transportation – Coordinate the transportation of injured victims to appropriate medical facilities as required to ensure casualties are evenly distributed to receiving facilities.

❑ Keep Hospitals Informed – Keep hospitals informed of the number of cases to expect.

❑ Coordinate Transportation – Coordinate the transportation of evacuated persons requiring medical care from any facility under evacuation alert or order.

3. Manage the Ambulance Branch

❑ Set Objectives for Each Operational Period – Prepare objectives for the coming operational period. Provide Ambulance Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting.

❑ Report on Status – Forward Ambulance Branch status reports to the EOC Resource Unit.

❑ Support Financial Objectives – Ensure that all fiscal and administrative requirements are coordinated through the Finance/Administration Section.

Health Branch Coordinator

Reports To:	EOC Operations Section Chief
Checklist:	**1. Public Health** ❑ <u>Monitor Potable Water</u> – Ensure that potable water supplies are inspected and monitored. ❑ <u>Monitor Food Quality</u> – Ensure that food quality is regulated and inspected. ❑ <u>Monitor Sewage Systems</u> – Ensure that sewage systems are operating at acceptable levels. ❑ <u>Coordinate Health Inspection of Mass Feeding</u> – If mass feeding areas are established, advise Environmental Health Officers on locations. ❑ <u>Monitor Stress</u> – Consider the need for critical incident stress debriefings for responders and affected persons. **2. Assist Ambulance Branch** ❑ <u>Provide Advice</u> – Advise on ambulance resources and medical transport needs. ❑ <u>Assist Ambulance Resources</u> – Assist in identifying and mobilizing available ambulance and auxiliary ambulance resources as required. ❑ <u>Assist Medical Transportation</u> – Assist with the transportation of injured victims and health care personnel to appropriate medical facilities as required or requested. ❑ <u>Assist Acquiring Non-Ambulance Transportation</u> – Coordinate with the Logistics Section to acquire suitable non-ambulance transportation, such as buses for injured. ❑ <u>Assist Medical Air Transportation</u> – Coordinate air transportation with Air Operations Branch. ❑ <u>Assist Distribution of Casualties</u> – Assist the Ambulance Branch Coordinator in ensuring that casualties are evenly distributed to receiving facilities. **3. Coordinate Health Care Facilities and Resources** ❑ <u>Acquire Health Supplies</u> – Coordinate with the Logistics Section and the Health Authority to obtain necessary supplies and equipment to support local health emergency response. ❑ <u>Acquire Pharmaceuticals</u> – Assist with the coordination of pharmaceuticals as required or requested. ❑ <u>Coordinate Support for Disabled</u> – Coordinate and support health services for physically challenged or medically disabled persons. ❑ <u>Assist Sheltering Home-Care</u> – Liaise with ESS Branch Coordinator to assist with sheltering of displaced home care clients if needed. ❑ <u>Coordinate Health Services</u> – Coordinate health care needs at Reception Centres with ESS Branch Coordinator. ❑ <u>Coordinate Surge Health Facilities</u> – Coordinate moving and establishing advanced treatment centre and/or 200 bed emergency hospitals, if needed. The activation and deployment of these units will be determined by the Health Authority and the BC Ambulance Service.

4. Manage the Health Branch

❑ <u>Set Objectives for Each Operational Period</u> – Prepare objectives for the Health Branch for the coming operational period. Provide Health Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting.

❑ <u>Report on Status</u> – Forward Health Branch status reports to the EOC Resource Unit in the Planning Section.

❑ <u>Support Financial Objectives</u> – Ensure that all fiscal and Administrative requirements are coordinated through the Finance/Administration Section.

Emergency Social Services Branch Coordinator

Reports To:	EOC Operations Section Chief
Checklist:	**1. General** ❑ <u>Determine ESS Needs</u> – Determine status of emergency and assess the level of ESS needed. ❑ <u>Identify PEP Task Number</u> – Note PEP Task Number and relay it to all Reception Centre Managers. ❑ <u>Alert ESS Teams</u> – Initiate call-out to ESS Volunteers and ESS agencies (e.g., Red Cross, Salvation Army). ❑ <u>Activate Reception Centres</u> – Open one or more Reception Centres, Group Lodgings or other alternate services. ❑ <u>Coordinate ESS Mutual Aid</u> – Request ESS mutual aid from other communities, if required. Work with Logistics to ensure proper resource request procedures are followed. **2. Coordinate ESS Services** ❑ <u>Establish Communications</u> – Work with the EOC Logistics Section Chief to ensure telephone and/or radio communications are established with: 1) Reception Centres, 2) Group Lodging Sites, 3) Other ESS support agencies, 4) and 5) PREOC. ❑ <u>Coordinate Resource Delivery</u> – Coordinate the delivery of food, clothing, shelter, health services, and other essential services for disaster victims. Coordinate ESS resources with local suppliers and private agencies. ❑ <u>Monitor Status of Reception Centres</u> – Determine the status of Reception Centres and any needs for resources. Develop and maintain a status board or other reference that depicts 1) Location of each Reception Centre, 2) Name of the Reception Centre Manager, 3) Phone and fax numbers for the Reception Centre, and 4) Number of persons processed by date and in total. ❑ <u>Authorize ESS Expenditures</u> – Ensure emergency expenses and extensions for ESS are pre-authorized by PEP. ❑ <u>Coordinate Mutual Aid Requests</u> – Facilitate requests for ESS resources from other communities in the region, and/or from the PREOC, if able to do so. Seek approval from EOC Director before committing ESS resources to another community. ❑ <u>Work with Health Authority</u> – Request Health Authority attendance to support public health services. As a back-up, also contact the Medical Health Officer on call. ❑ <u>Support Health Services at Reception Centres</u> – The ESS Branch Coordinator may work with the Health Branch Coordinator in using Reception Centres as emergency health care facilities. **3. Manage the ESS Branch** ❑ <u>Liaise with PREOC</u> – Liaise with PEP ESS managers for coordination of regional resources, as required. ❑ <u>Set Objectives</u> – Prepare objectives for the ESS Branch. Provide ESS Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting. ❑

❑ <u>Report on Status</u> – Forward ESS Branch status reports to the EOC Resources Unit.

❑ <u>Support Financial Objectives</u> – Ensure that all fiscal and Administrative requirements are coordinated through the Finance/Administration Section.

4. Post-Operations

❑ Monitor the demobilization status of ESS services (e.g. closing of reception centres, group lodging, volunteer centre, registration sites, etc.) and the deactivation of the ESS Headquarters and advise the Operations Section Chief.

❑ Coordinate the transition of ESS services and recovery unit to ensure follow-up and/or continued services are provided to disaster victims.

❑ Ensure all Registration and Inquiry documentation are secured by the Red Cross and all referral forms for ESS services are archived by PEP or the ESS Headquarters.

❑ Collect all other completed ESS paperwork from all the ESS service centres, and deliver to the Documentation Unit for appropriate storage.

❑ Participate in debrief and assemble ESS "lessons learned" and suggestions for improvements.

Environmental Branch Coordinator

Reports To:	EOC Operations Section Chief
Checklist:	**1. General** ❑ Communicate with Site –Establish and maintain communication with the site(s) and determine status and need for environmental protection. ❑ Collect Information – Gather information on environmental issues, damage and threats. Forward to Situation Unit. ❑ Identify issues – Assess and anticipate environmental concerns and recommended responses in support of the emergency situation. ❑ Identify Requirements – Determine the scope and priority of environmental assistance required in consultation with the EOC Operations Section Chief and other Branch Coordinators. ❑ Assess Resources – Determine the status and availability of resources for environmental protection in the operational area. ❑ Mobilize Resources – Ensure that all available resources are identified and mobilized as required. ❑ Assess Waste Disposal Options – Determine the status and availability of waste storage and disposal facilities in the area. ❑ Acquire Resources – Coordinate with the Logistics Section to acquire additional resources as required. **2. Coordinate Environmental Resources** ❑ Coordinate Resources – Assist and/or coordinate local response to hazardous spills, waste disposal, working with regional and provincial environment officials and the private sector. ❑ Coordinate Hazmat Response – Coordinate hazardous materials response and support in cooperation with Fire Branch Coordinator, for situations involving hazardous materials. ❑ Collaborate with Others – Liaise with Min. Water, Land and Air Protection and regional Health Authority to assist and consult with exposure to hazardous materials and impacts on water and air resources. **3. Manage the Environmental Branch** ❑ Liaise with PREOC – Liaise with the PREOC for coordination of local resources as required. ❑ Set Objectives – Prepare objectives for the Environmental Branch for the coming operational period. Provide Environmental Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting. ❑ Report on Status – Forward Environmental Branch status reports to the EOC Resource Unit. ❑ Support Financial Objectives – Ensure that all fiscal and Administrative requirements are coordinated through the Finance/Administration Section.

Engineering Branch Coordinator	
Reports To:	EOC Operations Section Chief
Checklist:	**1. General** ❑ Communicate with Site – Establish and maintain communication with the site(s) and determine status and need for engineering support. ❑ Collect Information – Gather information on damage and threats to public facilities. Forward information to the EOC Situation Unit. ❑ Assess Damage – Survey all infrastructure systems and public works, such as local roads, bridges, water supply systems, sewer systems, and public buildings within the area. ❑ Identify Needs – Assess the extent of damage and recommend courses of action for repair. Support damage and safety assessments carried out by the Situation Unit in the EOC Planning Section for both public and private facilities. ❑ Assess Resources – Determine the status and availability of resources for engineering operations in the area. ❑ Mobilize Resources – Ensure that all available resources are identified and mobilized as required. ❑ Acquire Resources – Coordinate with the Logistics Section to acquire additional resources as required. Allocate resources to Incident Commanders based on EOC priorities among several sites, in consultation with the EOC Director. **2. Coordinate Engineering Operations** ❑ Supply Fire Suppression Water – Coordinate water supply for fire suppression with Fire Branch Coordinator. ❑ Maintain Road Access – Maintain emergency traffic routes. ❑ Assess Buildings – Advise on structural safety of buildings and structures. ❑ Remove Debris – Coordinate debris removal services as required. ❑ Repair Public Works – Coordinate repair projects to maintain public buildings and infrastructure, according to priorities set by the EOC. Assist and/or coordinate engineering projects to prevent further damage or repair damage. **3. Manage the Engineering Branch** ❑ Liaise with PREOC – Liaise with the PREOC for coordination of resources as required. ❑ Set Objectives – Prepare objectives for the Engineering Branch for the coming operational period. Provide Engineering Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting. ❑ Report on Status – Forward Engineering Branch status reports to the EOC Resource Unit. ❑ Support Financial Objectives – Ensure that all fiscal and Administrative requirements are coordinated through the Finance/Administration Section.

Utilities Branch Coordinator

Reports To:	EOC Operations Section Chief
Checklist:	**1. General** ❑ Liaise with Utility Providers – Establish and maintain communications with the utility providers in the affected area. Coordinate with the Liaison Officer to ensure that agency representatives from affected utilities are available to attend the EOC. ❑ Collect Information – Gather information on damage and threats to utilities. Determine the extent of damage to utility systems in the affected area. ❑ Assess Damage – Report on the extent of damage and time required for repairs. ❑ Identify Water Contamination Concerns – Keep the Health Authority informed of any community threats regarding water contamination issues. ❑ Assess Resources – Identify the availability of resources for utilities in the area. ❑ Mobilize Resources – Ensure that available resources are identified and mobilized. ❑ Acquire Resources – Ensure that support to utility providers is available as necessary to facilitate restoration of damaged systems. **2. Coordinate Utility Repair** ❑ Set Priorities – Survey all utility systems, and provide restoration priorities to providers. ❑ Allocate Resources – Distribute available resources according to priorities set by EOC. ❑ Coordinate Resources – Coordinate support for utility repair and restoration, including travel restrictions to enhance public safety during utility repairs. **3. Manage the Utilities Branch** ❑ Liaise with PREOC – Liaise with the PREOC for coordination of resources as required. ❑ Set Objectives – Prepare objectives for the Utilities Branch for the coming operational period. Provide Utilities Branch objectives and status report to the Operations Section Chief prior to the next EOC Action Planning meeting. ❑ Report on Status – Forward Utilities Branch status reports to the EOC Resource Unit. ❑ Support Financial Objectives – Ensure that all fiscal and Administrative requirements are coordinated through the Finance/Administration Section.

Planning Section Chief

Reports To:	EOC Director
Checklist:	**1. General** ❑ <u>Collect Information</u> – Collect, analyze, and display situation information. Meet with Operations Section Chief; obtain and review any major incident reports. Consider providing a Planning Liaison to the Operations Section. ❑ <u>Prepare SITREP</u> – Produce an EOC Situation Report for approval by the EOC Director for each operational period. Distribute the SITREP to EOC Sections, PREOC or PECC prior to the end of each operational period. ❑ <u>Display Information</u> – 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. ❑ <u>Prepare Action Plan</u> – Prepare an EOC Action Plan for each operational period, based on objectives developed by each EOC Section. ❑ <u>Chair Action Planning Meetings</u> – Chair the EOC Action Planning meetings approximately two hours before the end of each operational period. ❑ <u>Track Resources</u> – Track resources assigned through the EOC to Incident Commanders and internally within the EOC. ❑ <u>Document EOC Records</u> – Document and maintain files on all EOC activities. ❑ <u>Archive Files</u> – Maintain files on all EOC activities and provide reproduction and archiving services for the EOC, as required. ❑ <u>Manage Technical Specialists</u> – Provide and manage technical services, such as environmental advisors and other technical specialists to all EOC sections, as required. **2. Supervise Planning** ❑ <u>Consider Future Events</u> – Identify forecasted events or conditions likely to occur beyond the forthcoming operational period. ❑ <u>Prepare Plans</u> – Develop new plans as required by the operational situation. ❑ <u>Assess Needs</u> – Assess the need for immediate and long-term reconstruction, restoration and recovery of public infrastructure and services. ❑ <u>Develop Recovery Plan</u> – Prepare a community recovery plan. **3. Manage the Planning Section** ❑ <u>Establish Section</u> – Ensure that the Planning Section area is set up properly and that appropriate personnel, equipment, and supplies are in place. ❑ <u>Coordinate Staffing</u> – Request additional personnel for the section from the Logistics Section as necessary to maintain 24-hour staffing capabilities, as necessary. ❑ <u>Arrange Documentation</u> – Ensure that all section personnel maintain their individual position logs and other paperwork as required. ❑ <u>Participate in Action Planning Meetings</u> – Collect objectives from each Planning Branch and conduct/lead Action Planning Meetings. ❑ <u>Support Financial Objectives</u> – Coordinate daily time sheets and emergency expenditures with the Finance/Administration Section.

	4. Post-Operations
	❑ <u>Develop AAR</u> – In consultation with EOC Management Team, coordinate and prepare the EOC After Action Report.

Situation Unit Coordinator	
Reports To:	EOC Planning Section Chief
Checklist:	**1. General** ❑ Liaise with Site – Request that the Situation Unit Coordinator at the site provides regular situation reports. If required, place field observers in key locations (e.g., Incident Command Post) to facilitate the flow of information to the EOC Situation Unit. ❑ Collect EOC Information – Collect status information from each active EOC Section and Management Staff Officer on a regular basis. ❑ Assess Damage – Oversee the collection of damage information. Some information may be confidential until victims have been notified. Obtain photographic and video documentation of damage. Determine the need for field damage observers. ❑ Identify Victims – Identify victims and evaluate the nature and extent of damage caused by the event. Identify the type of primary and secondary losses from the event. ❑ Document Damage – Prepare a Damage Assessment (Form EOC 415). Ensure copies go to Risk Management Officer, Recovery Unit, and Documentation Unit. ❑ Assist Recovery Effort – Cooperate with the Recovery Organization in assessing damage. **2. Manage Information** ❑ Archive Information – Arrange for secure storage of collected information. ❑ Evaluate and Display Information – Evaluate incoming damage information and display validated information via maps, status boards, and other displays. ❑ Distribute SITREPs – Ensure that situation status reports are disseminated to EOC staff and to the PREOC. Coordinate with the Documentation Unit for Plan distribution and reproduction as required. ❑ Coordinate Information Release – Meet with the Information Officer to coordinate access to current information.

Documentation Unit Coordinator	
Reports To:	EOC Planning Section Chief
Checklist:	**1. General** ❑ <u>Identify Materials to Collect</u> – Meet with the EOC Director to confirm what EOC materials should be maintained as official records. See suggestions, attached. ❑ <u>Collect Documents</u> – Collect records from each active EOC function daily. Collect, organize and file all completed event or disaster related documents. ❑ <u>Collect Position Logs</u> – Receive position logs from each activated function. ❑ <u>Record Minutes</u> – Take minutes at all EOC briefings and meetings. ❑ <u>Maintain Photo Records</u> – Photograph whiteboards (time/date) and other important information generated at the EOC. **2. Copy and Distribute Plans and Reports** ❑ <u>Distribute Reports and Plans</u> – Reproduce and distribute approved Situation Reports and EOC Action Plans. Keep extra copies of reports and Plans available for special distribution, as required. ❑ <u>Photocopy and Produce Documents</u> – Provide document production services to EOC staff. **3. Organize and Secure Documents** ❑ <u>Store Documents</u> – Arrange for dedicated filing cabinets, preferably ones that can be locked and are fire resistant. Prepare file folders to reflect contents. ❑ <u>Secure Documents</u> – Ensure security of EOC records, working with Risk Management Officer.

Advanced Planning Unit Coordinator	
Reports To:	EOC Planning Section Chief
Checklist:	**1. General** ❑ Review Information – Review available situation reports, status reports, action plans, and other significant documents. ❑ Liaise with EOC Managers – Meet individually with the EOC Management Team and determine best estimates of the future direction and outcomes of the event or disaster. ❑ Identify Potential Issues – Determine potential future impacts of the event, issues that might affect EOC priorities. ❑ Identify Issues – Identify potential response and recovery related issues likely to occur within next 36 to 72 hours. ❑ Brief EOC Members – Provide periodic briefings to the EOC Director and Management Staff on key planning issues. ❑ Distribute Advanced Plan – Submit an Advanced Plan to the Planning Section Chief for review and approval prior to briefings with the EOC Director and Management Team. ❑ Advise on Recovery Transition – Recommend a transition strategy to the EOC Director when EOC activity shifts to recovery. **2. Prepare Plans** ❑ Develop EOC Plans – Work with Operations and other EOC staff, as needed to develop plans for meeting EOC objectives. ❑ Review Plans – Review plans with the Planning Section Chief and, where requested, with the Management Staff and EOC Director. ❑ Distribute Plans – Prepare copies and distribute plans according to requirements.

Demobilization Unit Coordinator	
Reports To:	EOC Planning Section Chief
Checklist:	**1. General** ❑ <u>Assess Requirements</u> – Identify opportunities to demobilize EOC resources. Monitor the current situation, including EOC Action Plans, Situation Reports, and resource assignment lists. ❑ <u>Liaise with EOC Managers</u> – Consult with Section Chiefs, Branch Coordinators, Liaison Officer and EOC Director regarding the need for EOC resources. **2. Demobilization** ❑ <u>Prepare Demobilization Plan</u> – Prepare a draft Demobilization Plan. Finalize the plan when appropriate, for approval by the EOC Director. ❑ <u>Coordinate Demobilization</u> – Circulate the draft Demobilization Plan to the Planning Section Chief, EOC Director, and EOC Management Team for review. ❑ <u>Implement Demobilization</u> – Initiate the Demobilization Plan for the EOC as approved by the EOC Director. ❑ <u>Ensure Demobilized Staff Submit Information</u> – Advise Section Chiefs to ensure that demobilized staff complete all reports, time sheets, and exit surveys prior to leaving the EOC.

Recovery Unit Coordinator	
Reports To:	EOC Planning Section Chief
Checklist:	**1. General** ❑ Determine Immediate Recovery Needs – Assess the need for immediate reconstruction efforts, such as utility restoration and debris removal. ❑ Determine Long-Term Recovery Needs – Assess the need for long-term recovery actions required to restore and recover public and private infrastructure, property, mental and public health. **2. Recovery Planning** ❑ Develop Facilities Repair Plan – Prepare a written plan advising on the actions required by priority for recovery of roads, potable water systems, sewers systems, hospitals, and other infrastructure to pre-emergency conditions. ❑ Develop Business Continuity Plan – Prepare a written plan advising on the activation of the Business Continuity Plan for the continuation of public services by the District. ❑ Access Victim Information – Assist ESS Reception Centres in collecting evacuee information and sharing data with the Recovery Organization. ❑ Develop Community Recovery Plan – Formulate a community recovery plan for the incident.

Technical Specialist Unit Coordinator	
Reports To:	EOC Planning Section Chief
Checklist:	**1. General** ❑ Inventory Technical Specialists – Maintain inventory of technical specialists, such as meteorologists, fire behaviour specialist, geologists, or engineering experts for multiple incident sites. ❑ Confirm Availability – Ensure that qualified specialists are available in the areas required by the particular event or disaster. Coordinate with the Logistics Section to ensure that technical staff are located. **2. Manage Technical Specialists** ❑ Orient Technical Specialists – Ensure each technical specialist is given an orientation to the EOC and receives instructions on completing a Position Log. ❑ Collect Contact Information – Obtain a contact information (e.g., business card) from each specialist, if possible. ❑ Assign Technical Specialists – Assign technical staff to assist the EOC sections in coordinating specialized areas of response or recovery.

<table>
<tr><td colspan="2" align="center">Logistics Section Chief</td></tr>
<tr><td>Reports To:</td><td>EOC Director</td></tr>
<tr><td>Checklist:</td><td>

1. General

❑ <u>Activate EOC Communications</u> – Support use of information technology in EOC. Establish and maintain EOC telephone, fax, and radio communications. Establish communications with the Logistics Section at the PREOC, if activated.

❑ <u>Support Media Centre Communications</u> – Establish communications at media centre, working with the Information Officer.

❑ <u>Support Reception Centre Communications</u> – Establish communications at Reception Centres with the ESS Branch Director.

❑ <u>Supply EOC Materials</u> – Provide and maintain EOC facilities, including all utilities, food, water, and office supplies.

❑ <u>Supply EOC Security</u> – Arrange for and manage EOC security for all areas, working with the Risk Management Officer.

❑ <u>Provide Clerical Services</u> – Coordinate secretarial and clerical services for use in the EOC.

2. Coordinate Logistic Support

❑ <u>Determine Spending Authority</u> – Meet with the Finance/Administration Section Chief and determine level of purchasing authority for the Logistics Section. Coordinate closely with the Purchasing Unit in the Finance/Admin Section in following all required procedures.

❑ <u>Receive Resource Requests</u> – Coordinate all requests for resources from initiation to site delivery. Validate resource requests from Incident Commanders prior to acting on a request.

❑ <u>Fill Resource Requests</u> – Locate or acquire equipment, supplies, and facilities. Work with Operations Section Chief to establish priorities for resource allocation. Ensure critical resources are allocated according to EOC Action Plan policy, priorities and direction.

❑ <u>Track Resources</u> – Ensure that all resources are tracked and accounted for, working with the Planning Section Resource Unit.

❑ <u>Receive Personnel Requests</u> – Coordinate requests for EOC personnel, and assign available personnel appropriate with their training and qualifications.

❑ <u>Fill Personnel Requests</u> – Acquire and assign personnel with the appropriate qualifications. Support site requests for personnel, accounting for priorities among all sites.

❑ <u>Coordinate Volunteers</u> – Liaise with community volunteer organizations to acquire personnel to fill both site and EOC requests. Develop systems to manage convergent volunteers.

❑ <u>Fill Transportation Requests</u> – Coordinate transportation requests in support of response operations.

3. Manage the Logistics Section

❑ <u>Establish Section</u> – Ensure that the Logistics Section area is set up properly and that appropriate personnel, equipment, and supplies are in place.

❑ <u>Manage Staff</u> – Request additional personnel for the section as necessary to

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maintain 24-hour staffing capabilities.

❑ <u>Monitor Documentation</u> – Ensure that all section personnel maintain their individual position logs and other paperwork as required.

❑ <u>Participate in Action Planning Meetings</u> – Collect objectives from Logistics Branches and attend action planning meetings.

❑ <u>Support Financial Objectives</u> – Coordinate daily time sheets and emergency expenditures with the Finance/Administration Section.

Information Technology Branch Coordinator

Reports To:	EOC Logistics Section Chief
Checklist:	**1. General** ❑ <u>Arrange Telephone and Fax Connections</u> – Ensure telephone and fax resources and services are provided to EOC staff as required. ❑ <u>Support Call Centre</u> – Provide necessary telephone equipment and service if and when Information Officer establishes a toll-free Public Information Line or Call Centre. ❑ <u>Post Communications Status Board</u> – Create and maintain a telephone and radio communications status board, and assign telephone numbers to EOC functions. ❑ <u>Arrange EOC Radio Communications</u> – Mobilize and coordinate amateur radio resources to augment primary communication systems as required. ❑ <u>Link with Sites and PREOC</u> – Ensure that a radio communications link is established with Incident Commander(s) and the Provincial Regional Emergency Operations Centre (PREOC), if established. ❑ <u>Provide Communications Personnel</u> – Ensure that adequate communications operators are available for 24-hour coverage. Develop a shift schedule. Ensure that technical personnel are available for radio communication equipment maintenance and repair. ❑ <u>Document EOC Communications System</u> – Develop and distribute a Communications Plan that identifies all systems in use and lists specific frequencies allotted for the event. ❑ <u>Support Media Communications</u> – Provide necessary telecommunications when Information Officer establishes a Media Information Centre. ❑ <u>Support Reception Centre Communications</u> – Assist ESS Branch Director with telephone and radio communications at Reception Centres. ❑ <u>Assign External Radio Personnel</u> – Assign volunteer radio operators to external locations as required. **2. Manage/Coordinate EOC IT Resources** ❑ <u>Assess EOC Computer Needs</u> – Determine computer requirements for all activated EOC functions. ❑ <u>Establish EOC Computer Capabilities</u> – Establish computer, printer, internet and email access as directed by Logistics Section Chief: ❑ <u>Troubleshoot EOC Systems</u> – Ensure that computer technical personnel are available for equipment and application program maintenance and repair. ❑ <u>Track Expenses</u> – Inform the EOC Support Branch Coordinator of any purchases or acquisitions of computer equipment. ❑ <u>Maintain Status Board</u> – Create and maintain an Information Technology status board.

EOC Support Branch Coordinator	
Reports To:	EOC Logistics Section Chief
Checklist:	**1. General** ❑ Identify EOC Facility Needs – Determine facilities and furnishings required for effective operation of the EOC, working with the EOC Director. ❑ Access Non-Owned Facilities – Secure legal access and use of non-owned facilities through contract, working with the Purchasing Unit and the Risk Management Officer. ❑ Manage EOC Utilities and Maintenance – Coordinate EOC utilities, including provision of electricity, heat, water, and waste removal. Arrange for continuous maintenance of acquired EOC facilities. ❑ Manage Backup Power – If the EOC is powered by one or more generators, ensure a ready supply of fuel, oil, replacement parts and operations manuals for the equipment. **2. Manage EOC Support** ❑ Furnish EOC – Provide furniture, supplies, and materials necessary to configure the EOC facilities in a manner adequate to accomplish the mission. ❑ Arrange Meals and Refreshments – Ensure adequate and nutritious food and refreshment is provided to EOC staff. Arrange for and supervise food-catering services for EOC staff. ❑ Maintain EOC Inventory – Maintain an inventory list of items used by the EOC in response and recovery. ❑ Maintain EOC Facilities Status Board – Maintain a status board or other mechanism that depicts the location of each facility and provides a general description of furnishings, supplies and equipment at the site. ❑ Manage EOC Safety – Working with the Risk Management Officer, ensure all EOC structures are safe for occupancy and that they comply with appropriate regulations and bylaws. ❑ Manage EOC Security – Ensure adequate measures are taken to secure all EOC facilities from access by unauthorized persons. Manage facility keys to limit off-hours access to essential EOC personnel. ❑ Manage Clerical Support – Arrange for and supervise clerical staff for the EOC. **3. Post-Operations** ❑ Clean and Repair EOC Facilities Prior to Return – Ensure all buildings, floors, and workspaces are returned to their original state when no longer needed.

Supply Branch Coordinator	
Reports To:	EOC Logistics Section Chief
Checklist:	**1. General** ❑ Receive Resource Requests – Process incoming site requests for equipment and supplies. Identify the number and type of resources required, where they are needed and the person or unit that should receive the supplies. ❑ Identify Priorities – Coordinate closely with the Operations Section Chief to establish priorities for resource allocation within the operational area. Determine if the item can be provided without cost from another jurisdiction or through the PREOC. **2. Coordinate Resources** ❑ Locate Resources – Acquire equipment, supplies, and facilities. Determine if requested types and quantities of supplies and materials are available in inventory or from the area. Oversee the acquisition and allocation of supplies and materiel not normally provided through mutual aid or normal agency channels. ❑ Estimate Arrival Time – Determine the estimated time of arrival of supplies, and advise the requesting parties accordingly. ❑ Arrange to Supply Supplies – Supply material and equipment resources to sites. Coordinate delivery of supplies and materiel as required. ❑ Coordinate Delivery – 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. ❑ Maintain Status Board – Working with the Resource Unit, maintain a status board or other reference depicting supply actions in progress and their current status. ❑ Determine Spending Authority – With the Logistics Section Chief, determine level of purchasing authority for the Logistics Section. Seek approval from the Finance/Admin Section Chief for orders exceeding the purchase order limit before completing the order. ❑ Facilitate Contracts – If vendor contracts are required for specific resources or services, refer the request to the Finance/Administration Section for development of necessary agreements. ❑ Control Costs – Identify high-cost resources that could be demobilized early, and advise other Section Chiefs.

Personnel Branch Coordinator	
Reports To:	EOC Logistics Section Chief
Checklist:	**1. General** ❑ Coordinate Site Manning – Process incoming site requests for personnel support. Identify the number of personnel required, special qualifications or training, where they are needed and the person or unit they should report to upon arrival. ❑ Coordinate Transport to Site – Coordinate with Transportation Unit to meet requirements for transporting personnel to the site. ❑ Maintain Staff Status Board – Maintain a status board or other reference to keep track of incoming and assigned personnel resources. ❑ Receive Requests for Staff – Coordinate all requests for EOC personnel. Identify the number of personnel required, special qualifications or training, where they are needed and the person or unit they should report to upon arrival. ❑ Maintain EOC Staff Status Board – In conjunction with the Documentation Unit, develop a large poster-size EOC organization chart depicting each activated function. Upon check in, indicate the name of the person occupying each function on the chart. Post the chart where it is accessible to all EOC personnel. ❑ Receive and Orient EOC Personnel – Receive and welcome all incoming EOC personnel. Coordinate with the Deputy EOC Director and Risk Management Officer to ensure incoming personnel have EOC badges, checklists, vests and safety briefing on check-in. ❑ Manage EOC Shift Schedules – Develop and coordinate shift schedules. ❑ Accommodate EOC Personnel – Arrange accommodation for out-of-town personnel. **2. Coordinate Volunteers** ❑ Liaise with Volunteer Agencies – Establish communications with volunteer agencies and other organizations that can provide personnel resources. ❑ Register Volunteers – Register volunteers as required.

Transportation Branch Coordinator	
Reports To:	EOC Logistics Section Chief
Checklist:	**1. General** ❑ <u>Identify Needs</u> – Coordinate transportation needs with Supply and Personnel Units, Operations Section Branches, Information and Liaison Officers. ❑ <u>Receive Transportation Requests</u> – Coordinate site requests for transportation services, accounting for priorities among all sites. Coordinate EOC requests for transportation. ❑ <u>Assess Transportation Routes</u> – Routinely liaise with the Situation Unit to determine the status of transportation routes in and around the area. ❑ <u>Identify Resources</u> – Consult Resource Contact List in ERRP Appendix to identify potential transportation resources. ❑ <u>Acquire Transportation Resources</u> – Establish contact with local transportation agencies and schools to determine availability of transportation resources. Acquire transportation resources with the appropriate qualifications. **2. Manage Transport Operations** ❑ <u>Coordinate Transportation</u> – Coordinate the delivery of transportation resources to sites. ❑ <u>Maintain Status Board</u> – Maintain a status board or other reference to keep track of available and assigned transportation resources. ❑ <u>Prepare Transportation Plan</u> – Develop a Transportation Plan to support the EOC Action Plan.

Finance / Administration Section Chief

Reports To:	EOC Director
Checklist:	**1. General**

1. General

❑ Record Time Sheets – Collect and record on-duty time for all EOC personnel, including volunteers and District representatives. Note: Use the same time sheet forms used in non-emergency times, if possible.

❑ Forward Time and Expenses for Processing – Forward timesheets and expense forms to the appropriate RDOS office for prompt processing for District employees.

❑ Determine Spending Limits – In consultation with EOC Director determine spending limits, if any, for Logistics, Operations and Management Staff.

❑ Lead EOC in Financial Procedures – Meet with the Logistics and Operations Section Chiefs and review financial and administrative requirements and procedures.

❑ Prepare EAFs – To confirm assumptions about eligibility for provincial financial assistance, submit Expenditure Authorization Forms (EOC Form 530) to the PREOC on behalf of the EOC Director and with his or her signature.

❑ Pay for Acquisitions – Organize and control any acquisitions required in emergency operations. Process purchase orders and develop contracts in a timely manner.

❑ Process WorkSafeBC Claims – Ensure that workers' compensation claims resulting from the response are processed within a reasonable time.

❑ Document Potential Legal Claims – Document any claims or threats of claims from disaster victims.

2. Record Costs

❑ Develop Cost Record System – Maintain all financial records throughout the event or disaster.

❑ Inform EOC Group on Response Costs – Keep the EOC Director, Management Team, Section Chiefs, and elected officials aware of the current fiscal situation on an ongoing basis.

❑ Submit Cost Summaries to PREOC – Ensure that all documentation and local government financial assistance paperwork is accurately maintained and submitted to PEP.

❑ Maintain Cost Status Board – Ensure that displays associated with the Finance/Administrative Section are current and correct.

3. Manage the Finance/Admin Section

❑ Establish Section – Ensure that the Finance / Admin Section area is set up properly and that appropriate personnel, equipment, and supplies are in place, including telecommunications, maps and status boards.

❑ Coordinate Staff – Request additional personnel for the section as necessary to maintain 24-hour staffing capabilities, as necessary.

❑ Manage Documentation – Ensure that all section personnel maintain their individual position logs and other paperwork as required.

	❑ Participate in Action Planning Meetings – Collect objectives from each Finance / Admin Branch prior to action planning meetings and attend meetings. ❑ Manage Financial Objectives – Coordinate daily time sheets and emergency expenditures with other EOC Sections.

Time Unit Coordinator
Reports To:	EOC Finance / Admin Section Chief
Checklist:	**1. General** ☐ Develop Time-Keeping Methodology – Determine methods for recording EOC personnel time. ☐ Create Employee Records – Establish a file for each employee or volunteer to maintain a fiscal record for as long as the person is assigned to the EOC. ☐ Assemble Time Records – Initiate, gather, or update time reports from all EOC personnel, including volunteers and agency representatives assigned to each shift. ☐ Verify Time Records – Check time records to ensure they are accurate and prepared according to policy. ☐ Track Overtime Costs – Maintain a daily overtime spreadsheet to estimate overtime payments for RDOS staff. Log the information (i.e., casual or full-time employee, pay rate, type of work, regular hours per day, days per week) into a daily overtime master spreadsheet so that overtime is evident. ☐ Collect Overtime Records – Ensure all EOC staff complete a daily timesheet. Submit the completed timesheet for each shift, or staff members may submit individual timesheets at the end of their shifts. **2. Submit Time Records** ☐ Submit Staff Records for Payment – Submit personnel time records, travel expense claims and other related forms to appropriate financial authority.

Procurement Unit Coordinator

Reports To:	EOC Finance / Admin Section Chief
Main Checklist:	**1. General** ❑ <u>Confirm Purchasing Authorization</u> – Review emergency purchasing procedures and policies of the RDOS, including the identity of EOC personnel authorized to commit the District to a contract. ❑ <u>Advise EOC Personnel on Purchasing Procedures</u> – Ensure that all EOC personnel know the approved processes for purchasing, including contracting procedures. **2. Contracts** ❑ <u>Obtain Contact Forms</u> – Obtain approved contract forms for use in all EOC purchasing. ❑ <u>Review Contracts</u> – Review all EOC contracts to ensure they identify the scope of work, specific site locations, and any requirements for insurance. Verify contract costs with pre-established vendor contracts and/or agreements, or consult the Blue Book for accepted provincial rates for equipment. ❑ <u>Negotiate Contracts</u> – Negotiate rental and lease rates not already established, or purchase price with vendors as required. Coordinate with Supply Unit and Operations Section on all matters involving the need to purchase, hire, contract, rent or lease. Obtain concurrence from the Finance/Administration Section Chief. ❑ <u>Report Unethical Business Practices</u> – Report vendors engaged in unethical business practices, such as inflated prices or rental rates for their merchandise or equipment during disasters, to the EOC Director. **3. Submit Purchasing Records** ❑ <u>Forward Contracts for Payment</u> – Forward costs and payment schedules to District Treasurer for processing of all EOC contracts.

Compensation and Claims Unit Coordinator

Reports To:	EOC Finance / Admin Section Chief
Checklist:	**1. General**
	❑ <u>Receive Equipment Claim Information</u> – Receive and record claims of loss or damage to response equipment operating on behalf of the EOC or jurisdiction. Consult with the Risk Management Officer on all claims of equipment loss or damage.
	❑ <u>Gather Information</u> – Investigate equipment damage claims to determine cause and application under the contract, taking photographs where appropriate to document damage. Obtain copies of relevant contracts from the Purchasing Unit Coordinator.
	❑ <u>Track Equipment Damage Claims</u> – Maintain a chronological log of equipment damage claims reported during the event.
	❑ <u>Receive Injury Claims</u> – Receive and record all reports of injuries associated with the response effort. Establish a separate file for each reported incident.
	❑ <u>Investigate Injury Claims</u> – Where injuries occur to District employees or EOC volunteers, ensure all injury claims are investigated as soon as possible.
	❑ <u>Prepare WorkSafeBC Forms</u> – Prepare appropriate forms for all verifiable injury claims and forward them to WorkSafeBC within the required timeframe.
	❑ <u>Track Injury Claims</u> – Maintain a chronological log of injuries and illnesses reported during the event.
	❑ <u>Receive Damage Claims</u> – Receive and record all reports of private property loss or damage claims associated with the incident, working with the Damage Assessment prepared by the EOC Situation Unit.
	❑ <u>Review Public Property Claims</u>. Consult with the Risk Management Officer on all claims of public property loss or damage, and explore options for loss control and mitigation of hazards.
	❑ <u>Investigate Damage Claims</u> – Ensure all private property claims are investigated as soon as possible.
	❑ <u>Track Damage Claims</u> – Maintain a chronological log of private property damage reported during the event.
	2. Submit Claims to Cost Unit
	❑ Forward summary of claim estimates to Cost Unit for processing.

Cost Accounting Unit Coordinator	
Reports To:	EOC Finance / Admin Section Chief
Checklist:	**1. General** ❑ <u>Advise EOC Sections on Cost Records</u> – Ensure that each EOC Section is documenting response cost information from the onset of the event. Advise staff of Disaster Financial Assistance rules and the importance of documentation. ❑ <u>Assemble Cost Records</u> – Collect cost documentation daily at the end of each shift. Assist Incident Commander(s) and Branch Coordinators in obtaining cumulative cost totals for the event on a daily basis. ❑ <u>Summarize Costs</u> – Compute costs for use of equipment owned, rented, donated or obtained through aid, working with the Purchasing Unit. Meet with the Documentation Unit Coordinator and review EOC position logs, journals, all status reports and Action Plans to determine additional financial assistance items that may have been overlooked. ❑ <u>Prepare Daily Expense Reports</u> – Prepare and maintain a daily expense report for the event or disaster, accounting for all costs and losses incurred by the local government. Submit the Daily Expense Report to the PREOC. ❑ <u>Record Cumulative Costs</u> – Prepare and maintain a cost report to provide cumulative analyses, summaries, and total emergency related expenditures for the local jurisdiction. ❑ <u>Organize Cost Records</u> – Organize and prepare records for final audit. **2. Coordinate Financial Assistance** ❑ <u>Confirm PEP Task Number</u> – Ensure that PEP has provided a task number for the incident. ❑ <u>Identify Sources of Financial Assistance</u> – Coordinate all financial assistance with agencies offering emergency response support. Contact the PEP Recovery Office for assistance and guidance. ❑ <u>Assemble Cost Records</u> – Working with the EOC Documentation Unit, organize and prepare cost records for submission to PEP and other provincial organizations.

ANNEX E
EOC FUNCTIONAL CHECKLISTS (RECOVERY)

Each recovery operation will be structured to meet a specific need and will require a tailored organization. These checklists cover the principal recovery appointments only.

The following checklists are included in this Annex:

Command	Recovery Director
Operations	Operations Section Chief (Recovery)
	Client Advisory Coordinator (Recovery)
	Needs Committee Coordinator (Recovery)
	Transition Coordinator (Recovery)
	Funds Coordinator (Recovery)
	Goods Coordinator (Recovery)
	Service Coordinator (Recovery)
Planning	Planning Section Chief (Recovery)
Logistics	Logistics Section Chief (Recovery)
Finance / Administration	Finance / Administration Section Chief (Recovery)

Recovery Director	
Reports To:	Policy Group
Checklist:	**1. General** ❑ <u>Obtain PEP Task Number</u> – Identify the PEP Task Number for the incident, if available, from the EOC Director, Emergency Coordination Centre at PEP, or from the PREOC, if activated. ❑ <u>Collect Information</u> – Gather information from a number of sources and assess the needs for recovery. Obtain a briefing from EOC Director or Recovery Unit Coordinator, if available. ❑ <u>Set the Level of Recovery</u> – Determine the initial level of recovery. Set operational periods for regular reporting and decision making (e.g., every day at first, extended to a maximum of one week). ❑ <u>Request Initial Assistance from Personnel</u> – Mobilize appropriate personnel for the initial activation of the recovery effort. ❑ <u>Contact Service Providers</u> – Identify and contact local, regional, and national service agencies and NGOs with recovery roles. ❑ <u>Review Roles</u> – Meet with local and national service providers to introduce the Community Recovery Program and to review their roles in recovery. ❑ <u>Liaise with Other Agencies</u> – Act as liaison with other disaster assistance agencies to coordinate the recovery process. ❑ <u>Secure Cooperation</u> – Ensure all participating organizations and individuals agree to cooperate. Gain agreement from all participating agencies to share client information (see Information Sharing Agreement). **2. Develop Recovery Organization** ❑ <u>Identify Recovery Functions</u> – Select functions required for the recovery challenge at hand (see Sample Recovery Organization Chart). Prepare an organization structure to specify how players fit together. ❑ <u>Select Recovery Personnel</u> – Identify the individuals to serve on the Recovery Task Force. Select personnel to fill recovery functions based on knowledge and skill sets. ❑ <u>Acquire Additional Personnel</u> – Request additional personnel for the Recovery Organization from the Policy Group and service provider organizations, as necessary. ❑ <u>Monitor Recovery Staff</u> – Monitor the personal needs of the organization members, such as stress levels, and arrange for stress counselling services, as required. **3. Manage Recovery** ❑ <u>Conduct Planning Meetings</u> – Convene at least one Action Planning Meeting in each operational period. Meeting is chaired by the Recovery Planning Section Chief. Attendance should include all members of the Recovery Task Force and other key agency representatives. ❑ <u>Prepare Action Plans</u> – Consult local, regional and international service providers regarding appropriate actions. Prepare Action Plans for recovery. ❑ <u>Monitor Recovery Actions</u> – Monitor activities to anticipate problems in meeting objectives.

❑ <u>Inform the Policy Group / EOC</u> – Inform the Policy Group and EOC Director on recovery status, priorities and objectives.

❑ <u>Establish Contacts</u> – Maintain contact with adjacent jurisdictions, service agencies and PEP.

❑ <u>Keep Others Informed</u> – Communicate recovery priorities and objectives to all involved parties. Keep others informed on the overall recovery organization, and its objectives and progress.

❑ <u>Review Messages</u> – Review and approve recovery information intended for public release

❑ <u>Locate Recovery Office</u> – Determine location of the Recovery Office, considering hazards. Communicate Recovery Office location to others.

❑ <u>Manage Recovery Facilities</u> – Oversee the management of recovery facilities, including the Recovery Office, Recovery Centres and warehouses.

❑ <u>Provide Equipment and Supplies</u> – Ensure that appropriate equipment and supplies are in place, including telecommunications, maps and status boards.

Operations Section Chief (Recovery)	
Reports To:	Recovery Director
Checklist:	**1. General** ❑ <u>Determine Issues and Objectives</u> – Identify key issues currently affecting recovery efforts in the Operations Section. Meet with Branch Coordinators and determine appropriate section objectives for each operational period. ❑ <u>Determine Needs</u> – Based on the known or forecasted situation, determine likely future needs for recovery efforts. ❑ <u>Contribute to Action Plans</u> – Prepare for and participate in Recovery Action Planning meetings (See Form REC 401A for Briefing Format). **2. Coordinate Recovery** ❑ <u>Determine Strategies</u> – Detail the strategies required for carrying out the recovery objectives of the Operations Section. ❑ <u>Implement Objectives</u> – Work closely with each Branch Coordinator in the Operations Section to ensure implementation of all recovery objectives defined in the current Action Plan. ❑ <u>Coordinate Recovery Information</u> – Coordinate overall recovery status and resource information. ❑ <u>Coordinate Recovery Efforts</u> – Based on the situation, manage and coordinate appropriate branch activities as necessary: ❑ <u>Coordinate Internal Resource Requests</u> – Ensure that Operations Section branches coordinate all recovery resource needs through the Logistics Section. ❑ <u>Coordinate External Resource Requests</u> – Authorize external resource requests and forward extraordinary and critical resource requests to the Recovery Director for approval. ❑ <u>Keep Planning Section Informed</u> – Ensure that situation and resource information is provided to the Recovery Planning Section as the situation requires, including Branch Status Reports. ❑ <u>Keep Recovery Director Informed</u> – Brief the Recovery Director and Recovery Task Force members, as required. ❑ <u>Brief Operations Section</u> – Brief Branch Coordinators periodically on any updated information you may have received.

Client Advisory Coordinator (Recovery)

Reports To:	Recovery Director, or Recovery Operations Section Chief, if activated
Checklist:	**1. General** ❑ <u>Estimate Need for Assistance</u> – Estimate the overall recovery needs at an early stage. ❑ <u>Activate Client Advisory Services</u> – Based on the situation, activate the necessary units within the Client Advisory Branch: Call Centre, Outreach Teams, and/or Recovery Centre. ❑ <u>Set up a Call Centre</u> – Develop a public information call centre to provide information and advice concerning recovery. Work with the Logistics Section to arrange telephone equipment and services. ❑ <u>Train Call-Takers</u> – Ensure that call takers are mobilized to staff a Call Centre. Provide call takers with timely and accurate information. **2. Identify/Assist Clients** ❑ <u>Identify Affected Properties</u> – Obtain a rapid damage assessment from the EOC, if active, using maps that identify individual properties. ❑ <u>Identify Potential Clients</u> – Collect information on affected properties from accessible sources, such as property tax roles, BC Assessment Authority, and school district lists to identify potential clients. ❑ <u>Use Reception Centre Data</u> – Obtain registration information from Reception Centres to identify potential recovery clients. ❑ <u>Employ Out-Reach</u> – Reach out to members of the affected community to let them know of the recovery effort and resources available. ❑ <u>Identify Client Needs</u> – Meet with clients to collect information on their needs and to provide information on status of disaster and available assistance. See *Sample Client Needs Assessment Form*. ❑ <u>Obtain Consent to Share Information</u> – Explain *Consent Form for Information Release* to clients and obtain signatures, where offered. ❑ <u>Assist Clients with Documents</u> – Help clients complete documentation required to access assistance. Track client files through recovery organization to remove obstacles. ❑ <u>Assist Special Needs Clients</u> – Work on behalf of clients with special needs, such as single parent families, mental health clients, or the disabled. ❑ <u>Create Systems to Manage Information</u> – Develop methods to record client needs, including paper forms and a centralized database. ❑ Develop a "case management" approach to client services, including central case filing system. ❑ <u>Share Client Information</u> – Ensure collected information is shared among recovery organizations. Gain agreement from all partner agencies on sharing client information ❑ <u>Establish Recovery Centre</u> – Establish a Recovery Centre as a central clearinghouse of recovery information.

Needs Committee Coordinator (Recovery)	
Reports To:	Recovery Director or Operations Section Chief, if activated
Checklist:	**1. General** ❑ <u>Assess Requirement</u> – Determine if a Needs Committee is required, based on the number of clients and types of service being offered. ❑ <u>Identify Needs Committee Members</u> – Determine participants in Needs Committee. To forestall claims of favouritism, ensure members have no ties or implied links to local, provincial or federal politics. ❑ <u>Set Out Policies</u> – Establish policies for matching needs and resources, including transparent criteria for allocating donations of all types; involve clients in developing such criteria. ❑ <u>Oversee Matching</u> – Supervise the matching of needs and resources. ❑ <u>Support Needs Committee</u> – Ensure access by the Needs Committee to case files and resource lists. **2. Maintain Records** ❑ <u>Document Information</u> – Manage client information using a case management system, including documentation of how needs are filled. ❑ <u>Maintain Records</u> – Generate summary reports on the numbers of clients and the status of matching needs with resources.

Transition Coordinator (Recovery)

Reports To:	Recovery Director or Operations Section Chief, if activated
Checklist:	**1. General** ❑ <u>Determine Local Services</u> – Meet with each service provider to confirm the services provided. ❑ <u>Develop Transition Methods</u> – Confirm methods for the smooth transfer of care, including case information. ❑ <u>Write Transition Plan</u> – Develop a written plan for transition of services to local organizations, matching the expected ongoing needs with specific service providers in the community. ❑ <u>Support Local Service Providers</u> – Consider options for donating some collected funds to these organizations during recovery to assist with the increased demand. ❑ <u>Inform Clients of Transition</u> – Discuss the Transition Plan with clients to be sure they understand the services they will continue to receive. **3. Close-out Recovery Phase** ❑ <u>Plan Closing Event</u> – Mark the end of the formal recovery phase by a public announcement, celebratory event or other activity that signifies a milestone of closure for all members of the community.

Funds Coordinator (Recovery)

Reports To:	Recovery Director or Operations Section Chief, if activated
Checklist:	**1. General** ❑ <u>Adopt Accounting Procedures</u> – Develop written procedures for advertising for, receiving, holding, and allocating donated funds. ❑ <u>Prepare Allocation Criteria</u> – Develop transparent criteria for allocation of donated funds, and accounting procedures. ❑ <u>Offer Immediate Financial Aid</u> – Empower a small group (such as a sub-group of the Needs Committee) to allocate immediate hardship grants, and document the criteria applied. **2. Coordinate Funds** ❑ <u>Establish an Account</u> – In consultation with other collectors of donations, such as the Red Cross, consider establishing a secure and independent financial account to receive cash donations on behalf of disaster victims. ❑ <u>Establish Non-Profit Status</u> – If appropriate, establish a tax-deductible, non-profit organization to receive donated funds. ❑ <u>Inform the Public</u> – Work with Recovery Information Officer to communicate to the public the fund target, amount received to date, and highlights of large donations. ❑ <u>Record Funds Receive</u> – Record all received funds using established accounting methods. ❑ <u>Manage Funds</u> – Manage all donations of funds, working in cooperation with other organizations. ❑ <u>Evaluate Options for Fund-Raising Events</u> – Develop and coordinate proposals for community events to help raise donated funds for disaster clients. ❑ <u>Manage Events</u> – Manage benefit events intended to solicit donations. ❑ <u>Distribute Funds</u> – Working with the Needs Committee, allocate funds in specified amounts and times.

Goods Coordinator (Recovery)

Reports To:	Recovery Director or Operations Section Chief, if activated
Checklist:	**1. General** ❑ <u>Anticipate Needs</u> – Estimate the need for goods of all types in terms of quantity and timing. ❑ <u>Control Unneeded Goods</u> – Take steps to ensure that only the goods that are needed and in acceptable condition arrive in the community, such as informing contributors of the potential problems with unneeded goods. ❑ <u>Anticipate Spontaneous Donations of Goods</u> – Identify the types of spontaneous donations likely to arrive, based on the type and magnitude of the disaster. ❑ <u>Estimate Supply of Local Goods</u> – Identify the local suppliers that may supply needed goods. **2. Solicit Donations** ❑ <u>Identify Goods to Solicit</u> – Based on client needs and available resources, identify the need for specific goods. ❑ <u>Request Donations from Local Businesses</u> – Encourage private businesses to donate goods required, such as materials required for reconstruction. ❑ <u>Request Public Donations of Goods</u> – Solicit donations for goods from the general public, working with service providers. **3. Receive and Manage Goods** ❑ <u>Establish Warehouse and Services</u> – Arrange for warehouse space, equipment, and inventory management to control donated goods. ❑ <u>Identify Staff to Manage Goods</u> – Identify and authorize staff to manage the receipt, storage, and cataloguing of donated goods. ❑ <u>Support Local Service Providers</u> – If more goods are donated to the disaster than needed, consider utilizing donations in a way that will enhance existing community programs. ❑ <u>Manage Donated Goods</u> – Store, sort, catalogue, and distribute donated goods to disaster victims, according to guidance of the Needs Committee. ❑ <u>Store and Distribute Bulk Goods</u> – Store and distribute bulk goods (food, water, health and sanitary products, baby and child care products, medicines, bedding) that may not readily be available otherwise ❑ <u>Record Available Goods</u> – Develop methods to record resources as they become available, including paper forms and a centralized database. ❑ <u>Record the Allocation of Goods</u> – Use the case management system and database to track the allocation of specific resources.

Service Coordinator (Recovery)

Reports To:	Recovery Director or Operations Section Chief.
Checklist:	**1. General** ❑ Anticipate the Need for Services – Estimate the need for services of all types in terms of quantity and timing, considering the nature of the disaster and impacts. ❑ Identify Local Service Providers – Identify local providers that may provide required services. Record and maintain a list of contacts for each service provider organization. ❑ Identify Other Service Providers – Identify regional, provincial, and national service providers likely to be available. ❑ Create Policies for Equitable Services – Develop policies and procedures for managing services. ❑ Coordinate Service Delivery – Assign sectors and allocate geographic divisions among service providers, if required. ❑ Track Needs and Services Provided – Establish a record system to track needed and available services. Track the deliver of services and accomplishments among all services. **2. Support Service Providers** ❑ Share Client Information – Supervise the availability of client information among service providers. ❑ Manage Requests for Resources – Work with Operations Section Chief and Logistics, if activated, to fill requests for resources among service providers. ❑ Arrange Accommodation, Food and Water for Service Providers – Work with Logistics to arrange accommodation, meals, water and transport for service providers arriving from outside the community. ❑ Promote Safety – Work with the Risk Management Officer to ensure worker safety among all recovery personnel, including traffic safety, vests, steel-toe footwear, gloves, and first-aid services.

Planning Section Chief (Recovery)

Reports To:	Recovery Director
Checklist:	**1. General** ❑ Collect Information – Collect, analyze, and display information relevant to the recovery effort. Meet with service providers or Operations Section Chief; if active, to obtain information on needs and available resources. ❑ Assess Damage – Oversee the collection of damage information from the EOC Planning Section. Maintain damage and recovery reports for distribution to the Recovery Director. ❑ Prepare Recovery Situation Report – Produce a Recovery Situation Report for Recovery Director approval with each operational period. ❑ Display Information – Ensure that all recovery status boards, maps, and other displays are kept current and that posted information is neat and legible. ❑ Prepare Recovery Action Plan – Prepare a Recovery Action Plan for each operational period, based on objectives adopted at action planning meetings. ❑ Chair Action Planning Meetings – Chair the Recovery Action Planning meetings. ❑ Document Meetings – Following the meeting, send approved Action Plan to the Documentation Unit for distribution prior to the next operational period. ❑ Take Minutes – Record proceedings of all Recovery Organization briefings and meetings. ❑ Copy and Distribute Reports and Plans – Reproduce and distribute approved recovery reports and plans. ❑ Document Recovery Records – Document and maintain files on all recovery activities. ❑ Archive Files – Maintain files on all recovery activities and provide reproduction and archiving services for the Recovery Organization. **2. Anticipate Future Events** ❑ Review Available Information – Review the current reports, recovery plans, and meet with the Recovery Organization members to determine the future direction and outcomes of the recovery effort. ❑ Identify Approaching Issues – Identify potential recovery related issues likely to occur within the next few days or week. ❑ Report on Future Events – Distribute a report that highlights forecasted events likely to occur, particularly those situations which may influence the overall priorities of the recovery effort. ❑ Anticipate Mitigation – Address mitigation of future potential loss events, either related or repeat. ❑ Recommend Recovery Objectives – Prepare an Advanced Plan to recommend recovery objectives that acknowledge issues. **6. Post-Recovery** ❑ Develop Recovery Debrief Report – In consultation with the Recovery Director, prepare the Recovery Debrief Report.

Logistics Section Chief (Recovery)

Reports To:	Recovery Director
Checklist:	**1. General**

1. General

❑ Support Use of Information Technology in Recovery Facilities – Establish computer, printer, and Internet access for key recovery facilities, including the Recovery Office.

❑ Establish and Maintain Recovery Telephone and Fax Communications – Provide telephone and fax services to recovery staff. Working with the Client Advisory Coordination, establish a Call Centre, if required. Consider using the same telephone number as used in response.

❑ Establish Telecommunications at Media Centre – Work with the Information Officer to provide necessary telecommunications for a recovery Media Information Centre

❑ Manage Recovery Facilities – Provide and maintain recovery facilities, including all utilities, office supplies, and equipment. Secure access to and manage all recovery facilities.

2. Coordinate Staffing

❑ Support Recovery Personnel Requests – Coordinate requests for recovery personnel and assign available personnel appropriate with their training and qualifications. Coordinate with Recovery Director or Operations Section Chief, if activated.

❑ Acquire Volunteers – Identify a single location where volunteers can access information on how best to help disaster victims. Issue news releases as needed to request appropriate volunteers. Liaise with community volunteer organizations to acquire personnel for work in the Recovery Organization, including the Recovery Office.

❑ Manage Volunteers – Register willing volunteers to provide WorkSafeBC coverage. Assign tasks to volunteer personnel that are appropriate to their knowledge and skills. Track the number of volunteers by type of effort and hours expended.

❑ Support Confidentiality – Ensure all staff and volunteers sign confidentiality guidelines (see *Code of Conduct and Confidentiality*).

❑ Acknowledge Volunteers – Plan an event or awards to acknowledge the contribution volunteers make to the recovery effort.

3. Coordinate Material and Transportation

❑ Identify Needs for Material Resources – Work with the Operations Section Chief to identify the number and type of resources required, where they are needed and the person or organization that should receive the resources. Validate resource requests from service providers prior to acting on a request.

❑ Acquire Resources – Oversee the acquisition and allocation of supplies and material not normally provided through service providers. Locate or acquire equipment, supplies, and facilities. Work with Operations Section to establish priorities for resource allocation.

❑ Establish Tracking. Ensure that all resources are tracked and accounted for in cooperation with the Planning Section.

❑ <u>Determine Transportation Needs and Limitations</u> – Coordinate transportation needs among Recovery Organization personnel, and determine the status of transportation routes in the region.

❑ <u>Acquire Transportation Resources</u> – Identify potential transportation resources. Coordinate the delivery of transportation resources.

Finance / Administration Section Chief (Recovery)	
Reports To:	Recovery Director
Checklist:	**1. General** ❑ <u>Obtain PEP Task Number</u> – Consult the Recovery Director for the PEP Task Number. **Advise all recover personnel to track their time and costs and include the PEP Task Number and date on each document they produce.** ❑ <u>Record Time Sheets</u> – Record on-duty time for all recovery personnel, including volunteers and paid staff. Note: Use the same time sheet forms used in non-emergency times, if possible. ❑ <u>Forward Time and Expenses for Processing</u> – Forward timesheets and expense forms to local government office for processing. ❑ <u>Identify Authorization to Contract</u> – Determine spending limits in consultation with the Recovery Director. ❑ <u>Determine Spending Limits</u> – In consultation with the Recovery Director determine spending limits, if any, for Logistics, Operations and Recovery Organization staff. ❑ <u>Coordinate with Other Recovery Organization Sections</u> – Coordinate with Logistics Section Chief and Operations Section Chief on all matters involving the need to purchase, hire, contract, rent or lease. ❑ <u>Confirm Rates</u> – Confirm equipment and contract rates adopted by the RDOS for use during recovery. ❑ <u>Prepare EAFs</u> – To confirm assumptions about eligibility for provincial financial assistance in recovery, submit Expenditure Authorization Forms to PEP. ❑ <u>Pay for Acquisitions</u> – Organize and control any acquisitions required in recovery efforts. Process purchase orders and develop contracts. **2. Manage Claims and Records** ❑ <u>Document Potential Legal Claims</u> – Document any claims or threats of claims from disaster victims. ❑ <u>Process WorkSafeBC Claims</u> – Ensure that any workers' compensation claims resulting from recovery activities are forwarded to the RDOS for processing within a reasonable time. ❑ <u>Document Claims from Disaster Victims</u> – Document any claims or threats of claims from disaster victims and keep the Recovery Risk Management Officer informed. ❑ <u>Develop Cost Record System</u> – Maintain all financial records throughout the recovery period. ❑ <u>Submit Cost Summaries to PEP</u> – Ensure that all recovery documentation is accurately maintained and submitted to PEP. ❑ <u>Secure Records</u> – Ensure that all financial records are secured against fire, theft or misuse throughout the recovery period. ❑ <u>Provide Clerical Support</u> – Coordinate secretarial and clerical services for use in the Recovery Organization.

ANNEX F
RESOURCE DIRECTORY

1. EOC Emergency Equipment List

RDOS Emergency Equipment

The RDOS maintains a *Heavy Equipment List* which contains information on heavy equipment available in member municipalities and commercial suppliers of equipment suitable for emergency response. The list includes suppliers of excavators, backhoes, truck transportation, loaders, bulldozers and gravel pit products. This list should be available in the EOC during an emergency.

BC Ministry of Transportation District Offices maintain extensive current listings of local and regional equipment-hire contractors, trucking services and other critical resources:

Ministry of Transportation and Infrastructure
Penticton Area
102 Industrial Place
Penticton, BC V2A 7C8
(250) 490-8200

Hired Equipment Coordinator
250-712-3627
(Reception: 250-712-3660)

2. Requesting Resources

Objective	To obtain and coordinate material goods, equipment, and personnel required to assist response objectives.
Responsible Position	EOC Logistics Section Chief.
Using Local Resources First	Under BCERMS, the local authority is responsible for using local resources to fill their needs to the greatest extent possible, including any mutual aid that may be available.
Requesting Resources from the PREOC	The requesting authority is responsible for ensuring that each Resource Request Form includes the justification for the request, as well as all other pertinent information and signatures.
Resource Tracking	The EOC Planning Section tracks resources coordinated through the EOC. Resource tracking should allow the EOC Director to determine the current status of all resource requests, the EOC sections assigned responsibility for action, and the details of any action planned or taken.
Critical Resources	The EOC Director can designate a specific resource as a "critical resource" if it is in demand by multiple sites or agencies and there is a limited number of such resources available. All requests for "critical resources" must be approved by the EOC Director.

Resource Costs	Some Resource Requests to the PREOC will have financial implications for the District. In other words, the PREOC may arrange for the resources, but the District will be expected to pay the supplier. The EOC will track costs.
	For Resource Requests with financial impacts, the EOC should ensure the PEP Task Number and the Expenditure Authorization Form Number are noted on the Resource Request Form and on all invoices.

3. Specialized Emergency Resources

HAZARDOUS WASTE TRANSPORT AND DISPOSAL

BC Environmental Industry Association (BCEIA) 604-683-2751 http://www.hazwastebc.com/index.html	A current list of hazardous waste transporters in BC is available from BCEIA. http://www.hazwastebc.com/Hazardous_Waste_Transporters.html

HEALTH POLICY AND SERVICES

Interior Health Authority **Risk Management / Emergency Planning** **220-1815 Kirschner Road** **Kelowna, BC, V1Y 4N7** **250- 862-4200**	**Okanagan Region** **Public Health and Prevention Service** **2180 Ethel St.** **Kelowna, BC, V1Y 3A1** **250-862-4367**

GEO-TECHNICAL AND ENVIRONMENTAL SERVICES
(These companies provide testing and analysis of unprocessed soil, sediment and aggregate samples).

AMEC Earth and Environmental 913 Laval Crescent Kamloops, BC V2C 5P4 250-374-1347 http://www.amec.com/	An earth and environmental consulting business covering all aspects of environmental services, geotechnical engineering, infrastructure, materials testing and engineering and water resource services. Contaminated sites and groundwater testing and monitoring.
EBA Engineering Consultants Ltd. 150-1715 Dickson Avenue Kelowna, BC V1Y 9G6 250-862-4832 http://www.eba.ca/	Terrain evaluation and other geo-technical and environmental services.
Golder Associates Ltd. Unit B, 12330-88th Avenue Surrey, BC V3W 3J6 604-591-6616 http://www.golder.com/	Ecological services, geo-technical surveys/testing, hydrogeological services, geotechnical engineering, risk assessment/toxicology, environmental management and remediation.

Levelton Consultants Ltd. 150-12791 Clarke Place Richmond, BC V6V 2H9 604-278-1411 http://www.levelton.com/	Specialist engineering and scientific services including materials engineering, quality assurance, environmental and geotechnical.
McElhanney Consulting Services Ltd. PO Box 787, 3907 4th Avenue Smithers, BC V0J 2N0 250-847-4040 http://www.mcelhanney.com/mcsl/	Cadastral surveys, engineering and topographic surveys, environmental services.

ANNEX G
HAZARD-SPECIFIC PLANS

This Annex contains the following hazard-specific plans:

Aircraft Accident

Animal Disease

Atmospheric Hazards (Severe Weather)

Avalanche

Dam Failure

Explosion/Gas Leak

Flooding

HAZMAT In-Situ (Hazardous Materials Release)

Human Disease/Pandemic

Landslide

Power Outages

Seismic Hazards

Structural Collapse

Structural Fire

Transportation Accident – Marine

Transportation Accident – Vehicle

Wildland/Interface Fire

Volcanic Ash

Aircraft Accident

Nature of the Hazard	Small aircraft are used for personal and business travel throughout BC. Many of these aircraft rely on Visual Flight Rules and must be able to maintain visual reference with the ground at all times. Atmospheric conditions, such as fog common to the Okanagan Valley, may impair vision giving the pilot no choice but to decrease altitude. The topography of the region is often misleading and can be dangerous. Commercial aircraft accidents may also occur throughout the RDOS as the area is a major traffic corridor for commercial aircraft.
Policies	• Responsibility for aircraft accidents rests with the RCMP and federal Transportation Safety Board (TSB). The police provide security and, if necessary, assists the Coroner. The TSB conducts the investigation. • RDOS may be requested to provide support, particularly in securing the site of the crash and preserving evidence. • The EOC will normally open only in the event of a major aircraft accident involving mass casualties.
Potential Actions at Scene	• Establish Incident Command Post. • Establish communications. • Establish control perimeter. • Secure scene for subsequent investigation. • Rescue and fire fighting. • Notify hospitals of casualty type and number. • Establish crowd control. • Protect property and valuables.
EOC Checklists	**EOC Director / Management Staff** ❑ Designate police representative as EOC Operations Section Chief. ❑ Contact air carrier and request representative to attend EOC. ❑ Contact PEP and request notification of TSB Board and Rescue Coordination Centre. ❑ Establish media policy. **Operations** ❑ Support Incident Commander in establishing control perimeter, and

securing scene for subsequent investigation (Police Branch).

❑ Establish routes for emergency vehicles (Police Branch).

❑ Establish temporary morgue (Police Branch, Coroner).

❑ Establish traffic and crowd control (Police Branch).

❑ Eliminate hazards from damaged utilities (Utilities Branch).

❑ Set up a Registration and Inquiry Centre (ESS and airline, if commercial).

Planning

❑ Consider possible effects :

- Damage to property.
- Involvement of hazardous materials, e.g., fuels.
- Surge in medical/hospital requirements.
- Disruption of traffic and communications.
- Disruption of utilities.
- Convergence of media, photographers, politicians.
- Convergence of friends and family members and need for grief counselling.
- Potential international considerations.

Logistics

❑ Establish communications.

❑ Assist Coroner/Police in identifying potential temporary morgue facilities.

❑ Consider these potential equipment needs:

- Fire fighting and rescue equipment.
- Ambulances.
- Communication equipment.
- Auxiliary lighting.
- Barricades.
- Mobile public address equipment.

Finance/Admin

❑ Contact PEP, TSB, and airline for guidance on compensating the municipality for extraordinary response costs.

Animal Disease

Nature of the Hazard	Animal disease can be classified into non-infectious, infectious and parasitic disease and can spread from animal to animal (non-zoonotic) and from animal to human (zoonotic disease). Animal disease is primarily a concern for farmers, who may suffer severe economic impacts as a result of such a hazard, and communities, which may suffer severe economic impacts. The potential for cross-species contamination means that there is also a significant health concern for human populations.
Policies	• Emergency response to a foreign animal disease/reportable disease is a federal responsibility. The response will be undertaken jointly by federal and provincial authorities in accordance with the Foreign Animal Disease Emergency Support (FADES) Plan. • The principal federal agency will be CFIA; the primary provincial agencies involved will be MAL and PEP. • Federal and provincial authorities will normally establish a Joint EOC to manage an animal disease emergency. • RDOS will provide support as required to the federal-provincial response. • RDOS and representatives from affected municipalities will normally establish liaison desks in the joint federal-provincial EOC. The regional district EOC may also open depending on the scale of the emergency.

Potential Actions at Scene	• The response structure and activities in accordance with the FADES Plan will be determined by CFIA/MAL/PEP.
	• The scale of response will depend on a variety of factors such as the type and severity of the disease, the risk of transmission, risk to human health and the environment and the potential impact on the local economy. CFIA will employ a graduated approach to a suspected animal disease outbreak depending on its severity and extent.
	• During an animal disease response, the local government will work in conjunction with the federal-provincial JEOC in the affected area. Local government will play a key role including but not limited to:
	    – advising on local conditions;
	    – coordinating with the local livestock industry;
	    – providing information on farm/livestock locations;
	    – providing resources; and
	    – keeping the public advised.

EOC Checklists	**EOC Director / Management Staff**
	❑ On receipt of information about a potential animal disease event, ensure that appropriate reports to CFIA have been made by producer.
	❑ On confirmation of disease emergency, liaise with CFIA/MAL/PEP and monitor federal/provincial planning.
	❑ Initiate development of local public relations/communications plan.
	Operations
	❑ Provide support to CFIA Emergency Response Team (if deployed).
	❑ Obtain PEP Task Number (if applicable).
	❑ Determine from CFIA/PEP if FADES Plan will be implemented and, if so, nominate local government and industry representatives to join JEOC.
	❑ Maintain records/logs of all decisions and daily activities for After Action Report
	Planning
	❑ Review resource lists and develop logistics/transportation plans in conjunction with JEOC.
	❑ Assist JEOC with preparation of disposal plans, providing advice on local conditions.
	❑ Review potential disposal sites in local area and assist JEOC in arranging geotechnical and other surveys/assessments as required.
	❑ Liaise with JEOC to ensure that local producers and other stakeholders have been briefed and are kept advised on carcass disposal planning and operations.
	❑ Participate as required in JEOC Action Planning Meetings to ensure that local interests are considered.
	Logistics
	❑ Determine from CFIA any threats to human health from animal disease and liaise with Interior Health on public health issues.
	Finance / Admin
	❑ Review compensation for destroyed animal regulations and entitlements.
	❑ Keep local agriculture industry officials advised of regulations.

Atmospheric Hazards (Severe Weather)

Nature of the Hazard	Severe winter storms, hailstorms, heat waves, windstorms and other severe weather events can result in a major emergency including loss of life, closure of essential transportation routes, power outages and other potentially dangerous situations. The RDOS is not particularly prone to severe weather events, but high summer and low winter temperatures can significantly affect the ability of families and communities to function efficiently. Infrequent severe weather events should be expected.
Policies	• When possible, warn citizens of impending severe weather, working with meteorological services and news media. • Place ESS on standby until need can be assessed. ESS will serve all personnel requiring shelter, including non-residents. • First priority is snow/debris removal for emergency services, including hospital access. • Police should consider waiving license requirement for on-road use of snowmobiles and ATVs.
Potential Actions at Scene	• Establish Incident Command Post(s). • Establish adequate communications. • Eliminate hazards from damaged utilities. • Clear routes for emergency vehicles. • Establish traffic control.
EOC Checklists	**EOC Director / Management Staff** ❑ Suggested minimum EOC functions: Information Officer, Planning Section, Logistics Section, ESS Branch. EOC staff members are to make their own way to facilities (EOC Director). ❑ Establish priorities for clearing snow from roadways (EOC Director) ❑ Advise public of status and what self-help measures they can take (Information Officer). ❑ Establish Call Centre as the public inquiry system (Information Officer). Set up an out-going message and arrange staff (Information Officer). ❑ Use commercial radio stations to keep public informed. If appropriate, warn owners of flat-roof buildings (Information Officer).

Operations

- ❑ Work with Public Works for snow-removal priorities.
- ❑ Monitor progress on clearing snow and debris (Public works).
- ❑ Establish routes for emergency vehicles (Police Branch).
- ❑ Coordinate the protection of property (Police Branch).
- ❑ Eliminate hazards from damaged utilities (Engineering Branch).
- ❑ Coordinate provision of auxiliary power (Engineering Branch).
- ❑ Coordinate clearing and disposal of debris (Public works).
- ❑ Coordinate SAR and checks for stranded motorists (Police Branch).
- ❑ Coordinate search for persons requiring shelter (Police Branch).
- ❑ Coordinate transport of food, fuel, pharmaceutical supplies, medical personnel and others to points of need (ESS Branch).
- ❑ Activate Reception Centres to serve as shelters from extreme weather, (ESS Branch).

Planning

- ❑ Access weather forecasts and provide Operations Section with updated meteorological data.
- ❑ Provide Operations Section with updated transportation route problems.
- ❑ Track and relay highway condition reports and closures.
- ❑ Identify sites to dispose of contaminated ice and snow.
- ❑ Anticipate flooding when snow melts. Work with Information Officer to advise residents and businesses to clear local drains.
- ❑ Consider possible major effects:
  - Casualties.
  - Damage to property.
  - Disruption of traffic.
  - Disruption of communications.
  - Extended power outage.
  - Disruption of community services, e.g., fire, Police , ambulance.
  - Medical facilities may send patients home to make room for serious cases, and transportation may be needed..

Logistics

- ❑ Contact all snow/debris clearing apparatus available.
- ❑ Contact all over-snow/ATV vehicle owners.

	❑ Contact food suppliers and determine on-hand supplies.
	❑ Consider these potential equipment needs:
	   • Rescue equipment.
	   • Ambulances.
	   • Road clearing equipment.
	   • Auxiliary generators.
	   • Barricades.
	
	Finance/Admin
	
	❑ Prepare equipment contracts for snow/debris removal.

Severe Weather Guidelines	**Monitor Weather Forecasts** – Environment Canada will have the latest weather advisories and forecasts:
	
	    Telephone: 1-900-565-5555
	    Email: WeatherOffice@ec.gc.ca.
	    Website: http://weatheroffice.ec.gc.ca/forecast/canada/bc_e.html
	
	High Risk Buildings – Consult the community fire department for a list of buildings in the jurisdiction at high risk of collapse due to heavy snowfall. Such buildings normally include those with large, flat roofs such as school gymnasiums, community centre, and church halls.
	
	Snow Removal Priorities – Consider the following priorities for snow removal from roadways, based on risks:
	
	    Priority 1
	    Access routes to fire halls, police, hospital.
	
	    Priority 2
	    Access routes to core businesses, transportation services
	    Residential streets with hills.
	
	    Priority 3
	    Other high-use residential streets.
	
	Severe Weather Logistics – Engineering crews responding to severe weather events will require regular sustenance. This will fall to the EOC Logistics Section, working with ESS volunteers.

Snowmobile Transportation – If snow conditions prevent key personnel from attending the EOC, consider requesting assistance from members of the public with snowmobiles and ATVs.

Safety of Volunteers – Community members may volunteer to clear roofs of snow and ice. All volunteers must register using Form EOC 512 for PEP Registration to be covered by WorkSafe BC. This form is managed by EOC Logistics. Also, all roof-top clearing operations should have a person specifically assigned to ensure safety.

Avalanche

Nature of the Hazard	An avalanche is the gravitational movement of snow and ice down a sloped surface commonly resulting from a weakened snow structure due to surface hoar being and freeze thaw processes. Avalanche risk is heightened by wind direction, temperature fluctuation, slope aspect, and slope gradient. Slope gradients between 30-45 degrees are mostly likely to create slab avalanches, while gradients ranging from 45-60 degrees are more likely to be effected by point release avalanches. Many areas of the RDOS are prone to avalanches.
Policies	• The responsibility for lost persons in winter avalanche situations belongs to the police department having jurisdiction. They are supported by the Provincial Emergency Program SAR volunteers (with avalanche rescue training). • Avalanches involving roads are the responsibility of MOT. • Avalanches in the back country are the responsibility of the RCMP. The regional district has no direct role in a backcountry search and rescue operation. • RDOS will work cooperatively with these and other avalanche safety organizations as needed and requested.
Potential Actions at Scene	As coordinated by PEP/PREOC/SAR.
EOC Checklists	**EOC Director / Management Staff** ❑ Contact PEP and determine federal/provincial response arrangements. ❑ Select RCMP or alternate as Operations Coordinator ❑ Establish public information system (Information Officer) ❑ Establish proper jurisdiction, especially for avalanches affecting roadways **Operations** ❑ Determine extent and nature of affected areas. ❑ Establish traffic control (Police Branch). ❑ Notify Interior Health and local medical facilities.

Planning

❑ Obtain and disseminate current meteorological data and avalanche forecasts.

❑ Consider possible effects:
- Damage to property.
- Casualties.
- Surge in medical/hospital requirements.
- Convergence of media.

Logistics

❑ Establish communications.

❑ Consider equipment needs and sources (Supply/Procurement Unit):

❑ Consider these potential equipment needs:
- Ambulances.
- Communication equipment.
- Auxiliary Lighting.

Finance/Admin

❑ Track and keep accurate records of expenditures.

Dam Failure

Nature of the Hazard	The RDOS has many dams throughout its area. Three very high consequence dams exist in the regional district, including the Rose Valley Dam, Ellis #4 Dam, and Greyback Dam. Failure of very high consequence dams may result in extensive damage to the surrounding area.
Policies	• There are three very high-consequence and 14 high consequence dams within RDOS. • EOC opening is likely in the event of a high-consequence dam failure. • Council may order evacuation of a hazard area after declaring a state of local emergency.
Potential Actions at Scene	• Mobilize necessary personnel and equipment. • Establish communications. • Patrol affected areas to provide warnings. • Secure the area damaged by the failure from unauthorized access. • Eliminate hazards from damaged utilities. • Protect property and relocate resources where necessary. • Collect initial damage information and forward to the EOC. • Establish emergency health care in affected area if required.
EOC Checklists	**EOC Director / Management Staff** ❑ Select Police or alternate as Operations Coordinator (EOC Director). ❑ Ensure representatives from utilities are contacted and requested to keep the EOC informed (Liaison Officer). ❑ Establish adequate public information and inquiry systems (Information Officer). **Operations** ❑ Coordinate patrols of hazard area and direct persons to safety (Police Branch). ❑ Implement a formal evacuation or area if ordered. (Police Branch). ❑ Remind responders that areas impacted by dam failure may contain numerous hazards, including chemical spills, potential sink holes and

other threats that may not be obvious (Fire Branch).

❑ Staff ESS positions for possible reception centres (ESS Branch).

❑ Establish traffic control to limit access to hazard areas. (Police Branch).

❑ Establish emergency public health facilities. (Health Branch).

Planning

❑ Identify potential flood hazard zones (Situation Unit).

❑ Deploy field observers to gather tsunami intelligence as soon as possible.

❑ Define areas of risk.

❑ Commence evacuation planning if required.

❑ Determine the extent of any damage and identify community needs for emergency response and recovery.

❑ Arrange field teams to photograph and document damage and submit written observations to the EOC.

❑ Consider the need for a formal recovery effort, separate from response, and advise the EOC Director of the need to coordinate recovery.

❑ Consider possible major effects :

- Casualties.

- Damage to property.

- Escape of hazardous materials, chemicals, etc.

- Contamination of normal water supplies.

- Dangers to public health.

- Evacuation of the population.

- Loss of local and regional economic activities.

Logistics

❑ Contact PREOC for additional EOC or site personnel.

❑ Identify and locate additional heavy equipment resources in anticipation of field requests.

❑ Anticipate long term feeding / accommodation support of field workers.

❑ Consider these potential equipment needs:

- Transportation.

- Boats.

- Communications equipment.

- Heavy equipment (bulldozers, etc.).

- Auxiliary lighting.

- Auxiliary power facilities.
- Medical and health supplies.
- Food and lodging.
- Pumps.
- Mobile public address equipment.

Finance/Admin

❑ Contact PREOC to confirm eligibility for disaster financial assistance if applicable.
❑ Establish Compensation & Claims Unit and Cost Accounting Unit.

Explosion / Gas Leak

Nature of the Hazard	Common explosion sources include pipelines and utility ducts, propane storage tanks, soil-generated gases, blasting equipment and hazardous chemicals. A malfunction in a number of technical systems in the community could lead to an explosion. Vapour explosions are possible where flammable gases, such as natural gas, may leak and collect. Gas leaks and explosions occur when natural gas or gasoline pipelines rupture, by accident or due to poor design or corrosion. Gas leaks can also be caused by natural hazards, such as earthquakes or landslides.
Policies	• In the event of a major explosion life safety of both responders and impacted people will be the first priority. • In the event of an explosion caused by a gas leak or if there is a suspected gas leak, evacuate and secure the area and contact the gas company. • Immediately secure the site of the explosion to preserve evidence, ensure safety, and enhance privacy. • Notify police immediately for cause investigation.
Potential Actions at Scene	• Establish Incident Command Post(s). • Establish adequate communications. • Rescue and fire fighting. • Establish working area and control perimeter. • Eliminate hazards from damaged utilities. • Establish routes for emergency vehicles. • Notify hospitals of casualty type and number. • Establish traffic control. • Establish crowd control. • Warning of possible subsequent fire. • Establish a public information system. • Establish temporary morgue.
EOC Checklists	**EOC Director / Management Staff** ❑ Ensure Safety Officer appointed at scene. ❑ Notify PEP and Office of the Fire Commissioner that EOC is activated.

❑ Select Police as Operations Coordinator.

❑ Staff the Information Officer function.

❑ Establish public information system (Information Officer).

❑ Establish a public inquiry system (Information Officer).

Operations

❑ Establish a Reception and Information Centre (ESS / Red Cross).

❑ Support Incident Commander in defining working area, establishing control perimeter, and securing the scene for subsequent investigation (Police Branch).

❑ Establish routes for emergency vehicles (Police Branch).

❑ Establish traffic and crowd control (Police Branch).

❑ Notify hospitals of casualties, including number and type (Ambulance Branch).

❑ Establish temporary morgue (Police Branch).

❑ Eliminate hazards from damaged utilities (Engineering / Utilities).

Planning

❑ Ensure appropriate technical specialists contacted and available.

❑ Determine nature of substance spilled and possible effects and inform Operations Section Coordinator, EOC Director, and Incident Commander.

❑ Define area of risk.

❑ Commence evacuation planning, if required.

❑ Establish identification of spiller for cost recovery purposes (Recovery Planning Unit).

❑ Consider possible major effects:

- Casualties, deaths.
- Damage to property.
- Fires.
- Escape of dangerous goods, chemicals, etc.
- Panic.
- Dangers to public health.
- Disruption of traffic.
- Disruption of utilities.

Logistics

❑ Prepare to support long-term recovery and investigation operations.
❑ Identify potential temporary morgue facilities (Facilities Unit).
❑ Consider support of long-term field operations.
❑ Consider these potential equipment needs (Supply Unit):
  • Ambulances.
  • Fire Fighting and Rescue.
  • Water tankers, i.e., street cleaners.
  • Relay pumps.
  • Communications equipment.
  • Auxiliary lighting.
  • Food and blankets.
  • Mobile public address equipment.

Finance/Admin

❑ Anticipate compensation and claims.

Flooding

Nature of the Hazard	Local flooding is an increase in water level associated with an extreme hydrological event such as record rainfall or poor / blocked drainage. Freshet flooding is an overall increase in water level caused by the melting of snow pack. When extreme rainfall and the melting of snow occur simultaneously it is referred to as a rain on snow event, these can cause severe flash flooding. As temperatures warm from April to June, large quantities of water are released from snow and ice pack and water levels in the district will peak in June. Areas that depend on pumps or pump stations to assist with drainage can experience local flooding when water inflow surpasses the pumps' capacities. In addition, storm drains, drainage ditches and natural drainage channels can become blocked by sediment, debris or ice, causing local flooding. The data in this section also applies to the effects of a terrestrial tsunami. Instability of bluffs and rock faces in close proximity to bodies of water may result in a terrestrial tsunami in the event of a landslide. Effects of a terrestrial tsunami include surges of water that may impact nearby residential areas, temporary flooding, and sediment and erosion of the banks.
Policies	• RDOS will work in close and cooperative concert with PEP, MOE, MOH and MOT in the event of major flooding. • The public will be kept continually and accurately informed by releasing all confirmed flood warning information through local media sources. • Evacuation of residents in flood zones will be a priority, with early warning being the key to successful evacuation policy.
Potential Actions at Scene	• Establish Incident Command Post(s). • Mobilize necessary personnel and equipment. • Establish adequate communications. • Establish jurisdiction. • Establish traffic control. • Check stocks of sand and sandbags. • Eliminate hazards from damaged utilities. • Protect property and relocate resources where necessary. • Evacuate personnel and animals.

	• Establish a public information system. • Establish emergency health facilities.

EOC Checklists	**EOC Director / Management Staff**
	
	❑ Select Police or alternate as Operations Coordinator. (EOC Director)
	❑ Ensure representatives from MOT, MOEnv are contacted and requested to attend the EOC. (EOC Director)
	❑ Establish adequate public information systems (Information Officer)
	❑ Establish public inquiry system (Information Officer)
	
	Operations
	
	❑ Staff ESS positions for possible reception centres. (ESS Branch).
	❑ Evacuate affected areas. (Police Branch).
	❑ Establish traffic control. (Police Branch).
	❑ Protect property and relocate resources. (Police Branch).
	❑ Establish dikes as required. (Utilities / Engineering Branch).
	❑ Eliminate hazards from damaged utilities. (Utilities Branch).
	❑ Establish emergency public health facilities. (Health Authority).
	
	Planning
	
	❑ Obtain and disseminate current meteorological data and flood forecasts by working with MOE and AES.
	❑ Deploy field observers to gather flood intelligence as soon as possible.
	❑ Define areas of risk.
	❑ Commence evacuation planning, if required.
	❑ Consider possible major effects :
	   • Casualties.
	   • Damage to property.
	   • Escape of hazardous materials, chemicals, etc.
	   • Contamination of normal water supplies.
	   • Dangers to public health.
	   • Evacuation of the population.
	   • Loss of local economic activities.

Logistics

- Contact PREOC for personnel
- Identify and locate additional sandbags / heavy equipment resources in anticipation of field requests
- Anticipate long term feeding / accommodation support of field workers
- Consider these potential equipment needs:
  - Transportation.
  - Boats.
  - Communications equipment.
  - Heavy equipment (bulldozers, etc.).
  - Auxiliary lighting.
  - Auxiliary power facilities.
  - Medical and health supplies.
  - Food and lodging.
  - Pumps.
  - Mobile public address equipment.

Finance/Admin

- Establish Compensation & Claims Unit and Cost Accounting Unit.

HAZMAT In-Situ (Hazardous Materials Release)

Nature of the Hazard	A hazardous material is any substance that may be explosive, flammable, poisonous, corrosive, reactive, or radioactive. A hazardous materials accident involves the uncontrolled release of a hazardous material during storage, use, or transport and can have a wide range of impacts depending on the nature of the material released. Possible impacts range from road closures to widespread evacuation and injury requiring hospitalization. In extreme cases with large amounts of released materials or small amounts of highly toxic materials, the accident may be fatal. In addition, hazardous materials accidents often have damaging impacts on the environment.
Policies	- Responders will take defensive/protective measures until the hazardous product has been identified. - The spiller is responsible for clean-up and site restoration. - The community has a right to know the hazards and risk. - Site must be secured to preserve evidence and provide support as required.
Potential Actions at Scene	- Establish Incident Command Post. - Establish communications. - Contact CANUTEC for information. - Determine nature of hazardous materials. - Rescue and fire fighting. - Evacuate area. - Warn adjacent areas. - Eliminate further escape of liquids or gases. - Establish traffic control. - Establish evacuation routes. - Establish media/public information system
EOC Checklists	**EOC Director / Management Staff** ☐ Select Fire Chief or alternate as Operations Coordinator. ☐ Ensure Safety Officer is appointed at scene. ☐ Ensure MOE and other appropriate agencies are notified. ☐ Establish Information Officer function.

❑ Establish adequate public information systems (Information Officer).
❑ Establish public inquiry system (Information Officer).

Operations

❑ Ensure Fire Commissioner and Hospitals are notified of product type.
❑ Provide support to Incident Commander and coordinate agencies.
❑ Ensure Hot / Warm / Cold zones are communicated to all agencies.
❑ Establish traffic control (Police Branch).
❑ Establish evacuation routes (Police Branch).
❑ Activate ESS if evacuation is likely.
❑ Evacuate high-hazard zones (Fire Branch).
❑ Notify hospitals of casualties (Ambulance Branch).
❑ Establish temporary morgue, if needed (Police Branch).
❑ Ensure Public Health Officer is notified.

Planning

❑ Ensure appropriate technical specialists are contacted and available.
❑ Determine nature of substance spilled and inform Operations Section Coordinator, EOC Director, and Incident Commander.
❑ Define area of risk.
❑ Commence evacuation planning, if required.
❑ Establish identification of spiller for cost recovery purposes (Recovery Planning Unit).
❑ Consider possible major effects:
  • Injuries and fatalities, need to evacuate population.
  • 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.
  • Dangers to public health and livestock.
  • Disruption of business and industrial activities, including fishing, water users downstream.

Logistics

❑ Check on availability of specialized hazardous material supplies.
❑ Consider support of long-term field operations.
❑ Consider these potential equipment needs:

- Fire fighting and rescue equipment, including respirators and resuscitators.

- Protective clothing.

- Ambulances.

- Communication equipment.

- Decontamination equipment.

- Barricades.

- Mobile public address equipment.

- Emergency feeding facilities.

Finance/Admin

❑ Anticipate 24/7 operations (In some situations the municipality may order cleanup and invoice carrier. Keep careful records of all costs).

Human Disease / Pandemic

Nature of the Hazard	Due to the unusually high number of hospitalizations during a pandemic, local health authorities will likely be overwhelmed. Municipalities must work with local health authorities to create contingency plans on how they will handle the surge in patients. In addition, municipalities will need to continue providing essential services and support to residents. Through business continuity planning process, controls and specific contingency plans need to be developed for staffing of critical business operations.
Policies	• The EOC will not normally be activated during a pandemic unless there are mass casualties in RDOS. • Interior Health Authority has responsibility for medical services and health care in response to pandemic conditions. • Pandemic response is guided by WHO, national and provincial pandemic plans. Local governments provide support. • The EOC will support Interior Health as required. • RDOS/municipalities will provide ESS services under guidance from Interior Health. • RDOS/municipalities will ensure residents are given accurate information on the status of the pandemic in the community.
Potential Actions at Scene	• Care for flu victims at home by providing food, water, heating, family notification. • Assist Interior Health by finding and providing facilities for mass care, isolation, immunization, and quarantine if required. • Provide security at health facilities, especially vaccine storage areas, at the request of the Interior Health. • Keep routes open for emergency vehicles.
EOC Checklists	**EOC Director / Management Staff** ❑ Notify Interior Health, PEP and PREOC if EOC is activated and provide contact information. ❑ Establish communication link with Interior Health EOC. ❑ Establish communications as required. ❑ Work directly with the Interior Health Public Affairs in developing media strategy (Information Officer).

❑ Set up a Call Centre (Information Officer).

❑ Consider the potential requirement to close public facilities and cancel public events, as ordered by Interior Health.

Operations

❑ Staff ESS positions for possible use of reception centres as quarantine facilities or vaccination centres (ESS Branch).

❑ Consider restricting travel into and out of the affected area as part of an infection control protocol (Police Branch).

❑ Identify facilities that Interior Health may require for alternate care centres and immunization sites. Facilities with primary designation will include the Reception Centres identified under the ESS Plan.

❑ Consider the need to provide non-medical support (i.e., food, water, pet care, garbage collection, snow shovelling) for persons in need of support.

❑ Consider the need to support Interior Health with security resources.

Planning

❑ Anticipate the need for backup personnel in the EOC in case of illness.

❑ Activate special cleaning requirements in the EOC.

❑ In case of high mortalities, develop a body disposal plan, including procedures for caring for the dead based on consultations between the HA, Coroner, and local funeral directors. Consider the use of the local ice arena as a staging area.

❑ Consider possible major effects:

- Very seriously ill population occurring in two or more waves, each about 6 weeks long and spaced 3 to 9 months apart.

- Population requiring outpatient care may require transportation.

- Population requiring hospitalization may have pets at home.

- Deaths may overwhelm the community capacity to deal with bodies, including funerals, mortuaries, and grave sites.

- Sudden hospital requirements and ill medical workers may lead to an immediate need for volunteers and rapid training.

- Disruption of transportation, utilities and communications due to decline in workforce.

- Potential restrictions on public travel, with concurrent loss of local economic stability.

- Economic effects on local businesses, local government.

- Vaccine may not arrive when initially expected, due to problems with manufacturer.

Logistics

❑ Discuss with Health Authority the need for infection control measures in the EOC to maintain an illness-free environment (e.g., hand washing, surface cleaning).

❑ Consider professional groups as a possible source of volunteers, such as retired nurses, as trained alternate vaccine administrators.

❑ Anticipate long term feeding / accommodation support of temporary care workers.

❑ Consider these potential equipment needs:

- Transportation vehicles for seriously ill.

- Medical units and supplies.

- Emergency feeding facilities.

Finance/Admin

❑ Need to determine methods for reporting costs to PREOC.

Landslide

Nature of the Hazard	The RDOS is located in the interior plateau of British Columbia; this region is comprised of weathered volcanic rock and glaciolaucustrine sediment. This material is susceptible to creep, slumping and periodic sliding. Along Highway 97 there are areas identified as hazardous due to silt bluffs. These slopes are unstable and have potential to slide covering entire roadways causing delays and/or closures.

Many orchards and dwellings are situated at the base of the Cascade Mountains where steep slopes composed of rock and gravel are found. Slope stability is weak as a result of desert-like vegetation, which lacks deep root systems. Deposited sand, gravel and rocks are evidence of recent debris falls in the area. The majority of these areas have previously been identified and landslide barriers have been put in place.

The mountain slopes to the northwest of Osoyoos Lake are of particular concern as slopes tend to be steep; however, few homes are located in the area. Likewise, on the north eastern side of the lake above orchards are steep slopes. |
Policies	• Responder safety must be considered first. • Landslides frequently involve multiple agencies and jurisdictions. It is desirable to work cooperatively with these agencies in a unified command EOC where possible.
Potential Actions at Scene	• Warning of imminence. • Establish Incident Command Post(s). • Establish adequate communications. • Establish traffic control. • Eliminate hazards from damaged utilities. • Protect property and relocate resources where necessary. • Evacuate personnel and livestock. • Establish a public information system.
EOC Checklists	**EOC Director / Management Staff** ❑ Select Police or alternate as Operations Coordinator. ❑ Ensure representatives from MOT, MOE, PEP (as appropriate) are contacted and requested to attend the EOC.

❑ Establish adequate communications and public information systems (Information Officer).

❑ Establish public inquiry system (Information Officer).

❑ Establish proper authority for action among participating agencies.

Operations

❑ Coordinate search and rescue of victims (Fire Branch).

❑ Staff ESS positions for possible reception centres (ESS Branch).

❑ Evacuate personnel, (Police Branch).

❑ Establish traffic control (Police Branch).

❑ Protect property and relocate resources where necessary (Police Branch).

❑ Coordinate removal and disposal of slide material as required (Utilities / Engineering Branch).

❑ Eliminate hazards from damaged utilities (Engineering Branch).

Planning

❑ Deploy field observers to gather damage intelligence as soon as possible (Situation Assessment Unit).

❑ To consider further slide potential, obtain current meteorological data.

❑ Consider possible major effects (Planning Section:
- 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.

❑ Anticipate long term feeding / accommodation support of field workers.

❑ Consider these potential equipment needs:

- Transportation.
- Communications Equipment.
- Heavy Equipment (bulldozers, etc.).
- Auxiliary lighting.
- Auxiliary power facilities.
- Medical and health supplies.
- Food and lodging.

Finance/Admin

❑ Establish Compensation & Claims Unit and Cost Unit.
❑ Anticipate potential for legal claims against the municipality for allowing construction in hazard zone.

Power Outages

Nature of the Hazard	Causes of power outages include damage to hydro poles from fires, heavy winds, ice storms, snowstorms, falling trees or other debris, vehicle impacts, industrial pollution, salt spray and vibration. Overuse of electrical power or mechanical problems can also cause substation and transformer equipment to fail, leading to brownouts or reduced electrical capacity. Some critical infrastructure in the RDOS is not backed up with power for use during outages. The water and wastewater systems in some communities within the RDOS rely on electricity so that in the event of an outage, water supply is limited to the reservoir capacity.
Policies	• BC Hydro and Telus are responsible for restoration of power and telephone service. • The EOC can assist indirectly with such actions as clearing fallen trees from routes used by line crews. • Under no circumstances will municipal responders handle or be within 30 m of power lines because of potential hazards.
Potential Actions at Scene	• Establish headquarters for power restoration. • Control allocation of auxiliary power. • Establish public information system. • Establish traffic control. • Protection of property. • Establish adequate communications. • Ascertain status of water and food and arrange distribution. • Release persons trapped in electrically operated devices. • Assess danger to public health and provide emergency services.
EOC Checklists	**EOC Director / Management Staff** ❑ Select municipal utilities representative as Operations Coordinator. ❑ Request that BC Hydro and/or Telus representatives attend the EOC. ❑ Establish Information Officer position. ❑ Establish staff positions as required.

Operations

Assist utility crews where possible (Utility Branch).

- ❑ Eliminate hazards from damaged utilities (Utility Branch).
- ❑ Coordinate provision of auxiliary power (Utility Branch).
- ❑ Coordinate transport of food, fuel, pharmaceutical supplies, medical personnel and others to points of need (ESS Branch).
- ❑ Supervise ESS accommodation and feeding of stranded persons (ESS Branch).
- ❑ Establish ESS Reception Centres for the aged/infirm (ESS Branch).

Planning

- ❑ Identify facilities with critical power needs (i.e., nursing homes, etc.).
- ❑ Identify if alternate suppliers available.
- ❑ Provide Operations Section with updated meteorological data.
- ❑ Consider possible major effects:
  - Casualties – Indirect effects due to lack of power.
  - Disruption of traffic.
  - Disruption of utilities.
  - Trapped persons, such as in elevators.
  - Health and fire hazards associated with alternate fuels for warmth

Logistics

- ❑ Locate and stage any power generation equipment and fuel.
- ❑ Ensure EOC and public safety facilities have auxiliary power.
- ❑ Contact food suppliers and determine on-hand supplies.
- ❑ Consider these potential equipment needs:
  - Auxiliary Power.
  - Auxiliary Heaters.
  - Mobile public address equipment.
  - Auxiliary lighting.
  - Emergency lodging and feeding.

Finance/Admin

- ❑ Establish manual timekeeping / payroll system.

Seismic Hazards (Earthquake)

Nature of the Hazard	The RDOS is located in Seismic Zone 1 out of six possible zones (Zone 6 being the most extreme). Earthquake damage in the area is considered minimal, but earthquakes have occurred in the regional district.
	Although earthquakes do not present a direct hazard, the regional district must be prepared to respond to seismic events in other areas of BC. Suppliers from outside the regional district may be unable to offer goods and services as a result of damage and the RDOS may have to accommodate an influx of evacuees displaced by effects of the emergency in more earthquake-prone regions of BC such as the lower mainland.
Policies	• The EOC (or alternate if the main site is damaged) will open immediately following a major earthquake in southern BC.
	• If there is a major earthquake in the province but RDOS is not affected, preparations will be made to provide support and assistance to other areas as required. This may include providing resources and receiving evacuees.
Potential Actions at Scene	• Establish Incident Command Post(s).
	• Mobilize necessary personnel and equipment.
	• Request outside assistance.
	• Establish adequate communications.
	• Establish medical facilities.
	• Rescue.
	• Establish temporary morgue if required.
	• Control of population.
	• Eliminate hazards from damaged utilities.
	• Establish a public information system.
	• Salvage essential items.
EOC Checklists	**EOC Director / Management Staff**
	☐ Notify PEP if EOC is activated.
	☐ Select Fire Chief or alternate as Operations Coordinator.
	☐ Ensure PREOC is contacted.
	☐ Establish adequate communications and public information systems

(Information Officer).

❑ Establish public inquiry system (Information Officer).

❑ Request outside assistance, including military.

Operations

❑ Coordinate rescue of trapped, injured persons (Fire Branch).

❑ Staff ESS positions for possible reception centres (ESS Branch).

❑ Evacuate personnel from high hazard areas (e.g., hazardous materials release (Police Branch).

❑ Establish traffic control (Police Branch).

❑ Establish temporary morgue (Police Branch).

❑ Protect property and relocate resources where necessary (Police Branch).

❑ Establish salvage operations of essential items (Fire Branch).

❑ Eliminate hazards from damaged utilities (Utilities / Engineering Branch).

❑ Establish emergency public health facilities (Regional Health Authority).

Planning

❑ Obtain and disseminate current meteorological data and weather forecasts by working with AES.

❑ Consider possible major effects:

- Casualties, deaths.
- Trapped people.
- Panic at specific locations.
- Material damage – roads and bridges, utilities, buildings.
- Fires, explosions and fire hazards.
- Landslides.
- Flooding due to failure of levees or dams.
- Dangers to public health.
- Removal of population and livestock.
- Jurisdictional problems.
- Sudden hospital requirements.
- Disruption of traffic and communications.
- Disruption of utilities.

Logistics

❑ Anticipate long term feeding / accommodation support of field workers

❑ Consider these potential equipment needs:

- Transportation vehicles.
- Rescue equipment, all types.
- Public service maintenance vehicles.
- Mobile generators, lighting and communications.
- Medical units and supplies.
- Emergency feeding facilities.
- Piping for repairs to water and sewerage facilities.

Finance/Admin

❑ Establish Compensation & Claims Unit and Cost Accounting Unit.

Structural Collapse

Nature of the Hazard	Structural collapse may be caused by poor engineering or construction, metal fatigue, changes to the load-bearing capacity of the structure, human operating error or other causes such as earthquake, flood, fire, explosion or snow/ice accumulation. When buildings collapse there may be a significant number of injuries or fatalities and fires may result. Such events also cause damage to infrastructure, such as gas lines, electricity, water, sewer, and telephone lines. The buildings of principal concern include older structures that were poorly designed or have not been maintained. Buildings that hold large numbers of people, such as schools or recreation complexes present the greatest hazard.
Policies	• Safety of the responders must be considered first. • The EOC will ensure technical advice is available and Heavy Urban Search and Rescue experts (if available) will be provided to the Incident Commanders. • The site must be secured to preserve evidence and ensure safety.
Potential Actions at Scene	• Establish Incident Command Post. • Establish adequate communications. • Establish working area and control perimeter. • Rescue. • Secure scene for subsequent investigation. • Notify hospitals of casualty type and number. • Establish traffic control. • Provide emergency lighting if required. • Eliminate hazards from damaged utilities. • Establish a public information system.
EOC Checklists	**EOC Director / Management Staff** ❑ Notify PEP that EOC is activated. ❑ Select Fire Chief or alternate as Operations Coordinator ❑ Make contact with building owner and request attendance at EOC. ❑ Staff Information Officer position. ❑ Establish public information system (Information Officer). ❑ Establish family inquiry system (Information Officer).

Operations

- ❑ Establish a Reception and Information Centre (ESS / Red Cross).
- ❑ Support Incident Commander in defining working area, establishing control perimeter, and securing scene for investigation (Police Branch).
- ❑ Coordinate rescue (Fire Branch).
- ❑ Establish routes for emergency vehicles (Police Branch).
- ❑ Establish traffic and crowd control (Police Branch).
- ❑ Notify hospital of casualties, including number and type (Ambulance Branch).
- ❑ Establish temporary morgue (Police Branch).
- ❑ Eliminate hazards from damaged utilities (Engineering / Utilities).

Planning

- ❑ Consider possible major effects:
  - Injuries and fatalities.
  - Trapped persons.
  - Fire.
  - Damage to property.
  - Involvement of hazardous materials, e.g., natural gas.
  - Sudden hospital requirements.
  - Disruption of traffic and communications.
  - Disruption of utilities.
  - Convergence of media, photographers.
  - Convergence of friends and family members and need for grieving.

Logistics

- ❑ Assist Coroner / Police in identifying potential temporary morgue facilities.
- ❑ Prepare to support long-term recovery and investigation operations.
- ❑ Consider these potential equipment needs:

  - Rescue equipment.
  - Ambulances.
  - Communication equipment.
  - Auxiliary Lighting.
  - Barricades.
  - Mobile public address equipment.

	• Powerful cranes. **Finance/Admin** ❑ Anticipate questions or claims if collapsed structure was a public building. ❑ Arrange for adjusters to meet expected volume of claims.

Structural Fire

Nature of the Hazard	A structural fire occurs in residential, commercial, or industrial buildings or structures. Particular concerns include hospitals, nursing homes and residential centres for the elderly as they are difficult to evacuate. Structural fires in the RDOS have the capacity to spread quickly to adjoining structures. Due to agricultural endeavours many residents within the region have barns and other out buildings in isolated areas that lack fire protection. In the event of a structure fire, response may be delayed and corollary effects may include forest fire ignition and wildfire urban interface hazard. As there are many rural communities in the RDOS, forest fires greatly increase the risk of structural fires in areas where dry forest and shrubs are extensive. These areas often have a limited water supply, due to poor access roads.
Policies	• Structural fires will be managed using ICS with the senior fire officer on scene being appointed the Incident Commander. • Priority must always be given to the safety of responders.
Potential Actions at Scene	• Establish Incident Command Post(s). • Establish adequate communications. • Rescue and fire fighting. • Establish working area and control perimeter. • Eliminate hazards from damaged utilities. • Establish routes for emergency vehicles. • Notify Interior Health and medical facilities. • Establish traffic control. • Establish crowd control. • Warning of spread of fire. • Establish a public information system.
EOC Checklists	**EOC Director / Management Staff** ❑ Select Fire Chief or alternate as Operations Coordinator. ❑ Establish communications link with Incident Commander.

❑ Notify PEP that EOC is established.

❑ Staff Information Officer position.

❑ Establish public information system (Information Officer).

❑ Establish public inquiry system (Information Officer).

Operations

❑ Determine need for evacuation through Fire Commissioner or declaration (Fire Branch).

❑ Notify Fire Commissioner (Fire Branch).

❑ Ensure that all utilities are advised (Fire Branch).

❑ Evacuate building personnel, (Police Branch).

❑ Secure scene for subsequent investigation (Police Branch).

❑ Establish traffic control and routes for emergency vehicles (Police Branch).

❑ Eliminate hazards from damaged utilities (Utilities / Engineering Branch).

❑ Notify hospitals of casualties (Ambulance Branch).

❑ Establish emergency public health facilities (Health Authority).

❑ Establish temporary morgue, if needed (Police Branch).

❑ Establish ESS Reception Centres (ESS Branch).

❑ Staff ESS positions for possible Reception Centres (ESS Branch).

Planning

❑ Supervise damage assessment.

❑ Consider possible major effects:

- Casualties, deaths.

- Damage to property.

- Fires (structure and vehicle).

- Sudden hospital requirements.

- Disruption of traffic and communications.

- Explosions and other hazards.

- Collapse of buildings.

- Disruption of buildings.

- Evacuation.

Logistics

❑ Anticipate requests for additional supplies.

	- Anticipate requests for food / porta-potties. - Consider these potential equipment needs: - Ambulances. - Fire Fighting and Rescue. - Water tankers, i.e., street cleaners. - Relay pumps. - Communications equipment. - Auxiliary lighting. - Food and blankets. - Mobile public address equipment. **Finance/Admin** - Anticipate compensation and claims.

Transportation Accident – Marine	
Nature of the Hazard	Heavy marine traffic and alcohol consumption during the summer months increases the risk of a serious marine accident; the increasing population will further intensify the numbers of boaters and increase the accident risk. Rules on major water bodies within RDOS are in place to assure the safety of boaters but are frequently ignored.
Policies	• The EOC will open in the event of a significant boating accident on Okanagan Lake or any other body of water in the regional district which causes multiple casualties or, in some cases, if boaters are missing. • RDOS will provide support and assistance as needed and requested.
Potential Actions at Scene	• Establish Incident Command Post. • Establish communications. • Organize and direct search and rescue. • Determine cargo. • Organize a shore-based reception centre to include: welfare services, ambulances, medical staff and temporary morgue if necessary. • Notify hospitals. • Establish routes for emergency vehicles. • Establish crowd control. • Establish a public information system.
EOC Checklists	**EOC Director / Management Staff** ❑ Select Fire Chief or alternate as Operations Coordinator. ❑ Ensure representatives from Coast Guard and PEP (as appropriate) are contacted and requested to attend the EOC. ❑ Establish adequate communications and public information systems (Information Officer). ❑ Establish public inquiry system (Information Officer). ❑ Establish proper jurisdiction. **Operations** ❑ Coordinate rescue teams from all jurisdictions (Fire Branch). ❑ Arrange for ground transportation of victims (Fire Branch).

❑ Coordinate fire response and salvage with vessel owner (Fire Branch).

❑ Staff ESS positions for possible reception centres (ESS Branch).

Planning

❑ Obtain and disseminate current meteorological forecasts.

❑ Deploy field observers to gather damage intelligence as soon as possible.

❑ Consider possible major effects:

- Casualties.

- Deaths.

- Fires and explosions.

- Panic.

- Sudden hospital requirements.

- Disruption of shipping traffic in a narrow channel.

- Property damage if in harbour.

- Hazardous cargo.

- Fuel / oil spill in water and transportation / contamination downstream.

Logistics

❑ Contact local marinas for support from vessels of opportunity.

❑ Anticipate long term feeding / accommodation support of field workers.

❑ Consider these potential equipment needs:

- Air/Sea Rescue equipment.

- Oil absorbent materials and booms.

- Special equipment may be required if radioactive equipment or other hazardous cargo is involved.

- Limited medical supplies at reception centre.

- Firefighting equipment.

- Communication equipment.

- Barricades.

- Mobile public address equipment.

Finance/Admin

❑ Response costs may be billed to carrier. Track all response costs carefully.

Transportation Accident – Vehicle

Nature of the Hazard	Of major concern are accidents involving large numbers of passengers or automobiles carrying hazardous or explosive products. Although multi-vehicle or large truck accidents do not occur frequently, they often have the potential to affect residents of the RDOS. A major accident involving a vehicle transporting dangerous goods can cause the need for evacuation of the surrounding communities. Depending on the location of an accident, access and evacuation may be impaired. In such situations an alternative means of moving people and resources between communities must be considered. In the event that an evacuation is impossible due to the incident location or type (i.e. chlorine spill), Shelter in place options should be considered.
Policies	• The EOC will open only in the event of a significant motor vehicle accident that causes multiple casualties. • Motor vehicle crashes should be managed at the scene. • The EOC will provide support and assistance to the Incident Commander as required.
Potential Actions at Scene	• Establish Incident Command Post. • Establish adequate communications. • Establish traffic control. • Request additional Police assistance. • Establish routes for emergency vehicles. • Request ambulances, wreckers, heavy equipment, fire trucks, or special equipment as required. • Rescue. • Notify hospitals of casualty type and number. • Establish working area and control perimeter. • Special precautions needed when radio-active or hazardous materials involved. • Establish a public information system.
EOC Checklists	**EOC Director / Management Staff** ❑ Select Police or alternate as Operations Coordinator.

❏ Make contact with motor carrier and request attendance at EOC.
❏ Staff Information Officer position.
❏ Establish public information system (Information Officer).
❏ Establish family inquiry system (Information Officer).

Operations

❏ Establish a Reception and Information Centre (ESS / Red Cross).
❏ Support Incident Commander in defining working area, establishing control perimeter, and securing the scene for subsequent investigation (Police Branch).
❏ Establish routes for emergency vehicles (Police Branch).
❏ Request ambulance, wreckers, fire trucks and heavy equipment, as needed.
❏ Establish traffic and crowd control (Police Branch).
❏ Notify hospitals of casualties, including number and type (Ambulance Branch).
❏ Establish temporary morgue (Police Branch).
❏ Eliminate hazards from damaged utilities (Engineering / Utilities).

Planning

❏ Consider possible major effects:
- Casualties.
- Deaths.
- Persons trapped in wreckage.
- Fires and explosions.
- Sudden hospital requirements.
- Disruption of traffic.

Logistics

❏ Prepare to support long-term recovery and investigation operations.
❏ Identify potential temporary morgue facilities.
❏ Consider these potential equipment needs:
- Wrecker.
- Firefighting equipment.
- Barricades to control traffic.
- Heavy equipment.

- Test equipment for hazardous materials, where applicable.

Finance/Admin

❑ Response costs may be billed to carrier. Track all response costs carefully.

Wildland / Urban Interface Fire

Nature of the Hazard	The RDOS has conditions extremely conducive to fires. The two main causes of fires within BC are lightning strikes and human carelessness. Once a fire has begun it can spread quickly due to high winds and steep slopes found in the RDOS. Fires become particularly devastating when they encroach on human settlements and critical infrastructure; when this occurs, they are considered wildland urban interface (WUI) fires. Both evacuation and response can be complicated and dangerous in areas within the RDOS due to limited road access. Wooden bridges can also become problematic during fires because they are at risk of burning down. Resources and plans to evacuate these areas as well as others communities with similar problems should be pre-arranged. Periodic monitoring of pre-planned evacuation routes will assure roads are clear of debris and conditions are suitable for emergency response and evacuation. The hazards associated with a large scale fire may be high in some communities as a result of poor access to water. It is also important to note that the use of community water reserves as a fire extinguisher could leave locals with no choice but to fulfill their water demands using sources of water that may not meet provincial drinking water standards.
Policies	• Interface fires will be managed using unified command, with Incident Commanders supplied by the BC Forest Service and the applicable Fire Department from within RDOS. • Unified command may also be used in the EOC where more than one jurisdiction is threatened (e.g., municipality and regional district).
Potential Actions at Scene	• Establish Incident Command Post(s). • Fire suppression and rescue. • Evacuation. • Define working area and establish control. • Establish adequate communications. • Eliminate hazards from damaged utilities. • Establish routes for emergency vehicles. • Establish traffic control. • Warn of fire spread.

EOC Checklists	**EOC Director / Management Staff**
	❑ Select Fire Chief or alternate as Operations Coordinator.
	❑ Establish link with Incident Commander and EOC.
	❑ Notify PEP that EOC is established.
	❑ Ensure interface fire command is unified.
	❑ Staff Information Officer position.
	❑ Establish public information system (Information Officer).
	❑ Ensure news media have safe access to damaged area, with the authority of the Incident Commander.
	❑ Establish public inquiry system (Information Officer).
	Operations
	❑ Establish communication with Incident Commander (Operations Chief).
	❑ Determine need for evacuation (Fire Branch).
	❑ Notify Fire Commissioner (Fire Branch).
	❑ Ensure utilities are advised (Fire Branch).
	❑ Warn of potential spread of fire and need for fire breaks (Fire Branch).
	❑ Evacuate areas at risk (Police Branch).
	❑ Advise livestock owners on evacuation (Min. Agriculture and Lands).
	❑ Define working area and establish control perimeter (Police Branch).
	❑ Secure disaster scene for subsequent investigation (Police Branch).
	❑ Control traffic and routes for emergency vehicles (Police Branch).
	❑ Protect property where necessary (Police Branch).
	❑ Eliminate hazards from utilities (Utilities / Engineering Branch).
	❑ Notify hospitals of casualties (Ambulance Branch).
	❑ Establish emergency public health facilities (Health Authority).
	❑ Establish temporary morgue, if needed (Police Branch).
	❑ Establish ESS Reception Centres (ESS Branch).
	❑ Staff ESS positions for possible Reception Centres (ESS Branch).
	Planning
	❑ Provide information support to Incident Commander, e.g., maps.
	❑ Supervise damage assessment.
	❑ Assess limited egress in some areas to determine need for early evacuation orders.
	❑ Assess damaged areas to determine hazards for returning residents.

❑ Consider possible major effects:

- Casualties, deaths.
- Damage to property.
- Disruption of traffic.
- Disruption of communications.
- Disruption of utilities.
- Complaints of smoke and adverse impact on tourism industry.

Logistics

❑ Anticipate requests for additional supplies.
❑ Anticipate requests for food / porta-potties.
❑ Consider these potential equipment needs:

- Fire fighting and rescue equipment.
- Fire equipment.
- Ambulances.
- Road clearing equipment.
- Water tankers (street cleaners).
- Water sources for heli-bucketing.
- Relay pumps.
- Auxiliary generators.
- Barricades.
- Mobile public address equipment.

Finance/Admin

❑ Anticipate compensation/claims.
❑ Distinguish costs related to response and recovery.

Volcanic Ash

Nature of the Hazard	Volcanic ash that settles at ground level presents a health risk to human, animal, and plant populations, and may damage machinery and infrastructure. Airborne volcanic ash represents a severe hazard to aircraft.
Policies	• The most likely source of volcanic ash in RDOS is from an eruption of Mount Baker. • Information on volcanic ash in the atmosphere is available from *Nav Canada* aviation weather site under 'Alpha-Numeric Data'. • The EOC will normally open only in the event of severe volcanic ash event which disrupts normal daily activities at one or more locations in the regional district and/or requires a major cleanup operation. • The response to a severe volcanic ash event will involve federal and provincial agencies. RDOS will provide local support as required.
Potential Actions at Scene	• Work in concert with federal and provincial authorities. • Establish communications. • Evacuate residents from affected areas. • Protect property and valuables. • Arrange transportation of affected residents to local medical facilities.
EOC Checklists	**EOC Director / Management Staff** ❑ Contact PEP and determine federal/provincial response arrangements. ❑ Establish public information policy. **Operations** ❑ Establish routes for emergency vehicles (Police Branch). ❑ Establish traffic evacuee control (Police Branch). ❑ Establish surveillance and reporting system. ❑ Notify Interior Health and local medical facilities.

Planning

❑ Consider possible effects :
- Damage to property.
- Surge in medical/hospital requirements.
- Disruption of traffic and communications.
- Disruption of utilities.
- Convergence of media.
- Potential affect on agriculture/livestock.
- Water supply contamination.
- Food contamination.
- Damage to machinery and infrastructure.

❑ Monitor volcanic ash extent and drift direction (information on volcanic ash in the atmosphere is available from Nav Canada's aviation weather site under 'Alpha-Numeric Data').

Logistics

❑ Establish communications.
❑ Consider these potential equipment needs:
- Fire fighting and rescue equipment.
- Ambulances.
- Communication equipment.
- Auxiliary lighting.
- Barricades.
- Mobile public address equipment.

Finance/Admin

❑ Contact PEP for guidance on compensation for extraordinary response costs.

ANNEX H
GLOSSARY

A

Agency (Agencies): An agency is a division of government with a specific function, or a non-governmental organization (e.g., private contractor, business, etc.) that offers a particular kind of assistance. In ICS, agencies are defined as jurisdictional (having statutory responsibility for incident mitigation) or assisting and/or cooperating (providing resources and/or assistance). (See Assisting Agency, Cooperating Agency, and Multi-Agency.)

Agency Representative(s): An individual assigned to an incident from an assisting or cooperating agency who has been delegated authority to make decisions on matters affecting that agency's participation at the incident. Agency Representatives report to the Liaison Officer.

Allocated Resources: Resources dispatched to an incident that have not yet checked in at the incident site of the Emergency Operations Centre.

Assigned Resources: Resources checked in and assigned work tasks on an incident.

Assignments: Tasks given to resources to perform within a given operational period, based upon tactical objectives in the Incident Action Plan.

Assistant(s): Title for subordinates of the Command Staff positions. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions. Assistants may also be used to supervise unit activities at camps.

Assisting Agency: An agency directly contributing tactical or service resources to another agency.

Available Resources: Incident-based resources which are ready for deployment.

B

Base: The location at which primary logistics functions for an incident are coordinated and administered. There is only one Base per incident. (Incident name or other designator will be added to the term Base.) The Incident Command Post may be co-located or shared with the Base.

Branch: The organizational level having functional or geographic responsibility for major parts of incident operations. The Branch level is organizationally between Section and Division/Group in the Operations Section, and between Section and Units in the Logistics Section. Branches are identified by the use of Roman Numerals or by functional name (e.g., medical, security, etc.).

British Columbia Response Management System (BCERMS): The British Columbia Response Management System is a comprehensive management scheme that ensures a coordinated and organized provincial response and recovery to any and all emergency incidents. The broad spectrum of components of the BCERMS includes: operations and control management, qualifications, technology, training and publications.

C

Cache: A pre-determined complement of tools, equipment, and/or supplies stored in a designated location, available for incident use.

Camp(s): A geographical site, within the general incident area, separate from the Incident Base, equipped and staffed to provide sleeping, food, water, and sanitary services to incident personnel.

Check-in: The process whereby resources first reports to an incident. Check-in locations include: Incident Command Post (Resources Unit), Incident Base, Camps, Staging Areas, Helibases and Division/Group Supervisors (for direct line assignments).

Chain of Command: A series of management positions in order of authority.

Chief: The ICS title for individuals responsible for command of functional sections: Operations, Planning, Logistics, and Finance/Administration. The term Chief is used at the incident and area command levels.

Clear Text: The use of plain English in all communications. No "Ten Codes" or agency-specific codes are used when utilizing Clear Text.

Command: The act of directing and/or controlling resources by virtue of explicit legal, agency, or delegated authority. May also refer to the Incident Commander.

Command Post: (See Incident Command Post.)

Command Staff: The Command Staff consists of the Information Officer, Safety Officer, and Liaison Officer. They report directly to the Incident Commander at the site and to the Director at other levels. They may have an assistant or assistants, as needed.

Communications Unit: An organizational unit in the Logistics Section responsible for providing communication services at an incident. A Communications Unit may also be a facility (e.g., a trailer or mobile van) used to provide the major part of an Incident Communications Centre.

Compensation Unit/Claims Unit: Units within the Finance/Administration Section responsible for financial concerns resulting from property damage, injuries, or fatalities at the incident.

Cooperating Agency(s): An agency supplying assistance other than direct tactical or support functions or resources to the incident control effort (e.g., Emergency Social Services, utility companies, etc.).

Coordination: The process of systematically analyzing a situation, developing relevant information, and informing appropriate command authority of viable alternatives for selection of the most effective combination of available resources to meet specific objectives. The coordination process (which can be either intra- or inter-agency) does not involve dispatch actions. However, personnel responsible for coordination may perform command or dispatch functions within the limits established by specific agency delegations, procedures, legal authority, etc.

Coordinator: The BCERMS title for the individual responsible for coordination of functional section; Operation Coordinators, Planning Coordinators, Logistics Coordinator, and Finance/Administration Coordinators. The term coordinator is used at levels of Emergency Operations Centre, Provincial Regional Emergency Operations Centre, and Provincial Emergency Coordination Centre. Agreements between agencies or jurisdictions to share designated costs related to incidents. Cost sharing agreements are normally written but may also be oral between authorized agency and jurisdictional representatives at the incident.

Cost Unit: Unit within the Finance/Administration Section responsible for tracking costs, analyzing cost

data, making cost estimates, and recommending cost-saving measures.

Critical Resource: Material, personnel and finances that are in short supply and are needed by more than one incident management team, or are needed for high priority assignments.

D

Delegation of Authority: A statement provided to the Incident Commander by the Agency Executive delegating authority and assigning responsibility. The Delegation of Authority can include objectives, priorities, expectations, constraints, and other considerations or guidelines as needed. Agencies may require written Delegation of Authority to be given to Incident Commanders prior to their assuming command on larger incidents.

Deputy: A fully qualified individual who, in the absence of a superior, could be delegated the authority to manage a functional operation or perform a specific task. In some cases, a Deputy could act as relief for a superior and therefore must be fully qualified in the position. Deputies can be assigned to the Incident Commander, General Staff, and Branch Directors. Deputies can also be utilized at the site support level e.g.: EOC, PROC, PROC.

Demobilization Unit: Unit within the Planning Section responsible for assuring controlled, orderly, safe, and efficient demobilization of incident resources.

Department Operations Centre (DOC): A group of senior staff and the facility within a department who coordinate the department's activities in support of the department's responsibilities and commitment to the emergency response. DOCs interact with the overall EOC and their agency representatives or senior personnel at the scene. (e.g.: Fire Department, Public Works Department, etc.)

Director(s): The ICS title for individuals responsible for supervision of a Branch at the Site Level.

Dispatch: The implementation of a command decision to move a resource or resources from one place to another.

Dispatch Centre: A facility from which resources are assigned to an incident.

Division: Divisions are used to divide an incident into geographical areas of operation. A Division is located within the ICS organization between the Branch and the Task Force/Strike Team. (See Group.) Divisions are identified by alphabetic characters for horizontal applications and, often, by floor numbers when used in buildings.

Documentation Unit: Unit within the Planning Section responsible for collecting, recording, and safeguarding all documents relevant to the incident.

E

Emergency: A situation as defined by Emergency Program Act, Environment Management Act and other provincial acts and regulations. (see Incident)

Emergency Operations Centre (EOC): A designated facility established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency response. (see Site Support Level)

Emergency Program Coordinator: The individual within a local authority that has coordination responsibility for jurisdictional emergency management.

Emergency Response Plan: The plan that each jurisdiction has and maintains for responding to incidents based on hazard and risk analysis.

Event: A planned, non-emergency activity. ICS can be used as the management system for a wide range of events, e.g., parades, concerts, or sporting events.

F

Finance/Administration Section: The Section responsible for all incident costs and financial considerations. Includes the Time Unit, Purchasing Unit, Compensation/Claims Unit, and Cost Unit.

Function: In BCERMS, function refers to the five major activities e.g., Command, Operations, Planning, Logistics, and Finance/Administration. The term function is also used when describing the activity involved, e.g., the planning function.

G

General Staff: The group of management personnel, reporting to the Incident Commander at the site and Director at the other levels. They may each have a Deputy, as needed. The General Staff consist of:

SITE LEVEL ICS	SITE SUPPORT LEVEL
Operations Section Chief	Operations Section Coordinator
Planning Section Chief	Planning Section Coordinator
Logistics Section Chief	Logistics Section Coordinator
Finance/Administration Section Chief	Finance/Administration Section Coordinator

Ground Support Unit: Unit within the Support Branch of the Logistics Section responsible for the fuelling, maintaining, and repairing vehicles, and the surface transportation of personnel and supplies.

Group: Groups are established to divide the incident into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. (see Division)

H

Helibase: The main location for parking, fuelling, maintenance, and loading of helicopters operating in support of an incident.

Helispot: Any designated location where a helicopter can safely take off and land. Some helispots may be used for loading and unloading of supplies, equipment, personnel and medical evacuation.

I

Incident(s): An occurrence either human caused or by natural phenomena, that requires action by

response personnel to prevent or minimize loss of life or damage to property, environment and reduce economic and social losses.

Incident Action Plan: Contains objectives reflecting the overall incident strategy and specific tactical actions and supporting information for the next operational period. The Plan may be oral or written. When written, the Plan may have a number of forms as attachments (e.g., traffic plan, safety plan, communications plan, map, etc.).

Incident Base: Location at the incident where the primary logistics functions are coordinated and administered. (Incident name will be added to the term Base.) The Incident Command Post may be co-located or shared with the Base. There is only one Base per incident.

Incident Commander: The individual responsible for the management of all incident operations at the incident site. The term 'Incident Commander' shall be deemed to include Unified Command.

Incident Command Post (ICP): The location at which the primary command functions are executed. The ICP may be co-located or shared with the incident base or other incident facilities.

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.

Incident Communications Centre: The location of the Communications Unit and the Message Centre.

Incident Management Team: The Incident Commander and appropriate Command and General Staff personnel assigned to an incident.

Incident Name: When multi-agencies are responding to one incident the jurisdictional agency will name the incident (in clear text) using a common geographical or functional reference. All cooperating and assisting agencies will use the identified incident name.

Incident Objectives: Statements of guidance and direction necessary for the selection of appropriate strategy(s), and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been assigned. Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.

Incident Site: The actual damaged area at the scene of an emergency.

Incident Support Organization: Includes any off-incident support provided to an incident. Examples would be Emergency Operations Centre, Agency Dispatch Centres, Airports, Mobilization Centres, etc.

Incident Termination: The conclusion of response operations at the scene of an incident.

Information Centre: A temporary location at the scene of an emergency for speedy gathering and transmittal of information. In the case of a major disaster, the information centre should be located near but not in the Emergency Operations Centre.

Information Officer: A member of the Command Staff responsible for interfacing with the public and media or with other agencies requiring information directly from the incident. There is only one Information Officer per incident. The Information Officer may have assistants.

Initial Action: The actions taken by resources which are the first to arrive at an incident.

Initial Response: Resources initially committed to an incident.

Inner Perimeter: An area designated to enclose the actual emergency site. Only personnel and resources with an assignment are allowed inside the inner perimeter.

J, K

Jurisdiction (Jurisdictional): The range or sphere of authority. Agencies have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation. (See Multi-jurisdiction.)

Jurisdictional Agency: The agency having jurisdiction and responsibility for a specific geographical area, or a mandated function and includes key ministries as defined in the Emergency Program Act.

L

Leader: The ICS title for an individual responsible for a Task Force, Strike Team, or functional unit.

Liaison Officer: A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies.

Logistics Section: The Section responsible for providing services, and support to the incident.

M

Managers: Individuals within ICS organizational units that are assigned specific managerial responsibilities, e.g., Staging Area Manager or Camp Manager.

Management by Objectives: In BCERMS, this is a top-down management activity that involves a three-step process to achieve the goals. The steps are establishing the incident objectives, selecting the appropriate strategy(s) to achieve the objectives, and implementing the strategy.

Message Centre: The Message Centre is part of the Incident Communications Centre and is co-located or shared or placed adjacent to it. It receives, records, and routes information about resources reporting to the incident, resource status, and administrative and tactical traffic.

Mobilization: The process and procedures used by all agencies and organizations activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

Multi-Agency Incident: An incident where one or more agencies assist a jurisdictional agency or agencies. May be single or unified command.

Multi-jurisdiction Incident: An incident requiring action from multiple agencies that have statutory responsibility for incident mitigation. In ICS these incidents should be managed under Unified Command.

Mutual Aid Agreement: Written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request, by furnishing resources.

N

Neighbourhood Group: An organized collection of residents who have agreed to assist one another in

an emergency until formal relief can be provided.

Notice to Airmen (NOTAM): Temporary airspace restrictions for non-emergency aircraft in the incident area. NOTAMS are established by Transport Canada to ensure aircraft safety.

O

Officer: The title for the personnel responsible for the Command Staff positions of Safety, Liaison, and Information.

Operational Guidelines: An agencies' written procedure(s) that establishes a commonly accepted course of action and specifies the functional limitations of personnel in performing emergency operations.

Operational Period: The period of time scheduled for execution of a given set of operational actions as specified in the action plan. Operational Periods can be of various lengths, although usually not over 24 hours.

Operations Section: The Section responsible for all tactical operations at the incident. Includes Branches, Divisions and/or Groups, Task Forces, Strike Teams, Single Resources, and Staging Areas.

Out-of-Service Resources: Resources allocated an incident but temporarily unable to respond for mechanical, rest, or staffing reasons.

Outer Perimeter: An area designated to enclose the emergency area, completely encircling it. This area will include the inner perimeter and leave ample room for setting up the Command Post, Staging Areas, Rest Areas, Parking, etc. The outer perimeter is also used to mark the boundary between the Incident Commanders responsible area and the Emergency Operations Centre's responsible area (outside outer perimeter).

P, Q

Planning Meeting: A meeting held as needed throughout the duration of an incident, to select specific strategies and tactics for incident control operations, and for service and support planning. On larger incidents, the planning meeting is a major element in the development of the Incident Action Plan.

Planning Section: Responsible for the collection, evaluation, and dissemination of information related to the incident, and for the preparation and documentation of action plans.

Provincial Central Coordination Level: A coordination level within the BC Emergency Response Management System, which is activated to coordinate all provincial resources. This level interacts with the Provincial Regional Coordination Level.

Provincial Emergency Coordination Centre (PECC): Provincial Operations Centre will be established to manage activities at the Provincial Central Coordination Level. The five functions provided by PECC are Management, Operations Coordination, Planning, Logistics, and Finance/Administration. The PECC level follows the same basic organizational support levels in the BCERMS.

Provincial Regional Coordination Level: A coordination level within the BC Emergency Response Management System which is activated to coordinate provincial resources on a regional basis. This level interacts with RDOS and Ministry EOCs.

Provincial Regional Emergency Operations Centre (PREOC): A Provincial Regional Operations

Centre manages activities at the Provincial Regional Coordination Level and coordinates the joint efforts of government and non-government agencies.

Purchasing Unit: Unit within the Finance/Administration Section responsible for financial matters involving vendor contracts.

R

Radio Cache: A supply of radios stored in a pre-determined location for assignment to incidents.

Recorders: Individuals within BCERMS organizational units who are responsible for recording information. Recorders may be found in Planning, Logistics, and Finance/Administration Units.

Reporting Locations: Location or facilities where incoming resources can check-in at the incident (see Check-in).

Resources Unit: Unit within the Planning Section responsible for recording the status of resources committed to the incident. The unit also evaluates resources currently committed to the incident(s), the impact that additional responding resources will have on the incident(s), and anticipated resource needs.

Resources: Personnel and equipment available, or potentially available, for assignment to incident(s). Resources are described by kind and type, e.g., ground, water, air, etc., and may be used in tactical support or management capacities at an incident(s).

Risk Management: Risk management is the process of making and carrying out decisions that will minimize the adverse effects of injuries, accidental losses and liability upon an organization. Making these decisions requires the five steps in the decision process. The five steps in the decision process are:
- Identifying exposure to loss,
- Examining alternative techniques for dealing with the exposures,
- Selecting the best techniques,
- Implementing the chosen techniques, and
- Monitoring and improving the response.

Carrying out these decisions requires the four functions in the management process. The four functions in the management process are:
- Planning,
- Organizing,
- Leading, and
- Controlling.

S

Safety Officer: A member of the Command Staff responsible for monitoring and assessing safety hazards or unsafe situations, and for developing measures for ensuring personnel safety. The Safety Officer may have assistants.

Section: That organization level with responsibility for a major functional area of the incident, e.g., Operations, Planning, Logistics, Finance/Administration.

Single Command: Single Command has one Incident Commander.

Single Resource: An individual, a piece of equipment and its personnel complement, or a crew or team of individuals with an identified work Supervisor that can be used on an incident.

Site Support Level: A coordination level within the BC Emergency Response Management System which is activated to provide policy direction and resources support to an Incident Commander. (see EOC)

Situation Unit: Unit within the Planning Section responsible for the collection, organization, and analysis of incident status information, and for analysis of the situation as it progresses.
Span of Control: To maintain supervisory levels within the command structure an effective span of control is required. Span of Control within the range of 1 to 3 and 1 to 7 individuals reporting to a supervisory level. The range of 1 to 5 is considered being the optimum number of individuals reporting to the next higher supervisory level.

Staging Area: Staging Areas are locations set up at an incident where resources can be placed while awaiting a tactical assignment. Staging Areas are managed by a staging area manager in the Operations Section.

Strategy: The general plan or direction selected to accomplish incident objectives.

Strike Team: Specified combinations of the same kind and type of resources, with common communications and a leader. There should be no more than five of any specified combinations under one leader.

Supervisor(s): The ICS title for individuals responsible for command of a Division or Group.

Supply Unit: Unit within the Support Branch of the Logistics Section responsible for ordering equipment and supplies required for incident(s).

Support Branch: A Branch within the Logistics Section responsible for providing personnel, equipment, and supplies includes; Supply, Facilities, and Ground Support Units.

Supporting Agency: The term used in the BCERMS to designate assisting and cooperating agencies. (See Assisting Agency and Cooperating Agency).

Supporting Materials: Refers to the several attachments that may be included with an action plan, e.g., communications plan, map, safety plan, traffic plan, and medical plan.

Support Resources: Non-tactical resources under the supervision of the Logistics, Planning, Finance/Administration Sections, or the Command Staff. Also includes resources under the supervision of the Operations Coordination Sections of the Site Support Levels.

T

Tactical Direction: Directions given by the Operations Section Chief which includes the tactics appropriate for the selected strategy, the selection and assignment of resources, tactics implementation, and performance monitoring for each operational period.

Tactical Objectives: The specific operations that must be accomplished to achieve strategic goals. Tactical objectives must be both specific and measurable.

Task Force: A combination of single resources assembled for a particular tactical need, with common communications and a leader.

Team: (See Single Resource.)

Technical Specialists: Personnel with special skills that can be used where required within the ICS organization. Technical Specialists may be needed in the areas of fire behaviour, water resources, environmental concerns, resource use and training. Technical Specialist report initially to the Planning Section but may be assigned anywhere within the ICS organizational structure as needed.

Time Unit: Unit within the Finance/Administration Section responsible for recording time for personnel and hired equipment.

Type: Refers to resource capability. A Type 1 resource provides a greater overall capability due to power, size, capacity, etc., than would be found in a Type 2 resource. Resource typing provides the Incident Management Team with additional information in selecting the best resource for the task.

U

Unified Command: In ICS, Unified Command is a unified team effort which allows all agencies with jurisdictional responsibility for the incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives, strategies and action plans. This is accomplished without losing or abdicating agency authority, responsibility, or accountability. The term 'incident command,' when used throughout this standard, shall be deemed to include Unified Command.

Unit(s): The organizational element having functional responsibility for a specific Planning, Logistics, or Finance/Administration activity.

Unity of Command: The concept by which each person within an organization reports to one and only one designated.

V, W, X, Y